

CASE STUDY: LONDON CRUISE OPERATOR CLEANS UP THAMES



Audit Year: 2010

GTBS Award: SILVER

Business Name: Bateaux London

Business Type: Visitor Attraction

Location: London, ENGLAND

Website: www.bateauxlondon.com

As one of London's premier restaurant cruise operators, Bateaux London offers a wide range of lunch, afternoon tea and dinner cruises. Combining fine dining, entertainment and spectacular river views, the Thames Restaurant Cruises aim to capture the excitement of the city. Since 2008 Andrew and the team have enthusiastically embraced the GTBS scheme and made every effort to further enhance the company's green credentials achieving a SILVER award in 2010 and in the process setting an example for other Thames boat operators. A number of measures have been implemented including the use of British produce, recycled paper for printing and recycled housekeeping paper.

Taking Responsibility

For many years the River Thames was one of the most heavily polluted rivers in the world. Traditionally, waste water from boats of all sizes has been dumped directly to the marine environment. Recent regulations for new build vessels ensure that holding tanks are fitted to store and pump waste water ashore for correct treatment. Older vessels however are still allowed to dump grey water directly to coastal and marine environments. Combined emissions contribute significantly to water pollution in the river.

This is where Bateaux London has invested considerable time and money by fitting both storage and pumping facilities to their older vessels. While on the cruise, waste water is stored in tanks onboard and only when both vessels dock that the tanks are emptied into the general London sewage system for proper treatment. Although not a cheap or easy measure to accomplish, a good example has been set for other boat operators to follow.

In addition, a renovation of Bateaux London's waste barge has seen an increase in recycling of all waste streams. The barge has been well marked and acts as a reminder to all other Thames users to recycle rather than send waste to landfill or even worse allow it into the river.

Suggestions to gain GOLD

Finding positive actions which complement the business's goal to exceed to customer's expectations and meet GTBS criteria measures can be challenging.

To achieve GOLD, we recommend that Bateaux London looks uses eco-cleaners that do not contain phosphate or chlorine, enhance 'bag it and bin it' information for customers, increase recycling of food waste and look into a 100% renewable energy tariff. Other potential projects include social responsibility actions such local environmental projects, Thames 21 being the most obvious.

Web Links

Thames 21 project: www.thames21.org.uk
Greener Cleaners: www.delphiseco.com, www.biodegradable.biz
Bag it and Bin It campaign: www.water.org.uk/home/resources-and-links/bagandbin