



## OUR ENVIRONMENTAL POLICY

We believe that we all have a part to play in taking care of our environment, what we take from it, how we use the resources and what we 'put back' into the environment by maximising the amount of excess that is recycled, reused or re-purposed.

At Wiltshire Inns we operate high standards of performance and advocate socially and environmentally sustainable business practises. Our aim is to bring a positive benefit to the societies in which we operate through providing high quality sustainable services, local employment, supporting environmental protection and community involvement. This is part of our ongoing commitment to ensure that we operate in the most sustainable manner as possible.

From our policies on laundry, plastic, suppliers, waste disposal, use of Electricity and gas and purchasing decisions we understand our responsibilities and ensure this is at the heart of our operations.

At Wiltshire Inns we recognise the impact of our business on the environment and are committed to managing the hotel in a way that maximises our environmental sustainability.

### **We are undertaking the following actions to strive to responsibly lessen our impact on the environment wherever we sensibly can, by:**

- We are Factoring the environment in our everyday decision making at management meetings and with our Staff Consultative Committee.
- We are Raising awareness and encouraging our staff to carry out more sustainable business practices by informing and involving them at induction and at regular training sessions.
- Waste Management: we Recycle paper, newspapers, glass, batteries, fluorescent and long life bulbs, cans and cartridges, cardboard, tin and food (an Anaerobic Digestion plant converts our food waste into renewable energy). The rest of our general waste goes to an incinerator that also generates renewable energy. None of our waste goes to landfill.
- We operate a 'switch off' policy for staff to turn off computer equipment and printers when not in use.
- Reducing our usage of harmful cleaning chemicals and replacing these with eco-friendly products wherever possible.
- Reducing our usage of paper by printing double sided, or preferably not printing at all.
- Encouraging our guests to explore the local attractions by public transport, bicycle or on foot by providing information on walks, cycle routes and cycle hire information and bus and tube timetables at Reception. We provide walking maps to local attractions in our room directories.
- We are using a bottling system to bottle our own filtrated water, both still and sparkling for use in all bedrooms, in the bar and restaurant they will be available for a small fee of which a portion will be donated to water aid
- Our in-room toiletries are provided in refillable bottles, and we source environmentally friendly products as locally as possible
- All traditional kettles are being replaced by 'one cup kettles' that produce instant hot water on demand, they use much less energy, helping us reduce our energy usable and ultimately contributing to reducing our carbon footprint.
- Biscuits in rooms, rather than individually plastic wrapped biscuits we are looking at baking our own biscuits and providing them in small jars in the rooms
- Placing movement sensors in all public toilets and in passageways leading to rooms to reduce energy consumption
- Recycling our coffee grounds to produce 'coffee logs' for use on our open fires

### **We will continue to:**

- Use low energy light bulbs in public areas.
- Monitor our energy consumption of gas, electricity, and water.
- Use electronic mail where possible to reduce the use of paper.
- Turn off unnecessary lights and taps.
- Buy in bulk.

### **We are working on projects to:**

- Update our website with green travel information e.g. local bicycle hire.
- Continue to reduce our energy consumption with a target of a 15% reduction
- Replacing the in-room bins for 'recycling' bins to encourage guests to assist us with recycling
- Use more organic produce, seasonal vegetables and local produce.
- Calculating and continuing to measure our carbon footprint
- Introducing EV Charging points in our Car Park
- Use recycled paper for brochures.
- Get involved in local community projects.
- Reduce water use by 10% by continuing to fit water saving devices in toilets
- We will always comply with the law in all our actions and will continuously review our policy to improve our environmental impact.
- Working with our hotel guests to provide them with price point benefits for travelling to Bradford on Avon by public transport and for bringing their own towels and toiletries.
- Working with suppliers that are of a similar mind, have a published Environmental policy and are looking at sourcing their products responsibly.
- Working towards ensuring our energy is 100% renewable

We are dedicated to balancing our commitment to our Green Policy without compromising on the comfort, standards, and enjoyment of our guests

### **Green Policy for our Guests**

We would like to enlist the help of our guests in achieving our aims by asking them to:

- Turn off lights when leaving the room.
- Turn off the television when leaving the room.
- Turn off taps and the shower while not in use, (i.e. use the shower to get wet, turn it off to use the soap then turn it back on again to rinse off)
- Limit the use of heating and turn it off when a window or door is open to the outside.
- Leave newspapers out of the bins so they can be collected separately by the housekeeping staff.
- Towel and Linen Policy
- Our policy is to ensure that guests have a comfortable stay. Therefore, sheets will be changed on every second day for a long stay guest and towels will be changed on request when the room is cleaned. Guests are asked to place all towels to be changed into the bath.

### **Spare Books**

If you have any spare books that are in good condition which you no longer want, please leave them on the desk in your room and the hotel will pass them to charity.

### **Lost Property**

We will keep all lost property and endeavour to contact all guests to return their lost property, however if property remains unclaimed after three months it will, where appropriate, be donated to charity.

### **Walking Maps, public transport information**

Walking maps to local attractions are available at Reception and we provide or will assist guests with information on public transport options and will always encourage guests to use public transport over their own personal vehicles to travel around the region.

**We very much welcome your support in achieving our aims and we appreciate any recommendations you have to further improve the hotel's environmental performance.**