



Mission Statement

At the Glen Mhor & Uile-Bheist, we are committed to redefining hospitality by fostering a culture of sustainability, green energy innovation, mental health and wellbeing, and embracing diversity, equity, and inclusion. Our mission is to provide an exceptional guest experience while leaving a positive impact on our planet and community.

1. **Sustainability:** We prioritise environmental responsibility by implementing sustainable practices throughout our operations. We reduce waste, conserve resources, and minimize our carbon footprint. Our commitment to sustainability extends to our sourcing of locally produced, organic, and eco-friendly products.
2. **Green Energy Innovation:** With our own energy centre, we harness the power of the River Ness to reduce our reliance on fossil fuels and provide all our water and heating. Through solar panels, energy-efficient appliances, and smart technologies, we strive to be a beacon of sustainable energy usage in the hospitality industry.
3. **Mental Health and Wellbeing:** We understand the importance of mental health and wellbeing for both our guests and our team members. We offer a tranquil and supportive environment where guests can relax and rejuvenate. Our employees receive comprehensive mental health support and resources to thrive in their roles.
4. **Training and Development:** We are dedicated to fostering a culture of continuous learning and growth. Our team members have access to ongoing training and development opportunities, empowering them to deliver exceptional service. We invest in our people, recognising that they are our most valuable asset.
5. **Diversity, Equity, and Inclusion Initiatives:** We celebrate diversity in all its forms and are committed to creating an inclusive and equitable environment. We embrace people from diverse backgrounds, cultures, and perspectives, fostering a workplace where every individual feels valued, respected, and empowered to contribute their best.

By staying true to these principles, we aim to not only exceed our guests' expectations but also to be a force for positive change in our industry and community. Together, we can create a more sustainable, inclusive, and caring world, one stay at a time.



Vision Statement

At the Glen Mhor & Uile-Bheist, our vision is to be a trailblazer in the hospitality industry, setting the gold standard for sustainability, green energy innovation, mental health and wellbeing, and diversity, equity, and inclusion initiatives. We aspire to create a brighter future for our guests, our team members, and the world at large.

1. **Sustainability:** We envision a world where hospitality and sustainability are seamlessly intertwined. Our goal is to lead the way in reducing the environmental impact of our industry, inspiring others to follow suit. We see a future where our commitment to sustainability becomes the benchmark for responsible tourism.
2. **Green Energy Innovation:** Our vision is to become a pioneer in green energy adoption within the hospitality sector. This started with our Energy Centre – one of the first on Scotland! We imagine a hotel powered by renewable energy sources, demonstrating that luxurious comfort and eco-consciousness can coexist harmoniously. We strive to inspire a new era of energy-efficient hospitality.
3. **Mental Health and Wellbeing:** We envision a sanctuary where guests find solace, peace, and an opportunity to prioritize their mental health and wellbeing. Our hotel is a place where relaxation and self-care are fundamental to the guest experience, fostering a world where mental health is valued and prioritised.
4. **Training and Development:** Our vision includes a workforce that is not only exceptionally skilled but also deeply motivated and enthusiastic about delivering outstanding service. We aim to be an organisation where every team member reaches their full potential, contributing to our collective success.
5. **Diversity, Equity, and Inclusion Initiatives:** We dream of a world where diversity, equity, and inclusion are woven into the fabric of our organization and our industry. We envision a global community where all individuals, regardless of their background, are treated with respect, dignity, and fairness, both within our hotel and throughout society. We are actively involved in creating these programs.

As we pursue these visionary goals, we remain steadfast in our commitment to creating a hotel experience that not only exceeds expectations but also leaves a lasting, positive impact on our planet, our community, and the lives of those we touch. Together, we can shape a future where responsible luxury, wellbeing, and inclusivity define the essence of hospitality.



Values Statement

At the Glen Mhor & Uile-Bheist, our core values are the guiding principles that define our identity and steer our actions. We hold steadfast to these values, which underpin our commitment to delivering high customer service to our guests through sustainability/responsible tourism, green energy, mental health and wellbeing, and diversity, equity, and inclusion initiatives:

- 1) **Sustainability: *Environmental Stewardship***: We are dedicated to preserving the natural world for future generations by minimising our ecological footprint, conserving resources, and advocating for sustainable practices throughout our business.
Local Engagement: We actively support and engage with our local community to promote sustainable tourism, economic growth, and cultural preservation.
- 2) **Green Energy: *Innovation and Progress***: We embrace innovation in green energy technologies, constantly seeking new ways to reduce our carbon footprint and contribute to a cleaner, healthier planet. Opening our new energy centre to see us remove all gas and provide all our water and heating and adding Solar PV only enhances our commitment.
Responsible Energy Consumption: We are committed to responsible energy consumption, making green energy a fundamental part of our daily operations.
- 3) **Mental Health and Wellbeing: *Empathy and Compassion***: We treat every guest and team member with empathy and compassion, recognising the importance of mental health and emotional wellbeing.
Safe Haven: We provide a safe and nurturing environment where all our guests can find solace, rejuvenation, and relax.
- 4) **Training and Development: *Continuous Learning***: We foster a culture of continuous learning and development, empowering our team members to excel and grow both personally and professionally.
Excellence and Accountability: We maintain the highest standards of excellence and accountability in all aspects of our operations, ensuring that every guest receives outstanding service.
- 5) **Diversity, Equity, and Inclusion Initiatives: *Inclusivity***: We champion inclusivity, valuing the unique perspectives, backgrounds, and talents of every individual within our organization and among our guests.
Equality and Fairness: We are committed to equality and fairness, striving to eliminate discrimination, bias, and prejudice in all forms.



Glen Mhor
HOTEL & APARTMENTS

**Uile
bheist**
DISTILLERY & BREWERY

These values are not just words on paper; they are at the heart of the Glen Mhor & Uile-Bheist. They inspire us to take meaningful actions that lead to positive change in our industry, our community, and the wider world. Our staff teams embody these values as we work towards a future where hospitality and responsible tourism walk hand in hand, ensuring a brighter, more equitable, and sustainable future for generations to follow.

Thank You

Victoria & Jon Erasmus

Directors