



# St Mary's Hall Hotel

## Creating a sustainable hotel

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St Mary's Hall recognises its environmental responsibility and is committed to working towards a sustainable future, aiming to become an environmentally friendly hotel.

"...to become a industry leader in environmental management and to contribute to a sustainable society."

St Mary's Hall has created a vision for the future, which encapsulate the following:

- Taking responsibility for our impact on the environment
- Raising awareness and motivating a change in behaviour
- Promoting environmental best practices
- Improving financial results, without compromising guest satisfaction

We are actively working towards the implementation of proactive measures to help protect and sustain the local, national and global environment for future generations.

## Aims to help St Mary's Hall become a sustainable hotel:

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1. Waste Management – continually working towards zero waste to landfill
2. Energy Management – consistently striving to become carbon neutral\*
3. Supplier Management – to always retain and procure suppliers with good Environmental Management Systems
4. Our Guests – actively promoting green Scilly
5. Team Members and Culture – all team members understand their responsibility and contribution to create a more sustainable Hotel

To ensure continual improvement our aims will be regularly reviewed

\* based on energy utility usage (Electricity, LPG, Fuel Oil, Diesel and Petrol)

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## Energy management

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St Mary's hall aims to become a carbon neutral hotel based on its energy utility usage (Electricity, LPG, Fuel Oil, Diesel and Petrol).

Work on energy management at St Mary's hall has been ongoing since being bought by the present owner, Clifford Freeman in August 2009. Measures include reducing the wattage of light bulbs, and monitoring of all energy usage.

## Key Fact - What does being a "carbon neutral hotel" mean?

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Carbon dioxide (CO<sub>2</sub>) is one of the main greenhouse gasses, produced by the burning of fossil fuels for heating and electricity. Being "carbon neutral" entails reducing and/or avoiding carbon emissions (in LPG, Fuel Oil, Diesel and Petrol), and offsetting any unavoidable emissions by planting trees, for example.

The aim is to achieve a balance between the carbon dioxide released into the atmosphere, by producing the same amount of renewable energy to compensate for this.

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## Supplier management

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St Mary's Hall works with a wide variety of suppliers who help run the hotel on a day-to-day basis. As a result, we need to ensure that the way they run their businesses is in keeping with our efforts to become a sustainable hotel.

We sent questionnaires to our largest suppliers (based on monetary spend) to understand how they manage their environmental impact.

Some of the main criteria we research are:

- Products - questioning suppliers as to whether they are the most environmentally friendly available on the market. We need to consider quality throughout this process, as we do not want to compromise our guest satisfaction.
- Packaging – do we need it? Could it be removed or reduced and will the supplier take the packaging back?

We then make every effort to work with businesses to become more environmentally friendly. If suppliers are not able to make the 'green' change, we have no alternative other than to seek out those who will.

## Purchasing requirements

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For all new suppliers, a series of purchasing requirements can be integrated at the outset. This initiative is something we are taking into account for all projects across the premises.



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## Team members and culture

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Caring for the environment is everyone's responsibility. At St Mary's hall, there has been a conscious decision not to have one single environmental manager made responsible. All our team members are involved in our green hotel efforts - it is incorporated into the annual performance review. The following practices help to ensure that we work together to become a sustainable hotel:

## Management involvement

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Our management team is fully supportive in making St Mary's Hall an environmentally friendly hotel. Monthly walk-rounds are held when they challenge and question the way we do things, resulting in new ideas being brought to the table.

## Induction

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All new team members are introduced to green tourism practices and sustainable hotel processes during their first two days at the resort.

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## Waste management

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A full waste audit has been completed to help make St Mary's Hall a more environmentally friendly hotel. This enabled us to quantify the waste streams throughout the hotel and prioritise actions.

A recycling compound is being created to store all our recycling.

Currently, St Mary's hall recycles the following:

- Glass – separated into clear, brown and green.
- Cardboard
- Polythene
- PET – Polyethylene terephthalate
- HDPE – High-density polyethylene
- Paper
- Cans
- Plastic cups

## Recycling of organic matter:

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- Food waste macerators have now been installed within the kitchen and consequently are diverting food waste from landfill.

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