



## Corporate Social Responsibility Policy

QN Hotels Group operates with a culture that recognises responsibilities to society to maintain safety and quality in all its operations. We recognise that the hotel's activities affect many people in the local community.

It is the policy of our hotels 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 hotels 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 hotels will strive to enhance environmental awareness and understanding in all employees, suppliers, customers, sub-contractors and the public. Where possible the QN Hotels will provide information and assistance to customers on environmental issues arising from its products and services.

The hotel has developed a 'Green Team' and part of their responsibility is to maintain a 'Green management file' providing evidence and a 'Green action plan' to be communicated to guests and staff.

# Activities Currently Completed /Undertaken

## Recycling.....

- Waste glass and bottles recycled
- Cardboard collected for 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
- The hotels have recycling facilities on site which are available for guests to make use of

## Energy Conservation.....

- Bedroom TVs 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.
- 85% of the hotel's windows are double glazed
- 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.
- The hotels participate in a carbon offset scheme
- 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

- Use energy efficient appliances
- Hot water tanks have at least 500mm insulation and pipes are sufficiently lagged
- Showers use less than 12 litres of water per minute
- Taps use less than 8.5 litres per minute
- Self-closing taps installed in all public areas
- PIR controls are utilised for flushing systems
- Water efficient washing machines and dishwashers are used which are A rated or better
- Water Butts for vehicle washing and gardening use
- Soaps and detergents are phosphate free
- Cleaning products are chlorine free
- Natural based surface cleaners are used – including use of chemical free methods such as microfibre cloths
- The hotels have installed ecological treatment system for waste water
- Use of filtered water
- Bottled water supplied from a local source

## Local Conservation.....

- Provide up to date local public transport information
- Provide information/brochures on local activities such as walking and cycling
- Provide and promote cycle storage facilities
- Reduce environmental impact of staff travel - Car share or cycling incentives
- Company vehicles are eco-friendly - Meet Euro 3 or 4 standards for fuel efficiency
- 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 offer cycle storage for free whilst you are staying at the hotel. (To be confirmed at the time of booking)

## Other initiatives...

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

## 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., milk cartons.