



Sundial | Venues

Environmental Action Plans

Progress as at April 2010

The actions within this pack will be implemented so far as we can while still remaining within the law, or without compromising the quality of service we are able to provide. (For example dishwasher temperatures must be a certain level by law, and tablecloths will only be re-used when they are clean)

- Water (12 actions)
- Energy (26 actions)
- Waste (25 actions)
- Own Backyard (13 actions)

Action

Barnett Hill

Highgate House

Woodside

Water	Barnett Hill		Highgate House		Woodside	
	In Place	Proposed	In Place	Proposed	In Place	Proposed
Calculate current annual water consumption	✓			✓	✓	
Set targets for future water consumption	✓			✓	✓	
Read all water meters weekly & monitor usage	✓		✓		New Meter to be fitted to aid monitoring	✓
Keep staff informed of water consumption targets	✓			✓	✓	
Develop and implement departmental action plans for water conservation	✓			✓	✓	
Include all stakeholders in water conservation initiatives		✓		✓	To be reviewed by the Green Team	✓
Introduce water saving technologies to all planned refurbishment projects	✓		✓		✓	
Fit Hippo Bags in all existing toilet cisterns to reduce water usage on flushing	✓			N/A	Cisterns set for minimum use	
Aerators fitted to taps and showers		✓		✓ (under trial)		N/A
Investigate installation of waterless urinal system to gents toilets.		✓	✓			✓
Systemisers fitted at many urinals to stop wasting water when not in use	✓		✓		✓	
Install rainwater butts to collect water for use in grounds	✓		✓		✓	

Action

Barnett Hill

Highgate House

Woodside

Energy	In Place	Proposed	In Place	Proposed	In Place	Proposed
Calculate current annual energy consumption (HRP)	✓		✓		✓	
Set targets for future consumption	✓		✓		✓	Balanced Scorecard
Read all utility meters weekly and monitor usage	✓		✓		✓	
Keep staff informed of energy consumption targets	✓			✓	✓	
Develop and implement departmental action plans for energy conservation	✓			✓	✓	To be reviewed by the Green Team
Include all stakeholders in energy conservation initiatives	✓			✓	✓	
Check operation of all CH and DHW systems to ensure they are operating at their most efficient & adjust if required	✓		✓		✓	
Introduce a policy for using energy efficient lighting/bulbs when a replacement is required	✓		✓		✓	
Sensors to be fitted into communal toilets to turn off lighting when not in use	Not Answered		✓		✓	
Computers and monitors are switched off out of necessary working hours	✓		✓		✓	
Introduce energy saving technologies to all planned refurbishment projects	✓ (First Page)		✓		✓	
Investigate installation of 'E cube' regulators on all fridge compressors where applicable		✓	✓			✓
Position refrigerators away from heat sources, e.g. radiators / direct sunlight	✓		✓		✓	
Review timer settings on all exterior lighting and adjust where necessary with changing daylight hours	✓		✓		✓	Light Sensors Fitted
Encourage and promote an energy saving culture amongst all employees	✓		✓		✓	
Commission a professional lighting survey to review existing lighting requirements		✓	✓		✓	
Sensors to be installed in conference rooms, and a proposed trial sensor (FOC) to test the technology and gauge customer reactions		✓		✓	✓	
Investigate Solar panels, Biomass boilers, heat pumps, and wind turbines - investigate the potential and costs of installing appropriate energy saving devices in selected areas	Investment required is currently prohibitive			✓		✓
	✓		✓		✓	
Reduce air-conditioning & heating when not needed	We close down sections of the property when occupancy is low.		✓		✓	
	✓		✓		✓	
Reduce Boiler temperature slightly					✓	Monitored daily to react to change in climate
		Investment required is currently prohibitive	✓ (ongoing)		✓	
Consider new boilers and controls			✓		✓	
Review the water temperature on the dishwasher	Not Answered		✓		✓	
Defrost fridges and freezers regularly	✓		✓		✓	
Always wash with a full load and use the lowest Temperature	✓		✓		✓	Auto-defrost
Operate Sauna on an on-demand basis outside of peak hours	✓ (at all times)		✓		✓	
Use a liquid blanket to retain heat in the swimming pool and reduce cost and energy of re-heating	N/A	N/A	✓		✓	

Action

Barnett Hill

Highgate House

Woodside

Waste	Barnett Hill		Highgate House		Woodside	
	In Place	Proposed	In Place	Proposed	In Place	Proposed
Increase the level of recycling we can manage	✓		✓		✓ (Ongoing)	
Re-use scrap paper where appropriate for internal note taking/copying/messaging	✓		✓		✓	
Recycle all waste paper	✓		✓		✓	
Paper Recycling bins available in meeting rooms	✓		✓		✓	
Recycle all cardboard, flatten all boxes and compact	✓		✓		✓	
Cardboard compactor on lease		No longer applicable as a local contractor removes paper waste once a week for recycling	✓		✓	
Recycle all old newspapers, magazines etc.	✓		✓		✓	
Recycle all glass in bins provided	✓			✓	✓	
Recycle all printer ink cartridges	✓		✓		✓	
Recycle plastic cups	Not available locally		✓		✓	
Recycle plastic bottles	Not available locally		✓		✓	
Recycle plastic coin bags for change in accounts	Not available locally		✓		✓	
Recycle tin cans	Not available locally			✓	✓	
Recycle pens/pencils in meeting rooms	✓			✓	✓	
Re-use table cloths (reducing the amount that goes to laundry)	✓		✓		✓	
Recycle waste oil	✓		✓		✓	
Compost Bin for disposal of unwanted food in the kitchen				✓	✓	
Contact all suppliers and review delivery packaging i.e. buy less waste in (get suppliers to take back their packaging)		✓		✓ (Ongoing)	✓	
Place a recycling bin in all departments	✓		✓		✓	
Network a scanner to help with a paper free office	✓			✓	✓	
Donate all unclaimed lost property items (other than clothing) to local charity after 6 months	✓		✓		✓	
Register with the Environment Agency to allow the disposal of hazardous waste and electrical equipment		Have instead registered with local council refuse collection point for certain hazardous materials	✓		Have liaised with a local company C.E.F.	
Increase composting facilities			✓		✓	
Return all green waste from the grounds to the soil	✓		✓		✓	
Use organic fertiliser	✓		✓		✓	

Action

Barnett Hill

Highgate House

Woodside

Own Backyard	Barnett Hill		Highgate House		Woodside	
	In Place	Proposed	In Place	Proposed	In Place	Proposed
Contact all suppliers and request copies of their environmental policies for review	✓			✓		✓
Promote and encourage environmental awareness as 'Good Management Practice'	✓	✓		✓	✓	✓ (Ongoing)
Encourage management & control of waste as an effective form of cost control and profit maximisation	✓				✓	
Share information with local community and promote venue as a good neighbour	✓		✓		✓ K.I.C.C. & local school events	
Ensure as much produce as possible is locally sourced	✓		✓		✓	
Raise awareness of environmental issues amongst staff through effective communication at all levels	✓				✓	
Create a 'green' culture amongst all users of the venue		✓		✓	✓	
Reward car-sharing on business travel	✓		✓		✓	
Offset all Business Travel	✓		✓		✓	
Use environmental performance as part of the employee bonus calculations	✓		✓		✓	
Implement a planned preventative maintenance programme across all aspects of the business		✓		✓	✓ (Ongoing)	
Reduce transport costs by using local suppliers			✓		✓	
Grow your own herb garden	✓		✓		✓	

Care for the Environment

Statement of General Policy

Sundial Group recognises that concern for the environment as an integral and fundamental part of its business. We are aware of the impact that our day to day operations has on our surroundings and it is our objective is to minimise the environmental impacts of our activities.

Our order of priorities for sustainability is:

1. Reduce consumption
2. Increase efficiency
3. Switch to renewable
4. Pay to offset

We have committed to provide the necessary training and support to all employees to ensure that they understand and are able to fulfil the relevant aspects of the policy in their day to day work. We are committed to minimising the impact of our operation on the environment by means of a programme of continuous improvement and in particular we will:

- a. Ensure the appointed team members receive adequate training to help them carry out the installation, supervision, training and monitoring of the Company Environmental Policy.
- b. Promote sound environmental management policies and practices throughout the Group.
- c. As a minimum, comply with the requirements of relevant legislation.
- d. Make efficient and environmentally responsible use of energy and water.
- e. Minimise waste production as far as practicable.
- f. Reuse and recycle waste where appropriate.
- g. Reduce and where practicable, prevent pollution.
- h. Maintain the company properties in an environmentally sensitive way.
- i. Minimise the adverse environmental impact of disposing of the company's assets.
- j. Manage and control effluent discharges arising from our procedures.
- k. Maintain plant and systems of work that are safe and without risks to the environment.
- l. Control noise, dust, smell, vibration and other nuisance or environmental effects that may cause offence to the local community or environment.
- m. Carry out environmental audits of all of our properties.
- n. Operate a Sustainable Purchasing Policy that gives preference to environmentally friendly suppliers and products.
- o. Review and if necessary revise this statement and policy on an annual basis.

We have appointed a Management team to install, train, supervise and monitor the company Environmental Policies and each venue is working towards an individual action plan (headed by the green champion and General Manager at the property).

A target to reduce the amount of Carbon Dioxide emitted into the atmosphere has been incorporated into the Balanced Scorecard tool we use to assess our business. We aim to reduce our CO₂ Emissions per Occupied Bedroom by 5% each year.

Development of actions and activities

Current strategies include:

- a. Development of local prioritised initiatives to respond to specific issues and opportunities
- b. Recycling of waste to reduce landfill
- c. Pay to offset the carbon emitted as a result of business travel by car and plane
- d. Engaging customer and employees to contribute with facilities in conference rooms and offices
- e. Reduce energy use, including
 - i. Installation of energy saving lighting and general appliances.
 - ii. Incorporation of appropriate energy saving technology in all capital projects.
 - iii. Installation of motion detection switches for lighting
 - iv. Linen reuse policy at the discretion of guests
- f. Sustainable Purchasing policy which gives preference to local and fair trade products
- g. Financial incentives for car sharing
- h. Carbon offsetting of all business travel
- i. All Marketing Materials are produced on paper that, as a minimum requirement ,has been accredited by the FSC.
- j. Aiding local charities and projects where possible

We have undertaken a Carbon Trust sponsored audit of our operations at Highgate House (our largest property) to identify opportunities for improvements to our current operations and help establish best practice across our group. This report indicates that the Conference Centre's performance in the use of fossil fuel is better than the level typical of "good practice" whilst the performance in the consumption of electricity is at a "typical" level and above what could be achieved when operating at a "good practice" level of consumption.

Other actions currently under investigation are

- a. Further reduction of landfill volumes and energy consumption
- b. Composting of all kitchen waste
- c. Increased recycling facilities
- d. Development and implementation of an energy policy
- e. Promote and encourage environmental awareness as 'Good Management Practice'
- f. Work towards a universally recognised accreditation scheme

Sustainability

Statement of General Policy

Our goal to become the best organisation in the meetings industry will be achieved in an ethical and sustainable way. Sundial Group's actions, policies and strategies are based on our belief that 'we are what we do'.

Company Culture

Sundial Group is proud and protective of its reputation for fairness and ethics in all its dealings with employees, customers, suppliers and all other stakeholders. Other policy documents outline the procedures governing these dealings in greater detail.

We are committed to operating in an ethical and responsible way. This is demonstrated through memberships of the following organisations, each of which requires adherence to a strict code of conduct.

- a. IACC (The International Association Of Conference Centres)
- b. MIA (The Meetings Industry Association)
- c. Hotel Booking Agents' Association
- d. The British Quality Foundation
- e. Considerate Hoteliers' Association

Sustainability

We recognise our responsibility to minimise our impact on the environment. Our Environmental Policy explains the steps we are taking to achieve this goal. We are committed to the reduction of Carbon Emissions and have incorporated a target to reduce this factor into our core performance as well as contributing and supporting PURE, the clean planet trust, which helps to finance new projects in the developing world.

Purchasing

Sundial Group spends several million pounds each year purchasing supplies and services, and gives preference to those sharing responsible practice. As such, we support sustainable attitudes, organic produce, and recyclable packaging. Our Sustainable Procurement Policy governs individual departments' activities in these areas.

Support for Personal Action

We are proud to be supporters of the 'We Are What We Do' Organisation and have made available copies of their publications to our employees and guests.

The inspiration behind Sundial Group, Diana Chudley, was a philanthropic entrepreneur who also established 'The Ethel Floyd Foundation' to enable disadvantaged people to benefit. This charity is now maintained by the Chudley Family and receives on-going support from Sundial Group who support this and many other worthwhile causes.

Many of our employees are highly committed givers of their time and money and we are proud to support their efforts.