



**LANGDALE**

**LANGDALE LEISURE LIMITED**

The Langdale Estate, Great Langdale,  
Ambleside, Cumbria, LA22 9JD  
015394 38000

**ENVIRONMENTAL MANAGEMENT  
SYSTEM**

**Manual and Procedures**

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## **1. The Environment and Langdale**

## **1.1 Main business activities and the environment**

Environmental issues are central to the activities of Langdale. Our business is hospitality. We have identified three strategic objectives for the business as a whole; financial, service provision and corporate social responsibility.

Our core activities are providing hotel and timeshare accommodation on a 35 acre site in the heart of the Great Langdale valley. It is a natural woodland haven with streams and tarns, dotted with massive millstones and other carefully preserved reminders of the Estate's history as a 19<sup>th</sup> century gunpowder works.

Langdale offers a choice of hotel, lodge and apartment self catering, rental and timeshare accommodation, two restaurants, a traditional Lakeland pub, extensive leisure facilities plus a Health and Beauty salon.

## **1.2 Environmental Management System (EMS)**

As an environmentally aware organisation, managing environmental issues in a systematic way is important to us. Through the continual development of our EMS we endeavour to make our services more sustainable. Developing our EMS to the CBEN Gold Award Standard will help us minimise the negative impacts and maximise our positive impact on the environment.

The scope of our EMS includes a significant number of our activities and we have identified the aspects and impacts we have control over. Those we can only influence have also been identified, such as the supply chain of our consumables through our Environmental Procurement Process.

## **1.3 Structure, Roles and Responsibility**

As a medium sized business with approximately 200 employees the EMS management structure is relatively simple. As part of developing our Gold Award Standard we have re-structured our Environment Team to form a SHEF Team (Safety, Health, Environment and Fire) which includes our Grounds Manager (Andy Dawson) who drove and attained the Bronze Award in 2006, General Manager (Nick Lancaster) and HR Manager (Anne Durnall), both Maintenance Managers, the Managing Director and a Non-Executive Board Member. The team have overall responsibility for the management of Langdale's EMS including meeting, discussing, implementing, reporting, communication, training and management. The team will also manage and monitor our environmental performance with reference to our objectives and targets and will continue to drive both communication between our staff (internal) and our customers and suppliers (external).

The Managing Director provides strategic direction, resources and management commitment to Board level to maximise environmental management across all Langdale's activities. Anne Durnall is the EMS Co-Ordinator. It is also the responsibility of all staff at Langdale to comply with the requirements of Langdale's EMS and to act responsibly and appropriately and we actively encourage inclusion. Environmental Induction Training for all staff, monthly Management Board Meetings for Heads of Department and specific training from external

contractors (or internally) as and when required is seen as critical in achieving our specific environment objectives and targets but also as part of our challenge to do our work and provide our services in a corporately and socially responsible manner.

## 1.4



# Langdale Leisure Ltd

## Environmental Policy October 2008

Langdale is a holiday resort with a 57 bedroom Hotel and 100 self-catering lodges. We have two bars and restaurants and a pub. On average there are 300-400 guests on site at any one time. We employ around 200 people 70 of which live-in on site.

The Board of Langdale Leisure Ltd recognise their responsibility to manage the environmental impacts of our activities. We have assessed our activities and identified that our significant environmental impacts include:

- a. Energy consumption -
- b. Waste management
- c. Local ecology
- d. Water usage
- e. Others – including chemical usage and education

In order to promote good environmental practices our general environmental policies are:

1. To identify the significant environmental impacts of our activities.
2. To develop suitable objectives, targets and management programmes, applying appropriate operational procedures to minimise our significant environmental impacts during normal, abnormal and emergency conditions.
3. To comply with relevant legislation, regulation and other requirements relating to our significant environmental impacts.
4. To prevent pollution, minimise our inputs of utilities and resources and the outputs of emissions to the atmosphere, effluents to waters/sewers and wastes to disposal facilities; endeavouring to re-use, recover or recycle materials where practicable.
5. To ensure that environmental responsibilities are defined, communicated and understood at all levels within our organisation and provide appropriate training where needed.
6. To ensure that suppliers and contractors understand the Company Policy and assist them in developing appropriate systems and a responsible approach with regard to environmental issues.
7. To communicate, co-operate and respond to the views of interested parties, including stakeholders, customers and the general public, on environmental issues, where this is practicable and likely to result in an overall improved environmental performance.
8. To strive for continual improvement in overall environmental performance.

### What we are doing:

#### 1. Energy consumption

- a. Energy conservation training to all our colleagues
- b. Use maximum insulation wherever possible
- c. Avoid leaving appliances on stand-by
- d. We have installed individual controls to all radiators
- e. We have installed low energy light bulbs wherever possible
- f. Install timer light switches wherever possible

- g. Investigate carbon neutral energy sources such as Biomass and Hydro
  - h. Purchase energy efficient equipment
  - i. Rooms fitted with entry card controlled lighting.
  - j. Programme to install reflective film behind radiators wherever possible.
  - k. Installation of gas optimisers to all main hotel boilers.
- 2. Waste management**
- a. Re-use as much as possible – we have a dispenser system for cleaning products which means we re-use containers.
  - b. Reduce packaging – we are try to purchase products that have a minimum of packaging.
  - c. Recycling – we have facilities for; glass, paper, cardboard, drinks cans, plastic, fluorescent tubes, ink and toner cartridges, batteries.
  - d. Small electric items and redundant furniture is donated to Impact Housing Association.
  - e. Waste Oil is donated to Esthwaite Green Community Group for conversion to biodiesel.
- 3. Local ecology**
- a. The support the Man at the Top footpath repair scheme so far the estate has donated £133,000+ this has been matched by double EU funding
  - b. We are currently re-generating our Nature Trail for the promotion of indigenous wildlife
  - c. We have been awarded the Gold CBEN environmental award.
  - d. We participate in the Red Squirrel watch scheme and are actively controlling the grey squirrel population with outside assistance.
  - e. We operate 2 bird feeding stations on the Estate and have installed additional bird boxes.
  - f. We have expanded our wild flower meadow at Elterwater Hall
  - g. We have developed a Biodiversity Management Plan in conjunction with Lancaster University.
  - h. We propose to undertake a major planting scheme (2500) for native trees for Winter 2008.
- 4. Water usage**
- a. We are working with local contractors to find ways of reducing the amount of leaks from the tarns and waterways on site
  - b. We are considering the installation of a Hydro power generator
  - c. We have completed the installation of aerators in all guest bathrooms to reduce the level of water usage
  - d. We have installed hippo water saving devices to cisterns wherever possible.
- 5. Others – including chemical usage and education**
- a. We have carried out an audit of the chemicals we use on site we will then use this to highlight any practices or purchases that can be altered to reduce the use of any potential chemicals such as cleaning materials
  - b. We are sourcing a reliable supply of recycled paper for use in offices and for marketing material. We are trying to find a supply which does not utilize harmful bleaches in its production process. We have moved our print supply to Badger Press an CBen Gold accredited.
  - c. We encourage our colleagues to car share wherever possible and recently ran the National Liftshare Day campaign.
  - d. We are working with CAMRA and Friends of the Lake District to promote car free days out.
  - e. We support local organizations such as the Chapel Stile and Lakes Schools, Langdale First Responders, The Tourism and Conservation Partners for whom we are Ambassadors and Cumbria Wildlife Trust.
  - f. We try whenever possible to purchase local goods and services as well as Fair Trade and organic produce.
  - g. By using a UV system for pool disinfectant we have reduced water consumption.

**What you can do:**

Obviously you are here to enjoy the facilities and the area and most of all to have a great time but we would be very grateful if you could help us do our bit by following the following guidelines:-

1. Help reduce energy consumption by switching off your bedroom lights when the room is empty, closing your curtains in winter to keep heat in the room, and turn down the thermostatic control on the radiator to a comfortable level.
2. Think about water consumption when taking a shower, and don't wash your hands or clean your teeth under a running tap – put the plug in instead!
3. Let us know if you notice any leaking or dripping taps – they lose a lot more than you think!

4. Help yourself to leaflets of local attractions but don't take more than you need and you could even return them after use.
5. Use our recycling facilities – for bottles, paper, cardboard, cans and plastic.
6. Buy local or Fair Trade produce whenever you can.
7. Leave the car behind! Use the local transport. We have walking and bus routes available at Reception – there are great views from all the routes and lots of visitor attractions within easy reach.
8. Bikes are available for hire.
9. Enjoy our beautiful wooded grounds and do a spot of bird watching.
10. Don't drop litter. Litter can be very harmful to wildlife.
11. You can make a contribution to the Tourism & Conservation Partnership to help with local conservation projects.

## **2. Significant Aspects and Impacts:-**

### **Environmental Risks**

#### **Significant Aspects and Impacts**

The following significant aspects and associated impacts have been identified with regard to the activities of Langdale.

<b>Activity</b>	<b>Significant Aspects</b>	<b>Associated Impacts</b>
Waste generated from food and beverage outlets, hotel, lodges and offices	Waste management including storage, removal, transfer of said waste materials	Impacts associate with landfill
Use of LPG for heating	Carbon emissions from site and associated fuel delivery costs transporting LPG from supplier to site.	CO2 emissions contributing to global warming.
Use of water in hotel, lodges, offices.	Water Wastage, leakage and seepage via water-ways, pipes, outlets and wastage through human usage	Depletion of natural resources, impacts associated with water usage, depletion of fossil fuels relative to use.
Increase environmental awareness within LLL colleagues, lodge owners, guests to site, suppliers and hotel guests	Overall environmental performance of LLL and education and training programme	E Team EMS Co-Ordinator E Training Raise profile E procurement Future projects

### **Environmental Risks:**

Environmental Risk Assessments have been carried out as detailed below for the identified risk areas.

## Significant Aspects:

Waste Management, Carbon Emissions, Water Wastage, use of propellants

## Methodology

<b>Occurrence</b>	Unlikely	1	2	3
	Likely	2	4	6
	Very Likely	3	6	9
		Minor	Moderate	Major
<b>Severity</b>				

1 and 2      Acceptable Risk

3 and 4      Need Further Investigation

6 and 9      Unacceptable Risk

## Scoring Table using the above Methodology

Incident/Emergency Situation identified	Possible Environmental Impact	Controls in Place	Occurrence	Severity	Score
Leakage of LPG either from delivery vehicle or on site tanks	Emissions to air of pollutants and contamination of land and surface water.	Availability of spill kit to delivery driver on vehicle. Weekly inspection of shut off valves to tank on site. Spill kit on site	Unlikely	Moderate	2
Fire caused by ignition of combustible waste material	Contaminated fire water running into Langdale Beck or surrounding land and surface water	Fire detection system in place. Storage of waste located in position of safety away from sources of ignition. Weekly inspection of waste storage areas.	Unlikely	Moderate	2
Seepage from septic tanks of untreated sewage	Contamination to land and surface water	Annual maintenance of septic tanks and regular visible inspection of the same	Unlikely	Minor	1
Petrol, chemicals and/or oil spillage or leakage	Emissions and contamination of land and surface water and on-site drainage systems	Storage of chemicals in security controlled area. Petrol/oils storage in secure containers. Adjacent spill kits to said storage areas and associated spill trays	Unlikely	Moderate	2
Waste Cooking Oil, seepage/spillage	Contamination of land and surface water drainage	Spill kit on site. Storage in secure containers. Removal by approved outside contractors	Unlikely	Minor	1
Engine Oil, leakage/seepage/Spillage	Contamination of land and surface water drainage	Sand and spill kit on site and easily accessible.	Likely	Moderate	2

### **3. Objectives and Targets; Monitoring and Measurement**

One of the company's critical strategic objectives is our commitment to corporate and social responsibility. We acknowledge that we have obligations to the area in which we operate. This area being one of outstanding natural beauty. It is our aim to act responsibly, to give something back and enhance, develop and invest in our location. Our environmental policy forms a necessary part of this objective.

Our SHEF Team which consists, amongst others the Managing Director and a nominated Board Director, is committed to achieving these objectives and targets to improve our environmental performance.

We will identify the environmental impacts; we will minimise our significant impacts; we will comply with legislation, regulation and best practice; we will prevent pollution, minimise inputs and outputs of resources and emissions; we will ensure that we communicate our environmental aims through organising and communicating a clear and consistent message to our internal and external customers, suppliers, contractors and colleagues; we will share our knowledge and listen effectively to all advice.

In order to measure our activities we will assess annually our waste streams, supplies, deliveries, usage and costs and savings.

To meet our targets and management programmes we have utilised the "SMART" concept as follows:-

<b>Significant Aspects</b>	The targets relate to the significant aspects identified and their associated objectives.
<b>Measurable</b>	The change in environmental performance over a specified period of time is measurable and monitored at appropriate intervals.
<b>Achievable</b>	A target that is not achievable because of technological, economic or resource constraints are unlikely to add value to the EMS and tend to de-motivate those given the responsibility of trying to achieve it.
<b>Responsible</b>	There is a need for named staff responsible for the management of programmes to achieve the set targets and for reporting progress at appropriate stages.
<b>Time based</b>	Time scales for delivery of the programmes and achievement of the targets are carefully considered before being set.

The procedure for setting objectives and targets, including the associated and required monitoring and measurement is as follows:-

- 1. Annually the E Team, including the EMS Co-Ordinator will review the objectives and targets and update as appropriately for the following 12 month period.**
- 2. Action points will be discussed and agreed with the relevant SHEF team members and their associated operational teams in order to deliver and achieve to an agreed timescale.**
- 3. The EMS Co-Ordinator will liaise with the H&S SHEF Team, HODs and sub-groups to assist effective action and communication throughout site.**
- 4. Regular feedback, team meetings and/or training will take place, usually on a quarterly basis.**
- 5. The EMS subsequent to the annual Management Review will be updated and revised in conjunction with team discussions and agreement and in accordance with paragraph 12 (dealing with the procedure for Management Review).**
- 6. The EMS and annual revisions will be circulated and/or made available to all colleagues, customers, suppliers and partners in business.**

# 4. Environmental Management Programmes

<b>Significant Environmental Aspect:</b> Operate and maintain a recognised best practice for eliminating, reducing or re-cycling waste.		
<b>Objective Reference:</b> 1		
<b>Target Reference:</b> 1 – 12		
Period covered: May 2008 – June 2009		
<b>Monitoring and Measurement:</b>		
Frequency: Daily		
<b>Programme</b> Actions and Timescale:		
<p><b>Eliminate:</b> Raising awareness across site. Do we really need what we procure and can we procure in a more environmentally sensitive way?</p> <p><b>Reduce:</b> Raising awareness. Do we really need as much as we procure?</p> <p><b>Re-use:</b> Can we get more out of our procurement before we go to re-cycle</p> <p><b>Re-cycle:</b> Plastic, cardboard, cans, papers, ink jets, fluorescent tubes</p> <p><b>Dispose:</b> Waste oil to outside contractor. Waste food to refuse bin</p>		
<b>Responsibility:</b>		
<b>Approved by:</b> Managing Director		
<b>Dated:</b>		
<p><b>Programme Delivery:</b> All members of staff are responsible for ensuring that we think about what we buy, how much we buy, what we buy and then how we dispose of our waste when it cannot be used any more. Appropriate waste is then placed in the appropriate containers. Guests and visitors to site are encouraged to think in the same way.</p> <p><b>Andy Dawson</b> has the responsibility for the storage, handling and transference of the waste to outside contractors.</p>		
<b>Outcomes:</b> Achieved	<b>Under-achieved</b>	<b>Over-achieved</b>
<b>Achieved:</b> June 2009		

<b>Significant Environmental Aspect:</b> Operate and maintain a recognised best practice for
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eliminating, reducing or re-cycling waste.

**Objective Reference:** 1

**Target Reference:** 13

Period covered: May 2008 – June 2009

**Monitoring and Measurement:**

Frequency: Via Monthly SHEF Team meetings

**Programme:**

Actions and Timescale:

**Date implemented:** May 2008

**Responsibility:**

**Approved by:** Managing Director

**Dated:** June 2009

**Programme Delivery:** All staff are welcome to attend SHEF meetings and to contribute to the monitoring and assessment of Risk.

**Outcomes:** Achieved

Under-achieved

Over-achieved

**Achieved:** May 2008

On-going.

**Significant Environmental Aspect:** Operate and maintain a recognised best practice for eliminating, reducing or re-cycling waste.

**Objective Reference:** 1

<b>Target Reference: 14</b>		
Period covered: May 2008 – June 2009		
<b>Monitoring and Measurement:</b>		
Frequency: Quarterly		
<b>Programme</b>		
Actions and Timescale:		
On a quarterly basis to up date review, research and seek out changes and trends in legislation.		
<b>Responsibility:</b>		
<b>Approved by: Managing Director</b>		
<b>Dated:</b>		
<b>Programme Delivery:</b> Anne Durnall has the responsibility for the undertaking research, review and monitoring current procedures for legality and to look out for trends and to take a pro-active approach to meeting best practice wherever possible.		
<b>Outcomes: Achieved</b>	<b>Under-achieved</b>	<b>Over-achieved</b>
<b>Achieved:</b> May 2008		

<b>Significant Environmental Aspect:</b> Operate and maintain a recognised best practice for eliminating, reducing or re-cycling waste.
<b>Objective Reference:</b> 1
<b>Target Reference:</b> 15

Period covered: May 2008 – June 2009		
<b>Monitoring and Measurement:</b>		
Frequency: Weekly		
<b>Programme</b>		
Actions and Timescale:		
Eliminate: We have eliminated the need for cardboard to be transported away from site via skip wagon by incinerating all cardboard on site.		
Reduce:		
Re-use		
Re-Cycle		
<b>Responsibility: Andy Dawson</b>		
<b>Approved by: Managing Director</b>		
<b>Dated: May 2007</b>		
<b>Programme Delivery:</b>		
Implemented		
<b>Outcomes: Achieved</b>	<b>Under-achieved</b>	<b>Over-achieved</b>
<b>Achieved: May 2007</b>		

<b>Significant Environmental Aspect:</b> Operate and maintain a recognised best practice for eliminating, reducing or re-cycling waste.
<b>Objective Reference:</b> 1
<b>Target Reference:</b> 16
Period covered: May 2008 – June 2009

<b>Monitoring and Measurement:</b>		
Frequency: Weekly and monthly		
<b>Programme</b> Actions and Timescale:  On a regular basis to provide Environmental Training to colleagues across site to include new starters and long term members of staff.		
<b>Responsibility: Kelly Hodkinson</b>		
<b>Approved by: Managing Director</b>		
<b>Dated: June 2009</b>		
<b>Programme Delivery:</b>		
<b>Outcomes: Achieved</b>	<b>Under-achieved</b>	<b>Over-achieved</b>
<b>Achieved: May 2008</b>		

<b>Significant Environmental Aspect:</b> Minimising Co2 emissions
<b>Objective Reference:</b> 2
<b>Target Reference:</b> 1 and 3
Period covered: May 2008 – June 2009
<b>Monitoring and Measurement:</b>
Frequency: Weekly, Monthly and Quarterly
<b>Programme</b> Actions and Timescale:

**Reduce LPG usage:** The installation of the Biomass Boiler. Savings 2007/08 £14,015 CO2 471. Savings 2008/09 £19,875 – CO2 364

**Responsibility:**

**Approved by: Managing Director**

**Dated:**

**Programme Delivery:**

**Nick Lancaster** has the overall responsibility for delivery and implementation of this programme in conjunction with support, advice and technical services of the E Team; county-wide stakeholders.

**Outcomes: Achieved**

**Under-achieved**

**Over-achieved**

**Achieved:** March 2009

**Installation:**

**Significant Environmental Aspect:** Minimise Co2 emissions

**Objective Reference:** 2

**Target Reference:** 4

Period covered: From May 2008 – June 2009

**Monitoring and Measurement:**

Frequency: On-going

**Programme**

Actions and Timescale:

**Reduce:** Continuing research into reducing LPG usage via education, training, and information gathering.

**Responsibility:**

**Approved by: Managing Director**

**Dated:**

**Programme Delivery:**

**Nick Lancaster** has overall responsibility for continuing to review all installations with close collaboration within the Langdale maintenance management team.

**Outcomes: Achieved**

**Under-achieved**

**Over-achieved**

**Under Achieved: June 2009**

**Significant Environmental Aspect:** Minimise Co2 emissions

**Objective Reference:** 4

**Target Reference:** 5

Period covered: January 2009 – June 2009

**Monitoring and Measurement:**

Frequency: Weekly and Monthly

**Programme**

Actions and Timescale:

The establishment of a Home-Working pilot driven by Jackie Lancaster as part of her MA Management studies is currently in place, involving 3 members of staff.

**Responsibility:**

**Approved by: Managing Director**

**Dated: January 2009**

**Programme Delivery:** Ultimately sanctioned by the Managing Director with support and advice from the HR Manager, Sales and Marketing Manager, IT Manager with operational responsibility from Jackie Lancaster.

**Outcomes: Achieved**

**Under-achieved**

**Over-achieved**

**Achieved:** April 2009

**Significant Environmental Aspect:** Minimise Co2 emissions

**Objective Reference:** 2

**Target Reference:** 6

Period covered: May 2009 – June 2009

**Monitoring and Measurement:**

Frequency: Monthly

**Programme**

Actions and Timescale:

The introduction of a Cycle Scheme to enable staff to purchase bicycles via the govt funded incentive.

**Responsibility:**

**Approved by: Managing Director**

**Dated:**

**Programme Delivery:**

**Anne Durnall** has the responsibility for implementation of the scheme.

**Outcomes: Achieved**

**Under-achieved**

**Over-achieved**

**Achieved:** June 2009

**Significant Environmental Aspect:** Minimise Co2 emissions

**Objective Reference:** 2

**Target Reference:** 7

Period covered: May 2008 – June 2009

**Monitoring and Measurement:**

Frequency: Monthly

**Programme**

Actions and Timescale:

- Establishment of a Liftshare scheme for members of staff.
- Information to colleagues through internal email/memo communication .

**Responsibility:**

**Approved by: Managing Director**

**Dated:**

**Programme Delivery:**

<b>Outcomes: Achieved</b>	<b>Under-achieved</b>	<b>Over-achieved</b>
<b>Achieved: May 2008</b>		

<b>Significant Environmental Aspect:</b> Reduce water wastage
<b>Objective Reference:</b> 3
<b>Target Reference:</b> 1 – 4, 6 and 8
Period covered: March 2007 – June 2009
<b>Monitoring and Measurement:</b>
Frequency: Quarterly
<b>Programme</b> Actions and Timescale:  <b>Reduce:</b> controlling the water usage via an on-going policy of installing hippos, replacing cisterns, installing aerators and replacing baths with showers. Continually researching new technology within refurbishment plans for hotel and lodges with regard to reducing water wastage.
<b>Responsibility:</b>
<b>Approved by: Managing Director</b>
<b>Dated:</b>
<b>Programme Delivery:</b>

**Nick Lancaster has overall management responsibility in close conjunction with Ian Murray and Dave Allen** Maintenance Managers who have operational responsibility.

**Outcomes: Achieved                      Under-achieved                      Over-achieved**

**Achieved:** March 2007 and on-going

**Significant Environmental Aspect:** Reduce water wastage

**Objective Reference:** 3 and 9

**Target Reference:** 5

Period covered: May 2008 – June 2009

**Monitoring and Measurement:**

Frequency: Quarterly

**Programme**

Actions and Timescale:

- Water infrastructure review/audit (*timescale*)

**Responsibility:**

**Approved by: Managing Director**

**Dated:**

**Programme Delivery:**

**Nick Lancaster together with the**

- The SHEF Team
- LOP
- The LOC Committee

**Outcomes: Achieved                      Under-achieved                      Over-achieved**

**Under Achieved:**

**Significant Environmental Aspect:** Reduce water wastage

**Objective Reference:** 3

**Target Reference:** 7

Period covered: May 2008 – June 2009

**Monitoring and Measurement:**

Frequency: Quarterly

**Programme**

Actions and Timescale:

- A continuation of on-going education with colleagues, via staff induction and E training
- On-going community/county and guest education via informal and formal networks, Lodge owners meetings and daily interaction on an ad hoc basis with all and any visitors to site.
- 

**Responsibility:**

**Approved by: Managing Director**

**Dated:**

**Programme Delivery:**

**Nick Lancaster together with the**

- The SHEF Team
- LOP
- The LOC Committee

<b>Outcomes: Achieved</b>	<b>Under-achieved</b>	<b>Over-achieved</b>
<b>Achieved: On-going</b>		

<b>Significant Environmental Aspect:</b> Increase environmental awareness within LLL colleagues, lodge owners, guests to site, suppliers and hotel guests.		
<b>Objective Reference:</b> 4		
<b>Target Reference:</b> 1 – 6  Period covered: May 2008 – June 2009		
<b>Monitoring and Measurement:</b>  Frequency: On-going, weekly, monthly.		
<b>Programme</b> Actions and Timescale: <ul style="list-style-type: none"> <li>• Reviewing weekly flash reports, monthly management accounts and year end results.</li> <li>• Review of the impact of marketing campaigns.</li> <li>• Review of email communicated incentives and access to resort information</li> </ul>		
<b>Responsibility:</b>  <b>Approved by: Managing Director</b>  <b>Dated:</b>  <b>Programme Delivery:</b> <ul style="list-style-type: none"> <li>• The SHEF Team</li> <li>• HR Manager</li> <li>• Director of Resort Operations</li> <li>• Training Manager</li> <li>• Director of Sales and Marketing</li> </ul>		
<b>Outcomes: Achieved</b>	<b>Under-achieved</b>	<b>Over-achieved</b>

## 5. Competance, Training and Awareness

All new colleagues receive the Environmental Training at Induction. Those existing colleagues will receive the Environmental Training during the course of their employment.

Some staff with special responsibilities will receive specific Environmental training as and when required; for example if they are to be involved on a project which has been identified as a significant environmental aspect and forms the basis of a Target within our Objectives and Associated Targets table 2007.

Environmental Training Records are retained by **Kelly Hodkinson**, Training Manager who has responsibility for its implementation.

The SHEF Team will have responsibility and authority for sanctioning any specialist training, information gathering or process of raising awareness through team meetings and discussion.

Members of the SHEF Team are currently working through the Cben Awareness Modules online, in groups of 2 or 3. Continued learning and education via this method is deemed an essential means of underpinning progress.

We have become members of the IEMA and members of the SHEF Team have been given authority to undertake training through the Institute.

## **6. Environmental Legislation**

Langdale Leisure Limited via the SHEF Team will regularly use legislative, regulatory and other information sources to enable us to deliver on our Environmental Objectives and Associated Targets.

Statutory or legislative changes will be communicated and shared within the monthly SHEF Team Meetings. These changes will be discussed and the SHEF Team will have the authority to make decisions based on methods of implementing change and communicating change to colleagues, guests, visitors and our local community.

We regularly use the Environment Agency run website NETREGS and this will be our main source of legislative information.

Sources of information :-

- **NetRegs - regular email updates via registration**
- **defra - monthly magazine publication and regular email news releases**
- **CBen - monthly newsletters and website information**
- **Envirowise – registration for regular email updates**
- **Existing Insurance brokers and Commercial Combined Insurers and their associated risk management consultants and advisors**
- **Statutory Authorities in particular United Utilities and the Environment Agency**
- **Environmental Tips and Advice monthly subscription**
- **IEMA Membership and training**

## **7. Environmental Emergencies and Incidents**

Environmental Risk Assessments are to be carried out for all identified risk areas associated with our significant environmental aspects.

Langdale Leisure Limited will consider emergency or abnormal situations and create contingencies based on objective measurement conducted through the process of Risk Assessment.

Risk Assessments where necessary will lead to subsequent Incident Procedures to assist, guide and provide information in the event of any such emergency. If necessary training will be given, and or the provision of any specialist equipment subject to the SHEF Team's authority.

All incidents whether environmental or otherwise are recorded via a well documented Incident Reporting Form submitted to Senior Managers, the SHEF Team and the Senior Management Team. Where appropriate a Post Incident Report is completed by a senior manager nominated by the SHEF Team. This author of the Post Incident Report will be responsible for making any recommendations arising from the Incident.

The Incident Report Form contains the following information:-

- Who reported the Incident
- When the incident occurred
- Where the incident occurred
- Time that the incident occurred
- How the incident occurred
- Action taken at the time the incident occurred
- Details of others involved in the incident
- Was it necessary to report the incident to any other internal department or external organisation
- Whether a Post Incident Report is necessary (to be completed by ~~E~~ SHEF Team)
- Suggestions for prevention
- Follow up Action
- Signature of person completing the form

Incident Reports are also reviewed and monitored by the ~~H&S~~ SHEF Team on a monthly basis. They have authority and power to make decisions, implement change and communicate same throughout the site.

# Incident Report Form

<b>Name of the person who reported the Incident .....</b>
<b>Date of Incident .....</b>
<b>What time did the incident occur? .....</b>
<b>Give a description of what happened</b>
<b>What action was taken at the time that the incident occurred?</b>
<b>Who was involved in taking the above action and was anybody else involved?</b>
<b>Did you report the incident to any other departments or outside organisations (eg RIDDOR, EHO, defra, United Utilities, Environment Agency)</b>
<b>[to be completed by E SHEF Team] Is a Post Incident Report necessary?</b>
<b>If so, who is the nominated Senior Manager in control of the Post Incident Report?</b>
<b>Have you any suggestions for prevention of similar incidents/follow up action?</b>
<b>Signature of person completing form .....</b>
<b>Dated .....</b>

# **8. Internal & External Communication**

## **Overall Aim**

The overall aim of the communication of our environmental policies and initiatives is to include the majority of our stake holders and to encourage their participation and active support of our aims and objectives.

## **Internally**

Internally the SHEF Team meet monthly in order to review actions, incidents and results. This team meeting is now regularly open to all heads of departments and team leaders to attend.

The minutes from the E-team meeting are made available to all staff and a regular report of the teams activities are delivered at board meetings.

The regular cascading of information allows all our colleagues to participate or question the initiatives being carried out across the site, whilst providing them with additional information for our external stakeholders.

## **Externally**

Communication with external stakeholders is generally channelled through the Langdale web site. Information is provided about our environmental policy along with links to both local conservation groups and sustainable transport options.

Additionally we actively participate in local/regional environmental groups; these include The Tourism & Conservation Partnership, The Cumbria Environment Network and The Cumbria Green Business Forum.

Importantly we make ourselves available to talk informally to any interested parties in any aspect of our business that affects the environment and are proud to share the knowledge we have gained from others in a collectively responsible manner.

## **9. Document Control and Records**

It is recognised that amendments to the EMS will be required from time to time. The following is the process by which amendments of a substantive nature will take place. Minor non-substantive amendments (for example typographical errors) will not be subject to the process).

1. Any Amendment suggested by either the EMS Co-Ordinator or by any other member of the E Team will be drafted into an EMS "Travelling Draft" (entitled as such and appended to this document) in red font with obsolete wording shown struck through.
2. The Travelling Draft will be submitted to members of the E Team for review at the next SHEF Meeting.
3. Once approved by the SHEF Team the amendments to be incorporated into the EMS – which will be re-circulated to the SHEF Team, filed centrally with the EMS Co-Ordinator and made available to all members of staff, guests, suppliers and other interested stakeholders.
4. One copy of the obsolete version of the EMS will be retained in paper form by the EMS Co-Ordinator and archived after 6 years.

# **10. Writing, Updating and Reviewing Policy, Procedures and other key documents**

## **10.1 Identification of Responsibilities**

We acknowledge the importance of documenting our process for writing, updating and reviewing all our EMS documentation. It is the responsibility of the EMS Co-Ordinator to write and amend all procedures maintained in this manual and ensure that each conforms with the procedure described here. It is also the responsibility of the EMS Co-Ordinator to approve all new and amended documentation before it is filed in the EMS by ensuring its accuracy and in compliance with this procedure and Document Control described in Procedure 9, contained in this manual. The EMS Co-Ordinator will also ensure that once authorised, new or amended procedures are electronically added to the EMS and that superseded documents are properly archived.

All documentation will be reviewed in the annual EMS Management Review in accordance with Procedure 12 contained in this manual. It is the sole responsibility of Senior Management to write, review and update all Organisation Policies relating to the EMS on an annual basis and/or if circumstances change. Anyone can apply for any other document or procedure to be amended in accordance with Procedure 9 contained in this manual.

## **10.2 Defining the Contents of a Procedure**

Procedures shall be split into sections. The number and content of each section will vary from procedure to procedure, depending on the scope of the procedure and its importance to the successful functioning of the organisation's EMS.

- The opening section will invariably describe why the procedure has been created, the extent of the procedure and what it achieves. Any definition of terms to be used in the content of the procedure shall be done here to reduce ambiguity.
- Definitions of responsibilities will form an essential part of all procedures, as will work instructions to be carried out by each.
- If any documentation results from a procedure, such as the documenting of complaints or queries, the content of such correspondence will be defined. (For example, Procedure 8)
- All procedures will comply with the Document Control of Procedure 9, including the archiving of obsolete procedures.

# **11. Auditing, Non-Conformances, Corrective and Preventative Actions**

## **General**

- 11.1.a In order to verify the conformity of Langdale's EMS it is necessary to adopt a formal audit procedure to deal with matter deemed to be a "Non-Conformance".
- 11.1.b The definition of Non-Conformance is "any situation identified by audit or reported by any party where the reality fails to comply with the stated objectives, objectives and targets outlined in the EMS.
- 11.1.c Other than via Audit which shall be undertaken annually (and internally by the EMS Co-Ordinator), the EMS Co-Ordinator and or the SHEF Team can identify a Non-Conformance by reporting at the next SHEF Meeting.
- 11.1.d At that SHEF Meeting an Action will be agreed, whether corrective or preventative.
- 11.1.e At the conclusion of the Annual Audit, any identified Non-Conformances will be actioned by the EMS Co-Ordinator, whether corrective or preventative.

## **The Annual Audit**

- 11.2.a An audit of Langdale's EMS will be undertaken annually over a 3 month period with involvement from the SHEF Team on an ad hoc basis.
- 11.2.b The audit will include "Systems" and "Operations" so that practice complies with theory contained within the EMS.
- 11.2.c The internal auditor (anticipated to be the EMS Co-Ordinator and other co-opted members of the SHEF Team) will rate the EMS in the following terms :-
  - Conformant
  - Non-conformant
  - Advise amendment
- 11.2.d The results of the audit will be communicated not only to the SHEF Team but to all members of the Senior Management Team and the Managing Director shall in his absolute discretion disclose audit results to the Board members of Langdale Owners PLC where necessary and advisable.
- 11.2.e Conformant sections of the EMS – those sections which are existing, relevant and match operationally or systematically with the stated objectives or targets are deemed compliant and require no action other than to remain a vital part of the EMS

- 11.2.f Non Conformant sections of the EMS – those sections which are identified either through annual audit or reporting and which highlight areas of inconsistency between stated objectives and reality. These areas by definition will be those that have serious potential consequences.
- 11.2.g Advise Amendment – those sections which are identified by way of minor non-conformances. Matters which do not have serious potential consequences and are inevitably of a changeable nature (ie a project completed, obsolete or require to be written off)

## **Non-Conformance Report**

**Name of the person who reported the Non-Conformance**

<b>Nature of the non-conformance</b>						
<b>Date</b>						
<b>Location and area</b>						
<b>Any other personnel involved?</b>						
<b>To be completed by the Auditor</b>  <table style="width: 100%; border: none;"> <tr> <td style="width: 33%;"><b>Is this issue a Non-Conformance</b></td> <td style="width: 33%;"><b>Advise Amendment</b></td> <td style="width: 33%;"><b>Compliant</b></td> </tr> <tr> <td colspan="3"><i>Please tick as appropriate</i></td> </tr> </table> <b>Specify Action Required by (date) .....</b>	<b>Is this issue a Non-Conformance</b>	<b>Advise Amendment</b>	<b>Compliant</b>	<i>Please tick as appropriate</i>		
<b>Is this issue a Non-Conformance</b>	<b>Advise Amendment</b>	<b>Compliant</b>				
<i>Please tick as appropriate</i>						
<b>To be completed by the Non-Conformer</b>  <b>Received (date) .....</b>  <b>Action to remedy (please detail)</b>						
<b>Signed off as completed by the Action Required Date (above)</b>						
..... <b>Managing Director</b> ..... <b>Dated</b>						
<b>Signed as filed with EMS by EMS Co-Ordinator</b>						
..... <b>EMS Co-Ordinator</b> ..... <b>Dated</b>						

## **12. EMS Management Review**

As a measure of Senior Management and Board commitment to continually improving Langdale's environmental performance and integrity it is necessary to conduct an EMS Management Review.

This will take the form of an Annual Review Meeting attended by the Managing Director, members of the SHEF Team and a Board Member (anticipated to be the Board member currently having special responsibility for Health and Safety and who already attends SHEF Meetings).

At this Review meeting the following items will be covered under Annual Review Meeting Agenda. The purpose is to verify the relevance, adequacy and effectiveness of the current EMS in meeting the agreed Objectives and Targets and ultimately where appropriate to agree new Objectives and Targets for the forthcoming year.

The Review will follow the Agenda which will include all of the following but which is not an exhaustive list:-

1. Review of the Annual Audit and success thereof
2. Review of Non-compliance Notices and Advice Amendment Notices and success thereof
3. Review of external communications including complaints, suggestions and knowledge
4. Review of current monitoring and measurement procedures
5. Review of the fit with Langdale's corporate strategy
6. Review of the stated Objectives and Targets in the light of
  - a. Langdale's Corporate Strategy
  - b. Langdale's Environmental Policy
  - c. Legislation
  - d. The wider world
7. Refresh/renew/amendment to the current Objectives and Targets
8. Review need for changes to procedures/systems/responsibilities
9. Review the allocation of resources.

Those attending the Review Meeting will have the authority to decide on a set of Action Minutes arising from the Agenda above with a view to continually improving environmental performance.

Action Minutes will be prepared by the EMS Co-Ordinator, agreed by the Review Meeting Attendees, signed off, incorporated into the current EMS and circulated to all those attending the Review Meeting, any other SHEF Team members not attending the Review Meeting and shall be made available to all members of staff, guests or stakeholders at their request.

Action Minutes will also be time limited and allocate those members of the team responsible for implementation but any changes will take place within 6 months of the Review Meeting at the latest.