VISIT TETBURY – GREEN & SUSTAINABILITY POLICY

Approved at Full Council April 2026

Visit
Tetbury

1. Purpose and Scope

Visit Tetbury is committed to supporting and promoting a more sustainable future for our town, our visitors, and our local environment. As a community-focused Visitor Information Centre, we play an important role in showcasing Tetbury's heritage, natural beauty, and independent businesses in a way that protects these assets for generations to come.

We aim to reduce our environmental impact across all areas of our work while encouraging responsible tourism.

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2. Our Sustainability Principles

2.1. Reducing Waste

We aim to:

- Minimise single-use plastics within the Visitor Information Centre
- Use recyclable or compostable packaging where possible
- Reduce printed materials by promoting digital guides and QR codes
- Recycle paper, cardboard, plastics, and ink cartridges
- Reuse display materials and signage for multiple events

2.1. Responsible Energy Use

We aim to:

- Reduce energy consumption by switching off lights, heating, and equipment when not in use
- Use energy-efficient lighting
- Monitor our heating usage to avoid unnecessary energy waste

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2.3. Supporting Local

We:

- Promote local businesses, independent traders, and community events
- Prioritise local suppliers when purchasing goods for the shop
- Feature locally made products that reduce transportation miles
- Educate visitors about supporting local and shopping sustainably

Visit Tetbury
The Old Courthouse
63 Long Street
Tetbury
Glos GL8 8AA
01666 331222 (10am – 3pm)

2.4. Sustainable Tourism Promotion

We:

- Encourage walking routes, local trails, and car-free ways to explore the town
- Provide information on public transport options
- Highlight eco-conscious attractions and experiences
- Promote nature-friendly behaviour (e.g., respect for wildlife, litter-free visits)

2.5. Community & Environment

We:

- Participate in and support community litter-picking events
- Encourage local stewardship of Tetbury's green spaces
- Work closely with local groups and the Town Council on environmental initiatives

2.6. Continuous Improvement

We:

- Review this policy annually to strengthen our sustainability practices
- Listen to visitor and resident feedback
- Seek new training or partnerships that improve our environmental impact

3. Training and Awareness

At Visit Tetbury, we are committed to ensuring that all staff have the knowledge and confidence to support our sustainability goals. To achieve this, we provide ongoing environmental awareness training through credible, CPD-accredited online courses. These include short, flexible modules such as the Environmental Awareness Training provided by High Skills Training, which helps staff understand how everyday actions impact the environment. We also make use of concise online environmental awareness courses designed to build understanding of sustainable workplace practices. We keep our team updated through regular communication, discussions, and reviews of our sustainability progress.

4. Maintenance Regime

At Visit Tetbury, we operate a consistent and structured maintenance regime to ensure that all equipment and appliances function safely, efficiently, and in line with sustainability best practice.

Regular Checks and Fault Identification

We carry out routine checks on all equipment and appliances as part of our ongoing maintenance schedule. These checks help us identify any faults early, reduce energy waste, and prolong the life of our equipment.

Servicing to Manufacturer Recommendations

All equipment is serviced at the recommended intervals set out by the manufacturers. This ensures that items continue to operate safely and efficiently, helping us avoid unnecessary replacements and reducing environmental impact.

Record Keeping and Monitoring

We maintain internal records of inspections, servicing dates, and any repairs carried out. This ensures proper monitoring and supports responsible asset management.

Commitment to Efficiency

Ensuring equipment is well-maintained supports our sustainability goals by reducing energy consumption, preventing breakdowns, and minimising waste.

5. Community Support Statement

At Visit Tetbury, supporting our local community is a core part of our mission. As the town's Visitor Information Centre, we play an active role in strengthening community wellbeing, promoting local pride, and helping Tetbury thrive.

Supporting Local Social Projects

We regularly help and support local social initiatives that benefit residents, visitors, and the wider community. This includes assisting with awareness-raising, sharing information, and helping promote projects that make a positive social or environmental impact.

Working with Community Organisations

We work closely with local community groups, charities, volunteer-led initiatives, and cultural organisations to support their events, fundraising, and activities. This includes providing visibility through our channels, helping with logistics, and ensuring community projects reach both residents and visitors.

Visit Tetbury

Promoting Local Events and Causes

Through the Visit Tetbury Information Centre, social media channels, and community networks, we highlight and promote local events, heritage activities, town initiatives, and volunteering opportunities — helping increase participation and strengthen community spirit.

Being an Accessible Hub for the Community

As a trusted public-facing space, we offer a friendly and accessible point of contact for both residents and visitors. We share useful local information, support independent businesses, and direct people to community services, events, and opportunities.

Encouraging Community Collaboration

We regularly connect local groups, volunteers, businesses, and event organisers, helping to bring people together and support stronger community partnerships.

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