

Best Western The Compass Inn

Community

As a third generation family run business, our place in the community is something we take very seriously. We employ approximately 40 members of staff of which nearly 35% are from the local villages surrounding us, in fact 3 local families from our village alone have provided us with 13 members of staff over the last few years. The hotel enjoys its Position in the community with both staff and local customers partaking in events together such as charity quiz nights and friendly golf tournaments.

We support the local area including schools and other charitable organisations through a series of prize donations (complimentary meals, overnight stays and other prizes). We have always had a policy of accepting local school pupils for work experience on an annual basis, and foreign exchange students when possible. The village committee holds meetings free of charge on a regular basis and our charity car parking/sharing scheme raises hundreds of pounds every year for a range of charities.

Environment

We are committed to minimising our impact on the environment on both a local and global scale.

By monitoring our staff, suppliers, energy consumption and the area surrounding us we have managed to increase our environmental efficiency significantly.

Although we are unable to trace all produce we use back to source we do however where possible (within reasonable financial bounds) use locally sourced and produced goods. Our vegetables are supplied by a family of market gardeners based in Bath (8 ½ miles away) who grow much of the produce themselves and source the remaining items. Our butchery needs are met by a Bath based family business and a Gloucester based organic abattoir in an attempt to reduce the supply chain and subsequent food miles. All Ice-cream served is from the Marshfield dairy, one village from ourselves and is becoming renowned for its great quality and unusual range of flavours (their chocolate brownie ice cream ingredients even come from the Marshfield bakery which supplies the brownies). Milk is supplied by our local farm shop in Grittleton less than 5 miles away, and our mineral water is bottled at source from the "Cotswold spring" only ½ a mile away.

Our staff are well aware of the effects running a business can have on the environment and are helping minimise this wherever possible, a policy of turning off (not leaving on standby) any unused equipment and lighting along with recycling programs have only been possible with their cooperation. 85% of our staff have less than 5 miles to travel to work and 35% have less than 1 mile, staff are encouraged to lift-share, and some staff walk come rain or shine.

We have a policy of recycling wherever possible, we currently recycle or reuse the following: cardboard, glass, paper, waste oil and Plastic bottles, we are also looking into the possibility of recycling metal.

Every guest obviously begins their stay with fresh linen and towels, however we do not automatically replace towels daily and guests leave used fresh towels. Linen is renewed every 2nd or 3rd day for guests staying longer than one night to cut down on the quantity of detergent, water and electricity we use in the laundry process.

A Plan of constant maintenance and improvement has also been key to helping us save energy over the last few years and will probably be so for some time, we have been replacing all windows with newer more efficient double glazed units, and have recently renewed our main hot water cylinder with a highly efficient replacement. Energy consumption through lighting has been reduced dramatically by replacing traditional lamps with energy saving units, over 90% of lights in and around the hotel now use energy saving lamps, with some using LED replacement units. We are also trialling the "Dyson Airblade" hand-dryer in our gents WC, with it's claims of huge reductions in energy consumption we may replace our other units in due course.

Grounds and gardens

Five and a half acres of grounds help us create relaxing surroundings for our customers and enable us to grow some of our own vegetables, fruit and table flowers but these in turn create environmental issues of their own, we use no pesticides on our own grown vegetables, fruit or flower beds. The use of weed killer is kept to an absolute minimum and on hard surfaces only such as patios, in our vine covered conservatory we use only tiny predatory insects to control the spread of pests harmful to the vine and the other plants. Garden waste produced onsite is composted, thus reducing (and eventually eliminating) the need for us to buy compost from external sources, in the meanwhile all compost purchased is peat free, we are currently experimenting for the first time with large scale leaf mulching. Litter picking and management of verges adjacent to the hotel is also something we have taken upon ourselves to help improve the local area.

Suggestions & Review

We are constantly looking for new ways in which we can realistically improve our service to the local community and reduce our impact on the environment and we welcome suggestions from both staff and customers.