

**EAT SLEEP & DRINK**  
**WHITBREAD**

**WHITBREAD GROUP PLC**

**Premier Inn, Stanborough Road, Welwyn Garden City**

**SUSTAINABILITY STATEMENT**

May 2018

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# 1. Introduction

- 1.1 This document has been prepared in support of a planning application for a 24 bedroom 'Premier Inn' hotel extension and associated development.
- 1.2 This document assesses the sustainability credentials of the proposed development. The document sets out some general information relating to the Whitbread Group PLC and the sustainability measures that are already applied across the portfolio of existing Whitbread sites.
- 1.3 The document then goes on to assess the sustainability features that will be applied to the proposed development. This will include an assessment of the following:
  - Construction of hotel;
  - Waste management strategy;
  - Recycling used cooking oil;
  - Water saving features;
  - Energy saving measures; and
  - Other sustainability features.

## 2 The Whitbread Group

- 2.1 Whitbread, the UK's largest hotel and restaurant group, continued to deliver on its sustainability strategy by saving thousands of tonnes of CO<sub>2</sub> across its hotels, restaurants, and coffee shops. The carbon savings were revealed in Whitbread's Corporate Responsibility Report, 2015/16.

<https://www.whitbread.co.uk/corporate-responsibility/environment/carbon.html>

- 2.2 The owner of the Costa, Premier Inn and several restaurant brands achieved an absolute reduction of CO<sub>2</sub> emissions of more than 4,600 tonnes, whilst continuing to expand the estate across the country.
- 2.3 Whitbread's ambition is to lead the hospitality industry to a more sustainable future. To do that stretching targets have been set to reduce energy and water consumption and cut waste across the business.
- 2.4 Installing energy saving technologies at existing Whitbread sites, investing in new sustainable hotels and restaurants and educating staff to save energy and water all contributed to the reductions.
- 2.5 Every existing Whitbread hotel and restaurant has electricity, gas and water data logging meters installed to record consumption and eliminate unnecessary wastage.
- 2.6 Whitbread employs over 50,000 people in the UK and serves 17 million customers every month in its outlets across the UK.
- 2.7 The Whitbread PLC Corporate Responsibility Report 2015/16 outlines the company's progress in key corporate responsibility areas. This includes cutting water consumption by 6% relative to sales and diverting 91.26% of its site waste from landfill, whilst continuing to deliver its expansion strategy.
- 2.8 As part of its strategy to lead the hospitality industry to a more sustainable future, Whitbread has set itself the target of delivering a 15% reduction in carbon emissions, a 20% saving in water consumption and an 80% recycling rate from direct operating activities by 2020.
- 2.9 Various organisational monitoring systems and management procedures have been implemented across the business, including a closer look at the supply chain and 'food miles'; measuring and reporting on greenhouse gas emissions; waste disposal and water consumption; recycling performance; and careful product selection.

### 3 Sustainability Assessment

3.1 The proposed development will accord with the general environmental friendly practices that apply to all Whitbread sites, and which are documented in more detail in this section of report, together with Appendix 2.

3.2 The purpose of this section is to assess the specific sustainability measures that will apply to the proposed development. These are assessed in more detail below:

#### **Construction of hotel**

3.3 The proposal development will follow (where possible), sustainable and environmentally friendly building methods. These will include:

- Careful sourcing of materials to include recycled products where possible;
- Incorporation of locally sourced materials within the site design where possible to reduce the environmental impact of transferring materials to the site and helping to sustain the local economy;
- The U values of the construction elements will all be better than Building Regulation requirements;
- The use of local labour on site during the construction period to capitalise on existing local knowledge and help sustain the local economy; and

#### **Waste Management Strategy**

3.4 Whitbread are committed to reducing the amount of waste material produced from their hotel and restaurant operations. Accordingly, the company has produced a Waste Management Policy. The Waste Management Policy lists a number of waste reduction proposals that each Whitbread development should provide.

3.5 The strategy has already had some notable success, such as over 90% of the current hotel and restaurant estate now recycles cardboard, glass and food.

3.6 In this case, the proposed development will tackle a reduction in waste, and an increase in the recycling of waste by providing or utilising:

- A suitably sized bin store incorporating recycling services for mixed recyclables, glass, fluorescent lamps, cardboard and food;
- Staff at the site will be trained in the use of the recycling facilities;
- Regular audits will be carried out at the site to ensure recycling materials are correctly disposed of and to assist in identifying other recyclable materials; and

- Managers at Whitbread sites are also encouraged to brief their staff on the company's policy towards recycling and on the importance of segregating waste properly.

3.7 In addition, Whitbread regularly reviews the amount of waste produced from all waste streams across all sites. This is to ensure overall general waste reduction targets are being met and to allow for future improvements in terms of minimising waste produced and /or increasing the recycling rate. Whitbread are also using a food waste collection service for sites where feasible and a plastics recycling facility to further reduce the volume of waste sent to landfill.

<https://www.whitbread.co.uk/corporate-responsibility/environment/waste.html>

### **Recycling Used Cooking Oil**

3.8 Whitbread has a service provider appointed for the collection and removal of used cooking oils. Olleco provide a national service across the Whitbread estate.

3.9 Olleco collect the oil, refine it and then convert it into bio-diesel.

3.10 The benefit of Whitbread's approach to recycling cooking oil is:

- The oil is recycled and turned into an environmentally friendly fuel, and is therefore being put to a practical use.

### **Water Saving Measures**

3.11 Whitbread is already actively engaged in saving water across its estate. For example, the company has implemented 'Project Water' for the restaurant estate, which involves each premises being thoroughly inspected to accurately gauge likely realistic water consumption levels, thus enabling the quick identification of any water leaks through monitoring. This scheme, together with other measures has led to a significant reduction in water consumption year to date.

3.12 All sanitary ware within the development is specified as having low volume flow to prevent the use of water unnecessarily, examples as below.

3.13 A water meter linked to a computer is installed to monitor the overall consumption of water within the development.

3.14 On suitable sites, Whitbread also collects grey water from the hotel bathrooms to recycle for flushing toilets. This is proven to save over 20% water usage per annum during the trial projects.

<https://www.whitbread.co.uk/corporate-responsibility/environment/water.html>

**Premier Inn**

3.15 The general mechanical specification for a Premier Inn incorporates the following water saving measures:

- The WC cisterns are 6/4.5 litre dual flush models using recycled water;
- The bath capacity is limited to 60 litres; and
- The shower discharge is limited to 8 litres per minute by using aerated shower heads.
- the taps are limited to a flow rate of 5l/min
- water from baths and showers will be recycled to flush the toilets on suitable sites
- All taps in the customer toilets are non-concussive (i.e. self-closing taps to prevent taps being left on); and
- The dishwasher and glass washer are energy efficient and low water usage appliances.

3.16 The proposed development will comply with the Whitbread standards for water saving as detailed above.

**Energy Saving Measures to reduce CO2 emissions**

3.17 Whitbread has already adopted a number of energy saving measures across their estate. The energy saving measures employed vary from site to site, but the normal energy saving measures employed include:

- Heating and air conditioning controls to ensure usage is limited to times of need and avoid energy wastage
- Use of air source heat pumps, in conjunction with heat recovery VRF technology, to heat & cool bedrooms
- Use of air source heat pumps with heat recovery to provide 60% of the energy required to overcome domestic hot water demands.
- Bedrooms are ventilated using high efficiency heat recovery ventilation units to ensure energy is retained within the building
- Solar shading to south facing windows to reduce cooling requirement where feasible

- Low energy light fittings and lamps including the use of LEDs where suitable, including the installation of dimmer controls and PIRs, to optimise energy efficiency and minimise wastage
- Lighting and some power in bedrooms to be controlled by the guest key card
- Installation of 'A' rated refrigerated catering goods
- Installation of AMR data logging energy measurement meters to monitor accurate consumption.
- All pumps and booster sets are fitted with variable speed drives to limit energy usage

3.18 Where feasible, these energy saving measures will be incorporated into the scheme. The adoption of these methods makes business sense through measurement, monitoring and action, and reductions in energy wastage and therefore expenditure. As such, there is a strong incentive for further energy saving measures to be identified in the future, which will be accommodated across the Whitbread estate, including the application site. A number of energy saving initiatives and renewable technology test bed trials are currently underway within the Whitbread estate.

#### **Other Sustainability Features**

3.19 As with labour during construction on site, Whitbread will make every reasonable endeavour to source employment locally post –construction. This approach will help significantly in sustaining the local economy both directly in providing additional employment to the area, and indirectly through the potential knock-on effects of supply to the business and expendable income within the local area.

3.20 This will be achieved through:

- Establishing contact with local educational institutions and supplying them with career opportunity information;
- Establishing links with local recruitment agencies as an outlet for filling vacancies;
- Advertising vacancies in the local press;
- In-house training to further skills and learning, thereby improving the local skills base; and



- Use of locally sourced goods in both construction and site operation where practicable, sustaining local employment in associated supply businesses.

## 4 Summary

- 4.1 As this assessment demonstrates, Whitbread have an established commitment to corporate responsibility and sustainable business practices, with a proven track record in delivering environmental benefits across the businesses. The proposed development will continue this trend under the established corporate umbrella, and will apply a comprehensive suite of operational, technological and construction measures, which will together enhance the environmental performance of the site.
- 4.2 Continued monitoring of performance as part of the wider Whitbread annual Environmental Report procedure will ensure that areas of success and areas in need of improvement will be clearly identified to enable future appropriate action to be taken.
- 4.3 The proposed development therefore represents a long-term commitment to sustainable business practice to the benefits of the local environment and economy
- 4.4 A SBEM assessment was carried out on a generic Premier Inn Hotel. This demonstrates that the development performs much better, from an environmental point of view, than one designed to meet the minimum current standards;

### Carbon Reduction on Building Regulations Target Levels:

The SBEM BER was 66.36 kg CO<sub>2</sub>/m<sup>2</sup> pa compared with a TER of 70.34 kg CO<sub>2</sub>/m<sup>2</sup>pa. Thus, the design achieves a further 5% reduction of the TER.

### Proportion of Energy from Low/Zero Carbon Technologies

Production of domestic hot water represents approximately 25%, cooling approximately 15% and heating approximately 5% of total energy. All are to be provided via air source heat pumps which are classified as Low /Zero Carbon (LZC). Thus 45% of total energy is to be provided via LZC technology.

- 4.5 It is proposed that the development will incorporate a 5% reduction of carbon emissions, over and above current building regulation requirements

## **Appendix 1 - Whitbread Hotels & Restaurants Sustainability Policy**

The purpose of the Government's Sustainable Development Strategy is to ensure a better quality of life for everyone, now and for generations to come. Whitbread's aim is to support this philosophy through its day-to-day business activities. Policies have already been created concerning Energy and Environment and this policy should be read in conjunction with them. They will be reviewed and updated according to business need and developing ways of thinking.

1. Comply with the law and regulatory requirements as a minimum and anticipate forthcoming new regulations/good practice in all our product and property portfolios.
2. Continue to use new environmental technologies in new constructions where conditions and budget permit e.g. water saving technologies which attract Enhanced Capital Allowances.
3. Use local labour for construction and post construction activities with a view to supporting the local economy.
4. When refurbishing our outlets, retrofit new technologies including energy efficient, sustainable and recycled building products where feasible. Old fixtures and fittings should be disposed of by donating to appropriate charities that can re-use them. If this is not possible they should be recycled in a responsible manner.
5. Work with our suppliers and contractors to promote and develop sustainable policies with a view to moving towards a policy of sustainable procurement. Where possible use locally sourced goods for construction of new developments and refurbishments.
6. Measure and monitor environmental practices and set achievable targets for improvements. Maintain management systems to assist with implementation of sustainability objectives.
7. Seek to prevent pollution through direct actions at outlet level and Head Office and through third parties acting on Whitbread's behalf.
8. Promote awareness of sustainability throughout Whitbread using education and by sharing best practice. Encourage staff at all levels to become involved with and participate in energy management to minimise waste and increase efficiency.
9. Encourage and support community projects that achieve sustainability goals in the areas in which our employees and customers live and work. (The quality of life improvement can be measured by a range of local and national indicators provided by the Audit Commission)
10. Review this policy regularly.

## **Appendix 2 - Whitbread PLC Corporate Responsibility Report 2015/16: Energy and Environment Statemen**

Whitbread's corporate responsibility report can be found by following the website link below:

<https://www.whitbread.co.uk/corporate-responsibility/environment/water.html>

<https://www.whitbread.co.uk/corporate-responsibility/ourtargets/environment.html>