

## Energy management

- Staff accommodation was renovated and fully insulated. Timers fitted on room heaters and hot water, LED lights fitted.
- New electricity supplier (OPUS Energy) has been engaged who use a larger % of green energy than our last supplier. OPUS Energy claim on their website that "90% of the energy supplied to customers comes from renewable generators".
- Electricity Smart meter has been installed to keep an eye on usage.
- Brand new fuel efficient heating boilers have been installed in late 2015 / early 2016. This has reduced our gas consumption (figures are for electric and gas and taken from audited accounts):
  - 2014: £20534.00
  - 2015: £17899.00
  - 2016: £15783.00
  - 2017: £14415.00
  - 2018: £14024.00
- During the winter months (November to April), the large catering gas cooker (2 ovens, 8 hobs, a fryer and a catering grill) are closed down and a small domestic hot plate and oven are used.
- 2 freezers and 2 fridges are switched off for winter, leaving 1 freezer and fridge in use.
- All bar fridges and snack machines are switched off for the winter.
- A new highly insulated and efficient hot water tank has been installed
- Our Drying Room hot air blowers were replaced and the new ones are on a timer.
- LED bulbs have been installed throughout the whole building, inside and out.
- LED lights installed at our other site Keswick Climbing Wall.
- All radiators have been fitted with individual controls so only rooms in use are heated.
- Pipes are now lagged and lofts insulated. We had to have all the roof trusses replaced to be able to do this as the loft was unsafe to access.
- Timers have been put on electrical equipment that doesn't need to be on 24 hours a day.
- Bedrooms were insulated and drylined to reduce the hopefully reduce the amount of heating they need.
- Staff toilets and showers were insulated and lagged to reduce heating costs (2015)
- New washing machine with short wash cycle.

## Water management

Below is a list of the main points of improvements and policies we have adopted:

- Staff have checklist of how to minimise waste and save energy as part of their working handbook – this is revised annually.
- More efficient percussion taps have been installed to replace the old ones were not working that well.
- Dual flushes have been installed as hippos were breaking the sistern mechanisms.
- Insreased rain water harvesting for plants and washing bikes – another water butt added.
- We are taking regular water usage reading to identify leaks and in fact found a leak and repaired it thanks to this recording. – ongoing.
- Urinals are now on a drip rather than continual flush.
- A new grease trap has been installed to imporve the waste water system efficiency.
- We are a Love Your Lakes approved centre.
- The new staff washing machine is water efficient and uses 10x less than the previous machine.

## Waste reduction

We have improved our recycling % annually and are now working at how to reduce food waste. SUSKES (Sustainable Keswick) is looking into siting micro anaerobic digester systems in and around the Keswick area and Newlands Institute (200m from our centre) has been identified as a poaible site.

Recycling %'s (year runs April to March)

-2011: 29%

-2012: 55%

-2013: 58%.

-2014: 62%

-2015: 63%

-2016: 64%

-2017: 67%

-2018: 68%

- All office paper is now shredded for animal bedding.
- All boxes and containers are collected by suppliers and recycled.
- Food is being delivered in plastic crates rather than cardboard boxes and in as little additional wrapping as possible.
- By using boxed milk we are now not sending 1400 2L bottles to landfill and by giving squash instead of individual juice cartons, we are saving 5000 cartons from going to landfill.
- We are now using one 1100L waste bin per week instead of two, saving 57200L waste per annum going to landfill and halving our waste bill.
- Printer cartridges are sent for recycling to the Royal National Lifeboat Institution.
- We have changes from using paper hand towels to cloth roller towels, saving 72,000 paper towels going to landfill.
- Clothing left behind is sent to charity shops or used as spare kit for wet activities.
- Emails are now the preferred method of correspondence making a huge saving on paper and envelopes.
- Simplified booking procedure means we use less paper and most is now done by email.
- Staff have checklist of how to minimise waste and save energy as part of their working handbook.
- All old cooking oil is now recycled.
- Toilet roll, paper handtowels kitchen roll, office paper, notepads and envelopes are all 100% recycled.

#### Encouraging wildlife

- We are aware that our business can make an impact on the environment and so have a bio diversity policy included in the EMS.
- There is an environmental awareness display, a Green Instructor responsible for encouraging the children to recycle etc, child friendly awareness posters placed around the centre, staff are made aware of this policy in their induction, their handbook and during weekly reviews.
- Instructor staff induction includes training on reducing the group's impact on the countryside when out on session. As well as controlling littering, Instructors encourage groups to take note of any plants or animals they see and ensure they are not disturbed. Any damage, disturbance etc to any areas we use is noted and reported to the appropriate person (landowner, national body etc).
- We have created a wildlife / bird hide with feeders, bat boxes, red squirrel feeders, nesting boxes, and bug hotels and made it child friendly with child height spy-holes, info posters and activities related to it.
- We now have regular visits from red squirrels at our feeder stations and have a resident hare in our children's play area. Before this area was developed and managed, this had never happened.
- A huge nature area was created when we set up our children's play area when a 60m long, 1.5 m high. 2m deep log / brash pile was created in front of a 60m long, 20m wide woodland wilderness area. This is now full of woodland creatures from beetles and bugs to birds, including barn and tawny owls and animals: bats, rabbits, voles, mice and hares have all been spotted there. There is also a breeding pair of red squirrels, who produced 2 young in in the last 3 years and a breeding pair of hares, producing 3 leverets in 2018 and in 2019.
- Stagnant ditches were cleared to open the water flow and a natural pond cleared. This now has toads and frogs living and spawning there.
- All staff participated in a day with Fix the Fells: working breakfast and presentation then full day repairing drainage systems and footpaths on a local fell side. This is a regular annual event. (annual event)

## Promoting sustainable transport

- We have a Transport Policy included in our Environmental Management System Manual and it is included as part of Staff Training.
- We have information about TWIZZY's and the See More project available for guests.
- We work with Stagecoach buses by offering anyone who arrives at our centre by bus, can get a 10% discount on their activities.
- We have bought 6 new mini buses, which are considerably more fuel efficient than the old buses, which we no longer have.
- Staff live at the centre and so do not drive to work. We also encourage car share during time off and any off site events that staff attend, they are transported in a mini bus rather than individual cars.
- We do driver training with all staff who drive our mini buses. This consists of safety awareness and the importance of driving at a steady speed. We also discourage heavy acceleration / braking and letting the engine idle. This in turn should help save fuel.
- Routes to and from activity sites are specified to avoid long detours. All usage is recorded along with the miles used each trip. We know how far each site is and so can keep an eye on unnecessary detours or journeys. We also have dashcams fitted which records drivers speed, acceleration, braking etc and this can be viewed online at anytime.
- We programme activities to try and avoid having to transport people to activity sites and heavily promote the activities that are on site or within walking distance. Our furthest activity site is 5 miles away.
- With our mobile climbing wall, we only hire it out within county. Staff operating the wall travel in the vehicle towing it.
- We have a weekly maintained programme, again recorded. Tyre pressure is checked on a regular basis, air and fuel filters checked, fluid levels checked etc.
- We encourage all visitors to arrive by coach, or car share. Most arrive by coach and we have also been successful in encouraging schools to share transport, if they are located near each other.
- Many staff have their own cycles but there is a cycle available for any staff member who does not have one. This is kept in the staff bike store, with open access to it.
- Being in a large, mountainous county, where 10 miles as the crow flies can take well over an hour to drive around the mountains to get to, we try to call people rather than drive to speak to them and much of our business is carried out by email / skype / facetime etc.
- Staff can access public transport information / timetables online and they have internet access free at the centre.

## Supporting the local economy

- We have a policy of buying local and insist that all of our suppliers supply us with their environmental statement.
- Our bar is stocked with local beer, vodka, gin and whiskey as we have 1 brewery and 3 distilleries within 5 miles of the centre.
- Our main food supplier is a local Keswick business, based 5 miles from the centre.
- Any tradesmen / companies we use are, as much as is possible, from Keswick and certainly from Cumbria. There are very few if any from out of county.
- We have commissioned from a local artist (Simon Jackson from Wood Actually), 12 wooden sheep as markers for our children's orienteering, life size cow for our café, bears (many of them, from 2 to 8 feet tall), a bear bench (created from a diseased tree we had felled) and we also sell sheep and wooden mushrooms for Wood Actually, the carvers business. A new sculpture trail was commissioned and is in place..
- Our vehicles are serviced and maintained by a small local garage and not a main dealer.
- We have a large display of local business and encourage guests and staff to make the most of what the area has to offer.

- One our Directors is working closely with Keswick Ministries to encourage visitors to the annual Keswick Convention to spend more money in the town. This is an ongoing relationship that is proving to be successful both from the Ministries and towns perspective.

### Supporting the local community

- We buy local where ever we can and use local trades.
- We removed, repaired and replaced the Church bells (which had been broken for years and required complex climbing and rope work to do) and removed, repaired and fixed the Church gate, which also needed repairing.
- We have a number of Locals Night in our Bar to raise money for the Village Hall, the local Church running costs.
- All staff participate in a day with Fix the Fells: working breakfast and presentation then full day repairing drainage systems on a local fell side. This is an annual event.
- There is a large leaflet display, giving access to cultural and sporting businesses and events as well as details on natural history and environmental groups, places and events.
- Through the Keswick Tourism Association, Newlands had instigated and pushed through schemes where other providers and businesses promote and support each other, making sure that the vsitors have plenty of exciting opportunities in and around Keswick, reducing the distances they need to travel.
- Giving the following a free day of activities as a prize e.g Keswick Tourism Association, many locla schools and community events.

### Impact of sustainable policies and actions

- We have been recognised as a good example of a sustainable business and this has had a knock on positive effect as to our profile locally and in the county and nationally,
- We have saved money from reduced fuel consumption and therefore lessened our impact on the environment. Even with price rises in the cost of energy and water, our bills are lower.
- Staff and customers appreciate and applaude the work that has been done and this encourages us to do more.
- Our staff fully embrace our sustainability stance and we could not do it with them. It encourages team work and bonding and they take pride in working to maintain and develop projects.
- We have had bookings made due to the fact we are percieved as being a 'green' business.
- We have been asked to give talks to groups about becoming a 'green' business, the money savings we have made and why its not that hard once you get started.
- Our bio-diversity policy and careful management of our wildreness areas has meant that we are seeing many more flora and fauna and animals than we have ever seen around the centre. We even have had badgers living under the kit store, and at the moment there is a hare and a family of red squirrels in the childrens play area

### Communication

- We have included an Environment page on our web site detailing what we do and many of our environmental documents.
- Our promotional leaflets show the logos of the awards we hold.
- Our awards are displayed at the centre.
- All around the centre are notice boards and posters informing and encouraging our guests to think and about the environment and how to apply this at home too.
- We have a Nature Board to engage our guests with the flora a fauna of the area. We also have a nature diary and ask that they make note of anything they see that is unusual to them.

- Many of our posters are aimed at the 8 to 15 year old bracket and are funny but factual.
- We are listed on Green Days Out, GTBS, ENWORKS websites.
- Staff receive “green” training and are encouraged to relate their knowledge to their groups.
- Any issues are brought up at weekly staff meetings and we have implemented some of their suggestions: waste bins on the playing field is one example.
- Staff maintain the kitchen garden and this is generally done in their spare time – this shows their commitment to our policies and their willingness to get involved.

## Summary

Newlands believes that sustainability should be at the heart of every business and should always be considered when making changes, developments or business choices and we do our utmost to do so. We have the following in place as well as a full Environment Management System, which shows that we are fully committed to being as sustainable and environmentally aware as possible:

- Environmental Statement
- Visitor Charter
- Children’s Visitor Charter
- Access Statement
- Transport Policy
- Biodiversity Policy
- Procurement Policy
- Housekeeping Policy
- Staff Environmental Statement.

Our USP is that with a very small team we are making a huge change to the impact we make on the environment, as well as saving money and educating our visitors. We believe that little changes can make a big effect and almost all our changes and improvements we have made, have been done ourselves. There has been a steady and consistent development involving the whole team and with their enthusiasm and commitment to our environmental policies, we have engaged with our guests and pushed forward developments that benefit both the business and the environment. We would not have achieved national recognition without the enthusiasm and support from our staff and having such a motivated team really can make things happen.