



WYBOSTON LAKES

R E S O R T

More Sustainable. No Apology.



Sustainability:

Wyboston Lakes' 3 step plan to reducing its carbon footprint

Sustainability over the last year...



SUSTAINABILITY HAS REMAINED HIGH ON THE AGENDA FOR WYBOSTON LAKES RESORT, DESPITE THE CHALLENGES OF 2020.



OF COURSE, OUR SUSTAINABILITY PROJECTS CAN BE TRICKY TO MEASURE BECAUSE OF THE LACK OF BUSINESS AND PEOPLE ON SITE LAST YEAR, BUT NEVERTHELESS WE MADE IMPRESSIVE HEADWAY ON A NUMBER OF PROJECTS.



WE ARE EAGER TO PROGRESS AND BRING TO LIFE SOME OF THESE NEW INITIATIVES IN 2021, PARTICULARLY THE 'MEASURE MY ENERGY' PROJECT, WHICH WILL HELP TO MEASURE AND CONSERVE ENERGY ACROSS OUR 380-ACRE SITE.



LOOKING AHEAD TO THE FUTURE, WE WILL REMAIN STEADFAST TO OUR SUSTAINABILITY OBJECTIVES, WHICH WILL HELP GUIDE US IN THE YEARS TO COME. WE AIM TO BE CARBON NEUTRAL AND TO MANAGE AND ENCOURAGE A FURTHER REDUCTION IN EMISSIONS.



HERE ARE SOME OF OUR ACHIEVEMENTS OVER THE LAST 12 MONTHS, WHICH WE ARE VERY PROUD AND EXCITED ABOUT...



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#1 ENERGY:



The facts



Wyboston Lakes Resort had an estimated Carbon Footprint of 2,009* tonnes of CO₂e.

Carbon Footprint identifies how much carbon dioxide in tonnes a business emits in a year from its activity. There are many ways a business can measure carbon footprint**.

To allow comparison of carbon emissions from varying business types the we looked at three scopes as identified in the GHG protocol.

Scope 1 covers direct emissions from Wyboston Lakes Resorts owned or controlled sources.

Scope 2 covers indirect emissions from the generation of purchased electricity, steam, heating and cooling consumed by the resort.

Scope 3 includes all other indirect emissions that occur in a company's supply chain.

As a large site, featuring more than 20 buildings with multiple uses, there are many factors to consider when looking at energy-saving opportunities. Negotiating better energy contracts and establishing kVA usage to amend the site's agreed supply capacity was a priority for us.

In conjunction with these steps, our energy saving specialists undertook a number of energy efficiency improvement programmes, based on the completion of energy audits and feasibility studies.



Electricity



The Energy Check, our energy partners quickly identified that a significant amount of the energy use at the Resort was electricity. The first quick win of 2020 was the negotiation of green electricity contracts. This means that all the electricity used is generated from renewable energy sources which have zero carbon emissions. This has directly saved 1,330 tonnes of CO₂e from the Wyboston Lakes Carbon footprint which is 65% of the total emissions.



MeasureMyEnergy has also been installed, which measures and records the electricity used on each electrical circuit each second, building a picture of the electricity used each hour, day and year. The clear visibility of demand will highlight in real time any devices that are wasting energy.



The Resort has installed ten more electric car supercharger points and two, dual 7kW electric vehicle chargers for guests to encourage electric car usage. There is now a total of 26 charger points on the site. As Wyboston Lakes has Green Electricity, all the charge in the cars is 100% green, significantly reducing the carbon footprint of cars charged at Wyboston. An average car emits about 1 tonne of CO₂e for every 5000 miles.



Mains Gas & LPG

Gas and LPG Gas are both fossil fuels that are more difficult to eliminate. To overcome this, we instructed a feasibility study to look at the installation of a Water Source Heat Pump to be submerged in one of our lakes that will be big enough to support our demand in utilities and so eliminate gas from the Resort. This will require a significant investment, but with government incentives we hope to move forward with this project. Once completed, all our utilities will be from renewable resources, which will be a great achievement.



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#2 WASTE

Let's break it down...

Waste management is a huge part of our sustainability policy. We're very aware that, as a Resort with so much on offer, what we waste has a massive impact on the environment. That is why we are proud to be 'Zero to Landfill' for the sixth consecutive year. Amongst other things we're committed to ensuring our waste is managed in the best possible way. As such we are now partnered with Elgia waste management. All of the waste collected on the resort is managed so it doesn't go to landfill. Here is a breakdown of how:



General Waste is processed through a scanning system and recyclables are extracted. The remaining material is bulked, shredded and dried. Residual Derived Fuel is then made and will provide energy creation for power facilities.



Board and paper is processed and separated into different grades before being baled and prepared for export. Each material is recycled and made into a new product.



Glass is taken to a re-processing plant. The glass goes through a pre-treatment process, cleans, separates, crushes and melts the glass. Glass is a highly versatile material with almost limitless applications; it does not degrade through the recycling process so it can be recycled again and again.



Food waste

With multiple food outlets available throughout our complex, tackling food waste is paramount. Some simple process changes have delivered big wins. These are:

- All spa food is now a plated option – removing a buffet significantly reduces food waste.
- Menus are developed with portion control as a key factor to reduce wastage and where possible pre-orders are encouraged.
- Menus are also engineered to allow the chef to order a smaller basket of food.
- Any food that has been left over when the venues have been opening and closing during the pandemic has gone to staff or local food banks.
- It is advertised on buffets that some food items may run out from time to time as part of controlling food waste.
- In 2021 all wastage will be weighed to monitor and measure improvement.



Water

Wasting water – a natural element – is never good and we have found ways to conserve it...

- ▶ We will install two waterless urinals into the hotel as a trial, reducing water consumption by up to 13,000 litres per year. If this works, we will then consider the rest of the resort.
- ▶ Our Smart dispense cellar system being introduced to all cellars on the resort will reduce our water wastage by 6,516 pints per year.
- ▶ Rainwater harvesting project is also underway to be used across the resort for toilet flushing, garden taps, window cleaning, etc.



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#3 CULTURE SHOCKERS:



Paper

- During the 2020 lockdowns, we enhanced our tech capabilities and introduced new products as a more hygienic option. Many of these are also more sustainable as it eliminates the use of so much paper.
- Self-Check-in kiosks were introduced removing check-in paperwork, providing a potential reduction of 21,428* pieces of A4 per year. A food and drink ordering app was launched in January 2020, which will reduce ordering check pads and menu printing by approximately 130,000* pieces of A8 per year. Our bulky in-room directory has now gone online, making all the information accessible by mobile phone, tablet or laptop.
- Envelopes, writing paper and telephone paper have been removed from all bedrooms on the resort, but are available on request.
- Receipts and guests' bills are no longer offered as standard across the resort but only on requests at all points of sale or by email.
- Our spa drastically reduced its printing for all spa guests, automating the guest schedule, health form questionnaire and health disclaimer, making it all automated and online. This saves three pieces of A4 paper per guest and on an average year that is 90,00 pieces or 36 reams. Spa arrival check sheets also became available to staff online and saved on average 20 bits of paper per day and 7,200 per year.
- Housekeeping use a tablet system for bedroom cleaning reducing their daily printed list down to zero.
- In our Business Venues we re-examined the way we do things. We replaced traditional flip charts with squiggle boards and Smart Kapp-Digital Flip Charts which help you create, capture and share content. This means attendees can share content remotely with colleagues anywhere in the world when they write, draw and erase ideas on the capture board, with no printing or paper required.
- All delegate paper and name cards were changed to be recyclable, and also available on request.



Single Use Plastics

Single use plastics were a big focus for us in reducing our waste and possible contamination of our wonderful oceans. Taking part in the MIA #20percentless scheme we reduced our single use plastics by 42% up to the end of 2019. We took a sweeping approach to all plastics across the resort.

- Plastic cups removed from all water dispensers and where needed replaced with a paper alternative.
- Single use toiletries removed from all bedrooms.
- Plastic pedal bin liners removed from hotel bedroom bins.
- Pens replaced with recycled cardboard pens.
- Plastic water bottles have been replaced with tetra pack.
- Plastic straws and stirrers removed and replaced with a paper alternative.
- Shower caps removed from rooms and available on request.
- Coffee pod machines removed from bedrooms and replaced with Paddy & Scott's coffee bags.
- In the spa all plastic sheeting has been removed from therapy rooms and replaced with compostable disposable items.



Chemicals

Chemicals are another area we are looking at within the sustainability policy at the Resort. We have already started to make headway in looking at what type of chemicals we use, how we use them and how often.

- This starts in the kitchens and as such dosing units have all been checked and upgraded where necessary for glass and dish washing machines.
- In the bars, a new beer line cleaning system with a smart dispense is being fitted to bars, which will reduce the use of beer line chemicals.
- We have invested in state-of-the-art UV disinfectant for the hydro-pool to minimise chemical usage. We have also invested in a top of the range intelligent dosing system. We have already made 80% reduction in chemicals used.
- Our chemical contract is up for renewal this year and sustainability will be a major factor when we consider our chemical supplier.

*The figures for 2020, are significantly lower due to the pandemic causing the hotel to close. We use the 2019 figure as the baseline figure to compare against in future years when the hotel is again, working as normal.

**All carbon dioxide equivalent emissions are based on the greenhouse gas reporting protocol for Scope 1, 2 and 3 and are calculated using the greenhouse gas conversion factors issued by the UK government annually.

No better reward than taking care of our planet

Despite the pressures In 2020 Wyboston Lakes Resort won three gold awards from prestigious organisations for its commitment to sustainability.

- ▶ Gold Status in the Green Tourism Awards, granted by the Green Tourism Business Scheme, which is a national sustainable tourism certification scheme for the UK & Ireland.
- ▶ Gold Ecosmart status by Greengage, which is an industry standard accreditation, awarded to hotels and meeting venues that can demonstrate an eco-friendly service approach in five key areas.
- ▶ The third accolade is Gold Status in the International Association of Conference Centres (IACC) Green Star certification programme, which requires businesses to adhere to a strict Code of Sustainability and is measured every two years.

