

## CASE STUDY



# Highbullen Hotel

GOLF & COUNTRY CLUB



**Set in a 125 acre estate, Highbullen Hotel, Golf and Country Club Resort is a luxury country house hotel in North Devon that offers a warm welcome with far reaching views across to Exmoor.**

The hotel was purchased by Mr Frank Chapman in 2012 who not only invested £5 million restoring it to its former glory but invested in a new hotel team, with Ronnie Orr appointed as Resort Director.

Following several initial internal audits, Ronnie realised the health and safety systems in place all needed updating quickly to ensure ongoing compliance.

Ronnie had worked with Envesca for more than 8 years in his previous role at the Vineyard Group and knew their support, guidance and training was key to Highbullen's ongoing success.

The hotel became a Safeguard Member and Envesca worked with the new team to implement new Health and Safety and Food Safety Management Systems. A Fire Risk Assessment was carried out on the whole resort and staff underwent health and safety and first aid training.

Ronnie said, *"It's so reassuring knowing that we now have all the necessary systems in place. The health and safety culture within the company has improved greatly and we now have peace of mind knowing that we are fully compliant and meet all our legal obligations. We wouldn't have achieved all this so quickly and so effectively without the support of Envesca."*

*"Having undergone health and safety training myself with Envesca, I have deeper knowledge and skills in health and safety and this has enabled me to implement and manage effective systems throughout the hotel and estate," said Gareth Avery, Maintenance Manager.*

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