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## Environmental & Sustainability Statement 2021

### Committed to the Environment

At Ashorne Hill we are committed to delivering our range of services responsibly. Our aim is to prevent and minimise the impact on the environment whilst continuously creating positive improvements for all of our stakeholders, thereby ensuring a positive impact both on our local environment and globally.

This aim can only be achieved through the integration of responsible approaches to environmental matters into everything that we do. It will also require significant and sustained investment of time and resources over the long term.

Ashorne Hill has signed up to the Green Tourism charter and currently hold the Gold Award. Our Waste Management Policies and procedures work in tandem with our overall Environmental and Sustainability policy and is driven by compliance with legislation and the desire to minimise waste and subsequent impact on the environment. Ashorne Hill sends nothing to landfill.

The overall themes of our policy can be summarised below:-

- To consciously integrate the consideration of environmental concerns and impact on sustainability into our decision making and activities.
- To purchase products and services that can, as far as possible, do the least damage to the environment from companies that are also committed to sustainability.
- To reduce and minimise our waste year on year, and reuse or recycle as much of it as is possible.
- To carefully monitor and minimise energy and water use on our site in order to conserve supplies and reduce the consumption of natural resources.
- To communicate our aims and activities widely, consulting with staff, customers and other stakeholders to encourage sound best practices, promote sustainability and encourage feedback on improvements in these areas.
- To promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner.
- To actively follow and comply with legislation, to ensure all stakeholders are protected from any significant health, safety or environmental hazards both now and in the future.
- To benchmark our environmental performance within our industry to actively seek further economic and environmental saving opportunities.

## Investment in sustainability

Over £2m has been invested in the last 10 years into buildings and services that support our efforts in sustainability. This includes:-

- Recladding of buildings using sustainable products (Evesham, Malvern, Shedden)
- Agricultural building – internal/ external LED lighting. Rain water collection for reuse around estate
- Sustainable timber is used in all new building projects
- Water treatment works re-stoned for efficiency
- Own water bottling equipment for use in meeting rooms and catering areas
- Smart TV's in all 110 bedrooms for guest information
- 2019 purchased washing machines with eco friendly programmes and more efficient energy /water consumption
- LED lighting and PIR sensors when refurbishing areas
- Smart dispense unit for bar to minimise the requirement for cleaning, thereby reducing waste water and use of cleaning chemicals
- Cardboard compactor
- 2019 new water boiler systems to meet more stringent environmental standards and guidelines
- Smart electronic boards in training rooms reducing paper usage

## Products, processes and suppliers

We treat the purchasing of products and our management of processes with much thought and attention to the environmental impact. Our activities in this area include:-

- Waste management - Waste Contractor Survey, Supplier Waste Survey
- Food suppliers are vetted and assessed on their own sustainability plans and where possible local products are sourced as a priority
- Housekeeping have introduced the following changes to products:-
  - Eco towels (less time washing and products required)
  - Eco-force cleaning products
  - Bathroom toiletries have been replaced with dispensers rather than individual plastic miniature bottles
  - Toilet roll dispensers using recycled toilet paper
- Ashorne is working to minimise the use of paper for administration purposes:-
  - Function sheets are no longer distributed as paper copies
  - Note pads are not given out to every delegate but a small version is available if needed
- Reduction of single use plastic includes:-
  - Plastic straws have been replaced with paper ones
  - Plastic drinks stirrers have been replaced with wooden ones
  - Plastic pens replaced with wooden pencils
  - Plastic cups at water stations are no longer provided
  - Plastic water bottles are no longer available in bedrooms
  - Individual cereal packets (with plastic bags) have been replaced by cereal dispensers
  - Individual butter and preserve portions have been replaced with jars/blocks
  - Plastic bags have been removed from bins in bedrooms

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## Performance measures

Targets & Key Performance indicators include:-

- Reduction in single use plastic by 1 tonne by 31<sup>st</sup> March 2025
- Reduction in general waste from the site by 20% by 2025
- Carbon footprint reduction – 5% Year on year

## Engaging customers, staff and the local community

Customers play an important role in making Ashorne environmentally friendly. Some of the customer focused initiatives include:-

- Responsible Visitor Charter presented around the buildings and in guest bedrooms. Includes guests to be responsible by :-
  - **Save energy** - Switch off lights and close windows if heating is on. Turn down radiators if necessary. Switch off the heated towel rail if not needed.
  - **Save water** - Turn off taps when brushing your teeth and reuse towels and linens wisely.
  - **Save fuel** - Share a lift or a taxi with colleagues where possible.
  - **Recycle** - there are many paper recycling bins available across the site. We also recycle cardboard, printer cartridges, batteries, glass and all other waste.
  - **Save on paper products** - Use only what you need. If you are attending a conference only print materials when/where required. All our paper hand towels are made from recycled materials.
  - **Respect nature** - help us to look after the landscape and wildlife by using footpaths and designated walkways.
  - **Don't drop litter** - Use the litter bins provided in rooms, in meeting areas and outside.
  - **Support local culture and heritage** - . By supporting local heritage we can preserve customs and events for the future.
  - **Support 'GreenTourism' businesses** - Look for the green tourism logo when planning your breaks, business meetings and holidays.
- Water filling stations – Customers are encouraged to bring their own water bottle to Ashorne and fill at the water stations in public areas. Plastic cups have been removed from these stations
- Ashorne no longer provides plastic bottled water in bedrooms. Tap water is clean and guests are encouraged to drink this or from the water stations.
- Recycling beds and textiles to the local community
- Regular staff communications at Quarterly Staff Briefings to highlight reduce, reuse and recycle.

## Environmental Impact

Developments of the site take consideration of the environmental impact in a number of ways:-

- Whenever Capital spend is undertaken there is an element of spend for planting included within the project when appropriate. For example tree planting around new buildings.
- There is an annual budget for planting in order to enhance / replace plants that have died or been eaten by rabbits. The type of planting that will generally be undertaken is,

bulbs for colour, hedging for demarcating walkways or trees to replace damaged or dying stock.

- The estates team will continue to prepare and use old leaves and plants to produce compost for the site.
- Bat boxes and bug hotels are maintained to support local wildlife. Ashorne also maintains local beehives.
- Ashorne's own herb garden is being developed to provide produce for our own kitchens.

## **Future Plans**

Ashorne has a Green Action Plan where various environmental and sustainability issues that have been identified are recorded. We are committed to putting effort into finding solutions to these issues. Areas for further development include:-

- Corporate social activities
- Plastic reduction across the business and through our suppliers. Goals include:-
  - Replace individual milk plastic portions with more sustainable packaging
  - Remove cling film from the business
  - Tackle suppliers packaging to reduce plastic coverings
- Integration of apple orchard onto the site to provide produce for the kitchens
- Further paper reductions including paperless contracts and online checkin.
- Future compliance measurement against an environmental management system