

Breedon Hall B&B

SUSTAINABILITY

STATEMENT

At Breedon Hall B&B we believe that economic growth and the well being of society are inextricably linked to the health of the environment.

We embrace our responsibility for environmental stewardship and we are committed to integrating environmental practices and sustainability principles into our core business strategy.

We want our initiatives and strategies to positively impact the guest experience.

We look after our people, our guests, our community and our environment in the following ways:

OUR PEOPLE:

- We train our staff to care for our guests
- We train our staff to look out for one another
- We train our staff to look after the environment

OUR GUESTS:

- We use Customer Satisfaction Tracking (i.e. reviews) to ensure we continue to impress our guests
- We carry out independent audits on our service levels and implement changes and Improvements following feedback from staying guests
- We have developed communications strategies as part of the B&B's Quality Management (on-line, verbal and written reviews – all of which are responded to by senior management)

OUR LOCAL COMMUNITY:

- We encourage local recruitment, especially important in a rural community such as ours
- Wherever possible we support local suppliers and also encourage cross-over social media promotion
- We promote local goods, products and habits (see our 'Provenance' section of our website and the reverse of our breakfast menus)

OUR ENVIRONMENT:

- All our WCs have dual flush systems fitted.
- We only use energy saving specification light bulbs (LEDs)

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- Where appropriate we install movement sensors for lighting in public areas
- We control exterior lighting by actively managed timer switches

Purchasing:

- We use eco-friendly products where possible
- We use recyclable products, paper, plastic, bottles etc in our bedrooms
- We grow our own vegetables for the B&B
- We have our own free range chickens for egg supplies

Waste Management:

- We recycle via our local councils systems
- We use food waste processing systems to create compost for our vegetable patches

Learning and Development:

We train our employees in Environmental Awareness

Guest Communication:

We inform guests of our conservation measures through our in-room literature

We include details of our environmental policy on our websites