



Glen Mhor & Uile-Bheist



Climate Action Plan

2024-2025



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 green jobs that don't exist yet, therefore as business owners we need to look at our own 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 removing 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 and not doing what we have always done. Having meaningful and open conversations and breaking down barriers through education, training and awareness raising is key 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 smallest step can lead to big change, however, accepting that starting sustainable journeys can be challenging and do not happen overnight is vital to creating any action plan. To reach government and world targets and goals will involve tough and brave decision-making skills and an understanding on the benefit on long term planning.

“We must join together to bring forth 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, to the greater community of life, and to future generations.

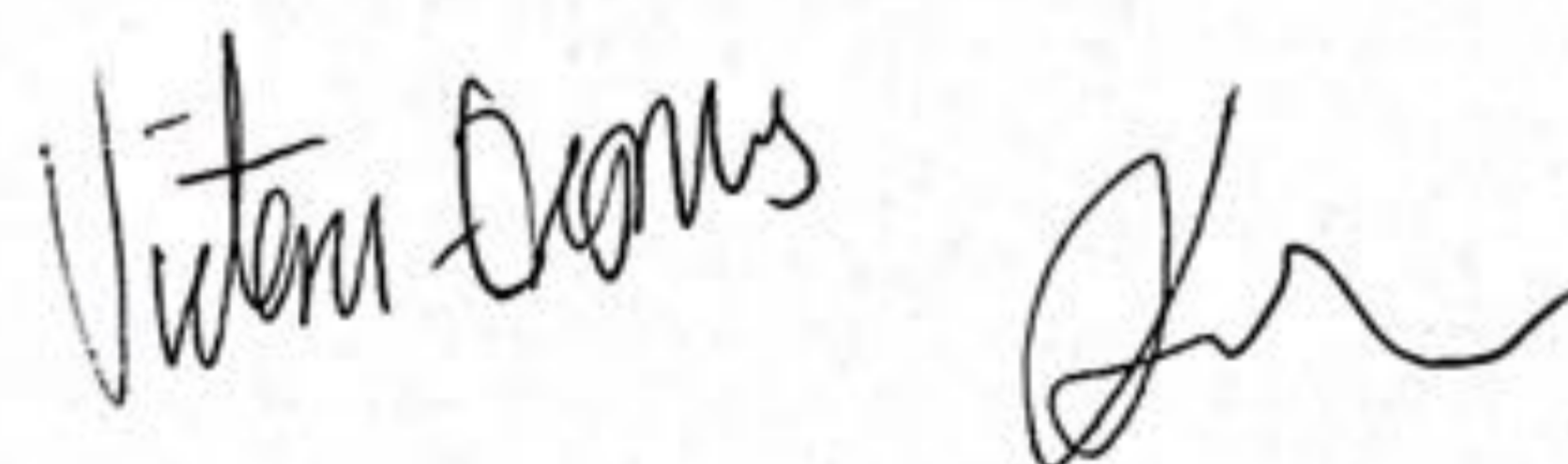
Let ours be a time remembered for the awakening of a new reverence for life, the firm resolve to achieve sustainability, the quickening of the struggle for justice and peace, and the joyful celebration of life”.

The Earth Charter 2006

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

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

- Environmental changes are undermining hard-won development gains by causing economic costs and millions of premature deaths annually. They are impeding progress towards ending poverty and hunger, reducing inequalities, and promoting sustainable economic growth, work for all and peaceful and inclusive societies.
- 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 minimizing pollution and waste.
- Earth's environmental emergencies and human well-being need to be addressed together to achieve sustainability. The development of the goals, targets, commitments and mechanisms under the key environmental conventions and their implementation need to be aligned to become more synergistic and effective.



- 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.
- Everyone has a role to play in ensuring that human knowledge, ingenuity, technology and cooperation are redeployed from transforming nature to transforming humankind's relationship with nature. Polycentric governance is key to empowering people to express themselves and act environmentally responsibly without undue difficulty or self-sacrifice.

Inverness and the surrounding areas

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

The Glen Mhor Hotel and Uile-Bhiest 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 has the target of a carbon neutral Inverness in a 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



Impact of Climate Change to Local Area

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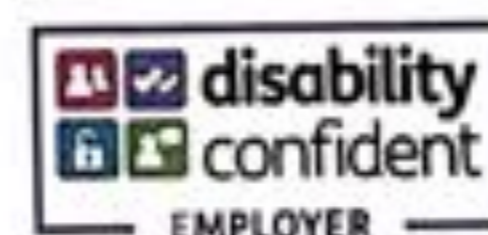
The 10 hottest years in Scotland have all occurred since 1997 – Adaptation Scotland

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

Examples of impacts from the last five 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
- Storms / High winds / Landslides: Highland Wide, November 2023 – March 2024

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 is likely to increase by between 5 and 20 per cent by the end of the next century, with autumn and winter seeing the biggest 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 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.

Direct short-wave solar radiation is likely to reduce over the next century as a result of increased cloud cover.

Glen Mhor Hotel

3.1

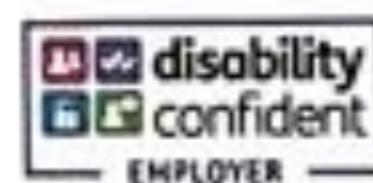
The Glen Mhor Hotel & Apartments is a 110-bedroom business made up of a series of townhouse along the River Ness in Inverness. Set in a picturesque location in a historic conservation area, we offer a choice of bedroom types and serviced apartments.



At the Glen Mhor we have placed sustainability at the heart of our operation. After an investment of £8 million, we opened our Water Source Energy solution centre in 2022 using a unique water source heat system will allow us to remove all the gas from

our hotel site, produce all the heating and gives us our own water source.

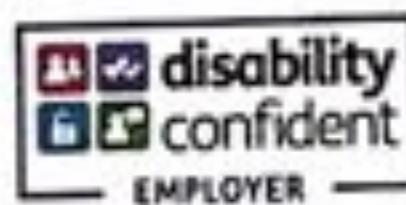
We have a dedicated Sustainability Manager and Green Team to ensure that our Green Policy – a working document, and regular monthly training is implemented to see us in a constant drive to improve best practice and embed our green ethos and culture into our business.



We see sustainability as embracing three areas:



We are signatories of the Glasgow Declaration in Tourism, Supporters of the Sustainable Development Goals and have been awarded with a Gold Grading each year from Green Tourism since 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 1st September 2022

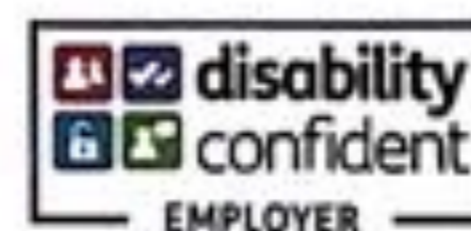
We have mental health as a priority for all staff and have 20 mental health first aiders available and trained. There is mental health and wellbeing training as mandatory and regular check ins with our HR manager. We have introduced PEEP forms (Personal evacuation plans) for all guests and staffs and full Health Passports for all staff.

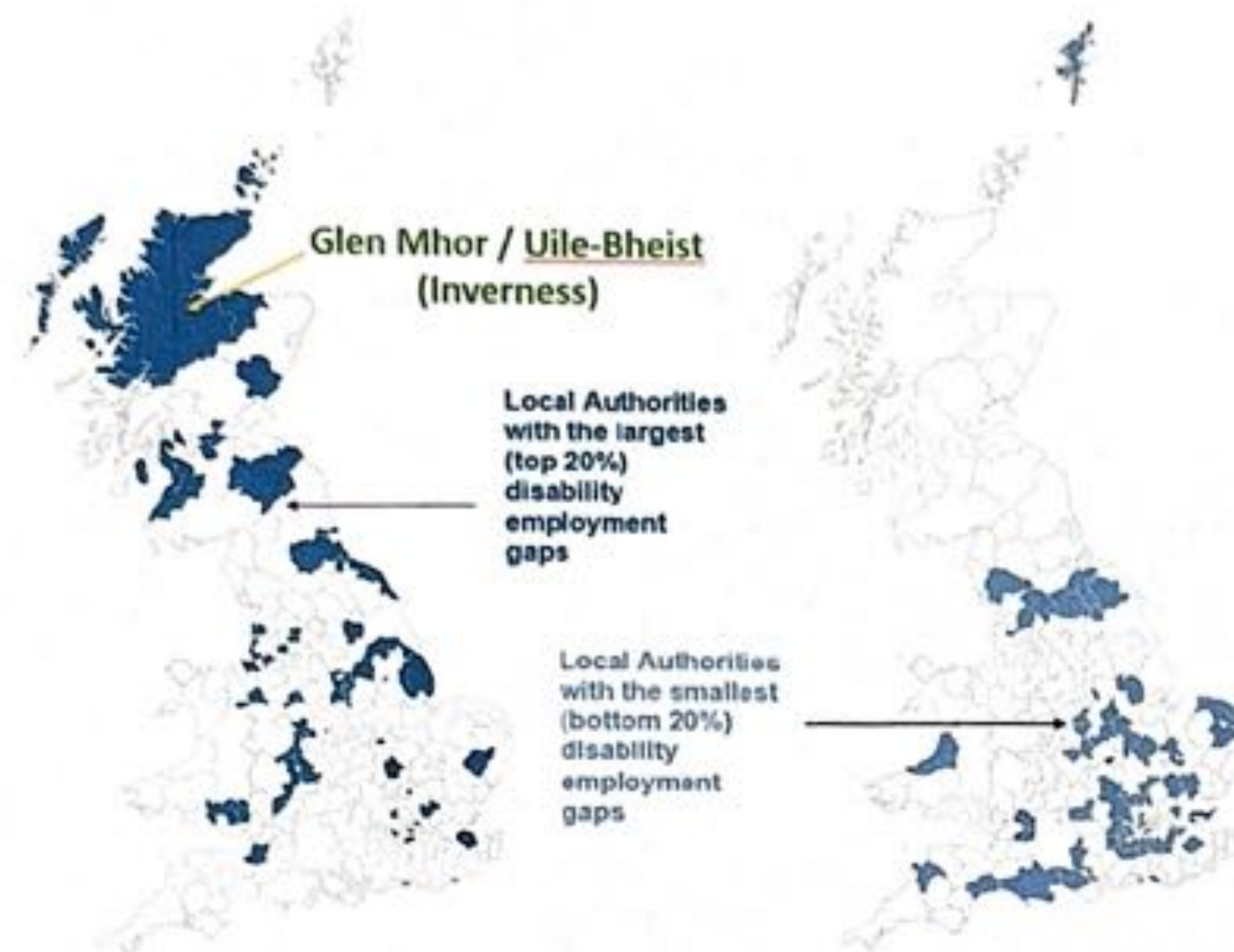
Disability Employment Gap & DEI Initiatives

3.2

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)





Taken from: Disability employment gap (percentage points) by Local Authority, people aged 16 to 64, Great Britain, 2017 to 2019

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), APT and the Scottish Government. These partnerships are on the creation of DEI initiatives to support inclusion in the hospitality sector and creating the resources needed to address the disability employment gap.

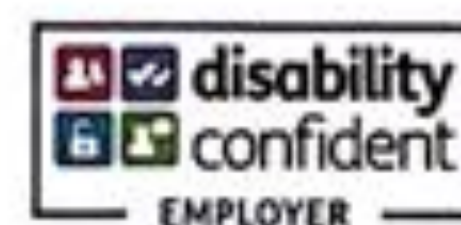


We are Real Living wage Employers, Fair Work employers and have signed the Scottish Business Pledge.

Along with supported work experience and employment, flexible working and both part time and full-time roles, we have transformed how we recruit. We have social stories for job interviews and can offer sit down, walk around or movement interviews as standard. We can send the questions before the interview and offer the opportunity to visit the site before. 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 who 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 2024-2025 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 that is 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 the Glen Mhor invest in developing a positive inclusive culture and really do design roles to fit individuals capabilities” Glen Mhor Employers Assessment Report December 2022

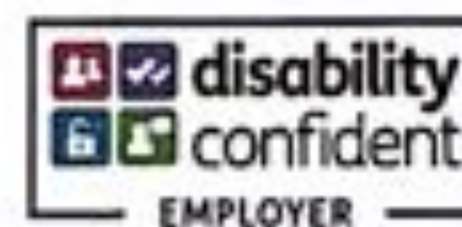


Uile-Bhiest Distillery & Brewery

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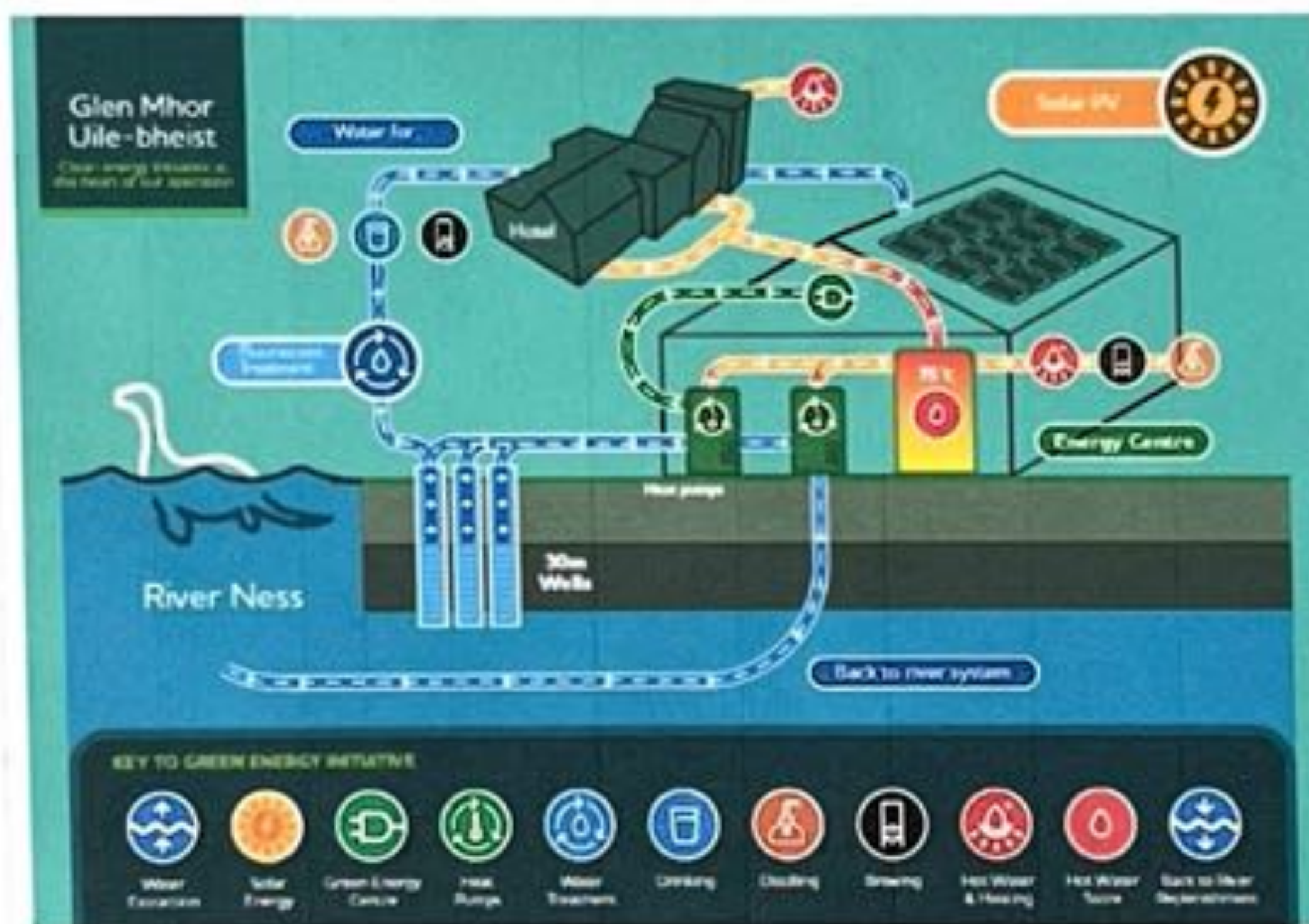
Uile-Bheist, (pronounced Ewl-Uh-Vhest) our new distillery and brewery, was built with our ethical wheel ethos and sustainability at the core to future proof with renewable and sustainably technology and practice.

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.



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

Our Energy Centre: By using our system we will be saving the equivalent of 250 tonnes of carbon per year and makes us one of the lowest carbon footprint distillery and brewery in the country.



Switch It Off, Turn it Down Campaign (2024-2025)

3.3

Our Switch it off, Turn it Down Campaign was created in March 2024 for both the Glen Mhor and Uile-Bheist with the aim 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 that there are big opportunities to make savings.

The Energy Savings Trust states that whilst managers recognise the importance of keeping customers and guests comfortable, they do not realise that it is possible to improve the efficiency and minimise the cost of heating and hot water at the same time.

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

In fact, it is possible to save up to 20% on heating costs through the implementation of some 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 systems.

Our Campaign handbook outlines best practice and guide requirements for every department to follow – Reception, Housekeeping, Kitchen, Sales/Marketing, Management, Maintenance and Accounts.



This campaign is reviewed monthly and updated as required. Staff are encouraged to suggest ideas and solutions with incentives and rewards for this engagement.

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 of the hotel buildings and to set maintenance priority targets as required – eg draft proofing windows and entry areas.

Glasgow Declaration – Climate Action in Tourism



Glasgow Declaration
Climate Action in Tourism

4

Below are our action points in response to our signed commitment to the 5 shared pathways on climate action. These include what we are currently doing and our goals for the next 12 months.

As signatories we commit to deliver 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 report publicly both 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 to UNFCCC-relevant guidelines on measurement, reporting and verification, and that they 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 practice 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 are hoping to save 20% on our current costs by implementing this campaign during 2024.
- Our Energy centre records all the energy usage and is monitored and recorded with leading software designed to run the hotel and Uile-bheist systems at optimum performance levels.

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 be complementary to real reductions.

- Our Energy centre has allowed us to remove 20 gas meters at the Glen Mhor Hotel and provide our own water source – we will be connecting the final building – the Wateside later this year. This will see us save 250 tonnes of carbon a year as we look to becoming 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 of renewable technology. Using our own heating system, our own water source and solar PV on the roof, ensures that Uile-Bheist is one of the lowest carbon distillery/breweries in the

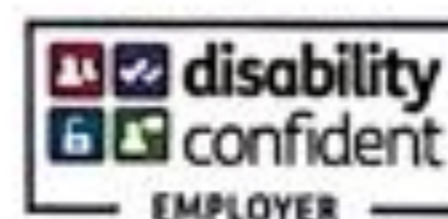


country. We continue to look to minimize all our waste product for example all our malt grain is donated to local farmers for cattle feed. Finally we reuse the heat from the stills with heat capturing methods and generate our own nitrogen.

- Our new Cycle shelter (opened officially in May 2023) has allowed our staff and guests to look at alternatives 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 further cycle programs and events throughout 2024.
- We run travel surveys twice a year on staff and from our guests on check in to help us monitor the usage of our cycle shelter and carbon footprint and this also 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 not had 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, cycle, walking and car share options as well as recording guest travel patterns.

Regenerate: Restore and protect ecosystems, supporting nature's ability to draw down carbon, as well as 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 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 2024, each department will have created their own 6 R approach for best practice.



- Our Guests are encouraged to help support us and we have guest advice and energy saving ideas that 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 tour during their stay. This is monitored by guest feedback forms and we will be updating our current guest sustainability information in rooms every six months.
- We have installed bee boxes and butterfly houses in the trees at the front of the hotel. We will add a further 6 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 2024.
- We use local suppliers as much as possible. This was vital during lock downs and during the pandemic. Whilst many smaller suppliers sadly stopped trading, we were able to support those who were able to continue and still commit to our 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 next survey is due in September 2024. Our seafood all is ethically and sustainably sourced.
- We have our own software 'HOP Software' (developed by Director Jon Erasmus) which allows us to operate a paperless system for both staff and guests – along with the running of the day to day operations (a system that runs the entire business).



- We will be undertaking litter picking events during March – October 2024 as a business. 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 our guests, and work together to ensure our plans are as effective and co-ordinated 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 practice. Victoria Erasmus (Director) is a regular guest speaker on both climate action and DEI initiatives within tourism, is on the board for Skills Development Scotland and Co-Chair of Visit Inverness Loch Ness (VILN).
- 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 who stays at the Glen Mhor/Uile-Bheist helps contribute to supporting these young people as a percentage of turnover is donated each year to the charity. The Charity fundraisings in the UK and raises awareness around poverty issues and breaking 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 and we are happy to show interested parties around our energy centre and how our green policy has changed our operational practice for the better.



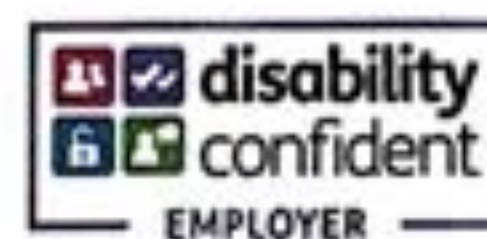
- We are signatories on the Glasgow Declaration, active supporters of the UN Sustainable Development Goals, Awarded Gold Grading from Green Tourism for the past three years, Members of the Climate Friendly Travel and Carbon CLEVER initiatives – to name a few. We will continue to engage with our sustainability partners in 2023 and focus on developing our commitments with each. Our next 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. Next update April 2025.
- We are members of Visit Scotland, Visit Inverness Loch Ness, Scottish Tourism Alliance and other sector organisation and support with climate action initiatives and green tourism. We will continue to support during 2024 as members and on sub group committees.

Finance: Ensure organisational resources and capacity are sufficient to meet objectives set out in climate plans, including the financing of training, research and implementation of effective fiscal and policy tools where appropriate to accelerate transition. We commit to deliver 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 on the costs involved in delivering this type of project.
- We received funding grant from Cycle Scotland to help support the building of our cycle shelter and delighted to was opened officially in May 2023. And the opportunity this offers to staff.



- We have placed staff training as a priority as without the understanding and commitment from our teams, any new initiative or embedding of best practice is in danger to fail. 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 with regular reviews and check-ins.
- Our green policy and practice are allowing us to reduce and monitor our carbon emissions and track our progress but is also saving us money as we have better staff retention, reducing energy usage and looking at opportunities within sustainable and responsible tourism.



UN Sustainable Development Goals

5

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. The 17 Goals were adopted by all UN Member States 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 as a business we could support, develop, measure, and evolve.

Below is our action plan and how we will measure/evolve and record our targets and goals.

This is addressing our response to all 17 of the goals which will be reviewed and developed every quarter and will cover/record our main targets and goals.



Un Sustainable Development Goals	Action Plan 2023-2024 Target	Develop / Measure / Evolve	Target date	Review date & Sign
  	<p>Social Poverty Supporting staff via Real living wage Review current Scottish Business Pledge and Fair Work policy.</p> <p>Develop link with Ness Bank Church Homeless program.</p> <p>Cost of living crisis: Send work life balance survey to all staff.</p> <p>World Poverty South African Children's Charitable Trust - founded and run by Jon and Victoria Erasmus (Glen Mhor Owners). Charity fundraising target of £20,000 during April 2023-March 2025.</p>	<p>Continue as Real Living Wage employer. Update Scottish Business Pledge and Fair Work policy and plans.</p> <p>Continue support Ness Bank Church with their food bank initiatives. Explore possible future partnership opportunities. Xmas Lunch Homeless Project: Continue again this year to provide support: Andrew Lee to Lead.</p> <p>Review and report survey results with action and development plan following.</p> <p>Free soup and sandwich to staff at lunch/dinner.</p> <p>Charity Events Calendar to include attending events and raising awareness campaigns along with local/national events - also our annual events eg Xmas Wish Appeal and Coffee Morning events. Clear fundraising target for each event (eg £1500 for Xmas Wish Appeal). (At least one a month)</p>	<p>April 2024 April 2024</p> <p>Throughout 2024/2025</p> <p>December 2023 December 2024</p> <p>Feb 2024 Oct 2024</p> <p>Daily</p> <p>March 2024 and events throughout year</p>	

	<p>Create events calendar for year of fundraising events. (And awareness days)</p> <p>Kindness Card Project: Raising awareness in schools and breaking down barriers on life in a children's village in South Africa.</p> <p>Investigate with Virgin Money the 'round it up scheme' for guests to round up bills or add donation to stay.</p>	<p>Add a further 10% to current social media followers to promote awareness.</p> <p>Calendar Created</p> <p>Kindness Card project launched in three schools with visits to present 'day in a life in a children's village in South Africa' (Victoria Erasmus)</p> <p>Create round up/donation scheme on tills and payment points.</p>	<p>Sept 2024</p> <p>April 2024</p> <p>September 2024 March 2025</p> <p>June 2024</p>	
 	<p>Review and develop Mental health policy and engagement. HR manger and General manager to lead.</p> <p>Develop link with Able Futures: Ensure all staff have access.</p>	<p>Engagement with our in house mental health aiders. Add 'QR inset' to posters in staff house with links to adviser organisation for those who don't feel comfortable talking to someone in the work place. Publish updated review to all staff.</p> <p>Review engagement of Able Futures Employee retention audit through Staff 'check in' conversations and survey.</p>	<p>April 2024, October 2024 March 2025</p> <p>June 2024 Sept 2024 Dec 2024 March 2025</p>	








	<p>Increase Mental health first aiders by a further 10 staff members. (currently have 20 - last training March 2024) Well Being training as mandatory For all staff Work Life Balance survey (as above)</p> <p>Review of Cycle shelter - dates for Learn to cycle events.</p> <p>Walking challenges - Paths for change (Steps Count challenge) Minimum 10 staff teams of 5 (50 member of staff minimum)</p> <p>Charity Partner this year (along with SA Children's Charitable Trust) is : 2024-2025: Held in our Hearts (Bereavement charity for baby loss). <ul style="list-style-type: none"> - Whole staff session on charity to support any staff who might find this emotive. - Create events Calendar to support fundraising and awareness of charity. - Providing Office space for counselling in our Inverness Business Hub - Indigo Room. </p> <p>Review and update Staff Health Passport.</p>	<p>Mental Health First Aid Training Sessions (SUSE)</p> <p>Better Customer relationships (guest feedback forms). Staff absence reduced</p> <p>Link to at least 4 Cycle events during 2023-2024</p> <p>Entering minimum 10 teams of 5 (50 staff members) In house prize for team with 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). Used by charity twice a week. Update from charity on use and develop further supporting ideas.</p> <p>Review and update Staff Health Passport to ensure inclusive and accessible.</p>	<p>Oct 2024 Jan 2025</p> <p>May 2024</p> <p>May 2024 to Nov 2024</p> <p>May/June 2024</p> <p>April / Oct 2024 Throughout 2024-2025</p> <p>April 2024</p>	
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	<p>Review Scottish Business Pledge. Continue as fair work employer and real living wage employer.</p> <p>Continue reviewing and extending Disability committed employer criteria.</p> <p>Integrate new Inclusive Recruitment Strategy and Policy as created in partnership with Edinburgh College (Interface Innovation Voucher)</p> <p>Continue with Special School program developed by Victoria Erasmus to support self confidence and value in individuals with additional support needs.</p> <p>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 Restaurants or Job interviews. Increase our sensory backpacks and ear defenders by a further 5 - available at reception for staff and guests to use. Including staff training.</p>	<p>Update Scottish Business Pledge and Fair Work policy and plans and publish on website.</p> <p>Using SUSE Audit to review inclusion development plan.</p> <p>Staff training on using new formats and template. Add new policy to staff handbook.</p> <p>Victoria and staff to continue visiting partner schools to deliver program.</p> <p>Continue developing sector resources to encourage engagement with disability employment and share best practice with partners.</p> <p>Extending on Social Stories and recruitment practices.</p>	<p>April 2024 October 2024 March 2025</p> <p>All 2024/2025</p> <p>April 2024 May 2024</p> <p>Jan 2024 March 2024 May 2024 Sept 2024 Nov 2024 Jan 2025 March 2025</p> <p>Throughout year</p> <p>June 2024</p>	
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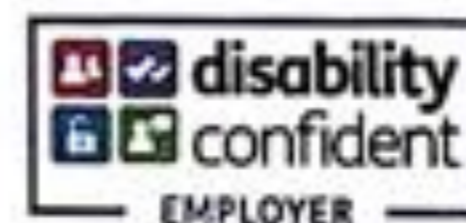
	Develop as required individual social stories for events for those who require this and ensure that ALL events have this option as standard.	Feedback from guests on use of social stories and resources and use this to improve our practice.	As required.	
	Whole staff training calendar and CPD/career plan for every staff member.	Review of whole staff CPD file. Check in conservations by end of May. Increase apprenticeship opportunities to a further 10 members of staff Staff feedback on DEI training from SUSE and our own training platforms.	April/May 2024 Throughout 2024-2025 June 2024	
	Review of Independent Audit of Glen Mhor on Disability Employment by 'Apt' and action plan use recommendations to improve workplace environment.	Using recommendations to create training plan, accessibility on website	March 24 - Dec 24	
	Continue School employability programs designed by Glen Mhor Director Victoria Eramsus and in partnership with Highland Council for those with additional support needs and special schools - Using theme of No one left behind campaign. (After success of Pilot program starts in February 2023 and runs until June 2023, then August 2023 - June 2024).	Review current supported program (until June 2024) then review and evaluation. and develop to offer more opportunities. Minimum 5 more supported places. Further staff involvement incusing on school visits.	Compete program June 2023. Review and New program Aug 2024 - June 2025	
	Work Experience: create a supported work experience program to showcase the opportunities within hospitality. Supported work placements - in partnership with DWP, Job centre, Highland Council and Skills Development Scotland	Create list of events and develops with partners throughout year and update CAP.	May 2024 Aug 2024 March 2025	



	<p>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.</p> <p>Update and review Gender policy with quarterly review of gender in workplace.</p> <p>Develop awareness raising on gender equality through business profile</p> <p>Review current gender-neutral uniforms with staff teams and new uniform for Uile-Bheist. Update as required.</p> <p>Human Trafficking Policy - update and review</p>	<p>Guest speaking and event attending around sustainability and inclusion in hospitality to share best practice with other agencies. (Sustainability Director Victoria and Green Team) - report back on all events to staff teams</p> <p>Review feedback with green team and order.</p> <p>Publish updated Gender policy on website.</p> <p>Confirm and order new uniforms.</p> <p>Update on website</p>	<p>Throughout 2024-2025</p> <p>May 2024 Review quarterly.</p> <p>May 2024</p> <p>April 2024</p> <p>April 2024</p>	
	<p>With the installation of our water source energy centre, we have our own water and heating source. The water is extracted via three wells within our hotel site and runs past a fluorescent light to remove any bacteria. Only the Waterside building to connect to our system - then completely gas free.</p>	<p>Using the data provided by the system to review the effectiveness and usage. Publish our yearly usage review.</p>	<p>Reviewed every quarter April 2024 July 2024 Oct 2024 Jan 2025</p>	



	<p>Build two back up wells to safeguard against issues.</p>	<p>Complete ring fence finance and drill two wells in car park. Maintenance to review and all risk assessment to be completed.</p>	<p>Jan 2024 - April 2024</p>	
	<p>Reviewing current bio friendly cleaning and chemicals. Head Housekeeper, Executive Chef and Maintenance Manager to report on annual review and recommendations for 2024 -2025</p>	<p>Review of current products and possible switch to others as appropriate.</p>	<p>May 2024</p>	
	<p>Review of Solar PV and energy centre. Monitor usage and effectiveness.</p>	<p>Meeting with Barnies and maintenance team. Report on effective of energy centre - issues and solutions, back up wells, and running progress to date.</p>	<p>June 2024</p>	
	<p>Review of remaining gas meter.</p>	<p>Report on weekly meter readings.</p>	<p>Monthly</p>	
	<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, access to bikes or childcare issues.</p>	<p>Review survey findings and develop action plan - share with whole staff teams.</p>	<p>June 2024 Jan 2025</p>	
	<p>Review update of Bike to Work Scheme with HR manager and staff.</p>	<p>Review update and encourage other staff to use.</p>	<p>June 2024</p>	
	<p>Review Local Supplier credentials and check we are reducing our carbon footprint. Use survey for new supplier to complete as well as quarterly update requests.</p>	<p>Review Supplier survey results and update local supplier handbooks - are there other local options? Discussion with HOD's</p>	<p>Throughout year.</p>	
	<p>Uile-Bhiest Distillery and Brewery was built with sustainability at the heart of the project.</p>	<p>Review progress to date and action plan for the year - including</p>	<p>April 2024</p>	

	<p>With a £8 million pound investment, Uile-Bheist is heated by our own energy centre, has water from our own water source and used Solar PV on the roof to run and reduce demand on grid power. Officially opening in March 2022, we started collecting data on the usage and energy generated.</p> <p>Review our green policy for 2024-2025 with Green team.</p> <p>HOP Software: (Developed by Jon Erasmus) Our own software allows us to offer a contactless service, throughout the business to our guests along with running all day to day operations required in the business. Review and develop software to include new operational practices and inclusion of Uile-Bheist</p> <p>Switch it Off, Turn it Down Campaign - continue throughout 2024.</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</p>	<p>opportunities to develop our site further. To be reviewed quarterly.</p> <p>Update with our Green Team and publish on 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 updated as required. Weekly meter readings to be used as measurable standard and results shared with all staff.</p> <p>Review and update with Green Team and Management.</p> <p>Create business plan for remote heating system.</p>	<p>Review Monthly at HOD meetings</p> <p>May 2024 and throughout year.</p> <p>Weekly</p> <p>April 2024 reviewed quarterly.</p> <p>Oct 2024</p>	
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	<p>software allowing reception to remotely set room heating.</p> <p>Staff to take part in Litter picking events throughout 2023</p> <p>Reduce Hot water temperature or kitchen/Hotel Supply</p>	<p>Link with VILN litter picking events and create 2 of our own Along the River and Ness Islands</p> <p>Maintenance to address</p>	<p>March - October 2024</p> <p>June 2024</p>	
 	<p>Our Energy Centre as highlighted above (our own heating, water and solar PV sources)</p> <p>Continue with VILN Water Refill program and membership with Refill App network</p> <p>Develop further Links with local cycle and walking companies.</p> <p>Update guest information in rooms on how they can help us by considering sustainable actions and activities during their stay. Eg reduce washing and water use.</p> <p>Develop our waste monitoring program - housekeeping and maintenance (Including outside recycle bins)</p>	<p>Monitor energy centre usage using building management system.</p> <p>Update window stickers and add logos to website and social media posts</p> <p>Publish on website and share list of cycle and walking companies with staff and guests.</p> <p>Review and update guest room information - Housekeeping to assist.</p> <p>Monitoring week activities recording waste from housekeeping/maintenance. Using findings to improve practice and track waste.</p>	<p>Throughout 2024</p> <p>May 2024</p> <p>June 2024</p> <p>May/June 2023</p> <p>Throughout year 2024</p> <p>July 2024</p>	




	<p>Increase our outside recycle bins by two, develop further links with Keep Britain Tidy.</p> <p>Supplier green credentials - Ethical and sustainable sourcing</p> <p>Installation of EV Charging points</p> <p>Committee Group for Visit Inverness Loch Ness (VILN) Food and Drink Group</p> <p>Staff lift share incentives.</p> <p>Bio-degradable Compost System to contain food waste.</p> <p>Replacing Gas Cookers 6 burners (main kitchen) with Induction Hobs</p> <p>Sunday Menu to include reduced menu to encourage staff to adapt and use current stock on hand rather than repurchasing more.</p> <p>Track kitchen waste on daily basis.</p>	<p>Less rubbish and waste being disposed of.</p> <p>Monitor and review current and future suppliers using sustainable questionnaire.</p> <p>Installation of EV Charing units in car park</p> <p>Continue representation on VILN Food and Drink group to support local businesses. Victoria elected Co-Chair of VILN in March 2024</p> <p>Monitor and assess lift share options (travel survey). Cost reductions for staff.</p> <p>Kitchen Waste report showing reduction.</p> <p>Quote to be collected and induction cooker purchased.</p> <p>Review on stock rotation and purchasing profile.</p> <p>Report on monthly basis with breakdown of waste.</p>	<p>Oct 2023</p> <p>Ongoing</p> <p>Throughout the year.</p> <p>May/June 2024</p> <p>Sept 2024</p> <p>March 2024</p> <p>Quarterly review.</p> <p>May 2024</p> <p>April 2024 - all year.</p> <p>March 2024 - all year</p>	
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	<p>Utilising breakfast menu by incorporating these items over other menu options</p> <p>Reduce delivery days - create more efficient ordering process (kitchen) to support delivery vehicle carbon footprint.</p> <p>Closing exit routes to retain heat</p> <p>Switch it off, Turn it down campaign - review of annual campaign. Create competition for 2024 for staff to suggest new ideas or processes to improve on practice or energy costs.</p> <p>Maintenance to repurpose old wooden floorboards from GM restaurant to create headboards for new beds.</p> <p>Re-purpose old casks to make picture frames for Uile-bheist tap room and GM bedrooms</p> <p>Re-purpose old tabletops from dram room.</p>	<p>Better stock holding and reduction on over ordering.</p> <p>Staff training, order reduction and monthly reporting with accounts department.</p> <p>Hod's to monitor areas and report at weekly meeting. Guest feedback to be collected, To be added to daily task sheet.</p> <p>Publish new 2024-2025 campaign and staff competition. Highlighting the Nov 2023-Feb 2024 Winter winners' excellent business proposal suggestions and improvements to practice from Andrew (kitchen) and Ally (Housekeeping)</p> <p>Creation of 15 new headboards for beds</p> <p>Creation of 5 picture frames</p> <p>Create 2 large table tops on Whisky Barrels.</p>	<p>Throughout year</p> <p>Throughout year</p> <p>Throughout year</p> <p>May 2024 and throughout year.</p> <p>June 2024</p> <p>May 2024</p> <p>March 2024</p>	
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	Continue with weekly meter readings to ensure we are minimising energy use and as a measurable standard for our 'Switch it off, Turn it down' campaign.	Energy use in buildings is being reduced from yearly weekly comparisons.	Weekly - all year	
	<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 further 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 to also be added to the 'Can you find?' Glen Mhor sustainability trail around the business.</p>	<p>Ensure no single use plastics on site and promote this fact to guests in hotel and restaurant - add to public areas and bedrooms.</p> <p>Food and goods delivered wrap free.</p> <p>Develop 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. Links developed with fishing organisations.</p> <p>Create Sustainability Trail and monitor use.</p>	<p>On Going</p> <p>July 2024</p> <p>April 2024</p> <p>April 2024</p> <p>Throughout year</p> <p>June 2024 and throughout year</p>	

	<p>Create a 'can you find?' trail leaflet/online for families and guests to look for insect boxes, recycling bins, cycle shelter, energy centre and other sustainability items/procedures we have in the hotel. Also, to raise awareness of our guest sustainability information and encourage use and inform on our local wildlife.</p> <p>Increase Bee Hotels, Butterfly boxes.</p> <p>Beehives on waterside roof - 3 member of staff to attend training course through Inverness Bee Keepers Association</p> <p>Kitchen garden: Develop herb and kitchen garden at back on Waterside and Kitchen (just waiting on builders to finish up site).</p> <p>Develop Link with Inverness Botanical Gardens project - staff volunteer opportunities and add to local suppliers.</p> <p>Plants around hotel both inside and out (Using Glen Mhor environmental planting plan to ensure support of local ecosystems).</p>	<p>Guest feedback and sticker/prize on completion. Also prize for suggestion on how we can improve or ideas.</p> <p>Add a further 8 Bee, Insect and Butterfly boxes to the trees along the Glen Mhor.</p> <p>Purchase Beehives and 'Black Bees' as native to Inverness and surrounding area.</p> <p>Section off area - herb and vegetables. Include two additional apple trees and raspberry/black currant bushes.</p> <p>Feedback from staff and review link to develop partnership. Botanical garden staff to present to whole staff team on what they do and the project.</p> <p>Develop outside environmental plan now that the building works are completing. Use list of biodiversity choices for plants and shrubs. Increase current plants by 30%</p>	<p>June 2024</p> <p>May 2024</p> <p>Jan - March 2025</p> <p>Sept 2024</p> <p>July 2024</p> <p>July 2024 Oct 2024 (review)</p>	
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	<p>Litter Picking local area</p> <p>Only using ethically raised meat and supporting farms that uphold stringent animal welfare standards.</p>	<p>Link with VILN litter picking events and create 2 of our own Along the River and Ness Islands</p> <p>Add suppliers to menu to ensure that our customers know we are offering the best possible products available.</p>	<p>May 2024 Nov 2024</p> <p>May 2024 (new menu for season)</p>	
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Summary

6 - Our Climate Action Plan is a working document that we will refer to, add to and adapt as we navigate as a business how we can address climate change. The above is not a definitive list. However, we know that to have the biggest impact requires the changing of mindsets from both staff and guests – and this takes time. We can no longer do what we have always done – the world has moved on. What we need to do is remove the fear around the emotive language used to describe climate change and demonstrate what can be achieved and the impact from little changes made often. Most importantly we need to instil hope and positivity – there are amazing 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 Hotel and Uile-Bheist and looking forward to seeing these sustainable and responsible developments increase whilst ensuring we are minimising our impact to the local community for future generations to enjoy.

Thank you.

Jon & Victoria Erasmus

