

TOURISM SUSTAINABILITY CASE STUDY HOTEL



THE PALACE HOTEL

A spectacular Grade II historical listed building with the single largest conference room in Manchester and 275 spacious bedrooms, sitting in the heart of the city's fashionable theatre and entertainment district.

1 KEY ACHIEVEMENTS

Gaining a Silver award in the Green Tourism Business Scheme

NW Excellence in Sustainable Tourism award 2008 winners

Other sustainability awards won include:

Manchester Sustainable Tourism award 2008
Environmental Business Pledge gold award
Finalists for the Enjoy England Sustainability Award 2009

2 ACTIONS TAKEN

ENERGY

- Following a Carbon Trust audit, all recommendations were actioned and a new boiler system installed to increase gas and heating efficiency
- Low energy long life light bulbs fitted to 85% of hotel
- Energy control points in all bedrooms, toilets, back of house and Business Centre meeting rooms
- Each department maintains a department energy five point plan and duty managers conduct three energy walk-round checks per day
- Weekly meter readings taken by maintenance team

WATER

- Staff training to maintain taps within the building
- Water pressure controls in all toilet systems
- Reduced shower flow heads in bathrooms

WASTE

- Cardboard baler installed in 2007
- Guests actively encouraged to use recycling facilities
- Toner cartridges/phones donated to charity
- Up to 20 items from the hotel are recycled including paper, cooking oil, tin cans, TVs, name badges

3 COSTS/SAVINGS

- Savings on electricity of 2% per year
- Savings on gas of 1% per year
- Savings on water of 3% year on year
- Landfill reduced from six 1100-litre skips seven days a week to four skips picked up six days a week

4 ONGOING DEVELOPMENT

- Rolling out the sustainability concept to other Principal Hayley hotels and conference venues
- Further sourcing of more organic/ fair-trade products
- Working alongside RSPC to plant more trees as part of conference package
- Working towards BSI 8901 standard
- Future plans to grow a roof-top garden with herbs and plants for use in the kitchen

5 CHALLENGES

- Educating guests and conference delegates to the sustainability philosophy
- Sourcing suppliers with green ethics
- Budget control measures when purchasing
- Food composting has taken a long time to complete but should commence 2009
- Gaining the correct information due to conflicting advice

6 BUSINESS BENEFITS

- Staff moral greatly improved due to winning awards and setting fresh, exciting, rewardable goals. This has led to a sense of pride in their work, greatly received by guests.
- Positive PR from press coverage

For more information on the organisations mentioned in this case study contact:
Green Tourism Business Scheme at www.green-business.co.uk
Carbon Trust at www.carbontrust.co.uk

For free environmental business support contact: Environment Connect www.environmentconnect.co.uk or 0800 032 0222