



#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.