



WORKPLACE RECYCLING LAW IN WALES

31 January 2024

 Cymru yn ailgylchu
Wales recycles

 Gweithredu ar
Hinsawdd Cymru
Climate
Action Wales

Workplace Recycling Law Wales

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What the new law covers

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About WRAP

- WRAP (the Waste and Resources Action Programme) is a climate action NGO working around the globe to tackle the causes of the climate crisis and give the planet a sustainable future. We were established in the UK in 2000; we now work in 40+ countries.
 - Working around the globe with governments, businesses, and citizens, our mission is to make the world a more sustainable place. We bring people together, we act on the facts, and we drive change.
 - We are working with Welsh Government to provide support to implement the new Workplace Recycling law.
-

New Regulations - 6th April 2024*

- All workplaces such as businesses, public sector and charities will need to **separate their recyclable materials** in the same way most households already do.
- **Bans on the disposal of all food waste to sewer** from non-domestic premises.
- **Bans** on specified **separate recyclable** waste streams going to **incineration plants and landfills**.

Applies to all waste and recycling collectors and processors who manage **household-like waste** from workplaces.

**Hospitals (NHS and private) have an additional two years to comply with the separation requirements. The ban on food waste to sewer applies from 6th April 2024.*

Household-like waste

- Waste materials like those found in households
- Commonly collected by local authorities from households
- Also includes unsold small waste electricals and unsold textiles

Does not include:

- Construction waste
- Industrial waste
- Agricultural waste

Except for commonly recycled waste materials like those found in households.



Why?

- Wales is already really good at household recycling, currently 1st among the UK nations for household recycling – 65%.
- 3rd best nation in the world for household recycling.
- The aim is to ensure high recycling rates across all sectors, not only households.
- Over 70% of materials in the commercial waste stream could be recycled.



Why?

Recycling reduces carbon emissions

- 45% of carbon emissions are due to products we purchase
- 90% of biodiversity loss and water stress comes from resource extraction

Increasing recycling also:

- increases the amount and quality of recycled materials that can then be used by Welsh manufacturers and reduce the use of virgin materials;
 - supports workplaces to minimise waste and potentially save money;
 - helps the economy to create a greener Wales.
-

Why?

This will enable a consistent recycling system wherever anyone works, rests or plays.

WHO?

- Including:
- agricultural premises;
 - bars and public houses;
 - bed and breakfasts, hotels;
 - bus stations, railway stations, seaports, airports, heliports;
 - campsites and caravan parks (but not individual caravans);
 - care homes, residential care homes and nursing homes;
 - cinemas;
 - community centres and village halls;
 - construction sites;
 - educational establishments such as universities, colleges and schools;
 - entertainment and sports venues, including leisure centres;
 - factories;
 - film and television production sets;
 - garages for vehicle servicing and repair;
 - garden centres;
 - heritage buildings;
 - holiday parks and resorts;
 - hospitals;
 - libraries and museums;
 - offices;
 - outdoor markets
 - pharmacies, doctors' surgeries, dental surgeries, optometrists, opticians, podiatrists and other primary care facilities;
 - places of worship;
 - prisons;
 - restaurants and cafes;
 - service stations and petrol stations;
 - shops and shopping centres;
 - showgrounds;
 - sports grounds and stadia;
 - take aways & mobile food vendors;
 - theatres and arts venues;
 - venues for temporary events such as festivals and shows, including outdoors events;
 - warehouses; and
 - workshops.

If you mainly have an on-line presence, you will still need to comply with the changes on any premises that you use.

The new laws have three parts

1. The separation requirements
2. Incineration and landfill bans
3. A ban on the disposal of food waste to sewer



1. The separation requirements

The following materials will need to be collected separately:

- Paper and card
- Glass
- Metal, plastic, and cartons (and other similar packaging, for example coffee cups)
- Food – only for premises that produce more than 5kg of food waste a week
- Unsold small waste electrical and electronic equipment (sWEEE)
- Unsold textiles



Materials to be kept separate at point of presentation to waste collector
Separately collected recyclable materials to be kept separate and not mixed

2. Incineration and landfill bans

Incineration (separately collected materials)

- Paper and card
- Metals
- Plastic
- Glass
- Cartons
- Food
- All sWEEE
- Unsold textiles

Landfill (separately collected materials)

- Paper and card
- Metals
- Plastic
- Glass
- Cartons
- Food
- All sWEEE (includes unsold)
- All textiles (includes unsold)

Ban all wood waste from non-domestic and domestic premises to landfill

3. A ban on the disposal of food waste to sewer

- A ban on disposal of all food waste to sewer including via macerators, de-waterers or Enzyme treatment.
- This will divert waste food from disposal to Anaerobic Digestion (AD) and generate renewable energy.
- Food waste to be collected separately at source from all workplaces producing 5kg per week or more.



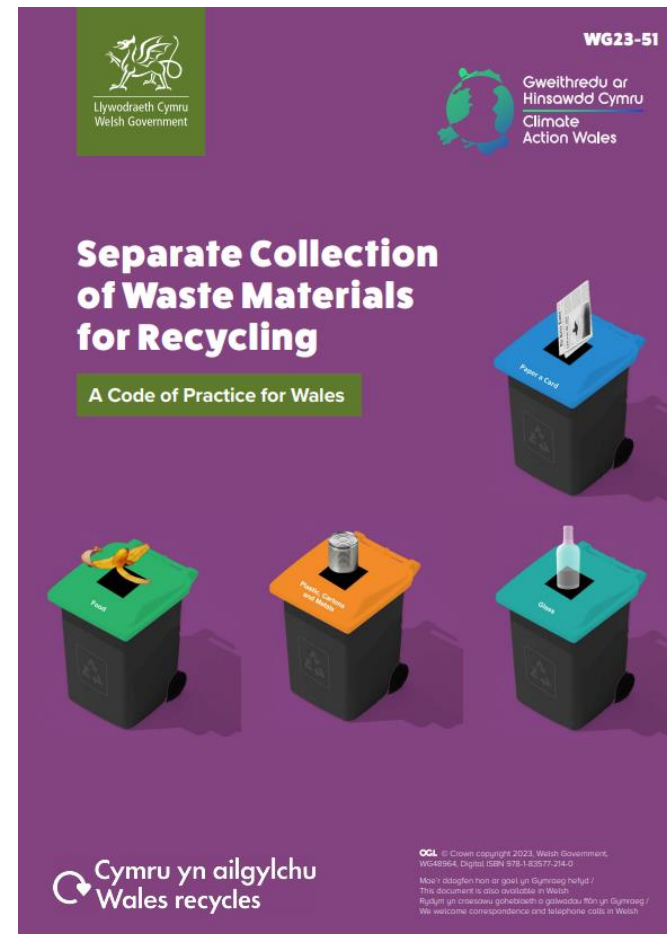
Enforcement of the new laws

- Natural Resources Wales (NRW) is responsible for making sure that materials are being separated and collected correctly, and that the ban on recycling going to incineration and landfill is being followed.
 - Local Authorities are responsible for making sure the ban on food waste going to sewer is followed.
 - If you do not comply with the law, it could mean a fine for your workplace.
 - Occupiers of premises are responsible and liable for the actions of their staff.
-

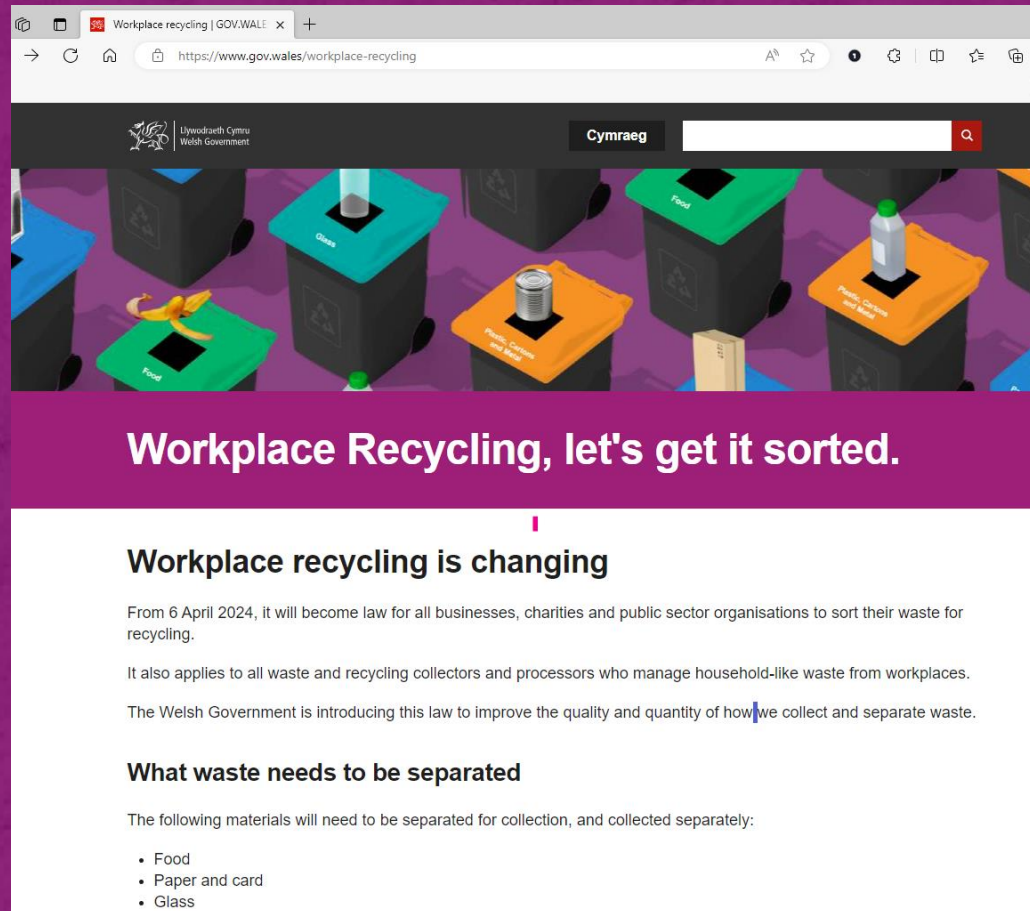
How to Get Ready

Read the Code of Practice – it contains all the detail about how to comply with the regulations

[Separate Collection of Waste Materials for Recycling: A Code of Practice for Wales | GOV.WALES](https://gov.wales)



Information available



Workplace recycling | GOV.WALES

https://www.gov.wales/workplace-recycling

Llywodraeth Cymru
Welsh Government

Cymraeg

Workplace Recycling, let's get it sorted.

Workplace recycling is changing

From 6 April 2024, it will become law for all businesses, charities and public sector organisations to sort their waste for recycling.

It also applies to all waste and recycling collectors and processors who manage household-like waste from workplaces.

The Welsh Government is introducing this law to improve the quality and quantity of how we collect and separate waste.

What waste needs to be separated

The following materials will need to be separated for collection, and collected separately:

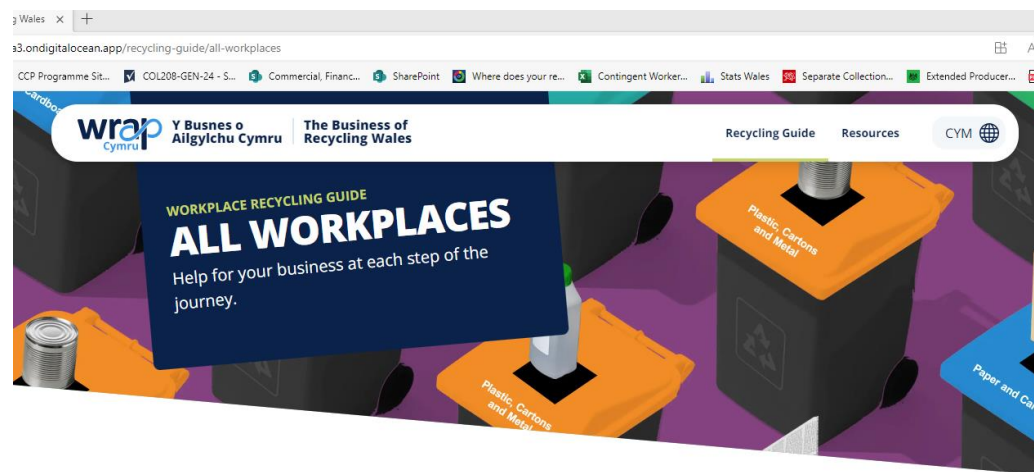
- Food
- Paper and card
- Glass

- Welsh Government webpage
- General guidance on the changes
- Code of Practice
- [Workplace recycling | GOV.WALES](https://www.gov.wales/workplace-recycling)
- [gov.wales/workplacerecycling](https://www.gov.wales/workplacerecycling)

WRAP Cymru Support



New 'Business of Recycling Wales' website



Guidance for all workplaces

The new recycling law applies to all workplaces in Wales.

This is a summary of the changes and offers tips on how you can get ready.

The law comes into effect on **6 April 2024**. It means all workplaces such as businesses, public sector and charities will need to separate their recyclable materials in the same way most households already do.

It also applies to all waste and recycling collectors and processors who manage household-like waste from workplaces.

Covered in this guide

- [What is the new law?](#)
- [How the law will be enforced](#)
- [How to get ready](#)
- [Further support and guidance](#)

businessofrecycling.wrap.org.uk

How to Get Ready

Understand your waste and recycling

Carry out a waste audit to identify what wastes are currently produced and recycling is already happening

Areas within a workplace most likely to generate waste include:

- Kitchens, on-site cafés, and food stalls:
 - Food preparation areas - food (spoilage and preparation waste), packaging such as metal, glass, cardboard, plastic films and wrapping.
 - Food consumption areas - food (plate waste), packaging waste such as drinks cans, plastic and glass bottles, drinks cartons, cardboard, and paper;
- Staff room/mess room/office - paper, food, and packaging materials;
- Public areas such as concourses, halls and gift shops
- Gift shops – paper and packaging material; and unsold textiles and unsold small electricals; and
- Guest and holiday accommodations

Waste prevention

Preventing how much waste you produce will help to save money

- Provide e-tickets, electronic guides, tourist information and maps for visitors which are accessible on smart phones;
- Donate surplus or unsold stock
- Use paperless marketing methods and offer paper-free receipts by emailing them to customers;
- Purchase recycled, refillable or reusable products wherever possible;
- Provide water fountains for staff and customers to use and use reusable cups, crockery, and utensils;
- For take-away drinks encourage customers to bring their own reusable cup by charging for single use cups and
- Ensure that packaging on your takeaway food and drink is minimised and that what packaging is used, can be recycled or reused.

Separate collections

Setting up a compliant recycling scheme

The responsibility to be compliant will fall on the business owner.

Consider the following:

- What is the amount or type of waste you regularly produce?
- Whether having recycling collections on certain days of the week will help reduce build up wastes
- Maybe little and often works better for you.
- If you don't have much space for external containers, could you share bins with other businesses to help reduce costs and space required?
- Whether you need collections at certain times i.e., at the end of each day or when a hire/event has finished to accommodate changes in waste volumes and ensure site safety.
- Speak to your existing waste collector about your new recycling needs.
- Get quotes from a range of collectors to get the best price and the most suitable service for you.

Bins

Where and how you will store your waste and recycling.

Consider the following:

- are safe and accessible for people, including users with disabilities, and your waste collector;
- are not in locations that cause an obstruction, a fire hazard or block escape routes;
- provide sufficient capacity;
- are close to where the waste and recycling is generated;
- are tidy, clean, and free from clutter or loose waste and
- are secure and do not allow waste or recycling to escape.

WRAP Cymru Support

Communication resources

- Posters, bin stickers
- Material stream icons, including new stream

Workplace Recycling: imagery for recycling signage and containers | WRAP (wrapcymru.org.uk)



plastig, cartonau a metal
plastic, cartons & metal



CARD BORD A PHAPUR CARDBOARD & PAPER

✓ **le plis** ✓ **Yes please**



<p>Cardbord</p>  <p>Cardboard</p>	<p>Papur swyddfa</p>  <p>Office paper</p>
<p>Amlenni</p>  <p>Envelopes</p>	<p>Papurau newydd</p>  <p>Newspapers</p>
<p>Llyfyrnau a chatalogau</p>  <p>Brochures & catalogues</p>	<p>Cylchgronau</p>  <p>Magazines</p>

✗ **Dim diolch**

- ✗ Gwasttraff bwyd neu hylifau
- ✗ Bagiau Jiffy, neu amlenni gyda phadin neu swigod
- ✗ Swigod lapio
- ✗ Bagiau neu ddeunydd lapio plastig
- ✗ Cartonau bwyd neu ddiod
- ✗ Cwpanau coffi
- ✗ Hancasi neu dyweli papur

✗ **No thank you**

- ✗ Food waste or liquids
- ✗ Jiffy bags, padded or bubble envelopes
- ✗ Bubble wrap
- ✗ Plastic bags or wrapping
- ✗ Food or drink cartons
- ✗ Coffee cups
- ✗ Paper tissues or towels

busnesoailgylchucymru.com | businessofrecyclingwales.com

GWASTRAFF BWYD FOOD WASTE

✓ **le plis** ✓ **Yes please**



<p>Bagiau te</p>  <p>Tea bags</p>	<p>Gwaddodion coffi</p>  <p>Coffee grounds</p>
<p>Crafion ffrwythau a llysiau</p>  <p>Fruit & veg peelings</p>	<p>Bwyd dros ben diangen</p>  <p>Unwanted leftovers</p>

✗ **Dim diolch**

- ✗ Hylifau
- ✗ Deunydd pacio
- ✗ Bagiau neu deunydd lapio plastig
- ✗ Cwpanau coffi
- ✗ Papur cegin neu dyweli papur

✗ **No thank you**

- ✗ Liquids
- ✗ Packaging
- ✗ Plastic bags or wrapping
- ✗ Coffee cups
- ✗ Kitchen roll or paper towels

busnesoailgylchucymru.com | businessofrecyclingwales.com

Workplaces that produce and handle food waste

The law to separate and recycle food waste applies to any premises that produce over 5kg of food waste per week, such as:

- Hotels
 - Restaurants
 - Cafés
 - Takeaways
 - Catering businesses (including those at events such as food stalls and events)
 - Shopping centre food courts
 - Sports stadiums
 - Canteens
 - Pubs
 - Offices with canteens, cafes or staff kitchen facilities
 - Schools, colleges, prisons, nursing homes and hospitals and
 - Any other workplaces that serve food.
-

Food waste & hygiene

The [Food Standards Agency \(www.food.gov.uk\)](http://www.food.gov.uk) provides guidance which means you need to:

- store food waste in sealable containers which are;
 - solid, and strong enough to hold food waste;
 - in sound condition – i.e., without breakages or splits that could enable pests to access waste or cause leaks and
 - easy to clean and disinfect;
- remove food waste and other rubbish from areas as soon as possible and
- have enough waste storage facilities to store and dispose of food waste and other rubbish to keep them clean.

WRAP support for food waste reduction

WRAP provides support for food businesses to reduce food waste via:

- [The Guardians of Grub](https://guardiansofgrub.com) campaign supports Hospitality and Food Service businesses to reduce the alarming amount of food wasted every single year.
guardiansofgrub.com
- [WRAP Food Waste Reduction Roadmap Toolkit](https://wrap.org.uk/resources/tool/food-waste-reduction-roadmap-toolkit) is an industry wide roadmap and toolkit that helps food businesses take targeted action to reduce waste in their own operations, their supply chain and from consumers.
wrap.org.uk/resources/tool/food-waste-reduction-roadmap-toolkit



Engagement

Employees:

- Ask for ideas on how a scheme may work, as they may have spotted opportunities or issues which you have not considered;
- Provide clear instructions on what they should do;
- Provide training to permanent, seasonal and temporary workers;
- Share information about recycling via regular communication;
- Ask for feedback.

Engagement

Clients, visitors, suppliers and third-party vendors:

- Ensure that all stakeholders understand their responsibilities as required by the new Workplace Recycling law;
- Include the location of recycling and waste bins on location maps and leaflets highlighting all dedicated recycling and waste collection points with clear signposting;
- Promote the availability of recycling services to visitors in all promotional literature and explain why they should use them and
- Ensure all bins are clearly labelled so that users know what items to place in each bin.
- Make recycling bins as visible as possible with clear signage on them to help people use the correct bins. Recycling wardens can monitor containers to ensure visitors don't cause contamination.

WRAP Cymru Support



- User guide on how to make best use of the resources
- PowerPoint template to use in staff briefings
- FAQs
- Email – WalesRecycles@wrap.org.uk / CymruYnAilgylchu@wrap.org.uk

**The Business
of Recycling**

User Guide

wrap The Business
of Recycling

WRAP Cymru Support



Sector specific guidance, case studies and webinars, on how to comply with the new regulations for the following sectors:

- Small and medium size businesses (SMEs) - 30 Jan 10am
- Entertainment and leisure facilities (including campsites, chalets, lodges, hotels, caravans) 31 Jan 10am
- Retail – 6 Feb 10am
- Residential settings (including care homes) - 6 Feb 2pm
- Hospitality and food services – 7 Feb 10am
- Outdoor events - 8 Feb 2pm
- Education settings and universities – 20 Feb 10am

Summary

- 6 April 2024
- Applies to all workplaces
- Requirement to separate for recycling
- No food waste to sewer
- Bans on certain waste streams going to incineration and landfill



Bluestone
National Park Resort

Ecological Desert to Nature Reserve

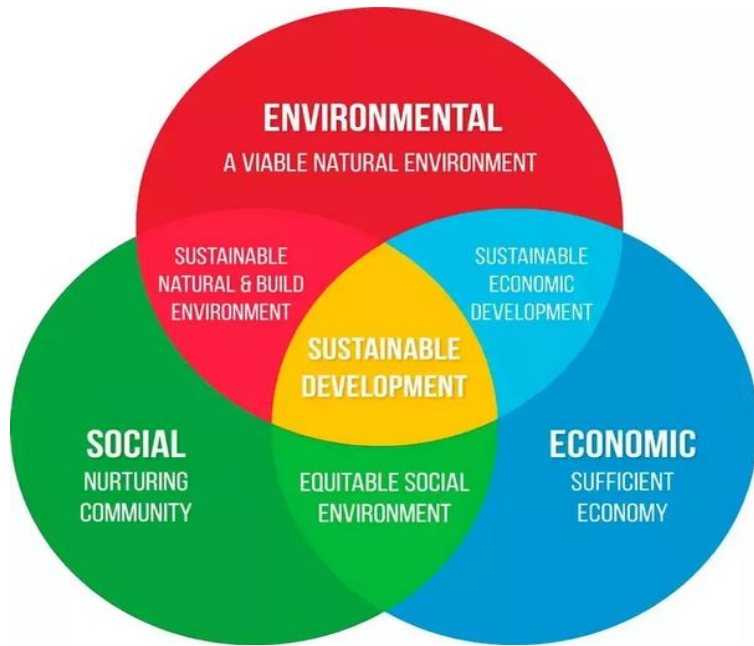
“Bluestone’s Biodiversity Action Plan is set to return a greater than 50% BNG – this is in keeping with expectations at a WT Nature Reserve”. Vincent Ganley MD, Kent WT Consultancy.



>850 staff – £14M wage bill – 30% share incentive plan – 200,000 guests – 40% first time in Pems – 45% of guests leave resort – 97% say sustainability is important – 89% say they would pay more for a sustainable product

Sustainability

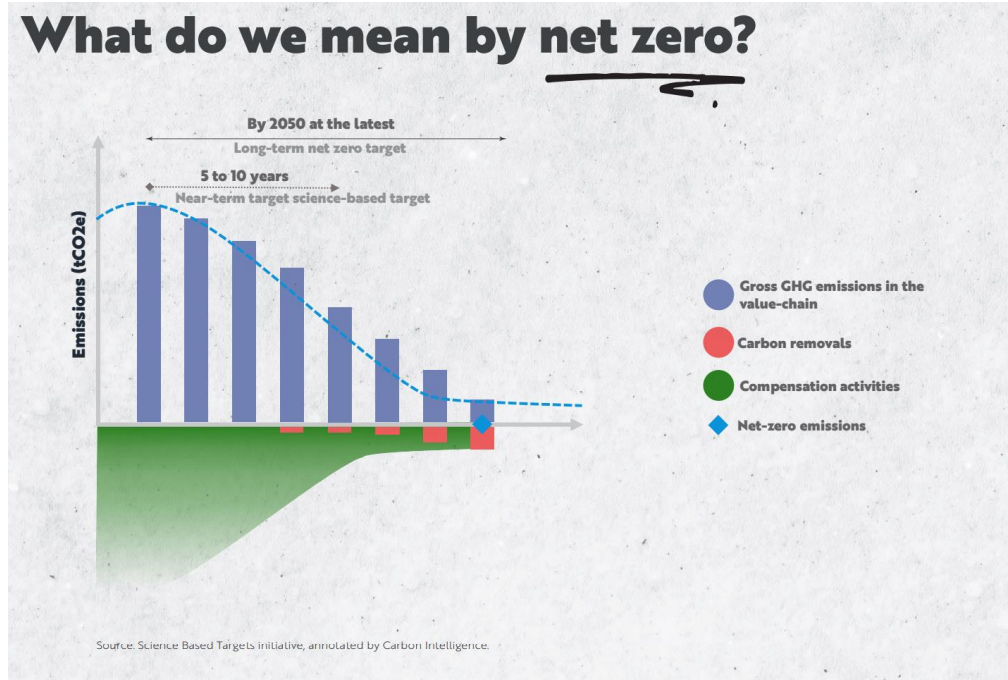
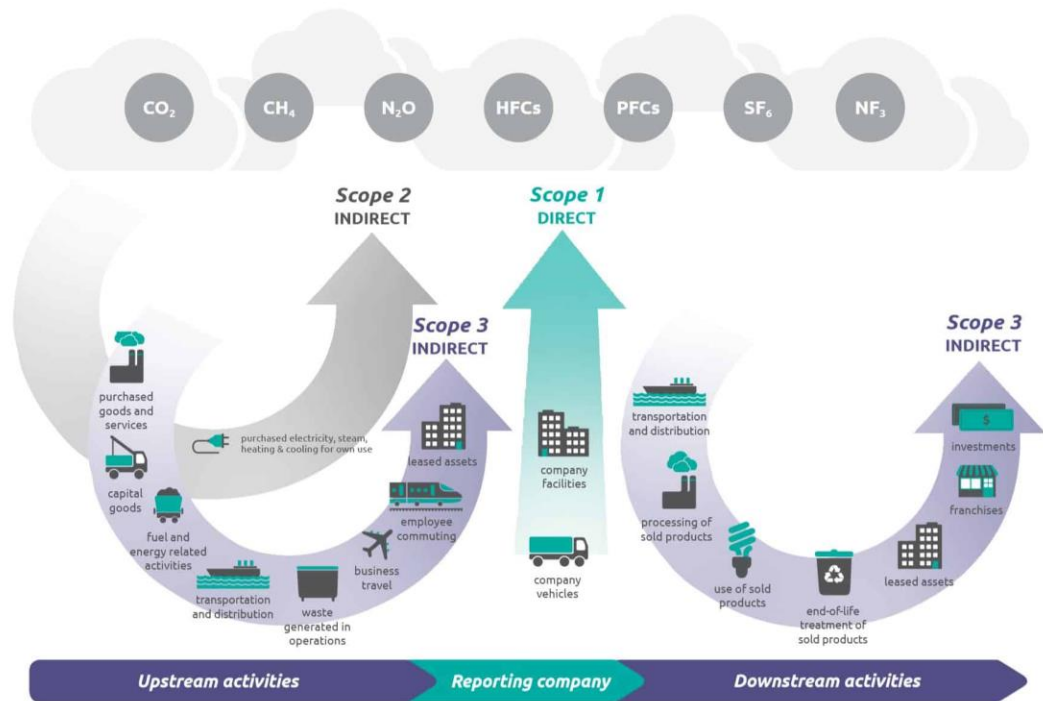
Sustainable Development definition: Development that meets the needs of the present without compromising the ability of future generations to meet their own needs (United Nations General Assembly, 1987, p. 43)



Our common purpose – the seven well-being goals for Wales



Carbon Footprint



Energy

	2020	KgCO ₂ e	2019	KgCO ₂ e	2018	KgCO ₂ e
Electricity, kwh	5,873,932	1,369,449	7,957,593	2,033,961	8,001,179	2,264,894
Biomass	3,608,498	55,751	6,587,142	102,957	6,424,125	96,747
LPG kwh	239,051	55,053	770,134	177,354	103,951	157,908
Diesel kwh	221,042	56,516	363,200	94,516	47,125	123,795
Kerosene kwh	301,298	78,229	653,894	169,842	571,493	139,594
Total Kg CO ₂ e	10,243,821	1,614,998	16,331,963	2,578,630	15,147,873	2,782,938
Tot tonnes CO ₂ e		1,615		2,579		2,783

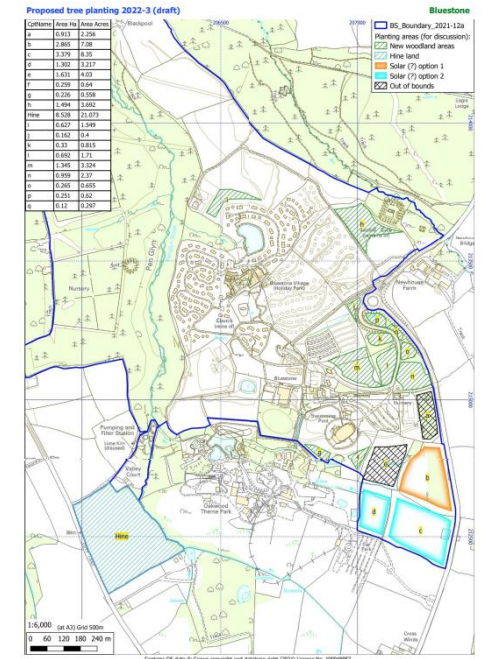
Bluestone has reduced its Scope 1 & 2 emissions by 92.5% since 2018, at the same time increasing revenue by over 50%



STREAMLINED ENERGY & CARBON REPORTING STATEMENT

Emissions data in respect of the 2022 reporting period, based on Operational Control is as follows:

Emission Type	CO ₂ e tonnes (Dual Reporting Methodology)		
	Location Based	Market Based (Supplier Specific)	Var. %
Scope 1: Operation of Facilities	0.84	0.84	0.0%
Scope 1: Combustion	201.11	201.11	0.0%
TOTAL Scope 1	201.95	201.95	0.0%
Scope 2: Purchased Energy	1461.06	1.27	-100.0%
TOTAL Scope 2	1461.06	1.27	-100.0%
Scope 3: Indirect Energy use	9.64	9.64	0.0%
TOTAL Scope 3	9.64	9.64	0.0%
Total	1672.65	212.86	-87%
Other Emissions: Informative Purposes			-0.0%



Waste



2022 & 23
less than
0.5% to
Landfill



Waste

Measure it to manage it!

Food Waste - NRG Lab

Month	Date	Day	Cover	1	2	3	4
				Spoilage Waste (kg)	Preparation Waste (kg)	Plate Waste (kg)	
May	5/2/2023	Tuesday	108	1.50	3.20	5.20	
May	5/3/2023	Wednesday	133	0.75	5.00	7.10	
May	5/4/2023	Thursday	183	0.50	4.80	4.50	
May	5/5/2023	Friday	194	1.20	7.60	3.90	
May	5/6/2023	Saturday	84	1.80	4.20	4.80	
May	5/7/2023	Sunday	99	1.00	5.60	5.20	
May	5/8/2023	Monday	188	0.00	5.10	7.20	
May	5/9/2023	Tuesday	146	0.50	4.80	4.20	
May	5/10/2023	Wednesday	121	0.90	3.90	4.90	



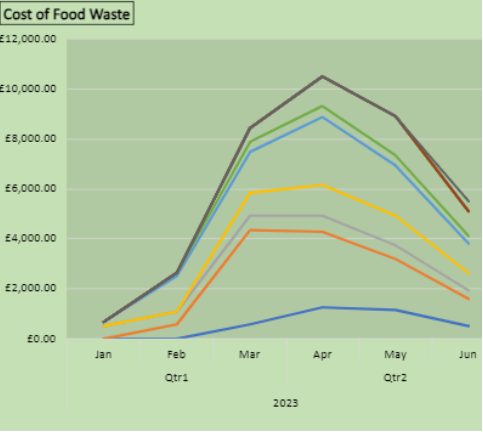
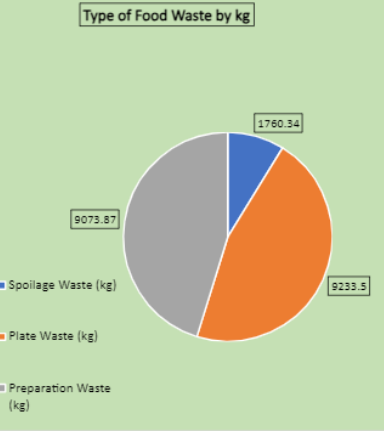
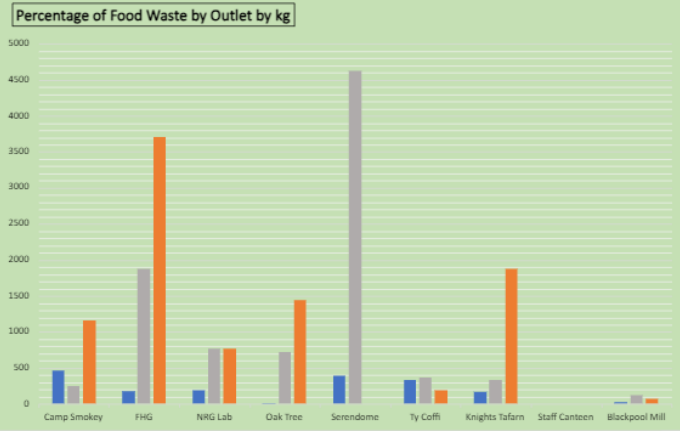
F&B Food Waste in Outlets

Outlets: Blackpool Mill, Camp Smokey, FHG, Knights Tafarn, NRG Lab, Oak Tree, Serendome, Staff Canteen, Ty Coffi

Cost of Food Waste Total	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
Blackpool Mill	£0	£0	£0	£0	£0	£404	£0	£0	£0	£0	£0	£0	£404
Camp Smokey	£0	£0	£599	£1,241	£1,143	£510	£0	£0	£0	£0	£0	£0	£3,453
FHG	£0	£563	£3,789	£3,036	£2,055	£1,086	£0	£0	£0	£0	£0	£0	£10,529
Knights Tafarn	£0	£0	£589	£1,109	£1,565	£1,002	£0	£0	£0	£0	£0	£0	£4,345
NRG Lab	£505	£527	£970	£666	£548	£342	£0	£0	£0	£0	£0	£0	£3,158
Oak Tree	£0	£0	£922	£1,220	£1,194	£670	£0	£0	£0	£0	£0	£0	£4,006
Serendome	£188	£1,428	£1,642	£2,727	£1,999	£1,197	£0	£0	£0	£0	£0	£0	£9,181
Staff Canteen	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Ty Coffi	£0	£116	£398	£423	£391	£305	£0	£0	£0	£0	£0	£0	£1,633
Grand Total	£693	£2,634	£8,449	£10,522	£8,895	£5,516	£0	£0	£0	£0	£0	£0	£36,709

Daily Handover 2023

Date	Outlet	Name	Todays Budget	Todays Actual	Up or Down	U	Down	W
6/1/2023 22:05	Knights Tafarn	Karen Hawkins	£4,717.00	£4,463.00	Down		254	7'S
6/3/2023 22:35	Knights Tafarn	Karen Hawkins	£5,625.00	£6,927.00	Up	1302		7'S
6/4/2023 22:29	Knights Tafarn	Ben Cloake	£5,025.00	£5,203.00	Up	178		7'S
6/7/2023 22:21	Knights Tafarn	Karen Hawkins	£4,525.00	£5,492.00	Up	967		7'S
6/8/2023 21:33	Knights Tafarn	Ian Johnson	£4,525.00	£4,848.96	Up	323.96		7'S
6/9/2023 21:46	Knights Tafarn	Karen Hawkins	£4,425.54	£5,761.47	Up	1335.93		7'S
6/11/2023 22:22	Knights Tafarn	Ian Johnson	£5,425.40	£6,268.55	Up	843.15		7'S
6/12/2023 20:56	Knights Tafarn	Ian Johnson	£3,245.54	£3,403.85	Down		158.31	7'S



Food Waste Done?	Food Waste in kg?	Top Waste Item?
Yes	23	Chips and rice
Yes	23	chips and rice
Yes	20	chips, sauces, rice, penne
Yes	17	Rice and chips
No	0	Pasta
Yes	18	Random plate waste
No	0	Pasta and rice
No	0	Pasta and chips



Circular Economy



A Circular Economy Case Study of Bluestone National Park Resort – YouTube



“I was very impressed with the level of implementation of circle economy principles across the organisation. Bluestone appeared fully integrated into the regional economy through there their work with regional charities and engagement with the local authority to support projects that deliver social value. I would describe them as an exemplar anchor organisation.”



Waste

50% reduction
in
contamination



Back of House

Doesn't have to break the bank...



Future Generations

The Well-being of Future Generations Act (Wales) 2015



A Resilient Wales

Welsh Government should commit to large-scale habitat restoration, creation and connectivity throughout Wales, which includes setting statutory targets for nature recovery and specific species recovery measures to help prevent extinction.



What Bluestone is doing

Governance

- Head of Corporate Responsibility reports directly to CEO
- Team Planet committee (sustainability) made up of staff from all departments meets monthly to discuss issues and make recommendations to the Board - all TP members are paid roles for part in Core Roles
- Environmental Efficiency Manager chairs the Leadership Energy Committee (CEO, Directors etc)
- Green Key accredited
- BICG Member
- Zero Carbon Forum Member

Sustainable Travel

- We provide complimentary buses for over 100 staff
- Our staff app (700 users) has a car sharing function
- Three year investment in decarbonising the resort fleet



		Goal 15. Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	
A journey to	Contributing towards (businesses can start from either the goal or business area perspective)		
A healthier Wales	UN Goals	Related business areas	
		Goal 3. Ensure healthy lives and promote well-being for all at all ages	Initiatives to support physical and mental health of colleague: including H&S training and awareness
		Goal 6. Ensure availability and sustainable management of water and sanitation for all	Facilitating and incentivising active travel
A journey to	Contributing towards (businesses can start from either the goal or business area perspective)		
A more equal Wales	UN Goals	Related business areas	
		Goal 1. End poverty in all its forms everywhere	Fair Work Dimensions: - Fair Reward - Employee Voice and Collective Representation - Security and flexibility - Opportunity for access, growth and progression - Safe, Healthy and Inclusive working environment - Legal rights respected and given substantive effect
			Providing educational and training opportunities for local people
			Creating and implementing EDI Strategy
A society that enables people to fulfil their potential as individuals		Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	

We are aware that we have limited Welsh signage around resort – and that we could do more for our Welsh speaking/learning guests. Importantly we have an excellent opportunity to champion / raise awareness of the language, particularly to those that do not speak Welsh (majority of our guests). We are developing plans to address this.

Green Claims

The Competition and Markets Authority (CMA):
Green Claims Code 2021.

- claims must be truthful and accurate
- claims must be clear and unambiguous
- claims must not omit or hide important relevant information
- comparisons must be fair and meaningful
- claims must consider the full life cycle of the product or service
- claims must be substantiated



Sustainable tourism
is defined by the UN as:

“tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities.”

Additionally, they say that sustainable tourism:

“refers to the environmental, economic, and socio-cultural aspects of tourism development, and a suitable balance must be established between these three dimensions to guarantee its long-term sustainability”

Sector and National Best Practice

National Recognition

New workplace recycling law will help Wales become zero-waste nation

From April 6, 2024, all businesses will need to separate their waste accordingly

ADVERTISING FEATURE FROM Welsh Government
By Leema Siddik, 16th Dec 2023, updated 16th Dec 2023



The Welsh Government is introducing the new law as part of Wales' commitment to become a zero-waste nation by 2050. (Image: Business)

Home > Sustainable Tourism Wales > Bluestone



LOOKING TO THE FUTURE

With 150,000 guests a year, 750 staff and turnover of over £30 million, Bluestone is one of the biggest tourism businesses in Wales. And as befitting a company based in Pembrokeshire's famous national park, they're also one of the country's most progressive businesses when it comes to sustainability.

Water

With over 300 lodges across the resort, as well as a family water park, spa and waterplay attraction, Bluestone has a significant demand for water. To help conserve a




bluestone
 NATIONAL PARK RESORT

A CIRCULAR ECONOMY CASE STUDY OF BLUESTONE NATIONAL PARK RESORT
 ASTUDIAETH ACHOS ECONOMI GYLCHOL O GYRCHFAN PARC CENEDLAETHOL BLUESTONE

 Cardiff Metropolitan University | Prifysgol Metropolitan Caerdydd

[New workplace recycling law will help Wales become a zero-waste nation - Wales Online](#)
[A Circular Economy Case Study of Bluestone National Park Resort - YouTube](#)
[Bluestone | Business Wales \(gov.wales\)](#)

IS THIS THE MOST sustainable family holiday IN THE UK?

The Bluestone National Park Resort is a sustainable family holiday resort with a sustainable holiday home. **Rebecca Pugh** writes for The Guardian.

P... it is what the author...

The Guardian

'A good time while we preserve the environment': a Welsh family resort with eco-credentials
 theguardian.com • 5 min read

Vision Canvas

December 2023 | v4.0



Our Purpose	To make people happy, naturally
Our Brand Values	Free Range Sense of Place Differentiated Sense of Person
Our Behaviours	Genuine Care True Ownership Grow as a Team
Our Differentiator	A family resort in the UK's only Coastal National Park
10 Year Vision Statement	<p>To be the UK's most-loved holiday destination</p> <p>UK's first energy self-sufficient resort. Historically Carbon Neutral. 30%+ employee ownership. Ranked No. 1 in <i>Which?</i> Survey.</p>

3 Year Picture					
Date	Revenue		EBITDA	Measurables	
Love our People	Refurb & Reimagine	Digital Evolution	Protect our Planet	Make 'More' Guests Happy	<ol style="list-style-type: none"> Accommodation Revenue Secondary Spend Repeat Bookings Target Market ACORN Guest NPS Employee NPS Employee Attrition Foundation Payroll to Sales Health & Safety ROSPA Carbon Footprint
<p>We will demonstrate our commitment to our people and community by creating an environment that supports health, wellbeing, inclusivity and diversity</p>	<p>We will invest in our facilities to futureproof our business and deliver positive guest experiences considering capacity, accessibility, hybrid experiences & climate resilience</p>	<p>We will embrace technology to enable our growth, streamline our ways of working and deliver cutting edge services for our guests</p>	<p>We will strive to protect our planet by implementing essential measures to achieve Net Zero by the year 2040.</p>	<p>We will provide outstanding guest experiences and fuel our growth with a focus on maximising reach in existing markets.</p>	





bluestone
CAREERS



Business Wales

Get the support you need



Llywodraeth Cymru
Welsh Government

Business Support

- Business Wales is the Welsh Government's fully-funded business support service, helping Welsh businesses and aspiring entrepreneurs to access the information, advice and support they require to start, run and grow their businesses.
- No matter where a business is in their life cycle, from start-up to growth phase, established, expanding or maturity, Business Wales has the skills, experience and knowledge to guide and assist the ambitions of business.
- The level of support is tailored according to the business need and we offer a mixture of online and face-to-face support, as well as workshops and individual advice.

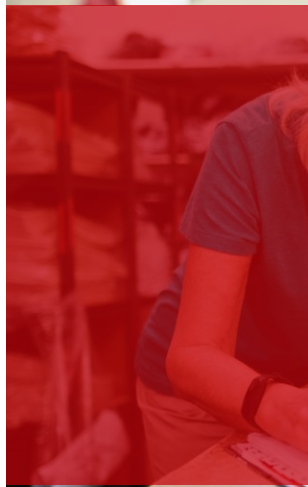


What?

- General business advice
- Tendering advice
- Equality, diversity and HR advice
- International trade support
- Skills Gateway
- Business mentoring
- Decarbonisation

How?

- Online support
- Workshops & Webinars
- 121 support



Decarbonisation Support

- Energy efficiency
- Environmental Management Systems
- Emission calculations
- Carbon reduction plans
- Renewables
- Waste management
- Green Skills
- Sustainable Transport
- Legal compliance
- Green Growth Pledge



Busnes Cymru | Business Wales



Llywodraeth Cymru
Welsh Government



“With the help of Business Wales, I was able to start and grow my Video Editing business. Their support has been invaluable to me.”

Brian Hedges-Webb, B C Webb Media

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Get fully funded support for starting your own business by clicking on the link above



“Business Wales has been a great mentor for our business, the speed of reply is incredible and is very important for any business and entrepreneur.”

Ammar Akhtar, Finalrentals Limited

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Llywodraeth Cymru
Welsh Government

Any questions?



Diolch Thank you

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Gweithredu ar
Hinsawdd Cymru

Climate
Action Wales