

**E**xcellence **P**assion **I**nspiring **C**onsiderate

Values we aim to achieve

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**Do It**

**2022**

 **SURGEONS  
QUARTER**  
SUSTAINABILITY

**WE ARE COMMITTED TO BEING GREEN!**

What we do...and how you can help!

# Policy

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We are all increasingly mindful of the impact we have on the environment and the need to act responsibly.

Ten Hill Place Hotel plays its part by participating in [The Green Tourism Business Scheme](#), an initiative driven by Visit Scotland, Scotland's national tourism body. We have been awarded a Gold Green Tourism award – the highest accolade achievable under the scheme.

We aim to achieve the highest standards possible to ensure we fulfil all our [green commitments](#).

We have 6 key areas where we all can make our business both more sustainable and kinder to the environment. These six areas and our aims are:

## 01 Carbon Footprint

**Reduce our carbon footprint as far as possible**

## 02 Energy

**Utility tips and controls to ensure energy output is kept to a minimum**

## 03 Reduce & Recycle

**Minimise emissions and consumption of raw materials**

## 04 Health & Wellbeing

**Help improve the lives of people in our supply chain and the community in which we live**

## 05 Sustainable Raw Materials

**Reduce waste going to landfill by extending the life cycle of products we use**

## 06 Social Responsibility

**Help customers and employees live a healthier life – style**

In this brochure, you will find more about how we're improving our business in each of the six areas, as well as suggestions about steps you can take to do the same.



# 01 CARBON FOOTPRINT

## OUR HOTEL

### BUILT IN 2006 AND EXTENDED IN 2018

Converted from a row of historic Georgian properties, Ten Hill Place Hotel has retained many original features that are part of the city's heritage.



### EV CHARGING POINTS

A total of six electric EV points have been installed and can now be accessed by guests staying at Ten Hill Place with an ambition that the Hill Place hotel car park will, in the near future, only be accessible to electric vehicles. All of the available charging points are 7.2kW with Type 2 universal connection which will be capable of charging most vehicles overnight.



### HYDRO TECHNOLOGY

Our hotel is almost entirely powered by wind and hydro technology sourced in Scotland.



### ENERGY MANAGEMENT

Our building management systems (BMS) includes zoned temperature management that ensures our air conditioning and heating is only switched on when you check-in. Our boiler systems react to demand for hot water supply.



### LIGHTING

We switch off lighting in areas that are not in use. All external lighting is time - switch activated. Dimmers and passive infra-red movement detector (PIR) switches are fitted to public areas.



### CLEANING PRODUCTS

Where possible we use steamers and micro fibre cloths for cleaning, to cut down on chemicals entering the environment. The chemicals we use are supplied in concentrated containers for dilution on site and are supplied in dosing machinery to ensure no overuse. They are also certified phosphate and chlorine free.



### RECYCLING

Recycling bins are available on hotel bedroom floors for guest use.



# 02

# ENERGY

## OUR BEDROOM

### WHAT WE DO...

#### HEATING

Heating and air-conditioning can be individually controlled in your room, this applies to both temperature control and fan speed. When you check out - our building management system closes your air conditioner down. Our bedrooms are fitted with thermal lined curtains, to reduce heat loss.

#### ELECTRICITY

Electricity is controlled via a room card switch - when you leave - all the lights switch off. All of our lightbulbs are low-energy versions.



#### GO GREEN SCHEME

We have implemented Choose to Be Green Scheme, where guests can forgo housekeeping to save cleaning materials. In return, we donate £5 per night to Bowel Cancer UK.

#### WATER

We have removed all single-use plastic water bottles from our 129 bedrooms saving an estimated 80,000 plastic bottles per year. Tap water in our bedrooms meets drinking water quality standards.

#### SINGLE USE PLASTIC

We have removed single-use plastic toiletries from our bedrooms and instead encourage guests to take home and plant their free packet of Scottish wildflowers seeds which are available in every room.

#### FAIR TRADE






All of our tea & coffee supplies in your room are ethically sourced.

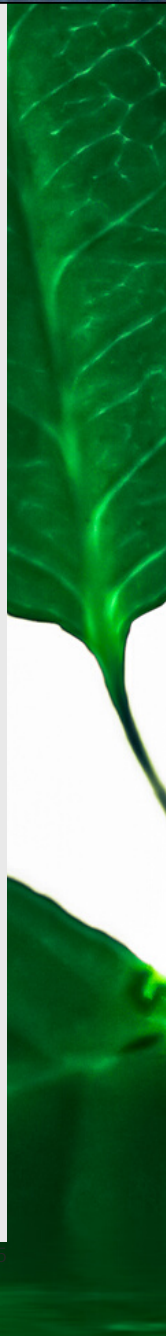
#### FURNITURE

Furnishings are hard wearing and soft furnishings can be re-covered during refurbishments stages.



### ...HOW YOU CAN HELP

-  Please use the recycling bins located on each bedroom floor.
-  Please only fill your energy saving kettle with enough water for your requirements
-  Please do not leave your phone charger plugged in when not in use
-  Turn off any lights that you do not require
-  Please switch off your air-conditioning when not required.



# 03 REDUCE & RECYCLE

## BATHROOMS

All our bathrooms are fitted with aerated shower and bath fittings.

### WHAT WE DO...



#### DUAL FLUSH

All toilets are fitted with a dual flush system.



#### 100% RECYCLED

Toilet rolls are produced from 100% recycled British paper pulp.



#### WASTE BAGS

Waste bins in the bathrooms are emptied into special waste bags which are disposed in a manner which does not contaminate landfill sites.



#### 2 DAY POLICY

Every day, tons of detergent and millions of gallons of water are used to wash towels and sheets that are used only once; therefore we have adopted the following policy: for extended stay guests, we will change bed linen every two days. We will only change towels on a guest's request, or if they are heavily soiled.



### ...HOW YOU CAN HELP



A towel on the rack means 'I'll use it again' - in the bath means 'Please change it!'.



Switch off your heated towel rail when not required.



Please use only the right - hand short flush option on your toilet, if appropriate.



Don't keep the tap running whilst brushing your teeth.



Don't flush sanitary items, makeup pads or cotton buds down the toilet, please use the bins provided so they can be disposed of effectively.



# 04 HEALTH & WELLBEING

## FOOD AND DRINK

### WHAT WE DO...

#### ✓ LOCAL PRODUCE

To reduce our carbon footprint, we stock locally sourced food and beverage products wherever possible. Supporting local community is important to us thus we distill our own 1505 Gin & Ale locally.

#### ✓ GM FREE

To the best of our know knowledge all of our products are GM free.

#### ✓ SUSTAINABLE RESOURCE

Where possible we source our products from sustainable suppliers.

#### ✓ MODERN KITCHEN

Our kitchen is equipped with induction hobs, meaning that power is only used when cooking.



#### ✓ REDUCE DROP OFFS

Our suppliers provide us with multi temperature drops i.e. fresh and frozen foods are delivered on the one van - thus cutting down on traffic pollution on our streets.

#### ✓ MAINTENANCE

All our equipment is regularly maintained to ensure safe use, efficient energy use and good hygiene.

#### ✓ RECYCLE

We recycle all of our waste, including: oil, food, cardboard, glass, paper and all of the PET containers.

#### ✓ SEASONAL MENUS

We change our menus seasonally to ensure that only fresh, in season produce is used.



### ...HOW YOU CAN HELP



Choose locally sourced food and drinks from our menu. When you venture out to eat ask to try Scottish local produce.



Don't fill up your plate too much at breakfast. Instead of filling up on one visit why not visit the buffet more often? 1kg of meat takes 7kg of cereal to produce - so don't waste that sausage that you couldn't manage.

## drinkaware



Please drink alcohol responsibly.  
For more information please visit  
[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

# SUSTAINABLE RAW

## 05

## MATERIALS

### AT RECEPTION

#### WHAT WE DO...



##### RE-USE

We re-use scrap paper and all that is used up is recycled.



##### RE-FILLING

Printer cartridges that are spent are sent back to supplier for re-filling and resale. We also purchase refilled cartridges.



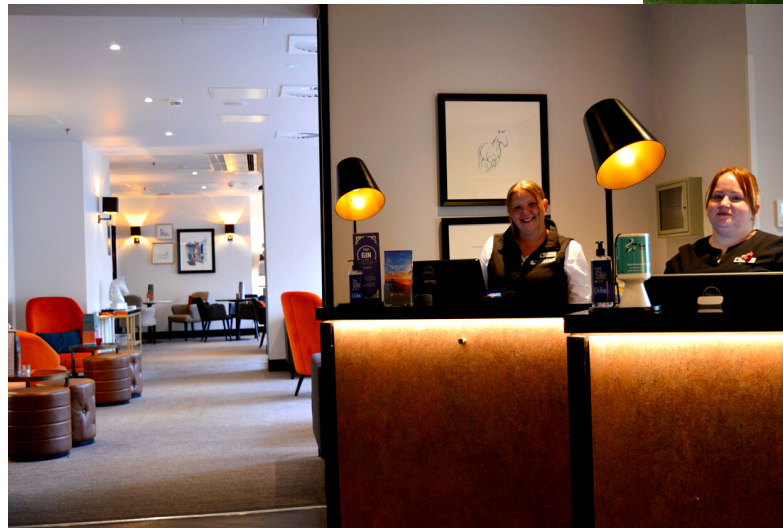
##### ONLINE CORRESPONDENCE

All business correspondence can be done paperless. Online registration is available to all hotel guests.



##### BROCHURES

All our brochures are now online. Guests can request an online paperless version to be sent to them.



##### KEY-CARDS

We have removed all single use plastic key-cards and introduced a sustainable wooden room key cards.



##### LANYARDS

Lanyards supplied to all of our employees are made from recycled plastic and are eco-friendly.

#### ...HOW YOU CAN HELP



Instead of having your bill printed off before check out - why not view it online on your in-room TV? Check out the 'guests services' section on your TV remote.



Please return your used room key-cards on check-out. They can be re-programmed and re-used many times over.



Please fill in your online registration card prior to your arrival to save printed registration cards.



# SOCIAL

# 06 RESPONSIBILITY

## OUR COMPANY

### THANK YOU

We thank you for staying at our hotel. By choosing us you are helping to donate money to our parent organisation, the Royal College of Surgeons of Edinburgh (RCSEd). RCSEd is a registered charity NO. SC005317, which supports the maintaining of standards, research and development in surgical training both in the UK and around the world.

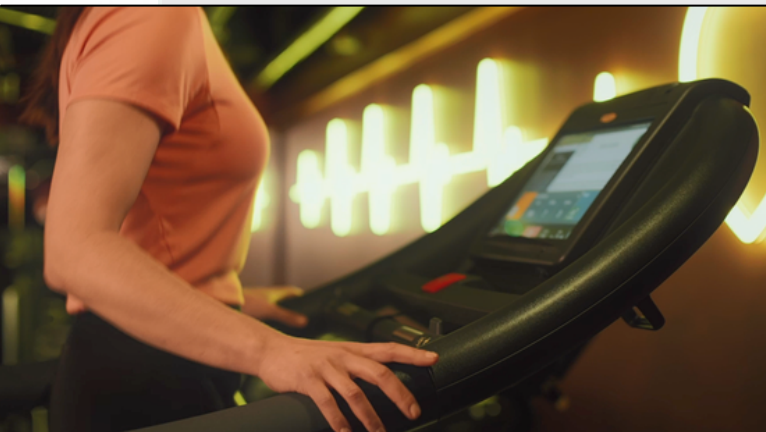
### WHAT WE DO...


#### GREEN TOURISM

We are committed to the Green Tourism Business Scheme Gold standards.

#### TRANSPORT

We encourage staff to travel to work by walking, public transport, or cycling.



 We welcome guest feedback on all aspects of our green policies. Please speak to our reception team or email us at [feedback@tenhillplace.com](mailto:feedback@tenhillplace.com)



#### STAFF WELLBEING

We provide free gym access to all of our staff, encouraging a healthy lifestyle.

During the winter periods when we do not receive enough natural daylight, we offer our employees the opportunity to use our light therapy lamps which help improve mood and general wellbeing.

Surgeons Quarter cares team has been established to ensure that staff welfare needs are heard and we are an employer of choice.

#### EQUAL OPPORTUNITIES

We operate an equal opportunities policy for all our employees and we are proud to be a living wage paying employer.

#### PUBLIC TRANSPORT

We encourage our guest to consider using public transport when travelling around the city, it's cheap, frequent and clean and due to dedicated bus routes it's often faster than a car.

Our reception team is here to assist you finding the right bus route for you.

Please visit our website for the best sustainable travel tips:

[www.tenhillplace.com/where-we-are/](http://www.tenhillplace.com/where-we-are/)