

# **Queens Head Inn**

## **Corporate Social Responsibility Policy**

The Queens Head Inn is fully aware of the Economic, Social and Environmental impact of our business.

We believe we can make a difference and as such are committed to:

- Being a business which encourages creative thinking as a route to minimising these impacts.
- Co-operate and maintain good relations with all regulatory authorities and bodies
- Raising awareness of all pertinent CSR issues within our business
- Providing practical solutions
- Promoting and implementing best practise

### **Contents**

[Disabled Facilities](#)

[Community & Charitable Support](#)

[Respecting our local communities](#)

[Environment](#)

[Daily Actions](#)

[People Development, Ethics & Legal](#)

### **Disabled Facilities**

We understand that every customer has different needs and we aim to make hotel facilities accessible & available to all our guests and comply with the Disability Discrimination Act

In particular we provide:

Designated car parking, accessible entrance, WC, accessible bedrooms and we welcome guide dogs.

### **Community & Charitable Support**

We are very supportive of local community project and provide charitable support in the form of donations and prizes for fund raising activities. Each request is given due consideration.

### **Respecting our local communities**

We respect our local communities and will endeavour to do the following:

- Reduce as far as commercially practicable the level of harmful or nuisance emissions
- Collect used cooking oil and recycle it through a licensed contractor
- Conduct our business in a responsible manner with due regards to the hotels immediate environment
- Maintain our buildings exteriors and grounds to create a positive visual effect

Where commercially practicable use local suppliers for fruit, vegetables, fish, meat and diary produce

### **Environment**

It is our declared policy to carry out all reasonably practical measures to minimise the impact of our business on the environment.

The aims will be wherever possible:

- Reduce the amount of waste produced
- Maximise the amount of recycling
- Reduce the consumption of raw materials, fuel and water

- Minimise the use of pollutants to the environment
- Minimise the level of noise pollution from our business
- Fully comply with all Environmental legislation
- Consider Environmental best practise in new planning projects and refurbishment

## **Daily Actions**

On a day to day basis the Hotel take actions in the ongoing contribution to helping the environment including:

- Recycling of glass, cardboard, paper, waste cooking oil, printer cartridges,
- Re-use towels on guest request
- Provide newspapers on request to avoid wastage and recycle any spares
- Bulk purchase of chemicals wherever possible to reduce packaging
- Air conditioning levels set to optimum temperatures
- Bedroom TVs switched off (not Standby)
- All light bulbs replaced to minimum acceptable wattage
- Provide environmental awareness and training as part of the staff induction program

## **People Development, Ethics and Legal**

We are committed to ethical and responsible business practices and supports initiatives that build relationships with the communities in which we operate and our global society.

We are an equal opportunities employer and support staff training & development programs leading to nationally recognised qualifications.

We are committed to fully comply with the law and legal legislation & regulations and to take a proactive approach to future legal requirements or obligations.