

# Impact Summary



OLD COURSE HOTEL  
ST ANDREWS  
GOLF RESORT & SPA

A KOHLER EXPERIENCE



# A Positive Impact and Better Future For All

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Nestled in the historic seaside town of St Andrews, the Old Course Hotel, Golf Resort & Spa has been welcoming guests through its doors for over 50 years. Situated in a region abundant with natural beauty and rich cultural traditions, we are deeply committed to preserving our surroundings and making a positive impact both locally and worldwide.

From our carefully selected local suppliers and passionate employees to the finest ingredients sourced from our very own doorstep, we strive to ensure that every aspect of our operation reflects our dedication to sustainability. Our guiding vision is to be an esteemed employer in the hospitality industry and one that our associates are proud to work for. This encompasses all aspects of what it means to be successful, a robust Environmental, Social and Governance (ESG) policy. The integration of an ESG policy has gained increased importance over the last two years, as sustainability has become an essential element within the hospitality sector. Therefore, we ensure that our ESG policy is regularly reviewed to reflect the evolving nature of these issues.

As we look to the future, our aim is to operate in harmony with our stunning setting through considered environmental choices and meaningful contributions to the community. We want to ensure that every guest who comes through our doors leaves not only with memories of a delightful stay, but with the satisfaction that their visit made a positive impact on this place we proudly call home.

# A Sustainably Aligned Strategy

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At the Old Course Hotel, we strive for the highest standards of sustainability and responsible tourism. Our environmental targets are guided by our parent company Kohler Co.'s sustainability vision, while drawing inspiration from the United Nations Sustainability Development Goals framework. We have selected three key UN SDGs that will steer our sustainability efforts through 2030:

- 1. Clean Water and Sanitation.** We aim to ensure maximum efficiency in water usage across all resort operations.
- 2. Affordable and Clean Energy.** We plan to reassess our energy sources, introduce energy saving elements, transition to renewable energy wherever possible, and eliminate any energy waste.
- 3. Responsible Consumption and Production.** This will see us remove all single-use plastics, go completely paperless, use recycled materials where possible, and implement a zero-food waste system through a holistic management approach.

As we work towards realising these sustainability goals over the next decade, we promise to provide regular progress updates. Together, through our commitment to environmental stewardship, we will preserve the timeless beauty and Scottish charm that makes the Old Course Hotel an unforgettable experience.





# Preserving Beauty, Inspiring Change

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Situated along the East coast of Fife, St Andrews is a town of great natural beauty and rich history. We acknowledge that our planet needs to provide a safe and sustainable home for current and future generations. It is with great pride that we demonstrate our unwavering commitment through environmental stewardship and a diverse range of initiatives. From sustainable practices to innovative conservation projects, we strive to strike the perfect balance between progress and preservation.

## Environmental Protection & Awareness

At the Old Course Hotel, we are dedicated to preserving the natural beauty of our surroundings and promoting environmental protection wherever possible. We recognise the long-term impact our activities have on the community and we take our responsibility seriously. Therefore, we expect all our associates to ensure the following:

- Operate in compliance with environmental laws and regulations in all the jurisdictions in which we operate.
- Promptly report any environmental violations to senior management.
- Promote where possible opportunities to improve environmental initiatives that align with the services provided by the Old Course Hotel.

We believe that by raising awareness of our environmental impact amongst all associates and guests we can create a culture of sustainability that benefits everyone. We are proud to be a part of the beautiful Scottish landscape and are determined to protect it for generations to come.

## Energy Efficiency

One of the issues we wish to address in our commitment to environmental stewardship is energy efficiency. This has been identified as an immediate priority given the continuous expansion of St Andrews and the pressure that is applied on the energy grid covering the town.

We will implement initiatives to minimise energy consumption and waste, while promoting renewable resources. This includes installing energy-efficient LED lighting and high-efficiency mechanical systems wherever feasible. When replacing equipment and appliances, we will opt for energy-efficient models. We also aim to educate our associates about reducing their environmental footprint through annual energy usage surveys. This allows us to identify opportunities for improvement, while building an eco-conscious culture.

Ultimately, our goal is to reduce the hotel's energy demands and carbon footprint. We will accurately track and report our progress to Kohler Co. on a regular basis and an energy management system is in place to measure and monitor all energy-related issues by Kohler Co.

## Waste Management & Recycling

The waste management efforts at the Old Course Hotel are driven by the goal of reducing the environmental impact of our resort and spa, as well as the activities of our valued guests.

At the heart of our strategy is the aim to achieve zero waste to landfill, and we are committed to reducing the amount of waste sent to these sites by increasing our recycling initiatives. As part of our comprehensive approach, we are determined to eliminate single-use plastics, embrace a paperless environment, utilise recycled materials whenever possible, and establish a holistic food waste management system that leaves no room for waste. Over the course of 2023, initiatives to minimise food waste have been proving successful and continue to be monitored and measured.

Our focus covers three key areas: mixed recycling, food waste, and general waste. To support this strategy, we urge everyone involved to join us in two primary endeavours: firstly, reducing the overall volume of waste generated, with a particular emphasis on achieving zero food waste; and secondly, increasing the amount of waste that is recycled. With zero food waste and complete recycling as our top priorities, we are committed to providing the necessary resources and support to ensure a 100% recycling rate for all recyclable items, especially toiletries and other amenities offered throughout the hotel. Additionally, we insist on the secure disposal of any confidential information in line with GDPR policies, including shredding and subsequent professional recycling.

### Water Usage

As part of our sustainability efforts, we make it a priority to minimise and reduce water usage across the resort. We monitor our usage closely and share the results with our parent company Kohler Co., to ensure that all efforts are taking place to promote the reduction of water usage. We continue to identify new ways to address water usage as it represents a significant resource, utilised across whole resort operations.

### Climate Risk Management

At the Old Course Hotel, we understand the risks that come with the climate crisis. As a company dedicated to corporate responsibility, we are committed to taking action to reduce these risks in our community. To ensure transparency and accountability, we conduct an annual internal audit of our environmental practices, aligning ourselves with Kohler Co.'s environmental standards. This allows us to monitor and report on the impact of our operations. In support of global efforts to combat climate change, we have chosen the United Nations Sustainable Development Goals as the internal framework to promote actions to address climate change along with other sustainability issues.

# Environmental Initiatives & Achievements

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### Green Tourism Award

We are currently on our journey towards achieving a Green Tourism award. Our devoted team are working hard to ensure our part in making the travel and tourism industry more sustainable

### Single Use Plastic

We have achieved a momentous milestone by successfully eliminating single-use plastic beverage bottles from our premises. This commendable achievement was accomplished an impressive 74 days ahead of target and reflects our commitment to making a tangible impact on safeguarding our beloved Scottish environment. Additionally, we have recently transitioned from traditional plastic bin bags to paper bin liners in public areas and guest rooms, minimising our plastic waste and embracing a more sustainable approach to waste management. We aim to completely eliminate single-use plastic by 2030.

### Electric Vehicles & Charging

We have embarked on a continuous project to promote the use of electric vehicles by installing charging points throughout our premises. At present, we have six charging points that can accommodate up to 12 vehicles at a time. We have also transitioned to fully electric golf buggies at The Duke's, and have started introducing electric vehicles within our fleet.



## Water Usage

As part of our sustainability efforts, we make it a priority to minimise and reduce water usage across the resort. Since the installation of water-saving dual flush toilets in public areas and guest rooms, as well as auto shut-off taps we have seen a significant reduction in our water consumption across the resort.

## Biodiversity

Our setting along the Fife coastline means the Old Course Hotel boasts an abundance of biodiversity. Our location is home to a remarkable variety of wildlife, both within the hotel grounds and the surrounding area. In fact, the West Sands, stretching as far as the eye can see, is recognised as a Site of Special Scientific Interest (SSSI). Furthermore, just steps away from our staff accommodation lies the Eden Estuary, which is not only recognised as an SSSI, but also holds the distinguished titles of Special Protection Area (SPA), Special Area of Conservation (SAC), and a RAMSAR site – a wetland site of international importance.

At the Old Course Hotel, our landscaping is an integral part of the guest experience. We have recently expanded our landscaping team with the aim of increasing biodiversity across our grounds. This benefits not only wildlife, but also enhances the beauty of the hotel for our guests to enjoy.

We are undertaking several projects to support a wider variety of plant life. Sections of our lawns are being transformed into more biodiverse spaces, moving away from monoculture grass. Our team are mindfully selecting plant species, and prioritising drought tolerance, diverse flowering periods to support pollinators year-round, and providing essential habitats and sustenance for wildlife during winter months. We are also choosing to embrace a shift towards perennials, known for their extended flowering periods and contribution to overwintering invertebrates.

2024 will bring a notable focus will be on tree planting, with a preference for native species, where appropriate, such as *pinus sylvestris* (Scots pine), *acer campestre* (field maple), *betula pendula* (weeping birch), *corylus*

*avellana* (hazel), *sorbus aucuparia* (rowan), *sorbus aria* (whitebeam) and *crataegus monogyna* (hawthorn). Other tree selections will be varieties of native species. This year also sees us move away from using short-lived annuals for our seasonal displays and instead introducing perennials, mature shrubs, and architectural evergreens to add height and structure to our surroundings. By relying less on annuals, we reduce maintenance demands, conserve water, produce less green waste, and cut down on regular fertilising. Furthermore, our forthcoming polytunnel at Winthank Farm, will enable self-sufficiency in plant cultivation for seasonal displays, minimise carbon emissions associated with transport, and potentially yield produce for use in the hotel's kitchens. We are also constructing a new composting area which will allow us to transform our green waste into fertile mulch for the grounds.

Adjacent to the famous Old Course, our large pond supports dragonflies, damselflies, and other aquatic life. We are working to expand the range of native water plants to further improve this vital habitat. With a commitment to minimal herbicide use, we employ sustainable practices like manual weed control and bark mulch application to help retain moisture and preserve soil health. Across the resort, we have transitioned much of our equipment from petrol to lithium battery powered alternatives, decreasing emissions, noise, and pollution.

Through conscious management, considerate design choices, and community partnership, it is our hope that future generations will continue to enjoy the scenic beauty and ecological vitality of this Scottish landscape we are so privileged to call home.

## Combined Heat & Power

Here at the Old Course Hotel, we are pioneering sustainable energy solutions with our new combined heat and power (CHP) system. The CHP unit harnesses natural gas to generate electricity and useful heat for our property, and meets the full electricity needs of the hotel, only requiring supplemental power from the grid during low demand times and producing up to 100% of our electricity needs and 60% of our thermal needs at peak times.

Calculations confirm that the excess heat from the CHP system can be utilised by our boilers, based on our 2019 occupancy and existing calorifier capacity. We anticipate this installation will reduce carbon dioxide emissions by around 100 tonnes per year compared to purchasing electricity and heat from the grid.

## Farm to Fork

Fearann, Mar, Talamh – the Earth, the Sea, the Land in Scots Gaelic, is the foundation of the food ethos at the Old Course Hotel. We represent the best that Scotland's abundant natural larder has to offer and put it at the centre of everything we do. Not only are we situated in one of the best and well-known locations in the world, Fife is in one of Scotland's most abundant food areas. We have some of the best produce available, found anywhere across the globe, right on our doorstep.

A short distance from the hotel, adjacent to our championship Duke's course, is Winthank Farm, owned and operated by the Old Course Hotel. In 2023 we dedicated just under 100 acres of land to the cultivation of peas for human consumption UK wide and for the past eight years we have partnered with Kingsbarns Distillery, dedicating a substantial area of 80 – 120 acres each year to the growth of spring barley. This premium grain finds its way into the production of Kingsbarns' whisky. Winthank Farm also cultivates winter wheat and winter barley, spanning an impressive 100 – 180 acres annually. These crops, grown for the past eight years, serve as invaluable sources of animal feed.

In addition to our agricultural pursuits, the farm plays a vital role in carbon offsetting through considerable crop production.

## Bamboo Key Cards

By replacing our previous plastic key cards with this eco-friendly bamboo alternative, we utilise materials that biodegrade easily in their natural environment and reduce our carbon footprint as part of our shared responsibility to protect the environment.



## Old Course Hotel Gin Collection

At the Old Course Hotel, we are passionate about creating exceptional food and drink experiences. We are also passionate about celebrating our community – and that’s why we partnered with local supplier Darnley’s Gin Distillery to create our own signature gin.

We attended Darnley’s Gin School where we learned from the experts, the art of distillation and what goes into creating great tasting gin. Our ingredients were carefully selected and sourced ethically and sustainably. From sugar kelp in the East Neuk to herbs grown in Darnley’s own gin garden, Fearann Mar is a love letter to the East Coast of Scotland.

Partnering with Darnley’s Gin allowed us the unique opportunity to package Fearann Mar using their recyclable pouches. The manufacturing process for Darnley’s bottles requires extremely high temperatures to heat the furnace, and by replacing a quantity of these with recyclable pouches Darnley’s can save on further emissions. The gin pouch weighs about 50% of a 70cl bottle and contains the same amount of gin, making them substantially lighter to transport than glass bottles, requiring less energy to ship.

Once your gin pouch is empty, place the cap back on the pouch to ensure no drips, and send back via Freepost to Darnley’s HQ to recycle.

## Roof Tiles

The roof tiles used on the hotel are made from recycled rubber. By opting for recycled rubber tiles, we address the unique challenge of golf balls from the Old Course damaging traditional roof tiles. With this change we successfully mitigated the impact of errant shots, ensuring a longer lifespan for our roofing while preserving the charm and elegance of our establishment.





# A Brighter Future

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Giving back has always been at the heart of who we are. Beyond providing exceptional experiences, we acknowledge the importance of operating in a responsible manner to a number of social issues that impact the sustainability of our community, customers, and colleagues. We are driven by a commitment to making a profound difference in the lives of those who need it most and support local charities, volunteer our time and resources, and look for opportunities large and small to make a positive impact and build a brighter future for all.

## Human Rights & Labour Management

The Old Course Hotel prides itself on upholding the highest ethical standards in all of our business practices. We believe that protecting fundamental human rights is paramount. As such, we are devoted to fair labour practices, not just within our own company but also among our suppliers and partners. The company is also respectful of the human rights of minority and disadvantaged groups, and we aim to promote positive relations amongst all our colleagues. The Old Course Hotel fully supports international principles on basic human rights, including the United Nations Universal Declaration of Human Rights. We also maintain a strict policy of zero tolerance for bribery, corruption or any illegal and immoral practices that could compromise our exacting standards of quality and service.

## Inclusion & Diversity

At the Old Course Hotel, we remain dedicated to promoting inclusion and diversity throughout our organisation. We firmly believe in equal opportunity and adhere to all relevant laws and protected characteristics

outlined by legislation, including the selection, hiring, promotion, and the compensation of qualified applicants and employees. Through our comprehensive Diversity, Equity and Inclusion (DEI) policy, we ensure that every member of our team is committed to upholding human rights and fostering equal opportunities in the workplace. The company has an established DEI policy and our employment practices are fully compliant with all applicable labour laws and regulations.

We have zero tolerance policy to any form of harassment, whether it be towards our employees, applicants, customers, suppliers, or contractors. We strive to maintain a work environment that is free from harassment, regardless of an individual's race, ethnicity, gender, gender identity, gender expression, sexual orientation, age, religion or belief, disability, or any other characteristic protected by law. Any violation of this policy is treated internally as a disciplinary matter.

## Health & Safety

The health, safety and well-being of our staff and guests is our absolute priority. We comply with all applicable health and safety laws, have robust policies and controls in place to mitigate risks, and align with international human rights best practices.

## Employee Growth

Our people are our greatest asset, that's why we invest in their growth and development through training, education, leadership development, and volunteering opportunities. We encourage our staff to pursue their passions and support professional development in their areas of interest. Our workplace culture propels collaboration, creativity, and growth. We encourage our staff to challenge themselves, expand their skillsets, and evolve in their careers.

In addition to training opportunities, we encourage employees to give back to the community and provide paid time off for volunteering

initiatives that benefit local charities and community groups. We support our associates to engage in volunteer work, serve on committees or boards, participate in fundraising events, and contribute their time and skills to various charitable initiatives. We are currently working to develop a detailed volunteering plan that offers numerous opportunities for our associates to make a positive impact.

### **Fair Wages**

At the Old Course Hotel, we are committed to comply with all applicable laws and regulations regarding fair wages. We understand the importance of offering a competitive pay package in order to attract and retain highly talented individuals. As a Living Wage employer, we value the exceptional work our employees contribute to our organisation. We strive to ensure that they feel supported, valued, and fairly compensated throughout their tenure with us.

### **Community Engagement**

Giving back is central to who we are and integral to our sustainability mission. We actively support a range of charities that are engaged in our local community. In addition, we have established long-term corporate charitable partnerships at a local, regional, and national level with CHAS, Fife Women's Aid, and St Andrews Men's Shed, demonstrating our ongoing commitment to a selection of designated charities. We encourage our employees to contribute to charitable causes and participate in community development groups by donating their time and resources. Our aim is to foster a sense of community engagement and demonstrate our dedication to making a difference in the areas where we operate.

## **Social Initiatives & Achievements**

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### **Children's Hospices Across Scotland**

For over 30 years, CHAS has been offering full family support for babies, children and young people with life shortening conditions. We have been fortunate to visit Rachel House in Kinross and help them bring joy to the children and families there. In December 2023 we spread some holiday cheer by donating toys to the children and organising a visit from Santa. A group of our volunteers have also lent their time and talents to help with gardening and housekeeping. In addition, we provided spa goodie bags for the parents and Arran Aromatics soaps for the parents' room, hoping to provide respite during difficult times.

### **Fife Women's Aid**

Another cause we work closely with is Fife Women's Aid, an organisation dedicated to empowering women and children affected by domestic abuse. They strive to promote an inclusive environment free from discrimination. In 2023, we donated educational books and set up lockers to collect clothing donations from our associates. Our Fitness Members have also joined us in generously donating clothing to aid the organisation. To further show our support, we hosted a Christmas lunch for all the staff members in the Fife teams which was met with great appreciation. Additionally, we organised an associate raffle, raising an impressive £800 for Fife Women's Aid in December of 2023.



## St Andrews Men's Shed

St Andrews Men's Shed provides a welcoming space for men to connect, share stories, and support each other's well-being. It offers opportunities for friendship, skill-sharing, and a renewed sense of purpose which in turn helps combat loneliness and mental health issues. We are proud to partner with this impactful organisation. To support their efforts, we have hosted a Christmas lunch and funded the foundation for their new barn. We have also allocated funds to assist with a new roof for their space in 2024.

## Hey Girls – Period Poverty

In our ongoing commitment to our staff and the wider community, we have partnered with Hey Girls to address period poverty. Through this partnership our associates now have access to free period products in our washrooms. Additionally, every purchase made by our procurement team is matched with a donation to Hey Girls' network of more than 350 community partners, including foodbanks and homeless shelters. The partnership is thanks to the hotel's push to support its associates and build on our people-first approach.





# Operating With Integrity

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The Old Course Hotel is committed to conducting business in a manner that is transparent, accountable and compliant. We have established governance policies and procedures that align with all relevant laws and regulations to ensure consistency and fairness in our operations. Regular reviews and audits are performed to guarantee we meet not just our legal responsibilities but also the spirit of integrity and community we are so passionate about.

## Corporate Governance

At the Old Course Hotel, we prioritise accountability, transparency, and compliance. We ensure that all our associates and activities adhere to international doctrines, conventions, and local laws. We have clear business conduct and ethics standards for our personnel, suppliers, and contractors. These guidelines are reflected in our client interactions and contractual arrangements and are aligned with the governing policy of Kohler Co.

## Ethics & Compliance

Ethics and compliance are integral to the work we do and the manner in which we operate. The Old Course Hotel takes its reputation seriously and is driven by honest, fair and ethical guidelines in our business dealings. The company aims to protect its reputation by operating with the highest ethical standards and in full compliance with all applicable laws and regulations on a local, national and international level. We acknowledge that our guidelines are driven both by UK business practices, laws and regulations as well as U.S. business practices, laws and regulations as its parent company, Kohler Co. is U.S. based.

## Ethical Staff Behaviour & Whistle-blower Protections

The Old Course Hotel has established a corporate governance structure to reflect its commitment to ethical behaviour amongst its associates, third-party suppliers and contractors and the provision of whistle-blower protections. The company also has an 'open door' approach in regard to raising potential or suspected employee misconduct to the senior management team. We welcome the reporting of any suspicions, concerns and suggestions by any individual in relation to the activities and conduct of any of our personnel and third-party suppliers and contractors.

The Old Course Hotel does not tolerate any retaliation against anyone who, in good faith, reports a violation of our policy or law.

## Anti-Bribery & Anti-Corruption

We operate our business ethically and in compliance with all applicable laws and regulations, including compliance with applicable anti-bribery and anti-corruption laws, such as the UK Anti-bribery legislation, the UN Convention Against Corruption, and the OECD Anti-Bribery Convention. Our policy applies to all Old Course Hotel personnel, its third-party suppliers, and contractors.

The company outlines its commitment to such policy and confirms that any individual working for or on behalf of the company is prohibited from offering or accepting kickbacks, gratuities or cash gifts. We will ensure that regular awareness campaigns take place to continuously raise awareness around anti-bribery and anti-corruption issues.

## Information Security

The company aims to ensure business continuity and minimise business damage by preventing and minimising the impact of security incidents. Information assets must be protected to ensure confidentiality, integrity,



and availability as and when required in pursuance of the company's business objectives.

All employees, third-party suppliers and contractors with system access are required to complete Information Security training as part of their induction, this includes specific education on personal data protection, compliance and risk management issues.

The company is committed to protecting its clients and operating information systems. The Old Course Hotel recognises that any failure to deliver reliable, effective and secure systems could expose the company to significant business risks, lead to potential liability claims and have a detrimental impact on the reputation of the company and our clients.

We are further committed to controlling risks related to disruption of operations through security controls, to regularly measure and assess its capabilities to recover critical operations and to provide employee training on business continuity and disaster recovery procedures.

### **Supply Chain Management**

The Old Course Hotel would like to provide assurances that it has the capability to manage and mitigate operational and reputational risk associated with third-party suppliers and contractors. The company wishes to ensure that all individuals associated with the company and therefore third-party suppliers and contractors should follow our policies.

The company ensures that key elements relating to all third-party contractors are fully applied, including due diligence review, contract establishment, and monitoring practices throughout all stages of the contract's life cycle. As part of its procurement and supplier management process, the company is committed to building processes that ensure its suppliers and contractors are diverse, prioritise inclusion, and minimise their impact on the environment.





# One Team

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## Green Team

At the Old Course Hotel, our dedicated Green Team are the heart and soul of our environmental efforts. Comprised of passionate staff members from every department, this group of sustainability champions help guide our resort towards more eco-conscious practices that benefit both the planet and the local St Andrews community. Through their creative ideas and collective efforts, they have made significant reductions in waste and energy usage across the resort. The vision and determination of the Green Team embodies the essence of Scottish hospitality and plays a pivotal role in ensuring our commitment to sustainability remains at the heart of everything we do.





# Recognising Excellence

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## Green Tourism

We are currently on our journey towards achieving a Green Tourism award. Our devoted team are working hard to ensure our part in making the travel and tourism industry more sustainable.

## KEMS Tier 1

We are proud to announce that we have achieved the Kohler Environmental Management System (KEMS) Tier 1 certification, which recognises our dedication to environmental management. This rigorous programme was originally designed with Kohler Co.'s manufacturing facilities in mind. We are honoured to be among the first Kohler Co. businesses in the UK to attain KEMS Tier 1, and the certification reflects our team's commitment to sustainability and responsible operations. Our next goal is to achieve KEMS Tier 2 which we hope to obtain in 2025.

## Thistle Awards 2023

We are delighted to announce that the Old Course Hotel, Golf Resort & Spa has been awarded 'Tourism & Hospitality Employer of the Year' at the prestigious Central & East Scottish Thistle Awards 2023. This accolade celebrates employers who inspire the next generation by showcasing tourism, hospitality, and events as an exciting career path. The judges commended our wide range of initiatives to recruit, retain and develop our extraordinary team, including graduate apprenticeship and talent development programmes. This award reflects on every single member of our team across the resort, whose passion for delivering exceptional Scottish hospitality experiences shines through in everything they do.



# Kohler Commitment

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## Believing in Better

Our parent company, Kohler Co., have taken on the responsibility to help protect the planet and address societal issues that impact the lives and communities of the people we touch.

[KOHLER POLICY](#)

## Looking Ahead

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As we reflect on our accomplishments, we are also mindful of the work that lies ahead. We strive to not only minimise our environmental impact but also to make positive social contributions. We believe that true luxury lies in preserving the natural beauty of our surroundings and uplifting the communities we serve. We invite you to be part of our sustainable journey, where we can make a meaningful difference and leave a positive and enduring impact for generations to come.



