

# Slen Mhor & Uile-Bheist



## Climate Action Plan 2023-2024



## Foreword:

Tackling Climate Change and the Climate emergency we are facing is everyone's responsibility. The younger generations are being educated on climate change and being prepared in schools for jobs that don't exist; therefore, as business owners, we need to look at our businesses to help address climate change and develop/create these roles. Not just to show that we are adapting to climate change but also to demonstrate to these generations that we are starting the 'solution lead' journey for them to continue – not fix and remove the fear and anxiety barrier around this subject.

*"You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make."*

Jane Goodall

Sustainability and looking forward must involve changing our current practice rather than doing what we have always done. Having meaningful and open conversations and breaking down barriers through education, training and awareness raising is critical to changing mindsets and creating action plans that deliver measurable results.

*"There is no question that climate change is happening; the only arguable point is what part humans are playing in it."*

David Attenborough

Even the most minor step can lead to significant change. However, accepting that starting a sustainable journey can be challenging and only happens after some time is vital to creating any action plan. Reaching government and world targets and goals will involve tough and brave decision-making skills and understanding the benefit of long-term planning.



*"We must join together to create a sustainable global society founded on respect for nature, universal human rights, economic justice, and a culture of peace. Towards this end, it is imperative that we, the peoples of Earth, declare our responsibility to one another, the greater community of life, and future generations.*

*Let ours be remembered for awakening a new reverence for life, the resolve to achieve sustainability, the quickening of the struggle for justice and peace, and the joyful celebration of life."*

*The Earth Charter 2006*

At the Glen Mhor and Uile-Bheist, we are committed and understand our responsibility to support Climate Action and future generations as we work towards a deliverable action plan.

Thank you.

Victoria & Jon Erasmus

Directors



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# 1. UN Environment Program report 2021

Five Key Points from the UN Environment Program report 2021 - a scientific blueprint for how climate change, biodiversity loss and pollution can be tackled jointly within the framework of the Sustainable Development Goals.

## The top five Key Points

1. Environmental changes undermine hard-won development gains, causing economic costs and millions of premature deaths annually. They impede progress towards ending poverty and hunger, reducing inequalities, promoting sustainable economic growth, working for all and creating peaceful and inclusive societies.
2. The well-being of today's youth and future generations depends on an urgent and clear break with current trends of environmental decline. The coming decade is crucial. Society needs to reduce carbon dioxide emissions by 45 per cent by 2030 compared to 2010 levels and reach net-zero emissions by 2050 to limit warming to 1.5 °C as aspired to in the Paris Agreement, while at the same time conserving and restoring biodiversity and minimising pollution and waste.
3. To achieve sustainability, Earth's environmental emergencies and human well-being must be addressed. The development of the goals, targets, commitments and mechanisms under the fundamentally environmental conventions and their implementation must be aligned to become more synergistic and effective.
4. The economic, financial and productive systems can and should be transformed to lead and power the shift to sustainability. Society needs to include natural capital in decision-making, eliminate environmentally harmful subsidies and invest in the transition to a sustainable future.
5. Everyone has a role in ensuring that human knowledge, ingenuity, technology and cooperation are redeployed from transforming nature to transforming humankind's relationship with nature. Polycentric governance is vital to empowering people to express themselves and act environmentally responsibly without undue difficulty or self-sacrifice.



## 2. Inverness and the surrounding areas

Sustainable tourism is one of Scotland's key growth sectors, as identified in the Scottish Government's Economic Strategy and is the Highlands' most crucial industry generating significant economic benefits for all areas of the Highlands.

The Glen Mhor Hotel and Uile-bheist are located along the banks of the River Ness in the heart of Inverness, Scotland.

*"Inverness is home to 60% of the Highland population and is a city where TOURISM CONTRIBUTES significantly to the local economy. Inverness is leading the Carbon CLEVER initiative, which targets a carbon-neutral Inverness in low-carbon Highlands by 2025; it is adopting the 'Smart City' programme and is building a reputation as 'Scotland's Cycling City'. Inverness also faces significant risks from climate change, with projections suggesting that a 21% reduction in water availability during dry periods projected by the 2050s could impact the water supply for Inverness. In addition, the severity of all types of flooding, fluvial, surface water (pluvial) and coastal flooding is predicted to increase significantly."*

Taken from: Scottish Cities Alliance Low Carbon and Climate Change Adaptation Opportunity Assessment 2014



### 3. Impact of Climate Change on Local Area

*The ten hottest years in Scotland have all occurred since 1997 –  
Adaptation Scotland.*

These changes already impact people, infrastructure, and Council services across Highlands. Two main areas for concern are the severe effects of coastal erosion and the risk of flooding.

*Examples of impacts from the last couple of years include:*

- Flooding – Dingwall July 2019 (flooding at Glen Mhor in several areas)
- Landslip – Kylerhea, Isle of Skye and Raasay, December 2019
- Storm Brenda – Highland-wide, January 2020 (Roof damage, building damage at Glen Mhor)
- Water scarcity – Highland Wide, August 2021
- Wildfires – Kyle of Lochalsh, April 2022
- Heatwave – Highland Wide, July 2022

According to the Climate change: Scottish Implications Scoping study, over the next century, Scotland will become warmer. Average temperatures are likely to rise by between 1.2 to 2.6°C, with relatively more warming in winter than summer.

Annual precipitation will likely increase by 5% to 20% by the end of the next century, with autumn and winter seeing the most significant increases. In contrast, spring amounts will be lower, and there will be little change in summer.

The intensity of rainfall events is likely to increase, leading to an increased risk of flooding.

There may be an increase in the frequency of very severe gales but a decrease in the number of gales overall.

The water balance is likely to remain favourable.

Due to increased cloud cover, direct short-wave solar radiation will likely reduce over the next century.



## 4. Glen Mhor Hotel & Apartments

The Glen Mhor Hotel & Apartments is a 110-bedroom business comprising a series of townhouses along the River Ness in Inverness. Set in a picturesque location in a historic conservation area, we offer a choice of bedroom types and serviced apartments.

At Glen Mhor, sustainability is at the heart of our operation. After an investment of £7 million, we opened our Energy centre in 2022 using a unique water source heat system that will allow us to remove all the gas from our hotel site, produce all the heating and gives us our water source.

We have a dedicated Sustainability Manager and Green Team to ensure that our Green Policy – a working document and regular monthly training is implemented to see us constantly drive to improve best practices and embed our green ethos and culture into our business.

We see sustainability as embracing three areas:

### **Sustainability at the Glen Mhor & Uile-Bheist Embraces:**

Green Awareness and Practice

Mental Health and Training

DEI Initiatives (Diversity, Equity and Inclusion)



We are signatories of the Glasgow Declaration in Tourism, Supporters of the UN Sustainable Development Goals and were awarded a Gold Grading from Green Tourism in 2022

*"Equality, Diversity & Inclusivity – Excellent commitment to ensuring the Glen Mhor is welcoming and accessible to all and possibly has the best-hidden disability set up I have come across."*

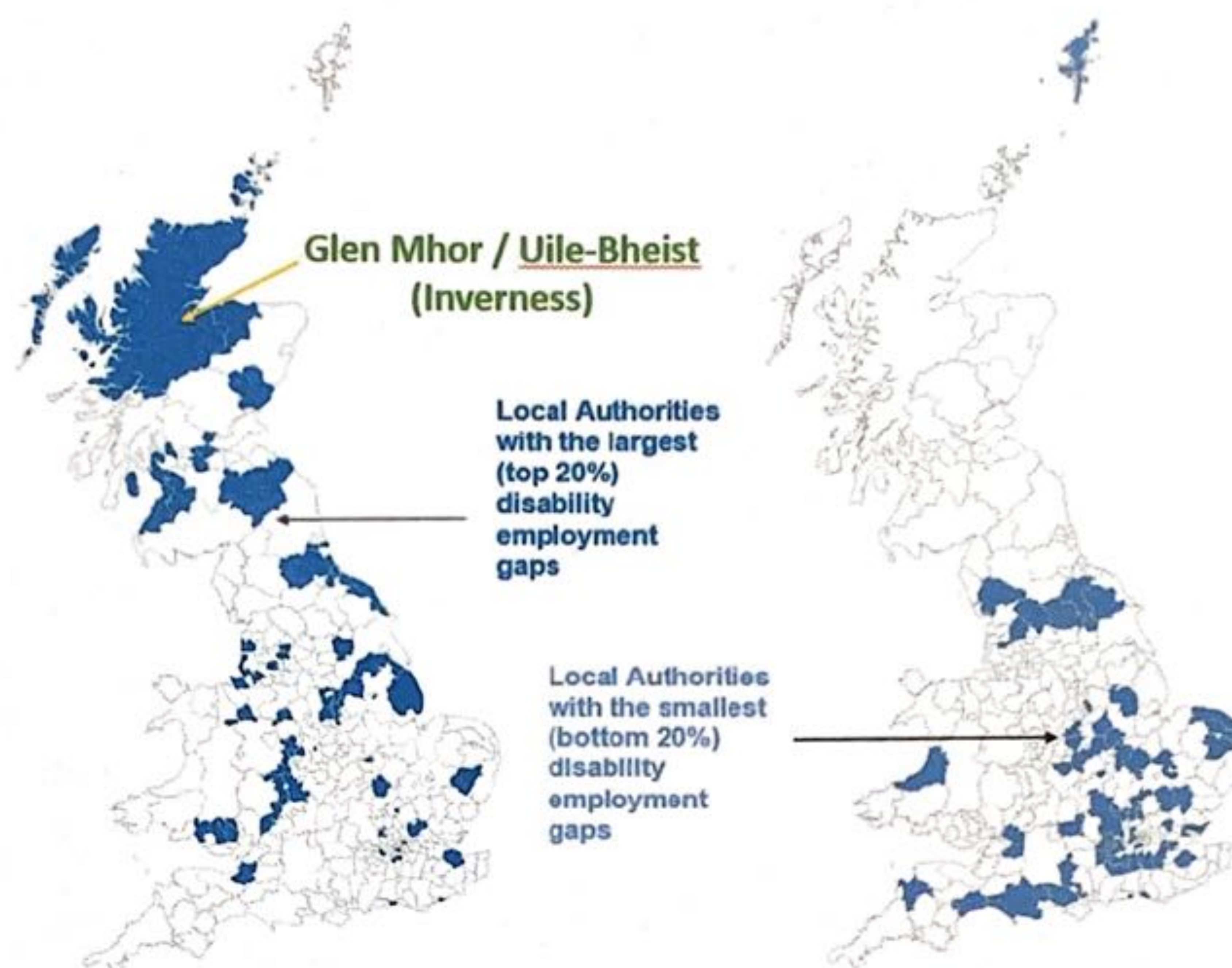
*Green Tourism Grading Assessor Report 1<sup>st</sup> September 2022*

We prioritise mental health for all staff and have mental health first aiders available.

Regular check-ins with our HR manager are mandatory for mental health and well-being training. We have introduced PEEP forms (Personal evacuation plans) for all guests and staff and updated our current health passport to be more inclusive.



## 5. Disability Employment Gap & DEI Initiatives



TAKEN FROM: DISABILITY EMPLOYMENT GAP (PERCENTAGE POINTS) BY LOCAL AUTHORITY, PEOPLE AGED 16 TO 64, GREAT BRITAIN, 2017 TO 2019

***Scotland currently has one of the worst disability employment gaps in the country, with the Highlands standing out as an area with one of the highest disability employment gaps.***

***(From Official Statistics: The employment of disabled people report 2021)***

The Glen Mhor and Uile-Bheist are proud to be a Disability Committed employer and actively working with several partner agencies, including Skills Development Scotland, the Highland Council, Department for Work and Pensions (DWP), Developing the Young Workforce(DYW), the Scottish Union for Supported Employment(SUSE) and the Scottish Government. These partnerships create DEI initiatives to support inclusion in the hospitality sector and create the resources needed to address the disability employment gap.

We are Real Living wage Employers, Fair Work employers and have signed the Scottish Business Pledge.



Along with supported work experience and employment, flexible working and part-time and full-time roles, we have transformed how we recruit. We have social stories for job interviews and can offer to sit down, walk around or do movement interviews as standard. We can send the questions before the interview and offer the opportunity to visit the site.

We have sensory backpacks and ear defenders available for both staff and guests and have regular inclusion training.

During 2022, we developed a partnership with the Scottish Union for Supported Employment and completed their Employers Assessment in December 2022. Along with their recommendations which we are currently actioning, we have a complete development plan for the business around inclusion. This will be developed further during 2023 as we look at how we can change the narrative for those with disabilities working in the Highlands and share our resources and journey with the hospitality sector.

*"Glen Mhor has an open and inclusive working culture that values diversity, led by a management team committed to making the workplace fair. It has a reputation for inclusive employment, and people treat each other with respect.....It should be highlighted how much Glen Mhor invest in developing a positive, inclusive culture and do design roles to fit individuals' capabilities."*

*Glen Mhor Employers Assessment Report December 2022*

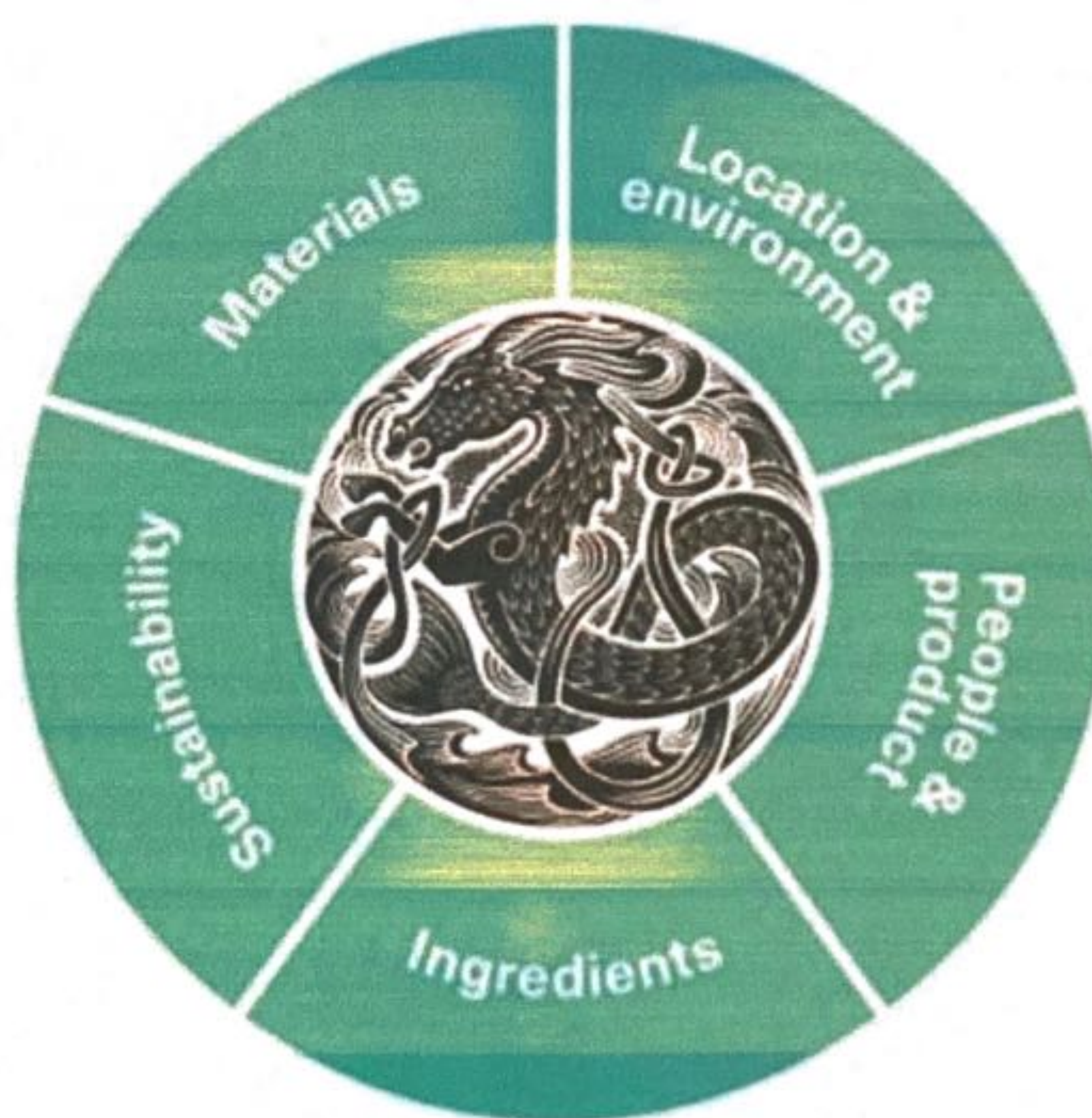


## 6. Uile-bheist

Uile-bheist (pronounced Ewl-Uh-Vhest), our new distillery and brewery, was built with our ethical wheel ethos and sustainability to future-proof with renewable and sustainable technology and practice.

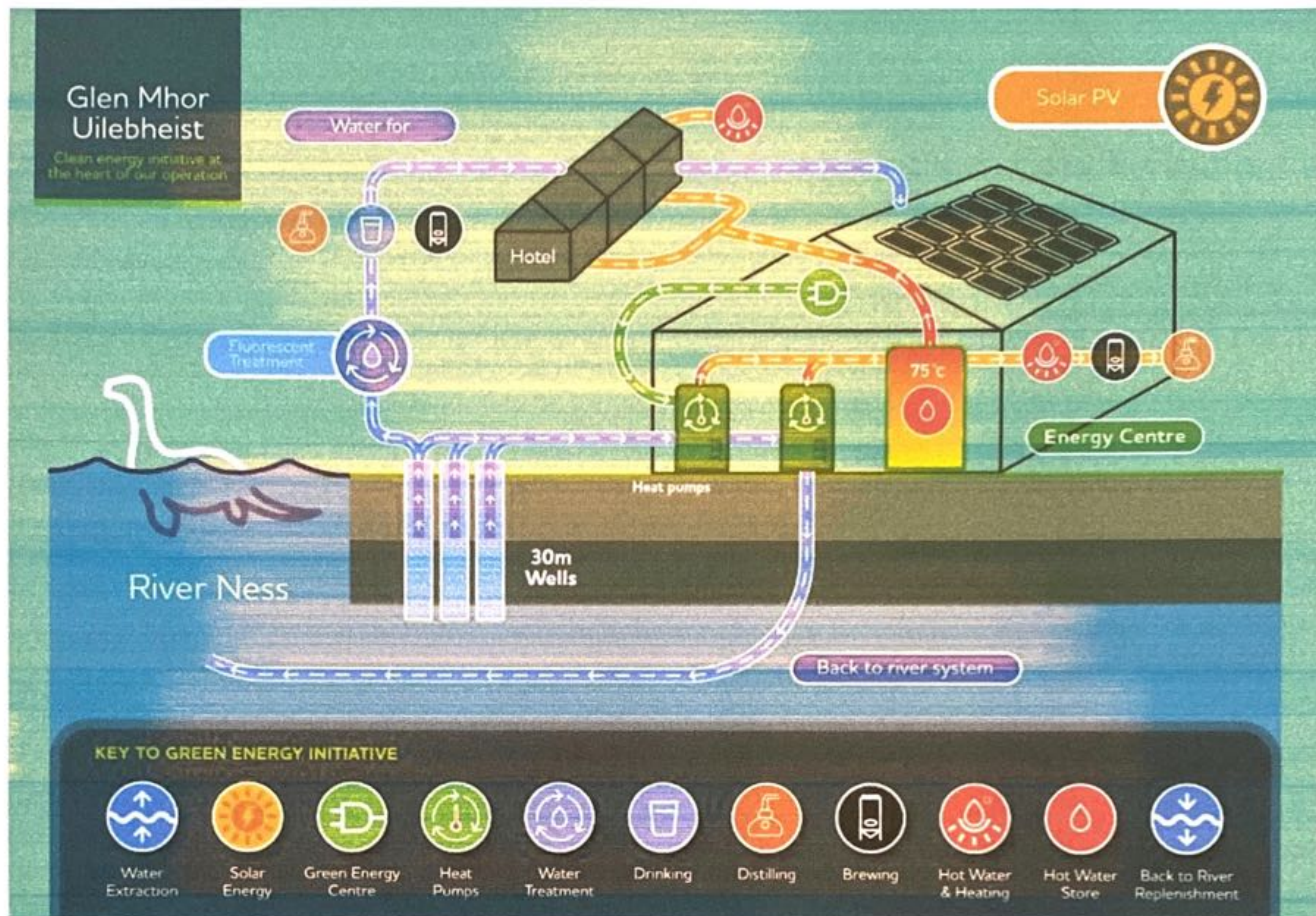
*Our Mission Statement - To create the finest artisan whisky and beer, combining innovative advances with time-honoured skills while celebrating our Scottish heritage and contributing to a sustainable future.*

### Ethical Wheel





Using our energy centre to heat and our water source to create our whisky and beer products, we also have Solar PV on the roof to help power the equipment and ensure less demand on the grid.



Our Energy Centre: This system will save 250 tonnes of carbon per year (or 11,500 Trees), making us one of the country's lowest carbon footprint distilleries and breweries.



## 7. Switch It Off, Turn It Down Campaign (August 2022)

Our Switch it off, turn it Down Campaign was created in August 2022 for both the Glen Mhor and Uile-Bheist to support and address the need to save energy and the energy crisis faced.

**Heating** can account for more than 40% of energy use in hotel buildings, which means significant savings opportunities exist.

The Energy Savings Trust states that whilst managers recognise the importance of keeping customers and guests comfortable, they need to realise that simultaneously improving efficiency and minimising the cost of heating and hot water is possible.

Heating Costs can be reduced by maintaining appropriate temperatures and ensuring that heating equipment and controls are operated and managed correctly.

**It is possible to save up to 20% on heating costs by implementing simple energy-saving measures.** A good starting point is to know the recommended temperatures for specific areas in hospitality businesses and use that as a guide to setting up systems.

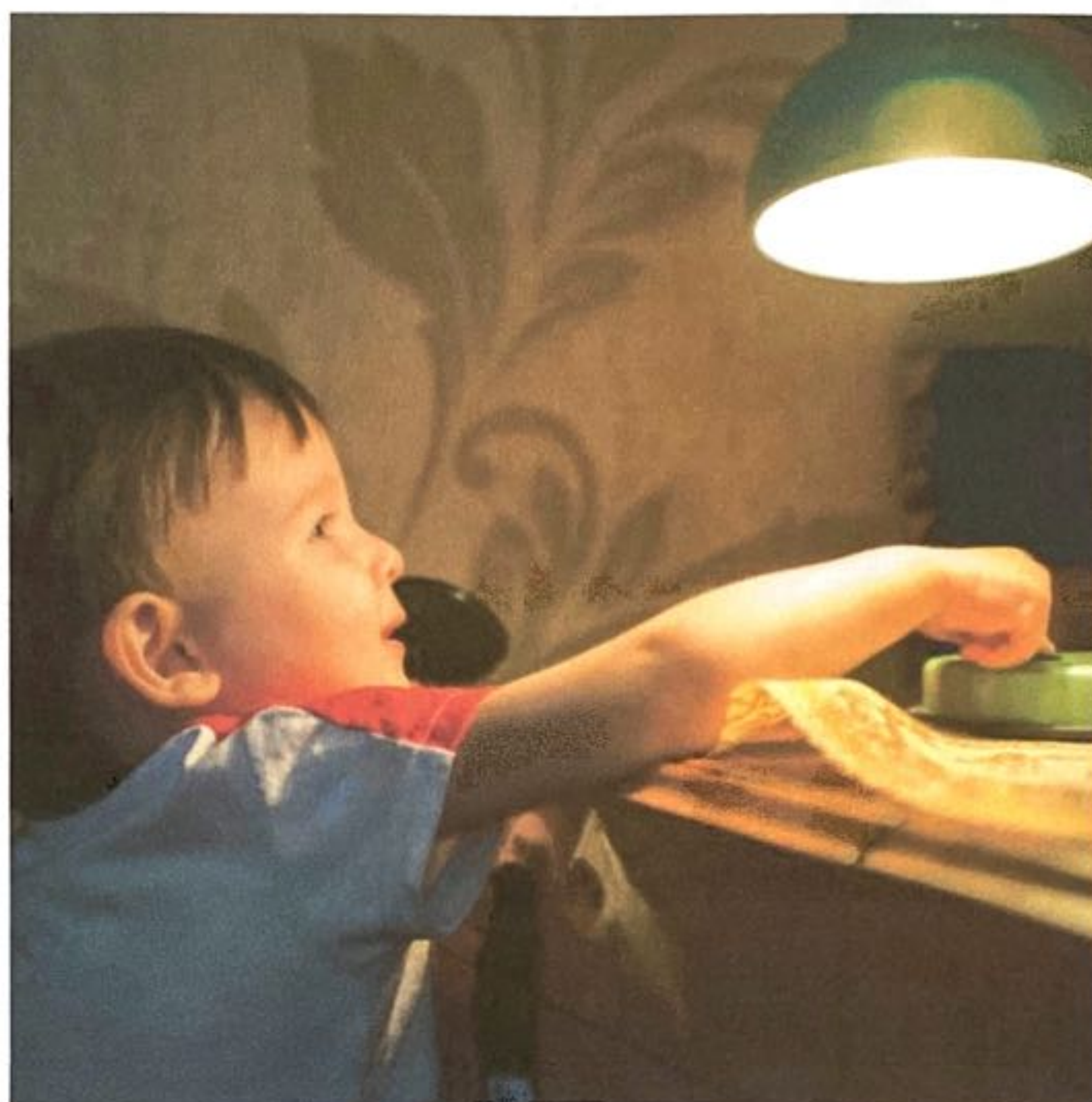


Our Campaign handbook outlines best practices and guides requirements for every department – Reception, Housekeeping, Kitchen, Sales/Marketing, Management, Maintenance and Accounts.

This Campaign is reviewed monthly and updated as required.



To provide a measurable standard for the success and development of the Campaign, we take weekly meter readings to see if our strategies and operational practices are reducing our energy usage. This also allows us to see the efficiency within each hotel building and to set maintenance priority targets as required – e.g., draft proofing windows and entry areas.





## 8. Glasgow Declaration – Climate Action in Tourism



### Glasgow Declaration Climate Action in Tourism

Below are our action points in response to our signed commitment to the five shared pathways on climate action. These include what we are doing and our goals for the next 12 months.

- As signatories, we commit to delivering climate action plans within 12 months of signing and implementing them accordingly.
- We commit to updating or implementing them in the same period to align with this declaration.
- We commit to reporting publicly progress against interim and long-term targets, as well as the actions being taken, at least annually.
- 

To ensure climate action is aligned across all of tourism, we agree on five shared pathways for our plans to follow:

#### Measure:

Measure and disclose all travel and tourism-related emissions. Ensure our methodologies and tools are aligned with UNFCCC-relevant guidelines on measurement, reporting and verification and are transparent and accessible.

We currently record and measure our energy usage through weekly meter readings.

Our 'Switch it off, turn it Down' campaign outlines energy-saving actions and green practices for our hotel departments and Uile-Bheist: House Keeping, Kitchen, Reception, Service (F&B), Sales, Accounts and Maintenance. Our weekly meter readings provide a measurable standard for the effectiveness of our campaign. We plan to save 20% on our current costs by implementing this campaign during 2023.



Our Energy centre records all the usage, and Glasgow University is currently reviewing this as we look at collecting the data on our new system with results from their report by June 2023.

### **Decarbonise:**

Set and deliver targets aligned with climate science to accelerate tourism's decarbonisation. This includes transport, infrastructure, accommodation, activities, food & drink, and waste management. While offsetting may have a subsidiary role, it must complement real reductions.

Our Energy Centre allows us to remove 20 gas meters at the Glen Mhor Hotel and provide our water source. This will save us 250 tonnes of carbon annually as we look to become net zero by 2030.

*Our target is to remove all Gas meters by 2025.*

Uile-Bheist was built to ensure we are using the best renewable technology. Using our heating system, water source, and solar PV on the roof ensures that Uile-Bheist is one of the country's.

lowest-carbon distilleries/breweries. We will look to minimise all our waste products and reuse the heat from the stills throughout 2023.

Our new Cycle Hub (opening officially in May 2023) allows our staff and guests to look at alternative travel options whilst visiting /working at the Glen Mhor. We also have several bikes available to hire, and we are part of the Bike 2 Work Scheme. We will look to link with cycle programs and events by August 2023.

We take regular Travel Surveys to help us monitor the usage of our cycle and carbon footprint from guests and allow us to consider how we can support our staff and guests further. We are also introducing learn-to-ride opportunities with local bike centres for staff who have yet to have the opportunity to learn to ride a bike or are keen to start again.

We offer discounts and incentives to staff and guests when considering low-carbon travel options. These include cycling, walking and car-share options.



## Regenerate:

Restore and protect ecosystems, supporting nature's ability to draw down carbon and safeguarding biodiversity, food security, and water supply. As much of tourism is based in regions most immediately vulnerable to the impacts of climate change, ensure the sector can support affected and at-risk communities in resilience building, adaptation and disaster response. Help visitors and host communities experience a better balance with nature.

We are committed to the 6 R's – Rethink, Refuse, Reduce, Reuse, Repurpose and Recycle and embedding this ethos in every department. By June 2023, each department will have created its own 6 R approach for best practice.

Our Guests are encouraged to help support us, and we have guest advice and energy-saving ideas they can follow whilst visiting our business. This includes using less water, minimising the servicing of towels and considering a low-carbon travel option such as cycling or walking tours during their stay. Guest feedback forms monitor this, and we will update our current guest sustainability information in rooms by June 2023.

We have installed bee boxes and butterfly houses in the trees at the front of the hotel. We will add a further six by June 2023 and actively encourage our guests to see if they can find them. Information about their importance to our local biodiversity is situated in our guest room information. This will be developed further as we include new plants and nest boxes during 2023.

We use local suppliers as much as possible. This was vital during lockdowns and the pandemic. Whilst many smaller suppliers sadly stopped trading, we were able to support those who could continue and still commit to reducing our carbon footprint.

We regularly send surveys to our suppliers to get their carbon and green credentials and encourage all suppliers to deliver without plastic. Our following survey is due in May 2023. Our seafood is ethically and sustainably sourced.

Our software, 'HOP Software' (developed by Director Jon Erasmus), allows us to operate a paperless system for staff and guests and run the day-to-day operations (a system that runs the entire business).

As a business, we will be undertaking litter-picking events from March to October 2023. This will include attending events organised events such as Beach Litter Clean and Visit Inverness Loch Ness, along with creating two of our own litter pickings events for along the River Ness and Ness Islands.



## Collaborate:

Share evidence of risks and solutions with all stakeholders and guests and work together to ensure our plans are as effective and coordinated as possible. **Strengthen governance** and capacity for action at all levels, including national and sub-national authorities, civil society, large companies and SMEs, vulnerable groups, local communities and visitors.

As a business, we believe in **sharing best practices**. Victoria Erasmus (Director) is a regular guest speaker on climate action and DEI initiatives within tourism.

Jon and Victoria Erasmus (Directors) are also the founders of **The South African Children's Charitable Trust** and support both vulnerable and orphaned children and young people in the Kwa-Zulu Natal region in South Africa – the epicentre of the Aids epidemic.

**Every guest staying at the Glen Mhor helps support these young people**, as a percentage of turnover is donated yearly to the charity. The Charity fundraisings in the UK raise awareness around poverty issues and **break down barriers and stereotypes**. Every penny raised and 100% of all gift aid goes towards selected programmes.

Our policies and practices are available on our website. We are happy to show interested parties around our energy centre and how our green policy has improved our operational practice.

We actively support the **UN Sustainable Development Goals**, have been Awarded **Gold Grading** from Green Tourism, and are **Members of the Climate Friendly Travel and Carbon CLEVER initiatives**. We will continue to engage with our sustainability partners in 2023 and focus on developing our commitments with each. Our following partner review is in May 2023.

We have completed our **Climate Risk Management Plan** up to 2050 – this is reviewed twice a year and updated as required. **The next update is in April 2023.**

We are members of Visit Scotland, Visit Inverness Loch Ness, Scottish Tourism Alliance and other sector organisations and **support climate action initiatives and green tourism**. We will continue to support these during 2023 as members and on sub-group committees.



## Finance:

Ensure organisational resources and capacity are sufficient to meet objectives set out in climate plans, including financing training, research, and implementing practical fiscal and policy tools where appropriate to accelerate a transition. We commit to delivering plans aligned with these pathways to cut tourism emissions in half over the next decade and reach Net Zero emissions as soon as possible before 2050.

We have received loan funding for the Energy Centre and Uile-Bheist and have a realistic expectation of the costs involved in delivering this project.

We received a funding grant from Cycle Scotland to help support building our cycle shelter and are delighted to be officially opening this in May 2023.

**Staff training is a priority**, as our teams' understanding, and commitment are necessary for funding initiatives to succeed. We have received support from the **Scottish Union for Supported Employment** towards staff training plans and **Skills Development Scotland** and have a dedicated **HR manager**. Every member of staff has an individualised training plan in place.

Our green policy and practice allow us to reduce and monitor our carbon emissions and track our progress.

Still, it also saves us money as we have better staff retention, reducing energy usage and looking at opportunities within sustainable and responsible tourism.



## 9. UN Sustainable Development Goals



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The [UN Sustainable Development Goals](#) are a universal call to action to end poverty, protect the planet and improve the lives and prospects of everyone everywhere. All UN Member States adopted the 17 Goals in 2015 as part of the [2030 Agenda for Sustainable Development](#), which set out a 15-year plan to achieve the Goals.

In response to our commitment to the UN Sustainable Development Goals, we went through each goal and explored where we felt we could support, develop, measure, and evolve as a business. Below is our action plan and how we will measure/evolve and record our targets and goals. This will be reviewed and developed quarterly to cover/record our main targets and goal.



UN Sustainable Development Goal	Action Plan 2023/24 Target	Develop. Measure. Evolve!	Target Date	Review Date
	<b>Social Poverty</b> Supporting staff via Real living wage.	Continue as a Real Living Wage employer.	Jan 2023	
	Review the current Scottish Business Pledge and Fair Work policy.	Update the Scottish Business Pledge and Fair Work policy and plans.	Apr 2023	
	Develop a link with Ness Bank Church Homeless program.	Support Ness Bank Church with its food bank initiatives.	May 2023	
		Explore possible future partnership opportunities.	Jun 2023	
	<b>Cost of living crisis:</b>  Send a work-life balance survey to all staff.	Review and report survey results with action and development plan following.	Jun 2023	
	<b>World Poverty</b>  South African Children's Charitable Trust – founded and run by Jon and Victoria Erasmus (Glen Mhor Owners).	Free soup and sandwich to staff at lunch/dinner.	Jan 2023	
	Charity fundraising target of £20,000 during April 2023-March 2024.	Our Charity Events Calendar includes attending events, raising awareness campaigns, and participating in local/national events.	Mar 2023 Ongoing	
	 Create an events calendar for the year of fundraising events.	Additionally, we have our annual events, such as the Xmas Wish Appeal and Coffee Morning events. Each event has a clear fundraising target; we aim to raise £1500 for the Xmas Wish Appeal. Our goal is to have at least one event per month.	Mar 2024	
	Kindness Card Project: Raising awareness in school awareness down barriers to living in a children's village in South Africa.	Furthermore, we aim to increase our social media following by 10%.		







		<p>We are also planning an Easter event with the Director of Ikhetelo Children's Village.</p> <p>We will launch the Kindness Card project in three schools as part of this event. We will also visit to present a 'day in the life in a children's village in South Africa' by Victoria Erasmus.</p>	<p>Apr 2023</p> <p>Sep 2023</p>	
  	<p>Review and develop Mental Health Policy.</p> <p>Develop link with Able Futures: Ensure all staff have access.</p> <p>Increase Mental health first aiders by a further ten staff members.</p> <p>Well-being training is mandatory for all staff. Work-Life Balance survey (as above)</p> <p>Cycle Hub opening and set dates for Learn to Cycle events.</p> <p>Walking Challenges – Paths for change (Steps Count challenge) Minimum 10 staff teams of 5.</p> <p>Charity Partner this year (along with SA Children's Charitable Trust) is:</p> <p>2022-2023: Held in our Hearts. 2023-2024: Held in our Hearts. (Bereavement charity for baby loss).</p> <ul style="list-style-type: none"> <li>- Whole staff session on charity to support any staff who might find this emotive.</li> <li>- Create an events Calendar to support fundraising and awareness of the charity.</li> </ul>	<p>Publish updated review.</p> <p>Review engagement of Able Futures.</p> <p>Employee retention audit through Staff 'check-in' conversations and surveys.</p> <p>Mental Health First Aid Training Sessions (SUSE)</p> <p>Better Customer relationships (guest feedback forms). Staff absence reduced.</p> <p>Official Opening of Cycle Shelter Link to at least 4 Cycle events during 2023-2024</p> <p>Entering at least ten teams of 5 (50 staff members). In-house prize for the team with the most steps, individual achievement and effort.</p> <p>Charity to offer whole staff training sessions.</p> <p>Continue with complimentary office and counselling space for Charity at our Inverness Business Hub (owner by Jon and Victoria Erasmus). They were used twice a week. Update from the charity on use and develop further supporting ideas.</p> <p>Review and update Staff Health Passport to be more inclusive and accessible.</p>	<p>Apr 2023, Oct 2023 Mar 2024</p> <p>Jun 2023 Sep 2023 Dec 2023 Mar 2023</p> <p>May/June 2023</p> <p>July 2023</p> <p>Dec 2023</p> <p>May 2023</p> <p>May/June 2023 &amp; Nov 2023</p> <p>April / Oct</p> <p>Throughout 2023-2024</p> <p>May 2023</p>	







	<ul style="list-style-type: none"> <li>- Providing Office space for counselling in our Inverness Business Hub – Indigo Room.</li> </ul>	Update and publish the Scottish Business Pledge and Fair Work policy and plans on the website.	April 2023	
	Review and update Staff Health Passports.	Continue updating the Skills for Growth programs with six weekly reviews of targets and goals.	April 2023	
	Review Scottish Business Pledge.	We use SUSE Audit (Dec 2022) to create an inclusive development plan.	March 2023	
	Continue as a fair work employer and actual living wage employer.	Continue developing sector resources to encourage engagement with disability employment and share best practices with partners.	Throughout year	
	Review SDS Skills for Growth program		From March 2023	
	Continue reviewing and extending Disability committed employer criteria.	We are extending Social Stories and recruitment practices.	July 2023	
	Continue creating sector resources and opportunities to help ensure inclusive practice. For example, our social stories for staying at a hotel, eating at the Waterside Restaurant or job interviews.	Feedback from guests on the use of social stories and resources and use this to improve our practice.		
	Increase our sensory backpacks and ear defenders by 5 – available at reception for staff and guests.	Create and publish inclusive workplace videos on the website/social media. (Must include a sign and large print to accompany the sound.)		
	Develop as required individual social stories for events for those who require this and ensure that ALL events have this option as standard.			
	Inclusive recruitment: Create a workplace video demonstrating how the Glen Mhor/Uile-Bheist recruit, and the job interview process are accessible to all and inclusive as standard.			



	Whole staff training and CPD/career plan for every staff member.	Review of the whole staff CPD file.	Jun 2023	
	Independent Audit of Glen Mhor on Disability Employment by 'Apt' and action plan use recommendations to improve the workplace environment.	Check in conservations.	Throughout 2023-2024	
	Creating School employability programs with Highland Council for those with additional support needs and special schools – Using the theme of No one left behind the campaign.	Increase apprenticeship opportunities to a further ten members of staff.	Jun 2023	
	Work Experience: create a supported work experience program to showcase the opportunities within hospitality.	Staff feedback on DEI training from SUSE and our training platforms.	Mar 2023 - Dec 2023	
	Supported work placements – in partnership with DWP, Jobcentre, Highland Council and Skills Development Scotland	Audit completed in December 2022. Using recommendations to create a training plan and accessibility on the website.	Feb - Jun 2023	
	Continue extending partnerships with DWP, SDS, DYW, HC, HIE, SDCI, Visit Scotland, Visit Inverness Loch Ness, Held in our Hearts, SA Charity organisations and other Sector Partners.	Pilot program starts in February 2023 and runs until June 2023. Review of the program and extend from August 2023	Aug 2023-June 2024	
	Update and review Gender policy with quarterly review of gender in the workplace.	Review the currently supported program and develop it to offer more opportunities. Minimum five more supported places.	Oct 2024	
	Review current gender-neutral uniforms with staff teams and a new uniform for	Create a list of events and develops with partners throughout the year and update CAP.	Throughout 2023-2024	
		Continue review on Skills for Growth Program (SDS)	March, June, Sept, Dec 23	
		Guest speaking and event attending around sustainability and hospitality inclusions to share best practices with other agencies.	March 2023	
		Develop further employability opportunities.	April 2023	
				





	<p>Uile-Bheist. Update as required.</p> <p>Human Trafficking Policy – update and review</p>	<p>Publish updated Gender policy on the website.</p> <p>Staff feedback and ideas with new uniform ready for the opening of Uile-Bheist</p> <p>Review and publish on the website.</p>		
	<p>With the installation of our energy centre, we have our own water and heating source. The water is extracted via three wells within our hotel site, running past a fluorescent light to remove bacteria. This also removes the current water (and gas) grid.</p>	<p>Using the data provided by the system to review the effectiveness and usage.</p>	Mar 2024	
	<p>Swapping all cleaning and chemicals used to Biofriendly cleaning products.</p>	<p>Publish our yearly usage review.</p>	May 2023	
	<p>Installation of Solar PV on Uile-Bheist roof. Monitor usage and effectiveness.</p>	<p>Feedback from Housekeeping, Kitchen and Maintenance teams on new products.</p>	Jul 2024	
	<p>Travel Survey to all staff to access the current incentives and usage of cycle shelter. Also, to establish any barriers or issues around accessibility, bike access or childcare issues.</p>	<p>Review current products and a possible switch to others as appropriate.</p>	Jan 2023	
	<p>Review update of the Bike to Work Scheme</p>	<p>Taking weekly meter readings Glasgow University PhD student monitoring usage of the energy centre.</p>	Jan 2023 - May 2024	
	<p>Review Local Supplier credentials and check that we are reducing our carbon footprint.</p>	<p>Review survey findings and develop an action plan – share with whole staff teams.</p>	June 2023	
		<p>Review updates and encourage other staff to use the theme.</p>	June 2023	
		<p>Review Supplier survey results and update local supplier handbooks – are there other local options? Discussions with Heads of Departments</p>	June 2023	





	<p>Uile-bheist Distillery and Brewery was built with sustainability at the heart of the project. With a 7-million-pound investment, Uile-Bheist is heated by our energy centre, has water from our r source and uses Solar PV on the roof to run and reduce demand on grid power.</p> <p>Review our green policy.</p> <p>HOP Software: (Developed by Jon Erasmus) Our software allows us to offer a contactless service throughout the business to our guests and run all day-to-day operations required. Review and develop software to include new operational practices and inclusion of Uile-Bheist.</p> <p>Switch it Off, turn it Down Campaign – started in August 2022 and continues throughout 2023.</p> <p>Annual Review of Climate Risk Management Plan – 2050</p> <p>Heating control systems: Look into developing a heating control system that can link to HOP software, allowing reception to set room heating remotely.</p> <p>Staff to take part in Litter picking events throughout 2023</p>	<p>Officially opening in March 2023, we will start collecting data on the usage and energy generated. Along with the PhD student from Glasgow University.</p> <p>Update with our Green Team and publish on the website.</p> <p>Review weekly updates and priority development lists. Staff training as required and increase in using all features available by the software.</p> <p>Review weekly and update as required. Weekly meter readings will be used as a measurable standard, and all staff will share results.</p> <p>Review and update with Green Team and Management.</p> <p>Create a business plan for a remote heating system.</p> <p>Link with VILN litter-picking events and create two of our own along the River and Ness Islands.</p>	<p>Throughout year.</p> <p>May 2023</p> <p>– June 2023</p> <p>Review Monthly at HOD meetings.</p> <p>Apr 2023 October 2023</p> <p>March 2024</p> <p>Oct 2023</p> <p>May 2023 Nov 2023</p>	
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  	Our Energy Centre, as highlighted above (our heating, water, and solar PV sources)	Monitor energy centre usage.	Throughout 2023	
	Continue with the VILN Water Refill program and the Refill App network membership.	Update window stickers and add logos to the website and social media posts.	May 2023	
	Develop further Links with local cycle and walking companies.	Publish on the website and share a list of cycle and walking companies with staff and guests.	June 2023	
	Update guest information in rooms on how they can help us by considering sustainable actions and activities during their stay. E.g., reduces washing and water use.	Review and update guest room information.	May 2023	
	Develop our waste monitoring program – both kitchen and housekeeping (Including outside recycle bins)	Monitoring weekly activities is recording waste from the kitchen and housekeeping. Using findings to improve practice and track waste.	May/June 2023	
	Increase our outside recycle bins by two. (To include textile, recycle bin)	Less rubbish and waste are disposed of.	August 2023	
	Supplier green credentials – Ethical and sustainable sourcing	As Above	Ongoing	
	Installation of EV Charging points	Installation of EV Charing units in the car park	Oct 2023	
	Committee Group for Visit Inverness Loch Ness (VILN) Food and Drink Group	Continue representation in VILN Food and Drink group to support local businesses.	Ongoing	
	Staff lift share incentives.	Monitor and assess lift share options (travel survey). Cost reductions for staff.	June 2023	



	<p>Scotland banned all single-use plastics in June 2022. We removed all single-use plastic items in June 2022.</p> <p>Suppliers to reduce the amount of plastic wrap when delivering products.</p> <p>Only using suppliers that ethically source seafood.</p> <p>Explore other bio-friendly cleaning products.</p> <p>Loch Ness and the River Ness: include guest information on both the Loch and River to increase awareness of why these are special to the area and the local biodiversity. This is to include the local fishing information and conservation points.</p> <p>Information on the River Ness will also be added to the 'Can you find?' Glen Mhor sustainability trail around the business.</p>	<p>Food and goods delivered wrap free.</p> <p>Develop a list of Seafood suppliers that can demonstrate ethical and sustainable credentials.</p> <p>Review of current Bio Friendly Cleaning Products – can we improve on these?</p> <p>Guest review forms and feedback</p> <p>Create a Sustainability Trail and monitor use.</p>	<p>April 2023</p> <p>April 2023</p> <p>May 2023</p> <p>Throughout year</p> <p>June and throughout the year</p>	
	<p>Create a 'can you find?' trail leaflet/online for families and guests to look for insect boxes, recycling bins, cycle shelters, energy centres and other sustainability items/procedures in the hotel. Also, to raise awareness of our guest sustainability information and encourage use.</p> <p>Increase Bee Hotels and Butterfly boxes.</p>	<p>Guest feedback and sticker on completion and prize for suggestions on improving ideas.</p> <p>Add 8 Bee, Insect and Butterfly boxes to the trees along the Glen Mhor.</p>	<p>June 2023</p> <p>May 2023</p>	



	Beehives on the waterside roof – 3 members of staff to attend a training course through the Inverness Beekeepers Association	Purchase Beehives and 'Black Bees' as native to Inverness and the surrounding area.	April 2024	
	Kitchen garden: Develop herb and kitchen garden at the back on Waterside and Kitchen (just waiting on builders to finish up site).	Section off area – herb and vegetables. Include two additional apple trees and raspberry/black currant bushes.	Oct 2023	
	Develop Link with Inverness Botanical Gardens project – staff volunteer opportunities and add to local suppliers.	Feedback from staff and review link to develop a partnership with the Botanical garden to present to the whole staff team on what they do and the project.	July 2023	
	Plants around the hotel both inside and out.	Develop an outside environmental plan now that the building works are completed. Use a list of biodiversity choices for plants and shrubs. Increase current plants by 30%	Nov 2023	
	Litter Picking in the local area	Link with VILN litter-picking events and create two of our own Along the River and Ness Islands	May 2023 Nov 2023	



## 10. Summary

Our Climate Action Plan is a working document that we will refer to, add to and adapt as we navigate how to address climate change as a business.

The above is a partial list. However, we know that you have the most significant impact requires changing mindsets from both staff and guests – which takes time.

We can no longer do what we have always done – the world has moved on. We need to remove the fear around the emotive language used around climate change and demonstrate what can be achieved and the impact of little changes made often.

Most importantly, we need to instil hope and positivity – there are excellent opportunities and saving to be made when placing sustainability at the core of any business.

We are proud of what we are achieving at the Glen Mhor and Uile-Bheist and looking forward to seeing these developments as we look forward to the coming years.

Thank you.

Jon & Victoria Erasmus



