



- **CORPORATE SOCIAL RESPONSIBILITY POLICY**

- **OBJECTIVE** – At The Glynhill Hotel & Spa we take great pride in our actions which help support our community and protect our environment. The areas highlighted within this Corporate Responsibility Policy represent our genuine commitments to contributing to our community, being a fair and responsive employer and working hard to minimise our environmental impact.
- 

## **SOCIAL**

### People Development

As an operator within hospitality we recognise that our most important asset is our people. We are committed to their continuous learning and improvement. We encourage each of them to achieve a higher potential by providing for them a guiding and supporting environment, and investing in them with both time and funding to help them grow.

### Travel

Our team members are encouraged to be aware the impact daily travel has on the environment. They are encouraged to use more environmentally focussed methods of travel including the Cycle to Work Scheme and a hotel specific public transport discount scheme.

### Diversity and Equality

As a place which by its very nature a people business, The Glynhill has striven, and continues to incorporate diversity into everything we do and everyone we welcome to work with us. We are wholly committed to tackling inequality and promoting diversity.

### Duty of Care

We are dedicated to producing a caring and supportive work environment which is favourable to the welfare of all team members. This aids them in growing to meet their full potential. We take our duty of care to our employees sincerely and ensure that working practices are safe, both for the body and the mind.

## **COMMUNITY AND CHARITY**

### Charity

- We will engage with multiple charities per year as our Charity Partners (3 per annum) and also rotate these annually. The choice of charity partner will be nominations from



the whole working team, and a vote process followed by final confirmation from the hotel board of directors.

- We support on an impromptu basis small charities and local fund-raisers where a specific event is to be held by providing throughout the year a number of vouchers for meals, events and teas at the hotel.
- We encourage our team to give some of their time and skills to a variety of causes on behalf of the hotel and its charity partners, for them to take part in fund raising events where they are able to.

#### Community Engagement

- We ensure we engage with our local community. We maintain an open door policy to our neighbours for anyone who wishes to know what's going on at our venue and lives locally, as well as engaging with local groups, including social groups, business groups and family/kids activity groups.
- We take note of all feedback from locals and local groups, giving our full consideration to the thoughts of all our neighbours, whether that be one individual or many.
- We run regular promotions and events specifically prepared for the 65 years plus community in our area. This includes discounted leisure memberships, specially catered tea-dances throughout the year and at Christmas, discounted afternoon meal specials and offer a warm welcome to our elder community.
- We run a number of youngster's classes, for a mix of ages in our leisure club with a full team of fully trained and vetted professionals which brings many families to the hotel and leisure centre.
- We operate a Pet Friendly policy for families staying or passing by at the hotel.
- We operate a Safe Space Policy which lists our measures taken for our members, guests and other patrons to feel comfortable and safe when using the facilities at the hotel, particularly our leisure areas. This is in addition to our Lone Traveller Policy for those travelling to the hotel alone.

#### **ENVIRONMENTAL AND ECONOMIC**

At The Glynhill, we understand the vital importance of having good practices in place for a sustainable environment. We believe this reflects the expectation of our guests, our suppliers, our investors and our team. We believe in creating achievable goals with our practices to make a positive contribution to our community and the environment in general. We make the effort to regularly review the environmental actions and practices we have in place, adjusting and adding to these wherever we can.

Some examples of these good practices and procedures are listed here, however these are not exhaustive or the full list:

- Water management – we employ a number of good housekeeping policies, including signage asking guests to re-use towels and not to leave the shower running too long



- Waste management – the hotel employs a system of waste separation for items to recycle such as paper products, plastics, and glass and food waste. Minimal amounts are placed into general waste
- Energy Efficiency Procedures – the hotel has a wide range of procedures in place as both standard operating procedure and as best practice trained to staff. This helps reduce the energy output for the property

### **Further list of environmental conservation activities**

#### **Recycling**

- All glass, plastics and paper packaging recycled
- Large waste items/un-used equipment sold off or donated to charity
- All paper used twice
- All ink cartridges recycled
- Waste cooking oil recycled
- Hotel stationary and majority of brochures printed with no dates to ensure none thrown away after dates
- All brochures available as an online download
- All hotel and conference bills sent by email

#### **Electrical**

- All bedroom TV's kept off (not standby) until guest enters
- Low energy light bulbs throughout all guest rooms and public/catering areas
- PIR sensors installed in all low-use areas (back stairways, public washrooms) and all hotel store rooms so they are only active when in use
- Monthly monitoring of energy usage
- Only essential lights kept on in public areas when out with hours of use. Minimal lights for walk through areas for health and safety
- All staff trained on the non-essential lighting and heating of areas with daily checks to ensure lights/heating are off
- Kitchen – all gas appliances switched off when not in use
- Kitchen – minimal electrical appliances on. Only switched on for service and multiple ovens only used for peak times
- Dishwasher units only on during peak times and only used with full loads
- A closed door/window policy is in place for front doors and internal walkways leading from main doors in order to limit the loss of heat
- Air conditioning (public areas) only used on request
- All non-essential computers and electric devices turned off when not in use, including items such as coffee machines, vending machines, overnight

#### **Energy Conservation and Efficiency**

- The hotel has installed a thermal pool cover to place over our internal swimming pool each night. This conserves the heat and reduces energy output
- The hotel is replacing all boilers in the hotel (6 units) between 2022 and 2023. These will be the latest in energy efficiency



- Energy training mandates in place specific to each department and all team members given tuition on these

### **Housekeeping**

- All rooms have signage to advise guests to re-use towels where they can
- Bedrooms booked for more than one night only serviced every two days
- Soap dispensers installed in all rooms and public area washrooms with no plastic wastage and a recyclable soap bag in each dispenser

### **Purchasing**

- In the process of procuring supplies for inventory and operational materials, the hotel opts for locally sourced vendors where possible, which means we can work with local companies in our community and also reduce the carbon footprint of deliveries by large vehicles
- Where possible, we try to ensure we work with vendors who have ethically sourced supplies and policies in place for this
- Our menus are sourced as much from local produce
- We meet regularly with our supply partners and seek information on new products which are more environmentally friendly, locally sourced and where we can source products which are organic in terms of food items
- We operate a bulk purchase system where possible and when we have storage available we order larger amounts to reduce the number of deliveries to the hotel

### **Misc.**

- Posters used throughout staff areas to remind and encourage our team about the importance of controlling energy usage
- Conference call and webcam facilities installed into meeting rooms to reduce the number of delegates who need to travel/be present