

Nike Group Hotels Ltd

Sustainability

The hotel industry is by its very nature energy hungry in its attempt to give our customers the facilities and service to which they are, entitled and for which they have paid.

It is however our responsibility in Nike Group Hotels to ensure sure that we deliver to our customers and yet do so in a manner which is both eco friendly and responsible. Long-winded "eco" policies are often fine words strung together which simply don't ring true.

This Sustainability Statement is a record of what we do and not about what we would like to do.

We as a team have looked at every part of the hotels operation and its effects on the environment, we listed the areas where we could make a difference and this statement lists what we are doing.

Recycling

The hotels have recycled glass, toner cartridges and mobile telephones for a number of years. Recent review of our recycling policy has recorded that less than 40% of our total waste output goes to landfill. This means that over 60% of our waste is recycled.

Food Waste

Food waste is kept to an absolute minimum. We manage all of our food products safely and responsibly under the strict guidelines of the Food Safety Act. Food, which is surplus to customer requirements, is stored under clearly defined safe temperatures and is used later that day to feed our team of hungry staff. Food produced today will not be used tomorrow.

Energy

The energy we use as a Group comes direct from the National Grid. However an exciting new development at Streatley on Thames will see the Swan Hotel benefit from clean electricity generated by a Hydro Electric Scheme using the River Thames as a source of power. Our efforts to reduce our consumption of electricity, gas and water are detailed later.

Food supplies

It is sheer madness to airfreight fruit and vegetables from all over the world when we have superb produce on our doorstep. Some of the products needed for our menus such as spices and some herbs cannot be produced locally and so regrettably have to fall outside of our "support the local producer" aim.

Other initiatives

Carbon offset is the latest buzzword and appears to be the thing to do. The hotels are working with the Carbon Trust and have identified the size of our carbon footprint. We are now setting targets in all areas of energy consumption to reduce that footprint year on year.

Our customers

Our customers are increasingly more interested in product quality, food miles, customer care and sustainability. Through this Sustainability Statement we hope to work with our customers and our teams to minimise our collective impact on the environment, natural resources use and disposal.

Our teams

Our aim is to attract, develop and retain great people, promoting a positive workplace, rewarding people in a way that is relevant to them and reflective of their contribution to both the business and our environmental protection. We must engage all of our teams in our aims and success and our aim operating a sustainable business.

Recycling

Like all domestic consumers, packaging for hotels is a major problem, which has been addressed in the following manner

All glass containers are sorted into glass colours and recycled

All toner cartridges from copiers, printers and fax machines are recycled for the benefit of a charity

Old mobile telephones are recycled, again for the benefit of a charity

Spent cooking oil is collected and converted into bio-fuel

All internal use paper is used on both sides via the copier. Paper used on only one side is retained and used for internal copying

All monitors, keyboards and PC's, which have reached the end of their useful life, are donated to a specialist recovery company and are re-built for third world use.

It's a fact that over 60% of our waste is sent to be recycled.

Food Waste

Hotels could not operate without a dedicated team of staff, members of the team work to ensure that the business is fully operational 24 hours each day, 7 days a week and

365 days a year. It is traditional for hotels to provide food for all members of the team as a benefit. The food and beverage departments' work under the strictest guidelines of the Food Safety Act to ensure that food served to customers is of the highest standard, made with quality produce and stored to the food safety temperatures. Food, which is surplus to menu requirements, is, from time to time, used to add to the menu offered in the staff dining room. Food waste is therefore kept to a minimum.

Energy

The energy consumed in a hotel is significant, our guests all like to read, watch their television, use the bathroom, shower or bath and regulate the bedroom temperature. All of these basic tasks are energy hungry and we must do our utmost to ensure that we all use these resources responsibly.

Consultancy work in conjunction with the Carbon Trust helped us to identify those areas where we could produce a range of energy saving measures. We have taken on board their recommendations and will add them to the list of things we already do.

Water in the Mineral pool is heated using a heat exchanger, which recycles spent heat from the boilers to heat the water.

Energy saving lamps is used throughout all of the public areas and bedrooms

We operate a "turn it off" policy for both lighting and gas-fired appliances such as stoves in the kitchens.

Water consumption is also an issue and we have introduced a request to guests to see if they would like to join with us in saving our water. Guests who are staying for more than one night are asked if they would like to retain their towel, so saving water, energy and detergents in the washing process.

Food

We are justly proud of the food we produce in both hotels and we ensure that we have a thorough knowledge of all of our ingredients and products. We need to know where our food comes from how it was reared, harvested or produced and even delivered. We want to know everything. Whenever possible we will always buy British and seasonal produce, we even source tiny local cheese producers. We believe we have a responsibility to our local producers to give their products, which are often crafted with great care and attention, the opportunity to be shown to our international clientele.

We are concerned about how our meat is produced and insist on high standards of animal welfare. We are equally concerned about the way our animals are fed, trans-fats, yield enhancing drugs, e- numbers and preservatives are all added to some products along with excessive amounts of sugar and salt.

We believe that natural fresh food is better both for the animal and for the flavour, and after all, it's better for you.

Other initiatives

Bathroom toiletries are all offered in PET bottles which are of course recyclable and the products in the bottles are all environmentally safe.

Cleaning materials are carefully selected to ensure that they have a minimal environmental impact.

The hotels have measured their carbon footprint and over the next years will work hard to see this footprint reduce in energy and natural resource consumption terms.

We are challenging everyone in all of our teams to look at what they do on a daily basis and ask the question, "Do I really need to do that" can I achieve that task without generating waste or wasting energy.

What is clear from our work to date is that although individuals can make a difference, it's when teams commit to environmental responsibility that real measurable difference can be achieved.