

# CAPTAIN'S CLUB HOTEL & SPA

## SUSTAINABILITY POLICY

Captains Club Hotel & Spa is dedicated to environmental and social sustainability, aiming to operate as a regenerative business that supports the local community and environment.

Nestled on the River Stour in Christchurch, Dorset, the hotel features 29 state rooms and suites, a riverside restaurant and bar, luxury spa, and event spaces. Surrounded by sensitive ecosystems and close to protected areas like the New Forest National Park and the UNESCO-listed Dorset Coast, we recognize the importance of preserving the natural and cultural heritage that defines our guests' experience.

To support our goals, we've implemented an Environmental Management System based on international best practices. Working with our team, partners, and guests, we focus on reducing our impact across key areas such as energy, water, waste, food sourcing, supply chains, and community involvement.

### **Key Commitments**

#### **1. Compliance and Standards**

We comply with all relevant environmental and social legislation and regulations and strive to achieve the best practices. Katy Whitfield is our nominated and dedicated Sustainability Officer who oversees our initiatives and monitors performance.

#### **2. Reducing Carbon Footprint**

- **We aim to achieve a 90% reduction in Scope 1 & 2 carbon emissions by 2030 and 80% reduction in supply chain emissions by 2035**, based on our 2024 baseline.
- Implementing energy-efficient systems and renewable energy solutions to reduce reliance on fossil fuels.

### **Resource Management**

#### **1. Waste Reduction:**

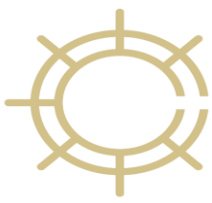
We are committed to minimizing waste through comprehensive recycling programs, composting initiatives, and reducing the use of single-use plastics. In partnership with WMFLTD, we actively monitor our waste output and implement strategies for improvement. As a result, we have successfully reduced our general waste by 20% and increased our recycling rate by 30%.

#### **2. Water Conservation:**

We are working closely with Wessex Water and Bournemouth Water to optimize water usage across all operations. Measures include the installation of a new fat trap, which significantly reduces the amount of grease entering the drainage system. Additionally, we have modified all taps and showers in our hotel to lower water flow without compromising pressure. These changes have led to a notable reduction in water consumption by our guests and overall operations.

#### **3. Biodiversity Protection**

- Preserve and protect the biodiversity along the River Stour and surrounding areas through responsible landscaping practices and support for conservation projects. We have made a great effort in planting our own vegetables, installed bird boxes, bug hotel around the hotel.
- Avoid activities that could harm protected species or habitats in our vicinity.



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#### 4. **Community Engagement**

- We actively partner with local suppliers, producers, and businesses to strengthen the local economy and reduce our foot print. Currently, 80% of our suppliers are based locally, and we are committed to increasing this to 100% by 2027.
- Prioritize hiring local talent and providing training opportunities to empower our workforce.
- Support community initiatives, charities, and events that contribute to the well-being of Christchurch and its residents. We are working with Macmillan care as our main charity and Christchurch food festival education trust with our director as the trustee on the board.

#### 5. **Raising Awareness**

- Educate and engage our team, guests, and suppliers on the importance of sustainability.
- Incorporate sustainable practices into guest experiences, from eco-friendly spa treatments to locally sourced dining options.

#### 6. **Ethical Practices**

- Adhere to the **Supplier Code of Conduct**, including modern slavery prevention and fair trade principles.
- Commit to the **UNWTO Global Code of Ethics for Tourism** and the **ECPAT Code** to protect children from exploitation and trafficking.
- Promote equity, diversity, and inclusion in all our operations.

#### **Our Sustainability Pledges**

Captains Club Hotel & Spa is proud to join the following pledges and organizations to demonstrate our commitment:

- **The Glasgow Declaration on Climate Action in Tourism**
- **The United Nations Global Compact**
- **Hoteliers' Charter**
- **Climate Essentials**

We acknowledge that achieving our sustainability objectives is a continuous process requiring innovation, collaboration, and dedication. By embedding sustainability into our operations, we aim to create a positive impact for current and future generations, ensuring that Captains Club Hotel & Spa remains a cherished destination for all.

**Date:** 01/11/2024

**Signed:** Hassan Mugambwa, General Manager, Captains Club Hotel & Spa