



NESS WALK  
★★★★★

*Treading Lightly*

OUR RESPONSE TO THE CLIMATE EMERGENCY

POB  
HOTELS

[www.nesswalk.com/sustainability](http://www.nesswalk.com/sustainability)







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## 01 Introduction

The Ness Walk team are proud to have united to develop an ever evolving plan to deliver our luxury guest experience whilst 'treading lightly' on the environment.

One of our key guiding principles is offering a world-class luxury guest experience whilst protecting the beautiful environment in which we live. The Scottish countryside is a constant source of inspiration and to protect the habitats on our doorstep and further afield, we have partnered with Green Tourism to help us achieve the best environmental practices.

We understand that achieving our sustainability goals requires a team effort. We have signed up a team of climate champions and encourage all of our associates, suppliers and stakeholders to contribute ideas so we can further our progress. Further, we are proud to display our gold accreditation from Green Tourism which recognises the hard work and achievements we have already made.

Our promise is to put our social and environmental goals at the forefront of our decision making to ensure the long-term sustainability of our business and tourism in the Highlands.





## 02 Mission Statement

Ness Walk is committed to providing a luxury guest experience in the Scottish Highlands whilst 'treading lightly' on the environment. We are dedicated to reducing our carbon footprint and inspiring change within our team, suppliers, community and the tourism sector as a whole.

It is our mission to achieve scope 1 & 2 Net Zero emissions for our energy use by **2033** & Net Zero emissions for our supply chain by **2035**

The logo for Green Tourism, featuring the words "Green" and "Tourism" in a green sans-serif font, with a stylized green leaf icon to the right of the word "Green".

Green  
Tourism

The logo for Zero Waste Scotland, consisting of the words "ZERO", "WASTE", and "SCOTLAND" stacked vertically in a blue sans-serif font, enclosed within a blue circular border.

ZERO  
WASTE  
SCOTLAND





## 03 *Our Sustainable Vision*

Ness Walk was born in 2019 with the transformation of the historic 19th century building into a world-class 5\* luxury hotel. During the refurbishment of the building, our ambitions for a sustainable future were woven into the fabric of our operations.

Our journey began with the creation of our 'Treading Lightly' policy; an indepth review of all aspects of our operation and an assessment of opportunities to improve, grow and develop as an environmentally and socially conscious accommodation provider.

Our Environmental and Social Sustainability Policy is inspired by the **United Nations Sustainable Development Goals** and sets out our long-term ambitions for the future. Offering a world-class 5\* luxury experience which aligns with our goals and ambitions to reduce our environmental impact is, and will continue to be, our greatest challenge. As the climate crisis becomes ever more present in news, media and in daily conversation, we are excited to be taking our team, guests and the wider community on the journey with us.

Our plan, actions and ambitions are ever-evolving in line with our awareness, education and the ever-changing landscape of sustainability. However, as our actions may change, our ambition will remain constant.



# 04 Our Roadmap

## Our Vision

To be an environmentally responsible hotel and restaurant, leading the way in sustainable tourism.

To help achieve a brighter future for our planet, safe and prosperous for our community and the future generations ahead.



## Our Strategy

We are focused on decarbonising our business by working with our guests, associates, stakeholders and suppliers through -

- Education and spreading awareness of green issues
- Sourcing ethically and with a conscious effort to decarbonise
- Recording, monitoring, reporting and being accountable
- Engaging with community and industry peers to learn and sharing knowledge.

## Our Goals

### by 2024

- Bottle water in-house to reduce glass consumption
- Reduce water consumption across the business by 2.5%
- Increase our overall recycling achievement by 7%

### by 2025

- Switch to a fully electric vehicle fleet
- Increase our recycling achievements by a further 5% each year until 90% of waste is recycled.

### by 2028

- Source 100% of our electricity from renewable sources
- Switch to fully electric appliances in our kitchen
- Recycle 90% of waste and offset any unrecyclable waste

### by 2033

- Achieve Scope 1 & 2 Net Zero Emissions for our energy-use
- Achieve Net Zero Emissions for our supply chain





## 05 People

Our business centres around the world-class hospitality that the Highlands are famed for. We understand the critical role our team play in not only delivering memorable experiences but also in driving forward our sustainability ambitions.

Through out our business, we treat our team as individuals and prioritise their health and wellbeing in every aspect of the operations. We offer our all our associates structured and varied training, mental health support and training, promote positive physical health through free gym memberships, flexible working arrangements to encourage improved work-life balance and reward associate performance through monthly associate awards and long-service awards.

Ness Walk is committed to promoting equality and diversity. We promote a culture that actively values difference and recognises that people from varied backgrounds and experiences bring valuable insights and enhance the way we work. We aim to be an inclusive organisation, committed to providing equal opportunities throughout the recruitment, training and development of employees, and to pro-actively tackle and eliminate discrimination.

We consider that equality means breaking down barriers, eliminating discrimination and ensuring equal opportunities and access for all.





## 06 Community

Giving back to the community is an integral part of our operations; key to engaging the local community, maintaining support for our business and further spreading the message of sustainable tourism.

Woven into the culture of Ness Walk and the wider Kingsmills Group is our commitment to supporting the local community. This begins with our purchasing policy which promotes sourcing products locally. We are also dedicated to supporting charity causes spanning from hosting a showcase event for Archie Foundation's 'Oor Wullie' Trail to hosting a Highland Hospice Wine Paired Event in collaboration with Louis Jadot Vineyard. Furthermore, on our wine list, a donation from selected bottles is made to charity.

In 2023, the Ness Walk team took part in the first of a series of Litter Picks along the banks of the River Ness to raise awareness of the climate crisis and to help reduce littering.



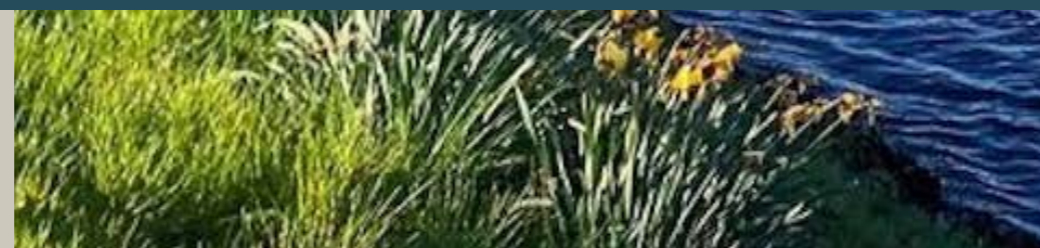
## 07 Destination

The Highlands are world-renowned as a destination and offer some of the worlds most beautiful undisturbed scenery.

We are committed to encouraging a new wave of environmentally conscious travellers to visit the Scottish Highlands. Throughout our messaging on our hotel website, social media and through our PR efforts, we subtly direct guests to enjoy more sustainable choices while in the area. From offering cycle hire with each room reservation to allowing guests to experience 'Gold Green Tourism' experiences through Loch Ness by Jacobite with our special offers.

It is one of our key priorities to encourage guests to travel to and within the Highlands through methods which have a lighter impact on the environment. We promote and highlight rail travel to the Highlands through our partnerships with LNER and Caledonian Sleeper and we have fitted 11 EV charging points in our hotel carpark to encourage the use of electric vehicles.

While visiting the Highlands, we are focused on allowing our guests and authentic and cultural experience by recommending the visiting places of local cultural and historic significance. Through promoting off-peak season travel to the Highlands, we aim to assist in supporting our communities and businesses year-round.







## 08 Food & Drink

At Ness Walk, we are home to Torrish Restaurant; one of the best dining spots in the city. Our menus are curated to celebrate the best of local ingredients, seasonally and with a conscious effort to encourage healthy, vegan and vegetarian dishes.

Our purchasing policy outlines the fundamental principles which guide the selection of our suppliers. For food and drink, this means sourcing locally where possible, promoting ingredients which are in season and liaising with our suppliers to reduce wastage and take advantage of seasonal fluctuations in availability. We promote our food supply chain through our Provenance Map on our website and regularly review our suppliers.

Within our beverage lists, we are mindful of the sourcing of each wine, spirit and beverage and promote local options over imported alternatives.

We are committed to promoting vegan and vegetarian options in an effort to educate and encourage our guests to reduce their impact by enjoying a varied diet.



## 09 Supply Chain

As we embark on our journey to operate in a sustainable way, we are aware that our supply chain is a key element of positively impacting our guest experience and our wider environmental goals.

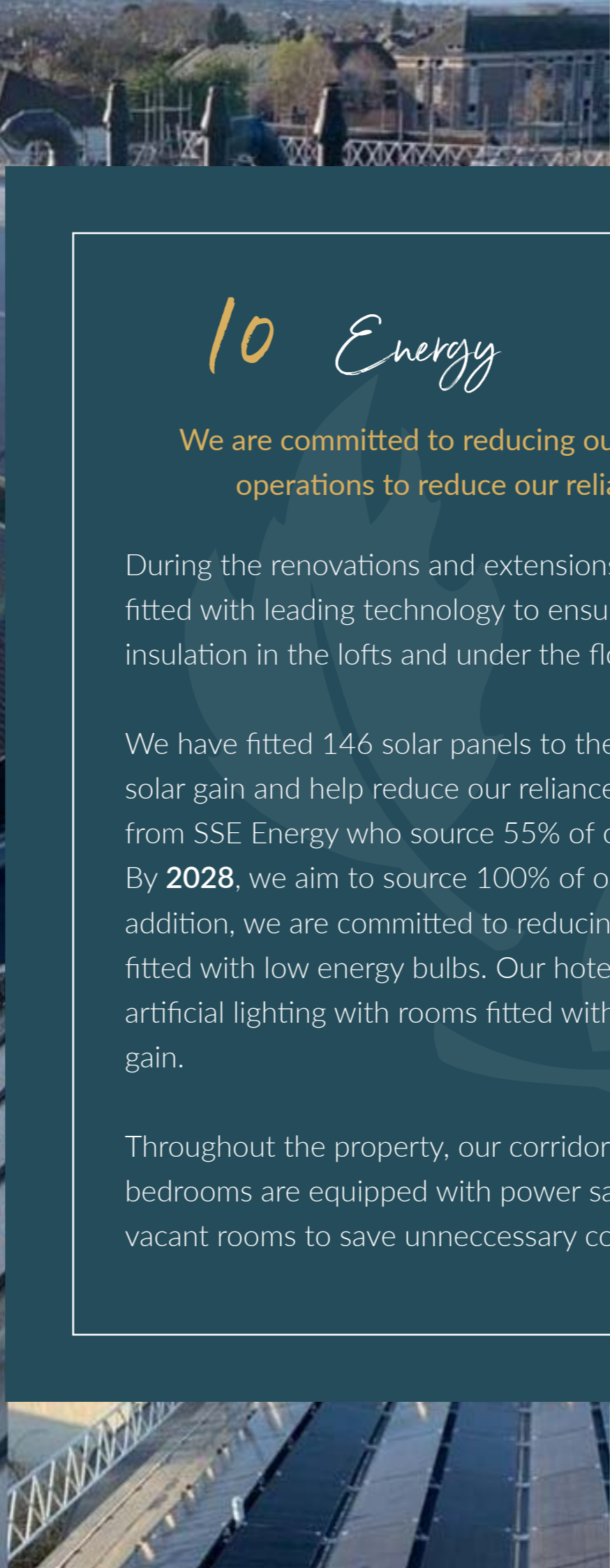
At Ness Walk we are fully committed to enacting positive change through our business. We aim to enhance responsible travel and to constantly innovate and challenge our business practices in the pursuit of sustainability. As part of this pledge, we aim to collaborate and partner with our suppliers to protect human rights, the environment, ensure responsible sourcing and push collaborative achievement across our industry. By **2033**, we aim to achieve Net Zero Emissions for our supply chain.

As a result, we have made many changes to our supply chain and increasingly we are working with smaller brands that are committed to managing their impact on the environment. One such independent brand is Arran Aromatics who supply our in-room toiletries in refillable sustainable containers; all responsibly sourced and eco friendly.

We engage regularly with our suppliers to share knowledge and to discuss our environmental goals. Our aim is to collaborate on this complex subject to help us all decarbonise our businesses.







## 10 Energy

We are committed to reducing our energy consumption and optimising our operations to reduce our reliance on non-sustainable fuel sources.

During the renovations and extensions of Ness Walk in 2019, our property was fitted with leading technology to ensure its energy efficiency including additional insulation in the lofts and under the floors.

We have fitted 146 solar panels to the roofs of Ness Walk to take advantage of the solar gain and help reduce our reliance on the national grid. Our power is sourced from SSE Energy who source 55% of our electricity from renewable sources. By **2028**, we aim to source 100% of our electricity from renewable sources. In addition, we are committed to reducing our consumption with 100% of our lighting fitted with low energy bulbs. Our hotel is also designed to reduce the need for artificial lighting with rooms fitted with floor-to-ceiling windows to maximise solar gain.

Throughout the property, our corridors are fitted with PIR sensors and all our bedrooms are equipped with power saving devices which switches off power in vacant rooms to save unnecessary consumption.





## // Waste Footprint

We are committed to reducing our waste footprint throughout our operation through the education for our team members, the provisions of recycling facilities and more conscious sourcing.

As part of our purchasing policy, we are committed to reducing the purchase of single-use items to reduce items going to landfill. We work with partners at Northern Recycling to monitor and manage our refuse and recycling. We are provided with detailed reports each quarter and monitor and report internally on our waste production.

At Ness Walk we increased recycling from 52% between April 2021 to November 2021 to 67% in the period from December 2021 to end of March 2022. Our latest measure shows this figure has dropped to 60%. By **2024**, we aim to increase this by 7% with our ambition to increase this by 5% each year thereafter. In **2028**, we plan to reassess our targets with a view to offsetting any waste sent to landfill.

In our rooms, we provide waste bins with recycling sections and we encourage our guests to be mindful of recycling through our in-room sustainability infographic. We have removed all single use plastics from our bar, favouring glass bottles which can be recycled and in the back of house areas, our team are educated in reducing, reusing and recycling through posters and provision of separated bins.



## 12 Carbon Footprint

We are committed to achieving our goal of achieving Net Zero Carbon Emissions by 2033. Our calculation for 2022 outlines our annual Scope 1 & 2 footprint as 588,018kg CO<sub>2</sub>e per year. With a shared passion for reducing the amount of CO<sub>2</sub> we emit, we are confident we will achieve our goals.

The carbon footprint is the total amount of Greenhouse emissions induced by activities within a given timeframe (usually a year). It is expressed in equivalent tons of carbon dioxide (CO<sub>2</sub>).

It is divided in three types of emissions called Scopes;

Scope 1: Emissions that we have direct control over. It includes fuel combustion on site such as gas boilers, air-conditioning or fridge leaks.

Scope 2: This is the electricity consumed by the company. These are indirect emissions as they are created at the time of production and eventually used by us.

Scope 3: These are emissions which are not controlled by us, including but not limited to, the supply chain, waste, water or employee and guest travel. These are the greater share of the carbon footprint, and also the most difficult to calculate and manage.



# 13 Key Strategic Changes

## Guest

- Increased Climate Change Awareness through communication
- Zero single use plastics in our rooms
- Recycling in guest areas
- Recommendations of Green Tourism Gold accredited attractions
- Luxury sustainable toiletries
- Electric Vehicle charging available
- Bedroom infographics inspiring sustainable choices
- Healthy dining options
- Locally sourced ingredients
- Cultural enrichment

## Operations

- Education of associates through environmental training, posters & infographics
- Promotion of local beverages and mindful of sourcing
- Energy efficient appliances, lighting and heating throughout
- Renewable energy sourcing where possible including installation of 146 solar panels
- Recycling of oil in our kitchens through Olleco
- Paperless internal communications
- Support employee wellness

## Community

- Purchasing Policy promoting local and eco-conscious suppliers with fundamental principles applied where possible
- Supporting and engaging with local charities and events
- Time donated to environmental causes including local litter picks
- Fair recruitment policies with opportunities to progress including Modern Apprenticeship Scheme
- Promoting year-round travel to reduce seasonality of rural businesses and reduce impact of overcrowding.



# 14 Our Goals

We are dedicated to 'treading lightly' to ensure the long term sustainability of our business and the tourism sector.

We work closely with and are inspired by industry peers as we embark on the complex journey to Net Zero.

Further, we aim to inspire our associates, suppliers and stakeholders to reduce their impact on the environment.

*'Luxury doesn't have to cost the earth'*



Be recognised as leading the way in sustainable hospitality in the Highlands



Educate our associates and inspire our guests to increase environmental awareness



Take inspiration from the UN Sustainable Development Goals to guide us to a better future



Work with our community and support charitable causes to build prosperity



Reduce our Carbon Footprint and lessen our impact on the environment



Work with suppliers to reduce emissions of Scope 3 and drive positive environmental change



Investigate new technology, particularly in energy, to support our ambitions of achieving Net Zero Emissions



Focus on physical and mental wellbeing for our associates and guests



Promote sustainable travel into and around the Highlands including switching all hotel vehicles to electric





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