

**Dean Court Hotel  
Duncombe Place  
YORK  
YO1 7EF**

**Issue 4 March 2009**

## **CSR Mission Statement & Policies**

The hotel wholly accepts and embraces CSR as part of its responsibility in helping to protect the environment and encourage those with whom it trades to do the same. It also strives to play an active part in and support the community in which it operates and champion worthy causes wherever possible, directly or indirectly.

All staff are aware of the Policy and are supportive of it. Participation and proactive efforts and ideas are welcomed and acknowledged.

The hotel is committed to regularly reviewing and assessing its CSR policies

### **CSR POLICY – AIMS & OBJECTIONS**

All staff to be introduced to our CSR policy with training and awareness.

Encouraging and motivating our staff to enjoy and fully embrace the hotel's CSR policy – and as importantly to assist the hotel in its responsibilities and accountability to the community in which it operates.

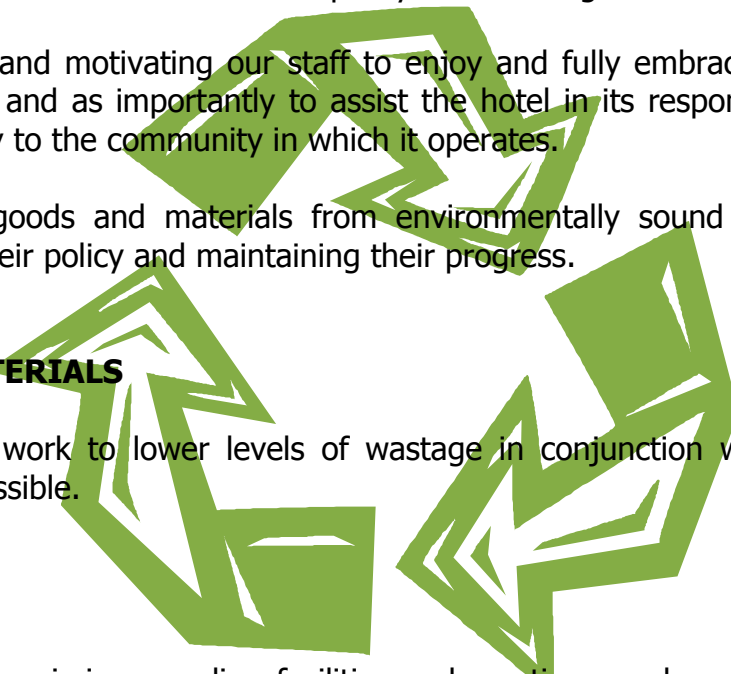
Source our goods and materials from environmentally sound suppliers by requesting their policy and maintaining their progress.

### **WASTE MATERIALS**

Monitor and work to lower levels of wastage in conjunction with recycling whenever possible.

### **RECYCLING**

Continue to maximize recycling facilities and practices, and seek out further opportunities, even at a cost where appropriate and feasible.



## **OTHERS: POLICIES**

We will monitor the recycling policies and waste control of those with whom we trade, to ensure they too have established policies in keeping with our aims and objectives.

**Soap** – using liquid – better quality, no wastage, 70% of bars of soaps are wasted in hotels.

**Towels** – as is common practice we encourage our guests to be economic with towel-changing frequencies – enabling them to reduce our 'carbon footprint'

**Bed Linen** – We offer guests the opportunity to inform us when they wish linen to be changed (not more frequently than standard hotel practice (3<sup>rd</sup> day)).

## **ENERGY EFFICIENCY**

### **Heating**

The hotel has installed state-of-the-art highly energy efficient central heating and hot water systems to be the most efficient, 'green' and environmentally practical/friendly as is possible.

Methodology is to reduce running costs/energy and increase efficiency and monitor and strive to reduce consumption of water and wastage levels.

### **General Equipment**

When replacing existing energy-using equipment the hotel will strive to improve the energy/efficiency ratios.

## ACCESS FOR ALL

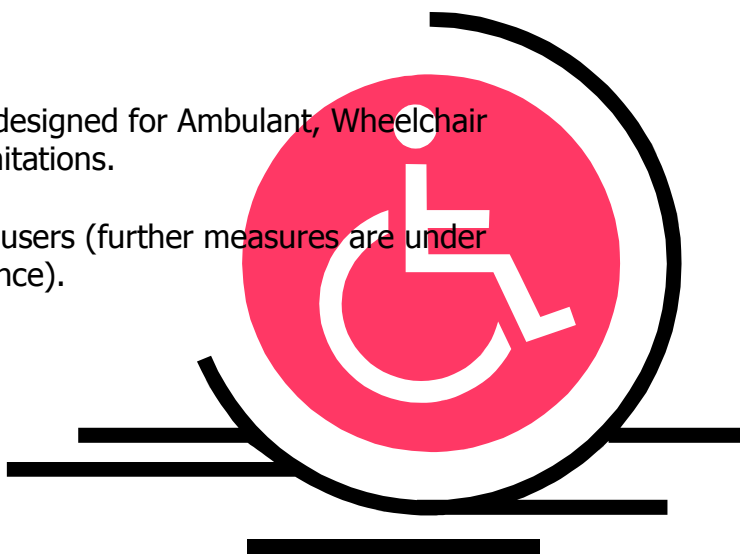
The Dean Court is a highly rated 3 star thirty-seven roomed hotel in the heart of the City of York and opposite York Minster.

The original building dates from C.1850 and is Grade II listed. The adjoining part abutting St Wilfrid's Church is Georgian.

In recent years a complete refurbishment has resulted in significant improvements especially in ACCESS for ALL – despite the challenges that are inherent in a building of such age and character.

Facilities include:

- 3 designated rooms specifically designed for Ambulant, Wheelchair users and those with hearing limitations.
- Improved access for wheelchair users (further measures are under review at the middle-front entrance).
- Disabled Toilet Facilities
- Level Access to all public rooms
- Trained and sympathetic staff.
- Extensive dietary foods for those with allergies and intolerance



An ongoing review and access for all guests is taking place.

## THE COMMUNITY

The Dean Court continues to contribute to many charities and supports other local organisations, amongst others:

St Leonard's Hospice  
York Carers  
York Against Cancer  
York Guildhall Orchestra  
York Early Music Festival  
Macmillan's Trust  
NSPCC York

All staff are encouraged and supported when opportunities arise to support organisations offering help and advice in the Community of York