



Moore Place Hotel

CORPORATE SOCIAL RESPONSIBILITY (CSR) POLICY

Best Western Moore Place Hotel is committed to maintaining the highest standards of corporate social responsibility in its business activities. To meet this commitment we will seek to respect the limits of the planet's environment, resources and biodiversity, to improve our environment and ensure that the natural resources needed for life are unimpaired and remain so for future generations.

We are committed to ethical and responsible business practices and support in relationships with the local communities in which we operate. We also recognise that our activities impact on both the local and national environments and, as such, we are committed to protecting the environment through continual improvement of our environmental performance and prevention of air pollution.

The environmental policy is everyone's responsibility from kitchen porters to the management Team, and sets out the responsibility for environmental performance and develops and maintains adequate systems of management.

A 'Green Team' has been elected, consisting of 2 or more employee's from each department. The team's aim is to raise awareness, encourage participation and train employees in sustainable business practices, fully complying with environmental legislation and approved codes of practice.

Our Policy covers 3 key areas;

1. The Environment
2. The Community
3. Our Staff

Best Western Moore Place Hotel conducts business with due regard to the environment, its habitats and biodiversity.

- Environmental considerations are taken into account in all major business decisions.
- Employees are encouraged to work in an environmentally responsible manner
- Suppliers are encouraged to operate in an environmentally responsible manner and such encouragement is made a condition of any supply.
- Where appropriate, encourage support from guests by providing them with products and services that are environmentally responsible for use.

Best Western Moore Place Hotel complies with the requirements of environmental legislation as a minimum standard. We continuously strive to improve environmental performance and always access the impact of our future operations.

THE ENVIRONMENT

Waste Managements

- Recycling programmes are in place the hotel, including cardboard, glass, batteries, cartridge toner, plastic, polythene, newspapers/magazines, tetra packs, tin cans, paper, dry cleaning coat hangers, cooking oils/fats, and various charitable donations from uncollected lost property.
- Waste paper used for scrap
- Scrap paper recycled
- Re-use towels on guest request
- Monitoring the use of gas and electric consumption to aid reducing consumption levels
- Provide newspapers on request to avoid wastage
- Bulk purchase of chemicals
- Chemical dosage dispensers
- Compact waste so less collections required
- Online brochures available to avoid unnecessary paper usage
- Booking confirmations and contracts are emailed whenever possible to reduce paper usage
- Correct disposal of cooking oil and fats
- Re-use of furniture and fittings after our refurbishments by donating to local charities and businesses
- Correct disposal of any WEEE items
- Provide environmental awareness training as part of the staff induction program
- Providing a used battery collection point available to staff, guests and to the general public
- Encouraging staff to walk, cycle, car share or use public transport to reduce CO2 emissions
- Garden waste is removed from site by a reputable local garden centre

Water conservation

- Tap water is readily available in the bar, conference rooms and restaurant upon request
- Bed linen and towel usage policy in place to reduce water and detergent usage
- Walk in showers available to encourage guests to shower and not bath resulting in water saving

Energy efficiency

- Staff always ensure house lights and any electrical equipment is turned off after use to save energy
- Natural light used whenever possible to minimise energy use
- Energy efficient bulbs in use wherever possible
- Outdoor lighting set to timer
- Key card systems control bedroom lighting
- Purchase recycled goods
- Endeavour to minimise the use of the kitchen and bar dishwashers, always ensuring they are only used on a full load
- Bedroom televisions are switched off routinely by housekeeping (not on standby)

Food and Beverage

- Seasonal produce is used and sourced locally to reduce air miles
- Vegetarian choices are always available
- Correct waste disposal
- Local produce used when possible
- We expect similar environmental standards from all contractors and suppliers

Hazardous Substances

Reduce the use of hazardous substances working with our suppliers to encourage the use of environmentally friendly products where possible to launder bed linen and towels. Where unavoidable staff will be given training in their handling and disposal and take precaution to minimise the risks of spillage. Staff are COSHH trained.

THE COMMUNITY

We recognise and value of the communities that we operate within. As a successful progressive hotel we wish to interact with and support these diverse communities wherever possible. Our commitment to the community includes supporting local charity events when possible, and maintaining links with local schools offering work experience placements.

A selection of actions in which we support our local environment, services and suppliers:

- Moore Place Hotel is a registered battery collection point, available to all
- Providing public transport information and encourage the use
- Provide information to guests on walks, wildlife and parks.
- Provide information to guests for walking, jogging & village tours running from the hotel
- Working closely with local golf courses to promote their facilities
- Working closely with Woburn Safari Park to promote local and national wildlife

OUR STAFF

The greatest asset in our Company is our staff and we have an on-going policy of training and development.

Recruitment – All applicants are assessed fairly regardless of age, gender, race, marital status, sexual orientation, religious belief or disability.

Training and Development – We aim to provide appropriate training in relevant areas to enable them to meet their full potential and personal goals

Health & Safety – The Health & Safety of our staff is of utmost importance to us and we are committed to ensuring that the relevant training and appropriate equipment is provided.

Equal Opportunities – Our staff are treated with dignity and respect. We have an equal opportunities policy in place which is reviewed annually.

ACCESSIBILITY FOR ALL

Best Western Moore Place Hotel understands that every customer has different needs and we aim to make our hotel facilities available and accessible to all of our guests equally. In rare instances where this is not possible we will endeavour to offer a range of facilities for guests with a perspective on disability including:

- Designated car parking, accessible entrance, WC, accessible bedrooms
- Assistance Dogs Welcome
- Dedicated Welcome Desk and assistance with registration and portorage
- Dedicated accessible ground floor rooms with panic alarm system
- Conference and Banqueting facilities on ground floor with wide door access

Our efforts to aid climate control are reviewed on a monthly basis. Our aim is for continuous improvement in environmental management systems and to encourage support from our guests, employees and suppliers.

