

# Standard Operational Procedures

## Sustainability Policy for Forest of Arden Hotel & Country Club

### Routines for cleaning and housekeeping

#### Change of sheets and towels

The bathrooms in guest rooms have information indicating that towels are changed if they are left on the floor/bath. The housekeeping staff collects towels left on the floor/bath for laundry. If towels are not left on the floor, they are not changed.

The bedding is changed for new guests and every third day for guests that are 2 nights stay or more.

Cleaning and laundry of towels is done by company CLEAN.

**Forgotten clothes and other equipment or accessories are set aside and donated to charity after a certain time.**

#### Controls and procedures for dripping taps and leaky toilets

The housekeeping staff take note of dripping taps and leaky toilets when they are noticed during daily cleaning routines and report the problems and the room number to the engineering team, who will repair the faulty taps/toilets.

#### Control and adjustment of lighting, TVs and temperature in guest rooms

During the daily cleaning routine, housekeeping staff closes TVs and/or other electronic equipment and switches off the lights.

The rooms' thermostats are checked and adjusted to the agreed standard temperature.

At times when the establishment has low occupancy, the temperature is set to maintenance temperature and all cords of electronic equipment not in use in guest rooms are taken out of their sockets.

The establishments has a routine for closing the heating/cooling when the temperature outside makes heating/cooling unnecessary. The heating/cooling is switched back on when the temperature gets cooler/warmer.

### Policy for the use of disposable cups/glasses, plates and cutlery

The establishment avoids the use of disposable cups/glasses, plates and cutlery. These are only used under certain limited circumstances, in the pool areas, at certain events, in fitness and spa areas and in connection with takeaway food and drinks.



Porcelain cups for coffee and tea are available for guests in the restaurant. In case guests wish to take coffee or tea as takeaway, the restaurant staff will attend to their request. Disposable cups (preferably of biodegradable material) are kept in the kitchen or in another, staff restricted area and not made available to guests in the restaurant.

## Policy for food and beverages

The establishment is increasing the amount of organic, ecolabelled, fair-trade labelled and/or locally produced foodstuff with at least one product yearly. Focus is placed on products that are purchased in considerable quantities or that are used daily. Organic and ecolabelled products are preferred when purchasing and internationally or nationally recognized ecolabels, such as Fairtrade label, the Nordic Swan or EU-ecolabel, MSC, ASC, etc., of high standard are favored. Products are, whenever possible, produced locally in order to lower the environmental footprint by reducing transportation and to stimulate local economy. The source of production for our locally produced produce does not exceed a distance of 100 km from the establishment.

*Fish and other seafood from red-listed species are not purchased. We follow the sustainable seafood guide made available by WWF and do not purchase wild caught or farmed fish and seafood that are red-marked. We favor fish and seafood ecolabelled with MSC or ASC in our purchases.*

*We always offer guests vegetarian options in the restaurant and these are clearly marked on the menu or buffet cards. We make continuous efforts to increase our green selection on the menu.*

*We take initiatives to purchase less meat products and choose meat of better quality. The environmental footprint of the meat as well as the welfare of the animals are taken into consideration. We follow the meat guidelines made available by WWF when purchasing and choose climate-smart meat like game, chicken and fish over e.g. beef and lamb.*

*As a policy, we serve tap water as the standard beverage for conference- and restaurant guests. For restaurant- and conference guests, water is served in carafes or glass bottles.*

## Policy for outdoor environment

### Irrigation

When irrigation is required, the irrigation times are adapted to the weather so that water is used in an efficient way. This means that we irrigate for instance during the evening or morning.

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| <b>1. There is no uncontrolled release of water out of water retention structures.</b>                                |
| <b>2. Our irrigation system is properly designed, correctly installed, and performance has been tested.</b>           |
| <b>3. We check our irrigation system for proper water distribution in all irrigated areas at least once per year.</b> |





<b>4. We adjust rotation speed and operating pressure to match sprinkler spacing to nozzle performance.</b>
<b>5. We check all irrigation equipment daily and regularly maintain the system on a regular schedule.</b>
<b>6. We fix leaks in a timely manner.</b>
<b>7. We have eliminated all non-target watering (e.g., side walks, ponds, habitat areas).</b>
<b>8. Our pump station is regularly maintained and is working efficiently.</b>
<b>9. We have upgraded our irrigation system, or components of our system (e.g., valves, sprinkler heads, nozzles, computer software), to reduce inefficiency and malfunction and reduce water use.</b>
<b>10. We have installed part-circle irrigation heads where possible to save water.</b>

### **Fertilizers and pesticides**

If pesticides or fertilizers are needed, organic or natural equivalents, gas flames, or mechanical herbicides are used. Only in exceptional cases where no organic or natural alternatives are available, affordable or useful as a response to the need, are chemical fertilizers and pesticides used. In these extreme cases, the chemical processes are used only once per year and only as “ready-to-use” products. Chemical components are stored accordingly with regard to national and international regulation and laws.

<b>1. We meet all regulations that apply to storage and handling of chemicals used on the property.</b>
<b>2. We train all of our key maintenance staff in the basic tenets of integrated pest management, including: (1) scouting and monitoring; (2) selecting thresholds; (3) making decisions based on treatment options; (4) proper timing and spot treatment; (5) documenting and evaluating results.</b>



3. We train all of our key maintenance staff to recognize that chemical manufacturing, use, storage, and disposal may pose risks to human health and the environment.

4. We train all of our key maintenance staff to understand that poor management practices may adversely impact worker health, on- and off-site water quality, local soil health, and wildlife species and their habitats.

## **Goal 2: Cultural Practices and IPM Techniques**

*To maintain turfgrass in a vigorous and healthy state through sound cultural practices and integrated pest management techniques.*

5. We maintain green, tee, and fairway mowing heights at levels that can be reasonably maintained on a day-to-day basis without continually stressing turf or maximizing chemical inputs.

6. We have inventoried soil types for all playing surfaces and assessed conditions such as soil structure, nutrient levels, organic content, compaction, and water infiltration.

7. We regularly work to improve soil health. This may include: amending organic content, aerating, and improving water infiltration to cultivate a diverse, living biotic soil community.

8. Decisions regarding fertilizer applications are based upon soil test information.

9. We strive to maximize turf health and minimize resource inputs by improving turf conditions.

10. We plant more pest-resistant or stress-tolerant cultivars on playing surfaces and in landscaping. We select plant species/cultivars best suited for our climate, soils, and growing conditions.

### **Possible addition**

An external company **Audubon International** that has agreed to follow our policies and instructions does management and maintenance of the outdoor environment.



the following areas are covered - Environmental Planning - Wildlife and Habitat Management - Chemical use Reduction and Safety - Water Conservation - Water Quality Management - Outreach and Education.



## Routines for the property

### Cleaning of fat filters and the heating/cooling exchangers, checks of draught excluders and the ventilation system

We make sure that fat filters in the exhaust and the surfaces of the heating/cooling exchanger of the ventilation plant are cleaned regularly to ensure high effectivity and to save on energy. The ventilation system and the draught excluders are checked at least once a year and they are repaired whenever needed. The control- and cleaning intervals are listed below.

#### Control- and cleaning intervals *(The controls/cleaning intervals should preferably be more frequent)*

- Fat filters in the exhaust: 1 time per year

Date of last check	Comments
April 2024.	
JANUARY 2025	

- Surfaces of the heating/cooling exchanger of the ventilation plant: 1 time per year

Date of last check	Comments
March 2024.	
MARCH 2025	

- Ventilation system: 1 time per year. Checked by the external energy company XXX (or controlled internally by e.g. the chief engineer)

Date of last check	Comments
March 2024.	
MARCH 2025	

- Draught excluders: 1 time per year

Date of last check	Comments
N/A.	
N/A	

