

ENVIRONMENTAL

- We partner with Veolia to ensure that 100% of our waste is diverted from landfill and sent to modern energy recovery centres.
- We have reduced our energy consumption (gas and electricity) through our accelerated fleet replacement programme. All new hire fleet caravan accommodation purchased since 2014 has been equipped with double glazing and central heating which significantly reduces energy consumption. We are well on track to replace all non-double glazed and centrally heated hire fleet accommodation by 2022. All new holiday hire fleet have a thermal rating of 7.7 or higher.
- In Spring 2021 we organised our first collection of nearly 500 mattresses from most of the parks. They are all off to be recycled with the metal springs going for recycling and the flock to be processed via solid fuel recovery. more info here: <https://www.veolia.com/en/solution/srf-solid-recovered-fuel-energy-source>.
- We have 4 parks currently using our WEEE collection and recycling service, which hopefully we can increase as the need arises. This means any small electrical item, such as TVs, monitors and microwaves are collected and taken to be recycled.
- We are trialling Reverse vending Machines at 2 parks. It is a visible asset that residents and holidaymakers can see and access, helping expand the ways Park Holidays are increasing their recycling.
- In 2015, we took the decision to install a number of biomass boilers across our estate to provide heat to some of our swimming pools and central facilities. Biomass boilers are wood-fuelled heating systems that are an environmentally friendly alternative to oil and gas boilers. This has reduced our reliance on oil burning boilers and helped reduce our carbon footprint.
- Water consumption has been carefully managed and water intensity reduced through a number of initiatives, from using specially made eco-shower and tap heads within our accommodation and customer venues to the employment of a consultancy that monitors water consumption in order to identify leaks.
- The management of waste water is also important to us and has been the subject of substantial investment in recent years; working closely with local water authorities, we have invested £millions to implement waste treatment programmes that will enable us to stay ahead of any legislative policy for many years to come.
- We have replaced the vast majority of our maintenance department's plant and machinery, including strimmers, leaf blowers, hedge cutters, utility vehicles and shuttles to more energy efficient electric models with reduced environmental impact.
- We now market our products exclusively online and we were the first major UK holiday park operator to cease printing and posting an annual holiday brochure. This saved an estimated 38 tonnes of paper per year.
- We have designed our buildings, where possible, to minimise energy use; our new Head office is purpose built using the latest energy saving technology. All new developments on our parks feature LED lighting, Class A gas boilers, non-concussive taps to public convenience facilities and water save cisterns to WC's.
- We have participated in the CRC Energy Efficiency Scheme since it was introduced and are also audited under the Energy Saving Efficiency Scheme.
- We are the proud recipients of the CIEEM 2020 Eco Winner for Best Practice Award for large-Scale Project Mitigation in relation to our historic planning and survey work for bats at Landscope Holiday Park in Devon.

SOCIAL

- Park Holidays UK is proud to have achieved the prestigious Investors in People Award initially in December 2009, renewed every 3 years with the two most recent Awards being at the Silver Award level. This recognition not only reflects our commitment to training and developing our staff but also recognises our employee engagement, reward & recognition strategies and strong and motivational leadership.
- Our Gender Pay Gap Report 2018 highlights that well over one third of all employees are included in a bonus or commission scheme.
- We celebrate success and have recognised staff for outstanding performance in all departments throughout the year: guest services & care, enhanced financial performances and learning and development achievements.
- Opportunities for team members to become involved in projects or learn new skills are unrestricted and our FastTrack programmes are designed to provide enthusiastic and talented individuals with the skills necessary to become leaders within the business. 14 Senior and General Managers have achieved the prestigious Chartered Management Institute qualification in Inspirational Leadership, the first 10 candidates have recently successfully completed their Apprenticeship Development Programmes in various disciplines.
- Our culture allows for progression at all levels and the nurturing of future talent, irrespective of experience, age, race or gender. Employees are encouraged to voice their opinion and have regular opportunities to do so; this provides the forum for management to identify enthusiastic and capable people at a very early stage in their career with us. We are proud to have developed some of the youngest ever general managers within our sector.
- An owner loyalty card programme was introduced in 2014 as a mechanism for recognising and rewarding owners by way of discounts in our retail facilities.
- The head office in Bexhill has supported a local hospice charity for the last 13 years and has also raised funds each year for many other national charity initiatives such as Red-Nose Day, Wear it Pink, Poppy Day, Local Lifeboat Service and The Dogs Trust. Park Holidays UK recently supported 'Give us Time', a national charity created to help armed forces personnel returning from duty that may be having trouble integrating back into family life. We pledged to provide at least 100 holidays each year for this charity to distribute through their network of counsellors and case workers who identify and recommend the most deserving cases.