

internationalcentre

# ***SUSTAINABILITY & SOCIAL RESPONSIBILITY***

## ***2023***

TELFORD. **EVENT. READY.**

telford  
internationalcentre

# **TIC SUSTAINABILITY & SOCIAL RESPONSIBILITY**

Clients, visitors and staff at Telford International Centre are entitled to a healthy environment in which to visit and work.

We can help to ensure this for coming generations by establishing sound practices of reduce, reuse and recycle and recover at our venue.

It's our policy to adopt the practices of reduction, reuse, recycling and recovery wherever financially and logistically feasible, and to continually improve our capabilities in this respect.

## **ALL OF THE VENUE'S EMPLOYEES WILL:**

- A** Take reasonable steps to facilitate the proper disposal of recyclable wastes;
- B** Comply with our Group procedures concerning the reduction, reuse, recycling and recovery of waste products;
- C** Foster a positive attitude towards waste reduction, energy reduction and recycling within their work area;
- D** To continually strive to improve our sustainability performance.

## **WHAT WE DO**



**GREEN TEAM WORKING GROUP**



**COMMUNICATION**



**PROCUREMENT**



**ENERGY EFFICIENCY**



**WASTE & CLEANING MANAGEMENT**



**LOCATION MANAGEMENT**



**COMPANY CHARITIES**



**FOOD & BEVERAGE**



**OUR ENVIRONMENT**



**ACCESSIBILITY**

## **OUR ACHIEVMENTS**

**SILVER GREEN  
TOURISM AWARD**

[www.green-tourism.com](http://www.green-tourism.com)



# WHAT WE DO



## **GREEN TEAM WORKING GROUP**

- Regular meetings to set, manage and review our objectives.



## **PROCUREMENT**

- We are committed to purchasing services and supplies from suitable sustainable sources.



## **COMMUNICATION**

- We understand the importance of communication to improve awareness and engagement with our workforce and clients, therefore:-
- We communicate with our clients to assist in minimising the amount of waste left from events. Our workforce are educated about our green initiatives as part of our Company Induction and departmental training.





## **ENERGY EFFICIENCY**

- Monitoring and recording of utility usage on an event by event basis.
- Daily meter readings for gas, electricity and water.
- Weekly rooming lists distributed to ensure heating/ air handling is only programmed when areas are in use.
- 'Close' procedure in place for toilets on non-event days to reduce water usage.
- 'Switch off' procedure to ensure all lights and electrical items are switched off when halls, conference rooms and offices are not in use.
- 'Engine Switch off' Policy for coaches within our car parks.
- Dimmer switches in conference rooms.
- Thermostatic controls fitted to radiators.
- External optimiser to control heating system.
- Zoned thermostats in place to control heating levels.
- Insulated cladding panels.
- A heat recovery unit.
- High efficiency boiler.
- Double glazing to windows.
- Insulated hot water tank.
- Reduced flush toilets.
- Water quality testing.
- PIR Lighting Detection.
- Building Management System.
- Multi-level lighting with procedures in place for lighting levels suitable for cleaning, maintenance, build, open and breakdown etc.
- Sensor controlled urinals.
- Energy saving lamps.
- Good practice to purchase energy efficient equipment.



## **WASTE & CLEANING MANAGEMENT**

- Our on-site Event Cleaning Services team is passionate in working to reduce, re-use, and recycle as much waste as possible.
- We generate zero waste to landfill.
- All of our waste is either recycled or is used in energy recovery.
- We are contracted with accredited and certified waste management companies to dispose of any of our waste including solid, clinical, hazardous or special waste.
- We donate leftover goods from events to local groups.
- We use environmental cleaning cloths to reduce the need for cleaning products.
- Our cleaning products are manufactured from 100% recycled material.
- We use products sourced from sustainable resources whenever possible.
- Chemicals are all distributed by water feed dispensers to limit the over use of chemicals.
- Our paper products are biodegradable.





## **LOCATION MANAGEMENT**

- The venue sits at the heart of the midlands, and is accessible from key UK cities. Birmingham is just 33 miles away (30 mins by car; 40 mins by train); Manchester is 75 miles away (2hrs by car; 2hrs 10 by train); London is 150 miles away (2hrs 40 mins by car; 2hrs 30 mins by train).
- Where possible the venue promotes alternative transport options; walking, cycling, train, bus or coach options.
- Telford International Centre is a 15 min walk from Telford Central Railway Centre.  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- There is a bus stop just outside the venue and Telford's main bus station is 5 mins walk from the venue.  
[www.arrivabus.co.uk/midlands/places/telford](http://www.arrivabus.co.uk/midlands/places/telford)
- There are six hotels within easy walk of the venue:  
[www.hitelfordhotel.com](http://www.hitelfordhotel.com)  
[www.ramadatelford.co.uk](http://www.ramadatelford.co.uk)  
[www.internationalhoteltelford.com](http://www.internationalhoteltelford.com)  
[www.parkinn.co.uk](http://www.parkinn.co.uk)  
[www.premierinn.com](http://www.premierinn.com)  
[www.travelodge.co.uk](http://www.travelodge.co.uk)
- Telford Town Centre Shopping Centre with major banks, building society's and stores is less than five mins walk from the venue.  
[www.telfordshopping.co.uk](http://www.telfordshopping.co.uk)
- Telford's award winning town park and nature reserve is situated on our doorstep with Telford Bike Hub for cycle hire is available within the park's Visitor Centre.  
[www.telfordtownpark.co.uk](http://www.telfordtownpark.co.uk)  
[www.telford.gov.uk/info/1019/transport\\_and\\_travel/3360/telford\\_bike\\_hub](http://www.telford.gov.uk/info/1019/transport_and_travel/3360/telford_bike_hub)
- A two minute walk will take you to Southwater where you will find Cineworld, Bowling Alley, Ice Rink, Bars and Restaurants.  
[www.southwater-telford.co.uk](http://www.southwater-telford.co.uk)

**EVERYTHING IS WITHIN WALKING DISTANCE OF THE VENUE WHICH MEANS VISITORS CAN BE CAR FREE FOR THE DURATION OF THEIR STAY.**



## **COMPANY CHARITIES**

- Restart Africa. [www.restartafrica.org](http://www.restartafrica.org)
- Friends of Telford Town Park.  
[friendsoftelfordtownpark.org](http://friendsoftelfordtownpark.org)



## **FOOD & BEVERAGE**

Our Award winning 'Free From' in-house team are passionate about the delivery of good food with finest sustainable ingredients.

### **SUPPLIERS**

- We are committed to responsible purchasing and have strategic partnerships with local suppliers such as Mr Moydon's Cheese, Little Shropshire Dessert Co and Buttercross Farm.
- We have an onsite water filtration system which allows us to reuse glass bottles, reducing the need for plastic. Our water supplier is Wenlock Springs which is a local Shropshire supplier.
- We use water butts with paper cones.

We constantly listen to our clients and make improvements where we can, so that all of our visitors and guests get the best possible experience. A recent innovation has been installation of two new water filling stations in the venue. This means that all attendees can use their own re-fillable water bottles and keep themselves hydrated for free. This again reduces single use plastic bottles usage and offers visitors a wider choice of options.

### **SUPPORTING LOCAL COMMUNITY FRIDGE**

- A chilled clean and safe space, monitored daily by trained volunteers. Allowing anyone to take food from the fridge space, this isn't charity. It's about utilising the redundant source of food in Telford and fighting against waste. Recovering the time and energy that went into producing that food, and enjoying it! A bonus of this is that it is free and accessible to everyone.
- Switch off procedures for catering appliances such as ovens, fridges, coffee machines and vending machines when not in use.
- All our disposable range are compostable and biodegradable. We are currently investigating moving away from single use plastic.
- Food waste composting.





## **OUR ENVIRONMENT**

- It is important to us that our buildings and grounds are kept in immaculate condition.
- We have our own Event Cleaning Services and Maintenance teams who pride themselves in keeping the building and grounds to a very high standard.
- We have a gardening team who look after the landscaping of our onsite lawns, trees and shrubs to ensure they are kept neat, tidy and beautiful.



## **ACCESSIBILITY**

- We have a guide which outlines accessibility at our venue.  
[www.theinternationalcentretelford.com/wp-content/uploads/Accessibility-2014.pdf](http://www.theinternationalcentretelford.com/wp-content/uploads/Accessibility-2014.pdf)



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[www.stagecraftuk.com](http://www.stagecraftuk.com)

# ***STAGECRAFTUK***

We have our own production company offering on site production expertise along with a large list of production equipment such as lighting, staging, electrics, truss and dance floors eliminating the need for our clients to transport equipment to site.

[www.stagecraftuk.com](http://www.stagecraftuk.com)



**TELFORD. EVENT. READY.**



# OUR GREATEST ASSET - OUR PEOPLE

## OUR VISION

Together we will be the number one choice  
in the events and hospitality market

## OUR MISSION

### WE ARE **INNOVATIVE**

Predicting the customer's needs to deliver  
solutions which exceed the expectations of all.

### WE STRIVE FOR **EXCELLENCE**

Together we will listen to our customers' needs and  
constantly push forward the boundaries of excellence.

### WE ACHIEVE THROUGH **TEAMWORK**

By recognising that working together can only be  
successful if we understand the strengths and  
abilities of each other.

### WE ARE **PASSIONATE**

In delivering our products and services with pride  
and enthusiasm.

### WE **INVEST**

In the individual by sharing our time, experience  
and knowledge in order to develop the business  
and local economy.

### WE **ADOPT FAMILY VALUES**

We will grow together and by listening, learning and  
supporting each other we will maintain loyalty and trust.





- 92.5% of our workforce live within a 20 mile radius.
- In conjunction with Telford & Wrekin Council's Healthy Lifestyles team we hold regular drop in sessions at the venue for our workforce.
- We offer all of our staff free gym / pool membership promoting a healthy lifestyle.
- Keeping our workforce, clients and visitors safe is a priority and therefore, in line with our H&S Policy we hold regular H&S committee, Group, and quarterly reports to the Group Board. We monitor accident trends and strive to reduce the risk of accidents within the business.
- Training is included within our all-staff Company Induction and details on the intranet.
- Communication to all employees is key, as such we hold formal and informal communications activities, including:
  - *Quarterly Senior Management Team meetings*
  - *Annual Staff Briefings*
  - *Company Intranet with News, Training and job opportunities, Policies and procedures, Useful forms etc*
  - *Annual staff feedback questionnaires*
  - *Regular department team meetings*



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