

## CORPORATE SOCIAL RESPONSIBILITY

people

planet

profit

principles





## INTRODUCTION

We have determined to bring together some of our values and principles into one framework policy under the heading Corporate Social Responsibility.

We believe that our primary social responsibility is to remain financially viable and operationally sustainable. In so doing, we will be more effective in contributing to the community in which we operate, and manage environmental and social issues responsibly. Our Corporate Social Responsibility Report is about how we conduct ourselves, the impact that we have on the wider society and the decisions we take that impact our environment. We fervently believe that we have a responsibility not only to our colleagues, but society as a whole, and therefore we take our relationships with our stakeholders and community groups very seriously, seeing them very much as part of our team.

For business to be successful it needs more than an initial idea, it needs partnership, strategic alliances, commitment to sharing, the capacity to listen and the courage to speak out.

We have had particular successes during the past twelve months and are pleased to report that we now re-cycle 100% of food waste, plastic & glass bottles and have provided more opportunities for our guests to re-cycle. We are also proud of the recent launch of our 'We Care' promise which will provide a documented record of our values. This is not just a vision, statement or principle it's our culture – the way we do things around here. This will be incorporated into our Mission Statement during 2015. This year also saw the launch of our 'Green Team' two individuals tasked with moving forward our commitment to the environment.

This CSR report is a working document and will be reviewed for compliance and performance each year and new targets and focuses will be set for the forthcoming timeframe.

Max Lawrence FIH & Andrew Stinson



March 2015



## OUR COMMITMENT - A DUTY OF CARE FOR THE FUTURE

As custodians of the environment for future generations, and are committed to a policy of sound and responsible environmental management. We will focus on reducing any harmful effects on the environment, and with our own research and working with reputable associations, we aim to understand, follow and implement the best environmental practice wherever possible. We will encourage our colleagues, suppliers and guests to be environmentally aware through dialogue, training and initiatives, giving them the opportunity to work with us in our aim and make informed decisions whilst complying with all current and new legislation.

*“Source organic and free range products from the garden or local suppliers wherever possible and never knowingly use genetically modified ingredients”*





## The aim for everyone Cross Lane House

- Prevent landfill waste by adopting a policy of green procurement. This will form part of the consideration along with packaging and delivery when making purchasing decisions, or agreeing supplier contracts.
- Favor supplies derived from recycled material and sustainable resources
- Source organic and free range products from the garden or local suppliers wherever possible and never knowingly use genetically modified ingredients
- Consider ethically sourced furnishings
- Encourage suppliers to develop their own environmental practice
- Recycling 100% all glass and plastic bottles
- Providing facilities for the recycling of all paper waste
- Recycling all cardboard waste and packaging
- Recycle all printer cartridges to local charities
- Recycling all stamps from incoming mail to the RSPB
- Recycling all cans and aluminum
- Use recycled paper wherever possible
- Fully utilize electronic banking
- Encourage the use of website/online information for marketing as opposed to brochures
- Use bio degradable kitchen and garden waste, to produce compost
- Ensure cleaning agents and bathroom amenities are of a biodegradable nature
- Use water butts wherever possible for the garden and indoor plants
- Achieve an environmentally aware working culture
- Use energy efficient light bulbs where possible
- Set a system of management and measurement for the reduction of utility consumption and energy efficiency
- Ensure computers and televisions are switched off when not in use
- Ensure regular checks on taps, pipes and toilets
- Work towards reducing the impact of business vehicle omissions
- Assist and encourage our colleagues with car sharing where practical
- Encourage and offer discounts for guests arriving by public transport
- Have available local public transport information
- Highlight environmental options to guests in areas where they are in direct control
- Support local community initiatives and access for all



## **CHARITIES**

### **New for 2015**

All charitable causes are important, especially if you have been touched by a particular one. We intend to invite local charitable groups to submit an informal application to become our nominated yearly charity. All charitable efforts for the duration of the twelve months will be directed to the nominated cause. The process will be a collective decision with input from all stakeholders.



**“All charitable causes are important, especially if you have been touched by a particular one”**



## OUR BEST RESOURCE - PEOPLE

### *Without them where would we be?*

Developing and maintaining effective relationships with our colleagues in a fair and respectful workplace is the key to success and our overall ethos. We have a commitment to developing skills and knowledge for both the business and its marketplace. To retain and continually motivate people we seek to create an open policy where forums are available in which to voice ideas, concerns, success, disappointments - from which we learn and create opportunities. Our colleagues are issued with a contract of employment outlining their terms and conditions and are provided with a copy of our health and safety handbook. Yearly appraisals are conducted which includes a training needs assessment. The team hand book covers general information on training, performance review, data protection, salaries, legislation, disciplinary and grievance procedure, harassment policy and procedure, equal opportunities and terms of employment.

We encourage our colleagues to feed into the melting pot of innovation within our business. Ideas and issues are debated amongst a number of forums such as briefing sessions and team meetings.



Effective communication sits at the very heart of a productive and motivated team. We acknowledge that there will be times that we do not always get things right. We treat these times as an opportunity to learn and adjust our procedures to limit re-occurrence which assists us to develop our future skills and policies.



## HEALTH AND SAFETY

### General

Responsible enterprise creates an environment of high standards of Health and Safety, which contribute to their business performance, whilst meeting their responsibilities to people and the working environment in a way which fulfils the spirit and letter of the law.

### *What the Law Requires*

Unless we are exempt from certain provisions, our business has to comply with the requirement to have a written statement of General Policy on Health and Safety for the protection of our guests, colleagues and others who may be affected by our work activities.

The statement is important because it is our basic action plan on health and safety. To achieve this Health and Safety General Policy, along with the outlined procedures, a full appraisal of needs and requirements will be undertaken in the form of inspections and risk assessments.

These Health and Safety Policy and Procedures reflect our commitment to a planned and systematic approach to implementation.

A full review will be undertaken from time-to-time to ensure high standards and commitment are maintained.



## GENERAL POLICY

We recognise our duties under the Health and Safety Act 1974 and the accompanying protective legislation. We will endeavour to meet the requirements of this legislation so as to ensure that we maintain a safe and healthy working environment. Our colleagues will be informed of their responsibilities to ensure they take all reasonable precautions, to establish the safety, health and welfare of those that are likely to be affected by our undertaking.

*Recognising so far as is reasonably practicable the duty to ensure the following:*

- To provide and maintain a safe place of work, safe systems of work, safe equipment and a healthy and safe working environment.
- To ensure that hazards are identified and regular assessments of risks are undertaken.
- To provide information, instruction and training as is necessary to ensure colleagues and others are assured of a safe and healthy working environment.
- Promoting the awareness of health and safety and encouraging health and safety best practice throughout our business.
- To ensure we are taking the appropriate protective and preventative measures.
- To ensure that we have access to competent advice and are able to secure compliance with our statutory duties.

In order that we can achieve our objectives, and confirm our team recognise their duties under health and safety legislation whilst at work, we must ensure that we inform them of their duty to take reasonable care of themselves, and others that may be affected by their activities. During induction our team are informed of their obligations and their responsibilities to co-operate with senior colleagues, and adhere with safety rules which are covered within the Team Safety Handbook.



## EQUAL OPPORTUNITIES

### *Statement*

We provide equal opportunities and are committed to the principal of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability. We apply policies that are fair and consistent with the skills and abilities of our team and the needs of the business.



We do not condone any discriminatory act or attitude in the conduct of our business with the public or colleagues.

The aim of this is to ensure no person is discriminated against either directly or indirectly on the grounds of race, colour, nationality, ethnic or national origin, sex, marital status, gender reassignment, sexual orientation, religion or belief, disability or age.

We will ensure that the policy is circulated to stakeholders and a copy of the policy will be made available for all team members.

The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant codes of practice.

We will maintain a neutral working environment in which no part of our team feels under threat or intimidated.



## What's coming next 2015/2016

### *Our plans for the future outside our business objectives are to:*

- Build still further green operating initiatives
- Increase still further our level of communication with our colleagues, this gives the team the opportunity to voice opinions on working practices, put forward ideas for improvement and generally give feedback.
- Develop training opportunities for all colleagues
- Further cement our connections and partnerships with local colleges
- Increase interaction with external associations to raise the profile of the local visitor economy, promote quality initiatives and share benchmarking and best practice
- Raise awareness of CSR to the wider community, and act as an example of good practice to others seeking to build CSR into their own business, *ensuring our own CSR is based on action not merely words.*
- Obtain our first Green Tourism award by March 2016
- Develop and strengthen links with the local community
- Work towards being ISO 14001 Environmental Management, compliant by the end of 2017



