



Hotels with personality



because...  
...we care

## Best Western Angel & Royal

### *Corporate Social Responsibility Policy*

The Best Western Angel & Royal 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.

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 hotel'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 hotel 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.



### *Activities Currently Completed / Undertaken*

#### *Recycling.....*

- Where practical waste paper used for scrap, note taking or lighting the hotel fires in the winter.
- Waste cooking oil recycled.
- The hotel's stationery and marketing materials uses products that are Chlorine free and from sustainably managed sources

#### *Energy Conservation.....*

- Bedroom TV's switched off (not on standby)
- Light bulbs where practical replaced with minimum acceptable wattage & low energy light bulbs.
- Infra red light sensors , (for lighting) installed where practical
- Only essential lighting, for health and safety purposes are left on when the hotel is closed at night.
- All staff 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.
- 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.
- Use high efficiency boiler and boiler is maintained and serviced to ensure greater than 80% efficiency

#### *Water Conservation.....*

- Water consumption is monitored – read at least quarterly, preferably monthly and results utilised
- Green towel and linen replacement policy advertised (we will change linen every 3 days unless requested)
- Use energy efficient appliances
- Hot water tanks have at least 500mm insulation and pipes are sufficiently lagged
- Soaps and detergents are phosphate free
- Natural based surface cleaners are used – including use of chemical free methods such as microfibre cloths



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### *Local Conservation.....*

- Provide up to date local public transport information
- Provide information/brochures on local activities such as walking and cycling
- Provide cycle storage facilities
- Reduce environmental impact of staff travel - Car share or cycling incentives
- Use of local suppliers wherever practical, including fresh local produce delivered daily to our kitchen.
- Endeavour to keep windows and doors shut at night during functions to reduce noise impact to local residents.
- Prizes regularly given to local charitable organisations.
- Support work experience placements from local schools.
- We actively promote local visitor attractions and facilities
- We are happy to store your bike for free whilst you are staying at the hotel.

### *Other initiatives.....*

- Removal of paper towels from public toilets and replaced with cotton towels
- Soap dispensers have been installed in the public toilets.

### *Ongoing Initiatives*

- 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
- Review use of Fair trade produce.