

Sustainability Policy

Mandolay is an independently owned 4 Star accredited hotel, conference centre and wedding venue, featuring 78 luxury bedrooms, 8 meeting and event spaces and an AA Rosette standard restaurant.

Overview

We recognise that ours is a business that has an impact on the environment, most significantly in the production and service of food and beverages, and the provision of accommodation for corporate and leisure guests. Many of the hotel users will have travelled to reach us, and some, including our international guests will have undertaken journeys of many thousands of miles.

As a medium sized business we must not over-promise on our commitments, and there are significant practical challenges that we face. However, we are taking steps to ensure that our environmental impact is as minimal as we are able to achieve, and we are committed to reviewing our policies and procedures in this respect.

This Policy is part of our overall Environmental, Social and Governance (ESG) Standards, each element of which is offered with a simple assurance from the owners and management of Mandolay.

The fact that we cannot do everything, is no excuse for not doing all that we can.

Our Policies

- Wherever possible, all fresh food is procured locally from trusted suppliers, many of whom we have been working with for a number of years.
- Food waste is kept at a minimum, but some is inevitable. This is collected by certified contractors and used for animal feed and/or compost.
- Any food that has been prepared on the day, but has not been consumed is distributed to the local community, by ourselves or via trusted charity partners. We also donate cleaning products, soaps and bathroom requisites via the same partners.
- All dry goods, cleaning supplies and paper materials are procured via businesses that we trust, with impeccable processes and policies.
- We invoice, communicate and bank electronically, with paperless check-in and check-out available. We only print documents when unavoidable and all scrap paper is re-used, or recycled.
- We avoid the use of single use plastics, only providing such items when it is hygienically imperative to do so.
- The majority of our staff live locally to Mandolay, and those that are able to do so walk or cycle to work, others use public transport and we have a specific commitment to discouraging staff from driving to the hotel.
- Working from home is only possible in certain departments, but members of the sales team often take advantage of the flexibility that their work affords to them.
- Guests are encouraged to not request clean towels every day wherever possible, similarly we offer rewards for guests that choose not to have their rooms fully serviced each day.

- All detergents and similar are procured via well-respected suppliers that have been selected by us for their environmental credentials.
- Lights and equipment are switched off when not in use, and our heating and air conditioning units are closely monitored to ensure the lowest practical level of energy consumption.
- Our laundry is supplied via a Royal Warranted launderers, with all dirty laundry cleaned at their specialist facilities.
- When purchasing new electronic, cleaning or cooking equipment, we consider energy efficiency as a priority.

We welcome questions and suggestions in respect of any aspect of our Sustainability Policy, if you wish to discuss any element, or suggest improvements, please speak directly to our ESG Delivery Manager Ian Blyth on 01483 570092



MANDOLAY

One Unique Hotel
Infinite Possibilities