

Best Western Inverness Palace Hotel & Spa Corporate & Social Responsibility



Best Western Inverness Palace Hotel & Spa is committed to our focus on green initiatives including reducing consumption levels, converting environmental efforts into cost – reduction and revenue generating opportunities whilst promoting the Best Western Inverness Palace Hotel & Spa corporate and social responsibilities mandate contained below.

The Hotel employees have formed a Green team whose job it is to identify, test and implement any new eco-friendly Policies.

Best Western Inverness Palace Hotel & Spa corporate responsibility policy sets out the principle and standards for the company. All staff at each of our hotels is required to comply with the policy.

1. Access for all

Best Western Inverness Palace Hotel & Spa understands that every customer has different needs and we aim to make our hotel facilities available and accessible to all of our guests equally. In rare instances where this is not possible we will endeavour to offer a range of facilities for guests with a perspective on disability including:

- Designated car parking, accessible entrance, WC, accessible bedrooms
- Induction loops can be arranged with advanced requests
- Assistance Dogs Welcome

2. Community support

Best Western Inverness Palace Hotel & Spa is very supportive of local community projects and assistance to local charities. Each request is given due consideration. All activities, donations and sponsorships raised by customer, suppliers and staff will contribute to the Company's objective of supporting local charities.

3. Environmental Policy

Overview of the Strategy and Action Plan

During 2009/10 Best Western Inverness Palace Hotel & Spa reviewed each area of the environmental policy. The main focus for 2010/11 is on reducing consumption and improving efficiency in our Energy and Waste Management processes. The strategy is to investigate and implement new technology or practices to reduce levels and to agree ongoing best practice.

The aim is to work towards continuous improvement in environmental management and performance by employees and to encourage support from customers. Our approach to the environment is guided by a number of principles with which the hotel is required to comply.

Principles

1. The Company Director assisted by the General Manager and supported by the Green Team sets out the responsibility for environmental performance and develops and maintains an adequate system of management, measurement and improvements.
2. All actions comply with relevant regulations.
3. Business is conducted with due regard to the environment, its habitats and biodiversity.
4. The business operations are regularly assessed for compliance with policy, performance and achievement of targets.
5. Environment considerations are taken into account in all major business decisions.
6. Employees are encouraged to work in an environmentally responsible manner.
7. Suppliers are encouraged to operate in an environmentally responsible manner and such encouragement is made a condition of any supply.
8. Where appropriate, encourage support from customers by providing them with products and services that are environmentally responsible in use.
9. Customers are made aware of all environmental policies in the specific areas where they are in direct contact.
10. The company will report regularly on its environmental performance. These will be available on-line or can be sent in writing if requested.

Standards Management

- The General Manager is responsible for the overall environmental performance, which is reported to the Company directors on a monthly basis.
- Develop and thereafter maintain an adequately documented environmental recording and reporting system.
- Ensure that the implications for the environment are taken into consideration in all major business decisions.
- Develop and thereafter maintain a record of formal written comments concerning environmental performance and set targets for their reduction.
- Assess the business regularly for compliance with this policy.

Greenhouse Gases

- Reduce the use of energy through awareness programmes and through designing efficiency into new buildings, equipment, travel and transport and other working practices.
- Set a target for the reduction of energy consumption.
- Monitor, report and update regularly.

Resources

- Reduce the use of water and materials through awareness programmes and through designing efficiency into new buildings, equipment and working practices.
- Set a target for the reduction of utility consumption. Monitor, report and update this annually.
- Reduce, reuse or recycle solid waste where economically and environmentally sensible. When these options are not available, dispose of solid waste in the most environmentally responsible manner.
- Set targets for the reduction of waste produced. Monitor report and update these annually.

Initiatives & Daily Actions

The following is a selection of initiatives that Best Western Inverness Palace Hotel & Spa adopt to help reduce, re-use and recycle:

- 1) Dual flush toilets to save water. Ongoing project as refurbishment takes place.
- 2) 50% Energy efficient windows to improve thermal performance resulting in less of a requirement for heating in winter and air conditioning in summer.
- 3) Dedicated recycling units
- 4) Separate walk in showers to encourage guests to use the shower instead of the bath resulting in water saving. Ongoing project.
- 5) Re-use of furniture and fittings after our refurbishments by donating to local charities and businesses.
- 6) Installation of low energy light bulbs.
- 7) Favour supplies derived from recycled materials or renewable resources.

Daily Actions

On a day to day basis the team in the Best Western Palace hotel & Spa take the following actions in their contribution to helping the environment

- 1) Recycling of Paper, Newspapers, Card board, Glass, Waste Cooking Oil, Toner Cartridges, light bulbs and batteries.
- 2) Re-use towels on guest request
- 3) Provide newspapers on request to avoid wastage and recycle any spares
- 4) Monitor water/gas/electricity consumption to aid reducing consumption levels
- 5) Bulk purchase of chemicals
- 6) Chemical dosage dispensers
- 7) Donate soap bars and toiletries to charity
- 8) Compact waste so less collections required
- 9) Encourage car share
- 10) Encourage cycle to work and have provided cycle rack facilities.
- 11) Encourage local transport and provide information on their facilities
- 12) Purchase recycled goods
- 13) Provide environmental awareness and training as part of the new staff induction programme
- 14) Ongoing environmental and awareness training
- 15) Have a dedicated environmental group driving forward new initiatives
- 16) Sales team promote our environment policy to clients
- 17) Co-ordinate in advance staff taxi journeys and pickups to minimise number of taxi journeys

Hazardous Substances

- Reduce the use of hazardous or non-degradable chemicals.
- We will work with our supplier partners to encourage use of environmentally friendly soaps and detergents for laundering bed linen and towels.
- Where the use of such substances is unavoidable, train staff in the handling and disposal of such substances. Whilst also taking precautions to minimise the impact of spillage.
- Reduce the use of ozone depleting substances in supplied packaging materials, refrigerants and fire suppression systems by specifying new equipment that is free of such materials and replacing existing systems as directed by legislation.

- Staff are COSHH trained and regularly updated on new advice.

Working with our Local Communities

- Reduce as far as commercially practicable the level of harmful or nuisance emissions.
- Collect used cooking oil and recycle it through a licensed contractor.
- Carry on business in a responsible manner with due regard to the hotels' immediate environment, particularly at unsociable hours and in relation to noise, odour, lighting, litter, uncollected waste or deliveries and collections.
- Maintain building exteriors, outdoor equipment and grounds to create a positive visual impact within the hotels' community.
- Introduce contingency plans for major incidents to reduce their environmental impact.

Local Support

A selection of actions of ways in which we support our local environment, services and suppliers:

- Provide information to guests on walks, wildlife and parks.
- Provide information to guests on walking groups.
- Provide cycle hire information to guests.
- Work closely with golf courses to promote their facilities.
- Provide local transport services information to our staff and guests.
- Purchasing policy in place to ensure the hotel use eco friendly chemicals, local and sustainable produce with minimal transport and packaging.
- Use local produce for beverages, fish, meat, fruit, vegetables and dairy.
- Use organic produce in our breakfast items.

Recent Hotel Development Projects

Best Western Inverness Palace Hotel & Spa Hotels policy during any form of refurbishment is to take advantage of environmental opportunities that will also be of financial benefit to the company.

- The planned introduction of a new heating system in the autumn of 2010, born from an independent review of the hotels environmental performance.
- The introduction of sensors in all public area lighting where possible.
- Thermostatically controlled heating in every room.
- Building management systems as part of the new heating system.
- Autumn of 2010 lagging of all pipe work.
- Proposed window insulation as opposed to double glazing (Planning issues).
- Loft insulation and between floors where possible.
- November bathroom refurbishment (aerated taps/dual flush toilets)