

## Case Study

### Lensbury Ltd

Located next to the Teddington Lock, Lensbury Ltd operates a 160 bedroom hotel, conference centre and leisure complex. Lensbury have implemented many environmental initiatives, driven by staff and management interest in environmental practices as well as cost savings.

#### **Food waste composting**

The first step Lensbury undertook to reduce the impacts of food waste was to analyse the waste streams generated from the restaurant, bar, hotel and conference centre. A member of staff suggested visiting another business that was already using a successful Rocket (an accelerated composter) and macerator system. Armed with the data and inspired by seeing a working Rocket, Lensbury installed their system in 2008. Food waste is collected in 25L food bins in the kitchen daily and is put through a macerator which removes the majority of its water content. It is then transferred to the Rocket where biological enzymes breakdown the food and accelerate the composting process over several days. The end product is then added to bark and wood stuffs and is used throughout the grounds as fertiliser. The system has been successful and approximately 85% of food waste is now being put through the system to be reused as compost.



#### **Chemical urinals**

Chemical urinals were first trialled in the conference centre, one of the company's busiest areas. Four urinals were installed, pipework was replaced and the system was monitored and maintained by an external organisation over a period of three months. Notices were used to publicise and explain the urinals to staff and guests. Lensbury have found them to be a resounding success: no water is used so there are no floods or blocked pipes and money has been saved by removing the 24 hour flushing systems. Additionally, the chemical urinals are low maintenance and feedback from guests has been very positive. Thirty two chemical urinals have now been rolled out across the site.

## Rainwater recycling

This system was installed in late 2006. Lensbury carried out research into water capture and reuse to build an area where grounds staff could wash down their equipment and machinery. A company constructed and supplied the rainwater recycling facility; three tanks were installed underground that store rainwater and process it using enzymes to remove any biological matter, pipework, electrics and a hose system were all installed by Lensbury maintenance staff. The system has been a great success and has saved money by reducing water usage by grounds staff. Lensbury are now considering installing rainwater recycling measures for laundry facilities and the swimming pool.



## Involving Staff

Staff involvement has been a key part of the environmental improvements at Lensbury. Staff have been trained and taken ownership of the new initiatives. In addition, they are encouraged to contribute ideas and discuss how and where further improvements can be made through a staff forum as well as an environmental and energy committee.

*"It is important to ensure that you involve all of your staff in environmental improvements: from senior management to fund initiatives through to the rest of your employees to take ownership of them." (Longley)*

## Future Plans

Fuelled by the success of these and other initiatives, Lensbury has several plans for other environmental improvements in the future. These include converting oil used in the kitchens to fuel for grounds vehicles, installing rainwater collection systems for laundry facilities and the swimming pool, and a major kitchen refurbishment that includes water and energy monitoring linked to the existing Building Management System. In addition there are plans to develop an Environmental Management System which will provide a formal framework and measurable targets for environmental initiatives.

*"Do not hesitate to consult external bodies; it's been really good to know that support is available from the Sustainability Unit at the London Borough of Richmond upon Thames." (Longley)*