



ULLSWATER 'STEAMERS'

2020

ENVIRONMENTAL POLICY

Whilst the long term financial sustainability of the business is essential, good environmental stewardship is also fundamental to meeting the needs and expectations of all who enjoy Ullswater 'Steamers'. We are committed to integrating responsible and proactive, sustainable practices into our daily operations. As a lead destination business, we also wish to promote and encourage sustainable tourism in B2C and B2B environments to meet the environmental objectives of the Lake District National Park in which we operate.

We annually identify, manage, monitor and minimize the environmental impact of our activities, focusing on the effective and efficient use of resources, energy and fuel, minimising waste and air emissions, and preventing pollution.

We aim to:

- **Protect the Landscape** – we consider the environmental sustainability of any new buildings or developments we undertake and ensure that they meet the high standards of design with the least environmental impact. We raise awareness of best sustainable practice to passengers and continue to support conservation groups through visitor donation schemes as part of our fares.
- **Reduce our Carbon Footprint** – our operations use water, diesel and electricity. Consumption is measured monthly and evaluated on an annual basis as part of our Environmental Management System. We calculate and reduce our carbon footprint over a targeted period by improving energy efficiency. We will also investigate renewable energy sources.
- **Minimise Water Use** – we measure and manage water use throughout the business and communicate the need for reduction to our visitors and employees.
- **Minimise Pollution** – we adhere to applicable legislation, regulatory requirements and official guidance to establish best practices to prevent contamination of the water course.
- **Increase our Flood Resilience** – we will implement flood resilience measures as part of the strategic business planning and development models with a focus on reducing waste and pollution in response to flood events.
- **Become a Zero Waste Business** – we continually monitor waste disposal. Our aim is to improve our waste hierarchy and achieve a zero waste business ensuring that most of the waste we generate is reused or recycled with landfill minimised. Our premises are litter-free and we encourage visitors to dispose of their waste in recycling facilities at our Pier Houses. All hazardous waste is disposed of in compliance with national regulations.
- **Encourage sustainable travel** – The core activity of the Ullswater 'Steamers' is the operation of a passenger vessel service on Ullswater. This should provide a sustainable, environmentally economic, public transport system. We aim to enhance sustainable travel connections by working closer with bus and rail services and building/improving pier links. We will also support visitor payback schemes to maintain the Ullswater Way.
- **Source locally** – where possible we aim to source locally the food and drink we serve in our premises.
- **Provide Environmental education** – We will maintain a dedicated responsible tourism page online in addition to local information on walking and cycling routes. We will also maintain and create events with local and national conservation groups such as the RSPB, Lake District National Park, Nurture Lakeland, National Trust and Cumbria Wildlife Trust.



Green at Heart
Gold 2020-21

