

HF Holidays environmental practices

September 2011



Purpose

- To demonstrate to both internal and external customers what HF Holidays does to minimise its impact on the environment.
- Set objectives to work to.
- Encourage green thinking.
- Recognise our achievements.

What is the commercial value?

- Being environmentally aware can help lower costs, not always short term, but in the long term, for example:
 - installing energy efficient lighting can provide an immediate difference to an electric bill
 - reducing the thermostat to operate at a lower setting, or higher setting, depending on the time of year, and when the property is unoccupied
- Customers are more likely to be loyal, if they see HF Holidays' commitment and effort to be green. Research suggests that our effort to be green is important to at least 50% of people when choosing a holiday.

Environmentally Responsible Tourism Policy

From our vision statement: HF Holidays will act responsibly at all times in its relations with members, guests, staff, leaders, suppliers, neighbours and the environment and will work in partnership with others who share the aims of the Society.

The Board of Directors and employees of HF Holidays recognise that protecting the environment is one of the guiding principles for a successful sustainable and responsible business, and have a corporate social responsibility to manage the impact of our activities on the local, national and global environments in which we supply our products and services.

In order to promote our vision:

- We will continually review the environmental impact of our operations
- We prefer to use local transport, accommodation and activity providers
- We will develop sustainable targets to reduce the consumption of natural resources and endeavour to reduce, re-use and recycle
- We will reduce our carbon footprint and invest in energy efficiency where possible
- We will engage with Responsible Tourism projects
- We will work and form partnerships with our suppliers and contractors to minimise the impact of our operations on the environment
- We will meet or exceed environmental legislations and codes of practice
- We will communicate our environmental performance to our Board of Directors, members, employees, customers, and other interested parties



Brian S Smith, Chief Executive

June 2010

Triple certified

- HF Holidays provides economic benefit to local people through purchasing Fairtrade tea and coffee since 2009 at our 17 Country Houses. In 2011 this expanded to include Dandelion Cafés.
- HF Holidays spends in the region of £75,000 on Fairtrade beverages each year, based on each guest consuming three cups of tea or coffee per day!
- HF Holidays also buys organic and Rainforest Alliance Certified coffee so if customers find it hard to choose which to support, they don't need to. HF Holidays has a range of coffees which are certified Fairtrade, organic and Rainforest Alliance, so your coffee supports people and the planet.



Food

- HF Holidays buys local produce wherever possible to support local suppliers and communities around our Country Houses. This also gives guests a true taste of the region they are visiting. Locally sourced produce includes fruit, vegetables, meat, fish and dairy products.

Objective: continue to source local produce and provide awareness to guests through the menus at each Country House.

- Each Country House plans each and every menu to minimise waste and maximise the choice in the same operation.
- Dandelion Cafés work in conjunction with the Country House they are located within to help minimise waste. For example, food not purchased in the Cafés and within best before date is used for picnic lunches.
- Ensure all Country Houses compost where possible.

Gas & electricity

- Since 2008 we have been working with the Energy Cost Advisors Group (ECA) to help HF Holidays monitor and reduce its carbon emissions produced through electricity and gas.
- In 2009 we reduced our gas by 2% and electricity by 20%.
- Following a cold winter in 2010 our carbon emissions did not reduce compared to the previous year.
- New mains house boilers were installed at Monk Coniston, Conistonwater, which are more energy efficient.

Objective: continue to monitor our emissions through our partnership with the ECA.

- Each Country House to have designated Energy Monitor.

Reducing energy

- We have worked with www.carbon-energy.co.uk to highlight and implement actions that will help us to reduce our consumption, emissions and carbon footprint at our Country Houses.
- LED lighting is now considered in all refurbishment projects since 2010. We believe it is not practical or realistic to replace all lighting in one go, and therefore do this on a case by case basis. LED lighting is used in new bedrooms, bathrooms and at the new Café at Haytor.

Towels & bed linen

- To minimise our impact on our environment, bed linen is changed on a weekly basis for guests on 7+ night holidays. Fresh towels are provided on the fourth day of any 7 night holiday. Used towels that need replacing can be placed in the shower or bath and we will be happy to replace.
- Guests are informed through the bedroom folders of our policy. Guests can request for a more frequent change if they prefer.

Commercial value: reduces laundry costs and allows staff time to be effectively used elsewhere. Environmentally it allows us to cut down enormously on water, detergent and energy.



Suppliers

- We have one national distributor who delivers no more than twice a week to each of our Country Houses to provide pantry goods.

Objective: encourage staff to bulk order to minimise the number of deliveries.

- 13 Country Houses collectively recycled 2,870 litres of waste cooking oil, which equates to a carbon saving of 5.84 tonnes. Recycled oil is converted into B30 Biofuel which is then used to help power the 3663 delivery vehicles.
- Where oil recycling facilities are not available, alternative solutions are being sought. On the Isle of Arran, discussions are being held with the local authority to establish whether a community waste oil recycling facility could be installed on the island.



Recycling

- At both of our offices we recycle paper and encourage our staff to only print when necessary. We have recycling bins around the offices. Other items we currently recycle include:
 - Elstree: cardboard, aluminium cans, plastic, printer toners and batteries
 - Penrith: compost kitchen waste, card, plastics, aluminium cans and glass, British Heart Foundation scheme who collect unwanted clothes
- All emails include ‘think before you print’ on the email signature to encourage less printing both internally and externally.
- At our Country Houses, similar to our offices, we recycle wherever possible, and as our local councils provide.



Offices

- We encourage staff to file share by storing documents on the office servers instead of printing items unnecessarily.
- Where possible computers and printers are switched off each night, particularly computer screens, as when left on standby they use enough energy to microwave approximately six dinners.

Objective: to turn electrical items off when not in use.

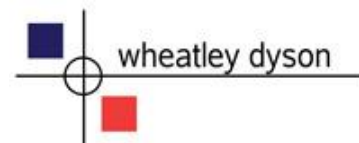
- In 2009 we installed video conference between the two offices, Elstree and Penrith. This enabled staff to take less road and rail trips between the offices. Usage is weekly, if not daily between the two offices.

Objective: expand to our Country Houses through Skype.

Stationery

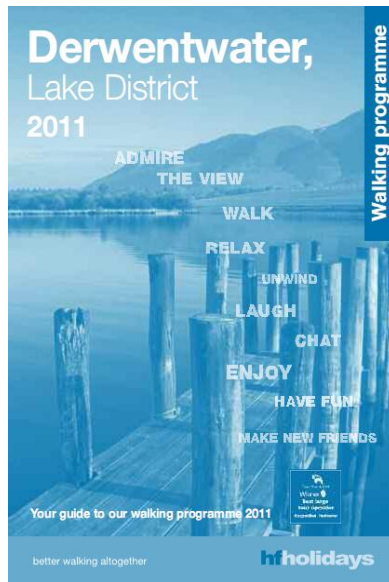
- In Elstree our stationery supplier, Wiles Greenworld, is ranked 12th in The Sunday Times Best Green Companies.
- In Penrith we use the following stationery suppliers:
 1. Lakeland Office Ltd – a local supplier providing a reduced carbon footprint
 2. Viking – no information about being environmentally certified, used for items needed quickly or for cost effectiveness
 3. Wheatley Dyson – Environmental Management Certified (EMS 91346) and recognised by the Carbon Trust Standard for reducing their CO2 year on year
 4. QC Suppliers Ltd – operate an Environmental Management System (EMS) to the ISO14001:2004 standard. QC Supplies Limited is committed through our compliance including the continuous improvement of our environmental performance and the prevention of pollution throughout our supply chain. Members of the Carbon Trust.

Objective: continue to work with and contract suppliers who work to minimise their impact on the environment



Travel documents

- In 2011 UK travel documents were reduced from 2 dispatches to 1. Traditionally we have sent information to guests once they've booked their holiday and then again a few weeks before their holiday.
- This was primarily a financial saving owing to increasing postal costs, however, we have minimised the amount of paper sent to guests and the postage miles.



Paper

- Paper – we use FSC certified paper for all printed material, which means the paper used for our brochures, leaflets and letters are sourced from trees from a well managed forest.

Objective achieved: to use FSC certified paper.



- Brochures for 2011 are 10% lighter because of the paper used; this means less fuel to deliver. It also costs less to print and post.

Objective achieved: to reduce our brochure print run and introduce online page turner brochures in 2011.

- Brochure requests - We have set up a system for guests and members to opt-out of printed material.

Objective: allows guests to opt-out of printed material if not required.

Leader travel

- We try to appoint leaders who live nearest to our Country Houses, which not only keeps costs down but also has less environmental impact.
- We try to encourage leaders to lead for 2 weeks, so there are less journeys. Leisure activity leaders claim their travelling expenses much like the walks leaders.

Objective: reduce the distance leaders travel to and from appointments.

- For our overseas holidays, particularly worldwide, we are leaning to work more with local guides.

Objective: continue to make steps to use local leaders where possible, which in return also helps to support the local communities by using local people who know the region.

Guest travel

- Each year we review the transport used to get our guests to the best walks. Our preference is to use local transport as this is economical and we value supporting the local community.
- Abroad holidays booked with an HF Holidays' inclusive flight include a transfer coach from the arrival airport. We believe this to be a more sustainable option than providing private taxi transfers.

Objective: continue to offer transfer coach for holidays booked with an HF Holidays' flight.

- Travel by train – we aim to increase the number of holidays accessible by train, and as demand allows.

Staff travel

- Staff take the train for long distance journeys, where practical, however, if two or more are travelling it may be more efficient in terms of cost to drive.

Objective: ensure the most cost effective route is chosen whilst continuing to consider the environment and to use video conference where appropriate.

Giving to charity

- The Pathways Fund has provided assisted holidays for over 50 years to those who could not otherwise afford one, and since 1998 guests have donated generously to this fund to protect the countryside where our groups walk.

Objective: increase investment in local projects.

- In 2009 and 2010 HF Holidays made donations to the following projects: Uthando South Africa, Nature Kenya, Air Ambulance, Mountain Rescue, Countryside Management Association, National Trust, and John Muir Trust to name a few.

Objective: for 2011 HF Holidays will increase support further to charities both in the UK and overseas.

