



FITZWILLIAM HOTEL

SUSTAINABILITY STATEMENT

At Fitzwilliam Hotels 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 customers, our community and our environment in the following ways:

OUR PEOPLE

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

OUR CUSTOMERS

- We use Customer Satisfaction Tracking to ensure we continue to impress our guests
- We carry out independent audits on our service levels and implement changes
- We have developed communications strategies as part of the hotels' Quality Management Systems [ISO9001:2008 Certified] to facilitate our communications with guests.



OUR COMMUNITY

- We encourage local recruitment
- We support local suppliers
- We contribute to and encourage our guests to contribute to our chosen charity

OUR ENVIRONMENT

General

- We implement preventive maintenance programmes in all properties to ensure the efficient operation and energy usage of equipment/plant

Water

- We install water-flow reduction fitting for shower heads
- We monitor water consumption on a daily basis to establish trends & reduce consumption
- We adjust urinal flush to the minimum frequency
- We harvest rainwater in all new builds

Electricity and Gas

- We only use energy saving specification light bulbs
- We fit key card energy reduction systems in all guest rooms
- Where appropriate we install movement sensors for lighting in all staff areas to include: Canteen, locker rooms & house keeping pantries etc.
- We control exterior lighting by photocell switches or actively managed timer switches
- We insist on Building Management System (BMS) installed in new builds to maximize efficiency of equipment

Purchasing

- We use eco-friendly products where possible
- We use recyclable products, paper, plastic, bottles etc

Waste Management

- We introduce methods to facilitate recycling
- We install food waste processing systems in new builds

Learning and Development

- We train our employees in Environmental Awareness
- We elect an 'energy champion' in each property



Guest Communication

- We inform guests of conservation measures
- We include details of our environmental policies in the guest directory
- We include details of our environmental policy on our websites