

Environmental and Sustainability Policy

Our vision and principles:

At Lewinnick Lodge and The Plume of Feathers, we are striving to have a positive environmental, social and economic impact within our communities, both locally and globally.

Our aim is to create a sustainability-focused culture within our business which incorporates our company values and shapes its role within a bigger context of protecting the Earth and promoting ethical, sustainable living.

By harnessing a sustainability ethos at the core of what we do within staff and visitor experiences, we are moving from an 'environmentally-friendly' perspective to encompassing sustainability in all areas of our business.

It is this vision which is helping us to address some of the sustainability issues we feel are the most important.

By adopting this policy, we aim to:

- Minimise our environmental impact through energy usage and waste management monitoring.
- Give back to the community through charity support, donations, fundraising and raising awareness.
- Ensure our supply chain has responsible social and environmental practices.
- Be transparent in our sustainability efforts through marketing material available on our websites and social media.
- Embrace sustainability as a core value of our business, as outlined in the company mission statement.

Commitment and Scope:

Our commitment to our environmental, social and economic responsibilities has been built on over a number of years and is a journey which is ongoing as technology evolves and alternative options to support ethical living are made available.

While we comply with environmental legislation, it is this commitment which has seen us voluntarily exceed legal requirements in order to accomplish our vision.

Sustainability as a hospitality business:

As our business is continually growing, we are aware we have a key responsibility to manage sustainable tourism.

With the rising trend of 'staycations', more and more people are visiting Cornwall; we understand there is a need to protect our environment from unnecessary pollution by encouraging our guests to embrace sustainable travel, as well as ensure job security throughout the quieter seasons for staff.

While our aim is to give our guests the luxury, boutique hotel experience, by sharing our sustainability ethos, we demonstrate an awareness that we're all part of a bigger movement.

We want to attract guests with our beautiful rooms, outlook and cuisine, but also encourage them to visit because they know *why* we do what we do.

It's this which gives us the opportunity to effect positive change through our influence and interaction with guests and staff, hopefully inspiring them to take similar action in their everyday lives and in their community.

Action that has already been taken within the business:

Environment:

- We use low energy LED lighting and A+++ rated appliances to save energy.
- Our rooms have action-sensor lighting where possible, including staff areas. We also strive to ensure lighting isn't left on when not needed.
- We use our own water supplies direct from on-site boreholes.
- All our toilets have been installed with dual action flushes to reduce water usage when unneeded.
- Heating and cooling in the restaurants work with air conditioning units which operate efficiently to save energy. The remainder of the heating needs for bar/pub areas are provided by log-burners.
- We are members of the Clean Cornwall initiative, offering water bottle top ups for anyone who walks by, not only customers.
- We have on-site electric car chargers, including two Tesla, available for visitors and staff at both venues.
- We have eliminated the use of palm oil products where possible and, where not possible, ensured the products are RSPO-approved.
- We are eliminating single use items where possible, such as plastic straws, paper towels in the toilets, and in-room toiletries are re-fillable.
- Measures have been taken to reduce the use of napkins throughout the restaurants.
- We use recycled paper where possible within our in-house

marketing and printed materials throughout.

- Waste is separated into mixed recyclables, glass, food waste and mixed/non-recyclables. Mixed/non-recyclable waste is taken care of at an MRF facility in Redruth, where the waste is further sorted and ends up as: 25% recycling; 70% energy recovery; 5% landfill.
- We offer used coffee grounds to guests to take home to use as fertiliser.
- We are now making our own honey at The Plume from our bees, and growing herbs. The wildlife planting has been done specifically to encourage native plant species and insects. We have bee bricks and swift boxes to encourage the populations of both. And plans are in the pipeline for an orchard.
- We aim to reduce our food miles – the distance food travels from its source to the plate – by using locally sourced produce where possible.

Social:

- We are supporting local charities and trusts such as The Cornwall Wildlife Trust and NOAH, which aims to help the homeless and vulnerable in Newquay.
- We ensure our suppliers meet our sustainability ethos where possible and meet with them regularly, visiting their sites where practicable.
- We listen to (and encourage) our staff and customers for suggestions to become a more sustainable business.
- We encourage guests to save water and energy with the offer of an 'opt-out' option for daily towel and linen changes, and a £5 off voucher for the restaurant, which we hope also encourages them to consider their own sustainable practices.
- We direct our guests to look at our website for information on sustainable travel, from walking and cycling to public transport information.

- We support community events and organisations as well as promoting global community days.
- We sponsor local sports teams and promote an active, healthy lifestyle to staff and customers.

Economic:

- We ensure we get products from local suppliers as much as we can, where possible and where consistent with our high-quality product.
- We hire staff locally where possible to promote economic stability within the area and promote from within where we can.
- We ensure equality and diversity in the work place and take action if this is violated.
- We help to support staff health and happiness through benefits and incentives, in order to reduce staff turnover and promote a happy team culture.
- We keep our staff informed, involved and regularly ask for their ideas for change to ensure they feel they can progress at, thereby boosting staff retention.
- Staff are offered a cycle-to-work scheme and provided with a safe place to store bicycles.

The future:

It's important to take a moment to acknowledge our place in the world – from a Cornish aspect and also the wider global context.

For Cornwall, we must consider the county's vision in 'Cornwall's Environmental Growth Strategy 2015-2065', which can be found at www.cornwall.gov.uk/environmentalgrowth.

By working to be more sustainable, we can help Cornwall to remain naturally diverse, beautiful and healthy, by supporting the environment and the economy.

On a global level, the UN Sustainable Development Goals may seem distant to a Cornish business, but we must also consider them and be aware of how points can be relevant on a local scale and how we may contribute to the achievement of the 17 goals outlined in the document, viewable here at www.sustainabledevelopment.un.org.

Finally, we must look at how we are expanding our sustainability as a business for ourselves and our guests. For example, writing blogs on our websites which look at sustainability issues.

Future plans have also been discussed to include solar PV on the rooftop of the Lodge, to even better manage our energy consumption.

As options become more viable and give us the ability to become more sustainable, we will maintain a commitment to continue to strive to become as sustainable as possible, reviewing and updating this working document as required.

We have established a Sustainability Committee which consists of staff members from across the business who meet on at least a quarterly basis to ensure we continue to meet and strive to exceed the goals set out in this Policy.