



Here at the Best Western Queens Hotel we always try our best to ensure that you enjoy your stay with us, but our involvement in **GREEN TOURISM** has enabled us to go one better.

Our enthusiastic and knowledgeable Reception and Management Team are always available to help you plan some exciting walks and visits to places such as Riverside Nature Park, Camperdown Park, The Botanical Gardens and The Bygone Balgay Trail.

Whilst we have a wealth of knowledge of the Tourism Industry we are still constantly learning of the benefits that **GREEN TOURISM** has to offer the hotel and to all of our guests, therefore we welcome any suggestions or ideas on how we can improve.

Our aim is to provide you with as much information as possible on the many wonderful natural attractions in Dundee and to ensure you enjoy our commitment and involvement in **GREEN TOURISM**.

GREEN TEAM

Leah Melville	General Manager
Julie Knox	Assistant Manager
Amy Gardiner	Duty Manager
Heather Stevens	Housekeeping Supervisor
Euan Begg	Maintenance Engineer

Bus Service Information

The hotel is served by frequent buses to surrounding areas, Ninewells Hospital and Technology Parks in Dundee.

National Express Dundee Service 5 use state of the art Low Emission Electric Hybrid Buses on its service to and from the Technology Park, Ninewells Hospital, City Centre and Barnhill.

Please note that this service operates on an exact change fayre and no change is given.

Best Western Queens Hotel



Corporate Social Responsibility Policy and Environmental Policy

The Best Western Queens Hotel operates with a culture that recognizes responsibilities to society to maintain safety and quality in all our operations. We recognize that the hotels activities affect many people in the local community.

It is the policy of the hotel to carry out all measures reasonably practicable to seek to meet, exceed or develop all necessary requirements to improve the hotels impact on society.

The hotel will comply with all environmental regulations, legislation and approved codes of practice relating to the processes and activities of the Company.

The aims will be wherever possible:

1. Assess the environmental effects of the hotel's activities in its operation.
2. Reduce the amount of waste produced.
3. Reduce the consumption of raw materials, water, and fuels.
4. Reduce and /or limit the production of pollutants to the environment.
5. Limit the noise in and around the hotel.
6. Support the activities of local organisations and businesses, thus ensuring the hotel continues to have a positive impact on the community both in day to day and in the future.

The hotel will strive to enhance environmental awareness and understanding in all employees, suppliers, customers, sub-contractors and the public.

Where possible the hotel will provide information and assistance to customers on environmental issues arising from its products and services.

The hotel has developed a "Green Team" and part of their responsibility is to maintain and manage all aspects of the Green Policy and communicate this to guests and staff.

Water Conservation

- Green towel and linen replacement policy advertised - changed if requested.
- Hot water tanks have at least 500mm insulation and pipes are lagged.
- Showers use less than 12Ltr of water per minute.
- Taps use less than 8.5Ltr.
- Soap dispensers have been installed in public toilets and bedrooms.
- Water efficient A rated washing machines and dishwashers are used.
- Soaps and detergents are phosphate free.
- Cleaning products are chlorine free.
- Natural based surface cleaners are used.
- Microfibre cloths are used.
- Bottled water is locally sourced.

Ongoing Initiatives

- Continue to remind staff of the policy and encourage new ideas.
- Regularly review lighting arrangements and make changes.
- Source suppliers who take back packaging.
- Continue to remind staff to report water leaks/drips.
- Review recycling arrangements.
- Review Beer pipe cleaning method.
- Review using Fair Trade Coffee.



Local Conservation

- Provide up to date local public transport information.
- Provide information on local activities such as walking and cycling.
- Use Local suppliers where possible.
- Use Fair Trade Tea Coffee Hot Chocolate etc.
- Think before you print added to signature strip.
- Recycle ink cartridges.
- Charities offered free room hire for events.
- Using local trades for hotel maintenance and operations.
- Support local charities.
- Support work experience.
- Promote local visitor attractions.

Recycling

- Dundee City Council collection used.
- Waste, Glass and bottles recycled.
- Cardboard recycled.
- Cooking oil recycled.
- Excess and used furniture free to local charities.

Energy Conservation

- Bedroom Televisions switched off at wall.
- Light bulbs replaced with energy efficient bulbs.
- Only essential lighting left on in hotel during the night for H&S purposes.
- All staff are aware that non-essential lighting and heating should be switched off when not in use.
- Heating is regulated by timers in the hotel.
- Minimize using of dishwashers unless on a full load.

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