



Best Western Shrubbery Hotel

## Corporate Social Responsibility, CSR – What does it mean?

This is one question that is frequently being asked in business and one simple definition is that **CSR is about how companies and organisations manage the business processes to produce an overall positive impact on society.**

### Corporate Social Responsibility Policy

The Shrubbery Hotel operates with a culture that recognises responsibilities to society to maintain safety and quality in all our operations. We recognise that the hotel's activities affect many people in the local community.

Having recently become a member of Considerate Hoteliers Association the Best Western Shrubbery Hotel is actively investing in CSR. It is the policy of the hotel to carry out all measures reasonably practicable to seek to meet, exceed or develop all necessary requirements to improve the hotel's impact on society.

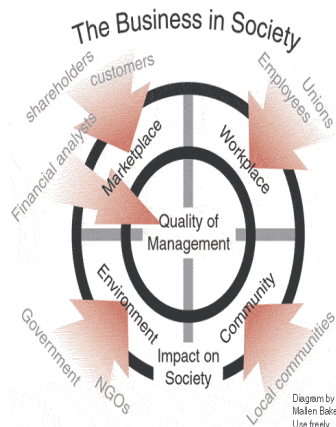
The hotel will comply with all environmental regulations, legislation and approved codes of practice relating to the processes and activities of the Company.

The aims will be wherever possible:

1. Assess the environmental effects of the Company's activities in its operation.
2. Reduce the amount of waste produced.
3. Reduce the consumption of raw materials, water and fuels.
4. Reduce and/or limit the production of pollutants to the environment.
5. Limit the noise in and around the site.
6. Support the activities of local organisations and businesses, thus ensuring the hotel continues to have a positive impact on the community both in day to day operations and in the future.

The Company will strive to enhance environmental awareness and understanding in all employees, suppliers, customers, sub-contractors and the public. Where possible the Company will provide information and assistance to customers on environmental issues arising from its products and services.

**Kim Hill**  
**Operations Director**  
**1/3/2007**



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### Activities Currently Completed /Undertaken

- Waste glass and bottles recycled
- Bedroom TV's switched off (not on standby)
- Towel usage policy in place to reduce linen consumption
- For guests staying more than one night bed linen only changed on the third day unless requested otherwise.
- Removal of paper towels from public toilets and replaced with cotton towels
- Light bulbs where practical replaced with minimum acceptable wattage & low energy light bulbs.
- Cardboard collected for recycling
- Where practical waste paper used for scrap, note taking or lighting the hotel fires in the winter.
- 'Hippo' bags placed in toilet cisterns where practical
- Infra red light sensors , (for lighting) installed where practical
- 'Sun Tubes' installed in refurbished conference room, 2007.
- Use of local suppliers wherever practical, including fresh local produce delivered daily to our kitchen.
- Only essential lighting, for health and safety purposes are left on when the hotel is closed at night.
- All staff are aware that all non essential lighting and heating is to be turned off when not in use.
- Heating is regulated throughout the hotel by timers, and in the winter reduced to minimum comfort levels.
- Soap dispensers have been installed in the public toilets.
- 75% of the hotel windows are double glazed and double glazing is installed as a matter of course on all new build works/refurbishment.
- Endeavour to minimise the use of the kitchen dishwasher, washing by hand where practical. When using the kitchen and bar dishwashers only use them on a full load.
- Collect rainwater for reuse in the garden.
- Waste cooking oil recycled.

### Activities Currently Completed /Undertaken - Cont

- Endeavour to keep windows and doors shut at night during functions to reduce noise impact to local residents.
- Many local organisations are not charged room hire when booking meetings or charitable events, for example; RAFA, British Legion, First Responders, Scouts, Local Doctor's, GOSSIP.
- Prizes regularly given to local charitable organisations.
- Sponsor Somerset Cricket League for last five years.



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- Directors are Governors at two local schools
- Support work experience placements from local schools.
- Provide the venue for the 'Old Folks' in the local community Christmas Luncheon for the last 35 years. Also provide each guest with a bag of fruit when they depart.
- Recycle fax/photocopier toners and drums back to the supplier.

### **Ongoing Initiatives**

- Continue to remind staff of CSR items via Team Briefs and encourage new ideas.
- Regularly review lighting arrangements to see if improvements can be made
- Endeavour to source suppliers who are willing to take back packaging where appropriate.
- Continue to remind staff to report water leaks/drips
- Consider Carbon off-setting initiatives
- Review use of Fair trade produce.
- Review recycling arrangements for tins and other metals.
- Review recycling arrangements for plastics, i.e. mils cartons.