

# Best Western Ullesthorpe Court Hotel & Golf Club Environmental Policy

## Overview

Best Western Ullesthorpe Court Hotel recognises the importance of operating in environmentally friendly manner and compliance with environmental legislation, regulations & approved codes of practice. All measures reasonably practicable will be carried out to minimise any negative impact on the local & global environment. The maintenance of good relations with regulatory authorities is seen as an important part of this to ensure that we are aware of the latest initiatives and opportunities to improve our performance. There are several key areas that we encourage all of our staff to monitor and actively improve on:

1. An increase in the use of recyclable & renewable materials
2. A reduction in the consumption of raw materials, water & fossil fuels
3. A reduction in the amount of waste produced
4. A reduction in risk to employees and guests posed by activities carried out by the company
5. An awareness of the environmental impact of the company's operation and activities
6. The limitation of the escape of noise from the site to surrounding areas
7. The limitation of production and discharge of pollutants to land, air & water

## Supporting the community

Consideration is given to all requests for charitable donations which are requested and in 2007, Best Western Ullesthorpe Court pledged its support for the Community Support Paramedics, which is a voluntary organisation providing much needed emergency medical assistance in rural areas.

The local community has the immediate benefit of having access to footpaths across the golf course and also the wooded areas within the grounds.

A large percentage of the staff at Best Western Ullesthorpe Court are resident in the local villages and recruitment advertising is regularly limited to a radius of approximately 8 miles of the hotel.

## Access for all

Best Western Ullesthorpe Court understands the differing needs of every customer and aims to give equal access and availability to all of our guests. Many different types of disability have been considered in the building and refurbishment works carried out in a programme of improvement and expansion which commenced in 2005. In instances where full access cannot be provided to certain areas due to the age and layout of the building, we will endeavour to provide a suitable alternative means of access or venue. Some of the improvements we have undertaken to comply with DDA and provide the most comfortable environment for all of our guests are:

- Designated parking, ramped access routes, public area accessible WC
- Restaurant & Bar located on the ground floor with level floor throughout & full accessibility
- 2 dedicated bedrooms in the new wing which are larger than standard with full accessibility, walk in wet rooms for ease of showering with easy action fittings and support rails, visual and sensory warning of fire alarm and emergency call buttons linked to reception. These rooms are also interconnecting with the neighbouring room to allow for private accommodation, whilst retaining easy access for an assistant or care personnel.
- Assistance dogs welcome
- Reception & other key staff have attended or are due to attend a 'Welcome All' course to give them a thorough understanding of different types of disabilities
- Lifts installed in all new building work

We have also worked closely with a regular guest who is a Director of a Disability Support Organisation to ensure that the expectations and needs of all of our guests are met whenever possible.

## Day to day impact reduction

The following steps are those which we have taken, or are making plans to take, in order to carry on our business in an environmentally safe and responsible manner:

- All hot water is 'on-demand'. Hot water is not stored in tanks, therefore increasing efficiency.
- Hot water temperature is restricted in the new bedroom block, reducing the amount of gas used to heat it.
- Rainwater is harvested in ponds and used to water the golf course.
- Heating systems in the all areas except the new bedroom block are turned off during summer months
- Motion sensors are fitted to lights in new bedroom corridors so that lights are not on when not needed
- Low energy light bulbs are fitted wherever possible
- Electricity in new bedrooms is controlled by inserting key card into switch, to avoid appliances / lights being left on when room not in use
- All staff are encouraged to be aware of turning off unnecessary lights and appliances
- Notices are in all bedrooms asking customers to indicate if they want towels and bed linen changing
- Only biodegradable confetti is allowed for use at weddings
- Waste oil from the kitchens is collected and recycled
- Waste build up from drain grease trap is collected and recycled
- Where possible, local suppliers are used to reduce transportation distances and therefore fuel emissions
- Waste organic matter from the grounds and golf course is shredded for re-use as mulch
- We are working towards only using electric buggies to reduce the amount of petrol used
- Materials used for building buggy paths is a waste product from the construction industry
- Photocopier paper and envelopes are made of recycled products. We are working towards using as many recycled paper and card products as possible
- Used printer cartridges are sent to 'Tommys' for recycling
- All new buildings are insulated in line with current building regulations
- Double glazed units are used for all replacement windows
- All radiators are fitted with thermostatic valves
- Waste building products (excavated soil / rubble) are re-used in other areas or retained for future use
- Unwanted used blankets, bed linen, curtains, furniture, etc. are donated to charity or sold for re-use by others
- Heating and hot water systems are regularly serviced to ensure maximum efficiency
- Cardboard, glass & plastic is separated from refuse and sent for recycling
- Hotel brochures are produced on re-cycled card and are also available as PDF files on our website to reduce the amount of hard copies needed
- 95% of all paints used in refurbishment works are water based
- Approximately 50 new trees are planted each year on the golf course and diseased or damaged trees are replaced
- The golf course includes almost 5 acres of natural areas to provide wildlife habitats