

Green Management and Sustainability

Corporate Social Responsibility (CSR)

A successful hotel has a pivotal role in the community and we are pleased to accept such a responsibility, developing and promoting good practice as a way of life.

CSR is a fixed agenda item on the Operations Manager's weekly meetings on Wednesdays, expenditure is considered and decisions ratified by the Managing Director on the following Mondays. Our success is recognised by the people we affect, customers, suppliers, staff and neighbours reflect this.

Community

We are a family business that is part of our community; many customers are local to the hotel which employs 200 people, some with decades of loyal service. Four generations of one family have worked at the hotel together. We support local schools through donations for fund raising & work experience programmes for students.

Good training and personnel policies have resulted in people progressing from raw trainees to senior positions and then being instrumental in the hotel climbing through the ranks to earn and sustain its coveted four star status.

Community Service clubs such as Rotary International, Round Table, Lions and Probus have made the hotel their local HQ, enjoying preferential and in many cases complimentary use of the facilities. The hotel's active support has helped these organisations function effectively and to raise large sums for charity. Lower charges are available for charitable events and dozens of 'dinners for two' and 'days in the leisure club' are given for prize draws.

Environment

We are committed to maximising the positive and minimising the negative impacts of the hotel on the environment. Within the grounds & golf course we operate nature friendly policies, maintain a section of public footpath, wild grassland areas and 40 bird nest boxes, in May 2009 a pair of great tits set up home in a 'nestcambox' and were featured on the hotel reception TV flat screen, on the internet and on the BBC Points West news programme. There was great excitement as two Tawny owls were successfully reared in one of two specialist nest boxes in the woods, but not the box containing the camera!

Large areas of grass lawn are mown but left untreated for 'weeds' and now regularly attract feeding green woodpeckers & finches. A Buzzard has been seen this year for the first time patrolling the golf course. 15,000 garden plants were grown in our own greenhouses from seed and plugs and litter is kept clear and flowers are planted in the road verges near the hotel. We convert used cooking oil into bio-fuel which is used instead of diesel for the golf course mowers, tractor and the maintenance van.

Reducing energy consumption, directly and indirectly, is a major objective. With support from consultants and the Carbon Trust, since 2007 we have replaced boilers, valves, thermostats, light fittings, televisions and air conditioning plant, spending in excess of £200,000 on energy efficient fixtures.

Compact fluorescent and LED lighting is extensively used and a computer based building management system controls the climate in areas of the hotel.

This programme is ongoing, in the 6 months January to June 2009, gas consumption was reduced by 7.26% and electricity by 17.24% over 2008 levels. Measures are being introduced to reduce water consumption.

Significant energy savings are made through daily management actions – Re-cycling bottles, plastic, cans, paper, cooking oil, waste compaction along with bulk purchasing, locally whenever possible. Staffs are all trained in turning off equipment.