



Ascot Park Hotel - Case Study

The award panel noted the strength of Ascot Park Hotel's application in waste and energy measures and the extent of engagement through conservation and community initiatives.

The hotel has been involved with the Sustainable Tourism South Charter programme and an energy audit was completed with the support of the Energy Efficiency and Conservation Authority (EECA). Environment Southland also provided valuable support relating to the management of hazardous substances at the hotel.

The business has recognised the importance on continued improvements, with building renovations using the highest rated insulation available and double-glazed windows. Other energy efficient measures introduced when building the new accommodation wing include heat pumps (instead of radiator heating), electronic door latch activation of power to rooms and installation of sky lights in corridors.

The panel also noted the improved efficiencies shown through effective monitoring and that benefits for both the business and environment have come from acting on audit recommendations. Potential savings of \$11,000 - \$17,000 per year were found by switching to more energy efficient lighting. A programme of replacing fittings, as well as light bulbs, is also well underway which will deliver additional savings.

The business also now sends nearly 6 tonnes of material to the recycling station every month, rather than landfill, saving about \$600 per month. This pays for employee waste sorting, so the initiative is self sustaining, and allows the business to monitor recycling by product, such as paper, plastic, cardboard and glass.

A case study and interview is available on www.sustainablesouthland.co.nz.

Initiatives

| Energy |
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| Tracking electricity and gas use. We are tracking our success in the implementation of energy saving initiatives. This should see a reduction in our electricity usage of about \$1K per month from October 09 on. |
| Energy efficient light bulbs areas where previously incandescent lamps were used. While this sounds easy the audit did not identify that in a number of areas where this recommendation was made it was a requirement to have dimmable bulbs in place. In many cases fittings had to be purchased as the old fittings were not compatible with specialised bulbs required work about 70% complete. |
| East and West Wing rooms have new signs encouraging guests to close the outer door to save energy. Creating a double airlock between the inside windows and balcony will reduce noise and save energy. |
| Public area radiator taps have had new tops put on them, reducing the water flow and temperature of the radiator. More efficient than previous control taps that did not indicate the temperature setting. |

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| Main boiler has had new heat exchanger fitted. Identified as being 25% more efficient than the other heat exchanger in the boiler room we should be able to cut back to using one boiler over summer to save energy. |
| All new rooms have heat pumps. All of the 20 new rooms will have heat pumps fitted. This will make them energy efficient but at a higher cost than we are achieving at the moment, specifically due to the higher cost of electricity over coal. |
| All corridors in the new wings have skylights fitted. The use of natural light should reduce the need for lighting in the corridors. |
| New energy efficient Spa pool heat exchanger. |
| The new Sauna heaters are a standby until that stays warm until required and then bumps up. The new heating system is noted in the energy audit as being efficient. |
| Turn off lights when not in use - stickers have been installed throughout key areas of the Hotel. |
| New tavern redevelopment incorporates the use of natural light where possible, complimented by thermal curtains and thermostatically controllable radiators. New windows are double glazed. |
| De-lamping in the Tavern Pokies area. Several lights have been removed in the Tavern as they served no useful purpose. |
| New electric golf cart purchased for meal delivery. |
| Water |
| Water usage is monitored. The Hotel has an excellent relationship with the council and as a result it is often identified prior to accounts being sent out that we have a high water usage that may be the result of a leak. This is important, given we are in an area prone to earthquakes and ground movement can fracture pipes, but leaks are not easily detectable. |
| Gardens are well mulched and the hotel does not water its gardens year round. |
| Old galvanised water pipes were replaced in the last year with plastic recyclable alternatives and the new accommodation wing features the use of the same product. Long life and durable these plastic pipes reduce heat loss, will never rust and are suitable for re-cycling. The previous galvanised pipes were deteriorating and contaminating water with rust. This caused compulsory water runoffs in guest wings which has now been eliminated |
| Replace Shower heads in the motels with low flow varieties. We have completed flow tests on all the motel showers and they all currently use less than 10 litres a minute and sit closer to an average of 8. This is specifically because the hot water is not pressurised in the motels. Putting in flow restrictors would reduce flow to a trickle and would not meet guest expectations. The comment is made to prove that we did look at this seriously. The East and West wings had flow restrictors installed in 2001. |
| During the foyer refurbishments in 2007/08 all public area toilets were fitted with sensor water taps. |
| Fish symbols painted on all storm-water drains. We want to educate guests that stormwater ends up back in waterways that maintain ecological systems that can be contaminated by inappropriate waste entering the system. |
| Now using a sodium-based pool chemical to chlorinate the pool. |
| Dual flush toilets are used in all public areas and approximately 50% of all guest rooms. All 20 new rooms are fitted with dual flush options. |
| Attention to correct and accurate dosage of Eco-lab cleaning products. |

| Waste |
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| The Ascot conference website offers a greening option for conferences. In effect we recycle the majority of waste from conferences anyway, but the feel good factor of doing more than normal for a particular conference is now achievable where in the past it was not. The conference website also gives the hotel the advantage of not having to send out the conference pack in the mail and downloading just the pages you select. In the past we would send out an estimated 10 conference packs a week to customers, each containing some 20 pages of information. This represents a saving of some 10,000 pages of printing annually. |
| We are proud of the extent that we have been able to extend our recycling in the hotel with nearly 5 tonnes of rubbish being re-cycled monthly. This material previously went to landfill. Proud to have found an acceptable glass solution. Savings made at the landfill pays the wages of the re-cyclers making the task self providing! |
| New cellar buoy pump system in the tavern has reduced wastage significantly in the Tavern. This has been measured but we believe that this has reduced wastage into the sewerage system. |
| Soap, soap boxes and liquid shampoo are collected and go to a local kindergarten. Soap is used for hygiene in the toilets, the soap boxes are used to build things and the shampoo gets converted into a solution used for blowing bubbles. |
| Reduce waste water from cleaning of linen serviettes. Southland enterprise accepts paper serviettes for re-cycling. |
| Weekly hotel stats previously sent in hardcopy are now sent by email, rather than delivered by courier. |
| Office paper recycled, as well as ink cartridges. Paper pigs are used to accumulate used office paper which is then recycled. Copier cartridges are sent to TRC recyclers in Auckland for refilling. |
| Toilet paper, hand towels and bin liners are biodegradable. Purchased from a local supplier "Packaging Plus". |
| Clive Wilson our IT support company and supplier accepts E Waste and sends it away for recycling. |
| Light tubes are disposed of through a responsible source. EIS is an accredited company for responsible disposal of Fluorescent lights in Invercargill. |
| Food Scraps go to a piggery - collected daily by a local pig farmer. |
| Oil goes to Biofuel New Zealand. All our used oil is collected and recycled for bio diesel. |
| The hotel maintains a grease trap system - stops fats from the kitchen entering the waste water supply. |
| Eco-lab takes away all used chemical containers for recycling. |
| Staff are employed 7 days per week to sort rubbish from guest rooms where it is appropriate to do so. The reduction in rubbish sent to the landfill pays the wages of the 2 recyclers. Truly a sustainable enterprise. |
| Cut back on over-packaged items brought to the hotel. The hotel does not accept regularly ordered goods in polystyrene. Stores person communicates to suppliers on un-necessary packaging. |
| Extensive use of water coolers throughout the hotel. All conference areas and hotel wings have water coolers in them so guests have the option of refilling their personal water bottles with filtered water. |

| Community |
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| The Invercargill Licensing Trust which owns the Ascot Park Hotel donates in excess of 10 million dollars a year back to the community. A proportion of the Ascot's profits are linked directly to the contributions made by the Trust. |
| Major sponsor of the Ascot Park Hotel Southern Steel. Have supported this team formally the Southern Sting for the last 12 years. The key to the support is providing a haven for players to focus in prior to games. |
| Major Sponsor of the Ascot Park Hotel Marathon. We have supported this major event for years by providing a venue for the end of the race. |
| Major Sponsor / competitor of the Cycling Tour of Southland. Not only a stage sponsor but managed a team to third place overall on team GC in doing so beating at least one professional cycling team. |
| Judges at the Southern Lights Culinaire at SIT and of the Celebrity Chefs dinner Alan Dawkes and Peter Ridsdale were both requested as judges for the Salon Cullinaire cooking competition held here in Invercargill. This year only Alan was required to judge. Have also taken the venue for the Celebrity Chef's dinner from SIT and moved it to the Ascot Park Hotel supplying the venue and equipment FOC to the organisers so as to generate greater profit for the students to use for travel to the AUT Salon Cullinaire. |
| Supplier of on-site consultative support for front line team members and their families through Workplace Support. Everyone on my team has the support of workplace support should they need any of the social services that this organisation supplies. This offer also extends to their families and includes counselling, therapy, support following an armed robbery, grief counselling and the list goes on. This is valued and is used by many on my team. |
| Peter Ridsdale has made five television programs on hospitality related subjects that are often screened on sky digital 90. This station is a support network for student studying by long distance at SIT2LEARN. He also lectured specifically on this matter at SIT, allowing students to draw constructive parallels between study and the real world. |
| Conservation |
| Three bikes have been purchased for guest use. Recommended as the result of an Environmental Audit by Carolyn Dean of FUTURE GENZ. Bikes have been provided for guests for personal use or as an alternative for transportation in the hotel. |
| Formal meeting with DOC. As a hunter fisher and individual with strong industry contacts it was gratifying to be able to give DOC some feedback on what they could do better. |
| The Green Washing Machines. In 2009 the Ascot installed new pay washing machines throughout the hotel. It has been agreed that 50% of the income from these machines can be channelled into a suitable environmental project as close to Invercargill as possible. Peter Ridsdale has a special affection for the DOC land administered at Mavora Lakes and intends to review the possibility of purchasing traps for stoat/ferret eradication in this area. Unfortunately this option was eliminated due to its location outside of Invercargill but the hotel is seeking a new option. |
| Prints of Fiordland and Southland are in all guest rooms. This was encouraged following our sustainability audit to encourage guests to be aware of the need to preserve the environment around Invercargill, Southland and Fiordland. |
| The Southland Wastebusters Trust. Funding to this Trust was set last year at \$20k and used to audit 10 non-profit businesses. |

Ascot Park Hotel Action Plan

| No | Category | Opportunity | Why? | Priority | Actions | Who | Cost | Completed by |
|----|----------------------|---|---|----------|---|------------|------|--------------|
| 1 | Business Development | <p>Develop standard policies and procedures for the business in line with industry best practice</p> <ul style="list-style-type: none"> This could include staff contracts, training, health and safety and environmental management practices. | Best practice development | High | Already in place | Management | 0 | NH |
| 2 | Business Development | <p>Develop a business plan that includes social and environmental targets and objectives, and report on these annually</p> <ul style="list-style-type: none"> 'Triple bottom line reporting' is a concept that recognises the importance of social/cultural and environmental performance, alongside financial performance. This demonstrates a balanced approach to business that recognises the interrelatedness of financial, social and environmental sustainability. | Best practice development | High | Already have a business plan in place however to place more emphasis on sustainable tourism. | Management | 0 | NH |
| 3 | Business Development | <p>Join a sustainable business network if an opportunity exists</p> | Further develop business sustainability in Southland Access useful resources | High | Signed up for this scheme. Perhaps could look at something being based in Fiordland with guidance from VS | Management | 0 | NH |
| 4 | Business Development | <p>Consider setting up a mentoring relationship with a motel experienced in sustainability</p> | Save time and effort | | Have put forward my name to be a mentor for MANZ – Not many motels involved in sustainability yet | Management | 0 | NH |

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|----|----------------------|---|---|----------|--|------------|------|--------------|
| 5 | Business Development | <p>Identify opportunities to target different sectors</p> <ul style="list-style-type: none"> Analyse your existing market and identify opportunities for growth (by strengthening existing market or targeting new sectors). Include a sustainability aspect in customer feedback surveys. Look at targeting international travellers through international publications and/or website. Consider opportunities to market to business people e.g., incentive deals, repeat visit discounts. Identify special groups that could be targeted e.g., group tours, research groups, and other groups who may be specifically attracted by Anchorage's points of difference. Green marketing attracting some FITs e.g., European visitors | Business differentiation | | <p>Always looking at growing the business and have managed to grow every year since 2000(first year in business). Have major plans for expansion in pipeline.</p> <p>Want to grow the green business with marketing opportunities. Difficulty is getting to this target market with a small budget.</p> <p>Will look at putting some sort of logo or reference to sustainability in advertising.</p> | Management | 0 | NH |
| 6 | Business Development | <p>Promote the motel's sustainability initiatives i.e., on website, brochures etc</p> <ul style="list-style-type: none"> Promote the positive attitudes, policies and initiatives that have, or will be, implemented, as well as involvement in the Sustainable Tourism Project. | <p>Business differentiation</p> <p>Educate guests to look for sustainable providers</p> | | Working on this as mentioned above | Management | 0 | NH |
| 7 | Business Development | <p>Include an environmental aspect to staff training and ask for staff input to generate ideas for improvement on an ongoing basis</p> | Obtain staff buy-in | | Will include in training. | Management | 0 | NH |
| 8 | Business Development | <p>Develop sustainability aspects to the Vision/Mission statement and communicate this to customers, staff and other stakeholders</p> <ul style="list-style-type: none"> A Vision and/or Mission Statement that incorporates Environmental, Social and Cultural aspects will provide a focus for the business and appeal to environmentally aware customers. | <p>Obtain guest buy-in to sustainability initiatives</p> <p>Attract environmentally aware customers</p> | | Writing a new mission statement | Management | 0 | NH |

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| 9 | Energy | <p>Raise visitor awareness of energy efficiency</p> <ul style="list-style-type: none"> Discuss energy efficiency and proper use of equipment and appliances on arrival, and/or provide this information in rooms or the compendium. Additional notices or 'Switch Off' stickers can provide a useful prompt. | <p>Reduce energy bills</p> <p>Demonstrate good practices</p> | | Updating compendiums and placing notices around while ensuring that notices are not overused | Management | 0 | NH |
| 10 | Energy | <p>Involve staff in developing an energy efficiency policy and work practices that conserve energy</p> <ul style="list-style-type: none"> Energy efficient work practices could include switching off lights, heaters, towel rails, appliances etc. when room cleaning, switching equipment off at the wall, washing in cold water and so on. | <p>Reduce energy bills</p> <p>Obtain staff buy-in</p> | | Only have two part time cleaners who are open to energy conservation however also very hard to convince about not replacing towels. Working on this point | Management & Head Cleaner | 0 | NH GA |
| 11 | Energy | <p>Compare figures already recorded against bed nights and continue to monitor energy consumption patterns, including other sources of energy i.e., gas and daily, monthly and seasonal variations.</p> <ul style="list-style-type: none"> These figures will provide a good baseline to check whether any actions that you take from now on have saved energy, and help to identify any patterns in energy use that could lead to further savings and identify problems if they occur (i.e., a hot water leak). | <p>Reduce energy bills</p> <p>Quickly identify if problems occur</p> | | Have already compared energy use in comparison to bed nights and revenue. Seasonality always going to be a factor with occupancy going down in winter however energy usage going up considerably. | Management | 0 | NH |
| 12 | Energy | <p>Consider whether the use of high energy appliances can be timed to take advantage of cheaper electricity rates</p> <ul style="list-style-type: none"> Electricity prices per kWh are generally highest on weekdays (between 8am and midnight) and lower at nights (between midnight and 8am) and in the weekends. Work practices could be timed to take advantage of this or appliances may be timer programmable to come on at cheaper times. | Reduce energy bills | | Already use a day/night rate for business but very hard to control when energy is needed without effecting guests comfort. | Management | \$1000/night store | Ongoing |

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| 13 | Energy | <p>Adopt a purchasing policy to replace aging equipment with energy efficient models</p> <ul style="list-style-type: none"> When the existing equipment needs replacing, choose appliances with a high Energy Star rating. | Reduce energy bills | | Ongoing | Management | %10-20% additional cost on purchases to factor into budget | Working |
| 14 | Energy | <p>Ensure that any hot water cylinders and pipes are well insulated and set at the optimum temperature</p> <ul style="list-style-type: none"> If the cylinder feels warm to the touch it may be worth investing in a cylinder wrap. Also, insulate the hot water pipe near the cylinder. The hot water should be 55-60oC at the tap nearest the cylinder. | Reduce energy bills | | Replacing with gas an ongoing process hence limited value in insulation pipes for only a few years use. As a point of interest – we had pipes freeze inside a unit this year – was shut down and cost a bit to fix. | Management | \$500/cylinder | Looking at over next two years |
| 15 | Energy | <p>Ensure that existing ceiling insulation is at the maximum R-value and no gaps are present.</p> <ul style="list-style-type: none"> The minimum R value for ceiling insulation in the South Island is R2.5, however EECA recommend R3.5. Poor installation, or movement that occurs over time, can reduce effectiveness by up to 50%. If existing insulation is less than 120mm, it is worth adding another layer. | Reduce energy bills | | All fully insulated | Management | 0 | NH - builders |
| 16 | Energy | <p>Consider double-glazing in all buildings, or where the benefit would be greatest.</p> <ul style="list-style-type: none"> Double glazing can reduce heat loss through windows by 50% and cut down on condensation which makes rooms more difficult to heat. | Reduce energy bills | | On wish list – would like to replace existing windows as \$permit. | Glazier – management to incorporate in budget, on refurbishment schedule | Estimated at \$5000/unit - \$70,000 to do whole motel. | |

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| 17 | Energy | <p>Wash in cold water (provide cold water only for guest laundry), increase line drying where possible.</p> <ul style="list-style-type: none"> Clothes washed in cold water use approximately 80% less energy than a warm water wash. This is actually about 2 cents a wash compared with 17 cents a wash. A full load in a dryer costs about .78 cents in electricity (this will differ for gas). Consider whether a washing line could be set up undercover or indoors to improve viability. | Reduce energy bills | | <p>Always wash all laundry in cold water.</p> <p>Line drying not possible for large number of linen washed from motel – would require a large amount of line and considerable time.</p> <p>Hence line drying may be cheaper however involves staff cost which is higher than gas cost.</p> | Management & laundry staff | 0 | NH |
| 18 | Energy | <p>Continue to replace all bulbs with energy efficient types (where appropriate) and adopt a policy to this effect.</p> <ul style="list-style-type: none"> Compact fluorescents use about 20% of the energy of a normal light bulb and last 8 times longer. The approximate cost per bulb is \$3-5 for an annual saving of \$14 per bulb. | Reduce energy bills | | Ongoing | management | <p>Budget R & M</p> <p>\$1000 would replace every light in motel – a lot of bulbs</p> | |
| 19 | Energy | <p>Install movement sensors in appropriate areas</p> <ul style="list-style-type: none"> Areas such as bathrooms, laundry and outdoor paths may be appropriate for movement sensor lighting to minimise energy wastage and provide better convenience and safety for visitors i.e., at night. | <p>Reduce energy bills</p> <p>Improve safety</p> | | Noted – guests laundry needs one, need outside security lighting and happy with present. | Management | \$500 | |
| 20 | Energy | <p>Look into options for addressing the condensation issue</p> <ul style="list-style-type: none"> Extraction fans should be installed in all bathrooms. Options to consider for further moisture removal include dehumidifiers (this may be an inbuilt feature of some heat pumps) or extraction systems such as DVS, HRV and MoistureMaster. | Reduce energy bills | | As part of the renovation process – fans are going to be fitted in bathrooms which combined with other improvements, should help with condensation. Already use small dehumidifiers. | Management | \$2000/unit – total \$25,000 | |

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| 21 | Energy | <p>Design new buildings for maximum sustainability</p> <ul style="list-style-type: none"> Environmentally sustainable buildings make more efficient use of resources, are cheaper to run and provide a point of differentiation for the business. Aspects to consider are: <ul style="list-style-type: none"> - solar water heating - use of natural light (skylights, window placement) - north facing orientation - double glazing windows - maximum insulation - energy and water efficient equipment and appliances - passive solar design - thermal mass i.e., floors that capture the sun's heat and release it later | <p>Reduce energy bills</p> <p>Reduce water consumption</p> | | <p>Will be a large part in the design of new building.</p> <p>Currently working on plans for new buildings which include all the mention factors.</p> <p>As part of developing new building. As \$ allow, will be replacing all existing windows with double glazing etc.</p> | Management & design team | %10-20% additional cost on building | |
| 22 | Energy | <p>Examine cost benefits of solar water heating</p> <ul style="list-style-type: none"> Installation costs are likely to be in the order of \$5,000-\$8,000 per unit (consider against current hot water costs). Systems can be installed to manage cold temperatures/frost and can initially be installed with existing hot water cylinder with replacement to specific system once required. EECA estimate a solar water heater would save \$350-450 per year in a household, with savings considerably higher in commercial situations. | Reduce energy bills | | As \$ permit – want to look at this option however have got gas systems already in place for a few units. | Management team and plumbers. | Likely cost for existing Motes - \$50000 | |

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| 23 | Energy | <p>Consider installing more efficient heaters.</p> <ul style="list-style-type: none"> Heaters around the business vary, and include 2 kilowatt, thermostat fan heaters, but more efficient heating options are available. For example, a 2400 watt electric heater costs about 45 cents an hour, compared with a medium sized heat pump at 26 cents an hour. Heat pumps, wood pellet burners or other efficient sources can be up to 450% more efficient than other heating types. The efficiencies over the long-term would need to be weighed against the greater capital cost. | Reduce energy bills | | Heat pumps included in unit upgrades in future. | Management | \$2500/unit - \$25000 for motel(discount for numbers) | |
| | Climate change | <p>Consider working towards becoming carbon neutral</p> <ul style="list-style-type: none"> This requires you to estimate/calculate your greenhouse gas emissions and calculate your carbon footprint. You can then put in place actions to work toward carbon neutrality by reducing your greenhouse gas emission sources and by offsetting any remaining emissions. It is also possible to become carbon neutral certified. | <p>Reduce resource consumption</p> <p>Reduce impact on climate change</p> <p>Provide positive marketing opportunity</p> | | Have looked at this and considering buying a block of land and planting some trees etc. Using solar power best option. | Management & family (son is actually very keen to look at as a science project for school) | 0 | |
| 24 | Pollution Prevention | <p>Offer guests the option to offset their carbon emissions</p> <ul style="list-style-type: none"> This could be achieved through support of a planting scheme on site (develop native/wetland area), support of a local replanting scheme, or through an external scheme such as carboNZero. | <p>Demonstrate commitment to sustainability</p> <p>Provide guests with the option to be sustainable</p> | | Looking at possibly sponsoring tree planting at local school – one idea. | Management | 0 | |

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| 25 | Pollution Prevention | <p>Look into ways to ensure transport is sustainable</p> <ul style="list-style-type: none"> This could include looking at: <ul style="list-style-type: none"> - Scheduling/booking trips for maximum efficiency - Fuel efficient driver techniques\ - Correct tyre pressure and regular servicing - Considering conversion to alternative fuels - Purchasing a fuel efficient/low emission vehicle - Encouraging 'green' transport options, such as walking, cycling or public transport - Providing 'green' transport options, such as bicycles, for visitors | Demonstrate commitment to sustainability | | <p>On going commitment to cleaner fuels – regular tune up of cars and minimal use around town as requires. Making kids use feet and bikes instead of local taxi service.</p> <p>Looking at having some bikes and scooters for hire(cheap for guests)</p> | Management | 0 | |
| 26 | Pollution Prevention | <p>Source non-toxic alternatives to current household chemicals</p> | Reduce environmental pollution and potential harm to people | | Use more alternatives in cleaning – looking for the right produce to do the job best. | Management | %10-20% additional cost on purchases to factor into budget | Working |
| 27 | Pollution Prevention | <p>Raise staff awareness of the stormwater system</p> <ul style="list-style-type: none"> Leaked oil, washing detergent and general runoff from sealed areas can pollute stormwater and damage aquatic life | Reduce risk of pollution | | Have fish painted beside sump to make guests aware of the where it all ends up eventually. | Management | \$500 | |
| 28 | Pollution Prevention/ Safety | <p>Ensure that hazardous substances are correctly stored and locked away. Adopt safe handling procedures for staff and dispose of leftovers safely</p> <ul style="list-style-type: none"> Provide MSDS sheets for information about safe management of hazardous substances and train staff on these. Any leftover substances should be disposed of safely – contact Southland District Council or Environment Southland for advice | Reduce risk of pollution and accidents | | Need to develop a clearer identification of hazardous chemicals – generally do not have anything too strong but could do with a better labelling system. | Management | \$1000 | |

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| 29 | Social | <p>Support, or become involved in, an appropriate environmental initiative</p> <ul style="list-style-type: none"> This could include sponsoring an EnviroSchool, an Environment Award, donating to a local environmental initiative or volunteering staff time to support an environmental cause, such as Clean Up NZ, plantings, pest/weed eradication etc | Demonstrate good corporate citizenship | | Will be working with local school to get something going – about to put in a new playground and might be able to incorporate something into design. | Management | \$500 | |
| 30 | Social | <p>Provide interesting Eco-tips in rooms for guests</p> <ul style="list-style-type: none"> This could be done using framed plaques similar to the existing notice in bathrooms, or within a leaflet/flyer. As an accommodation provider in a beautiful natural setting, the Anchorage is ideally placed to provide education that visitor's will have the time and inclination to take in | <p>Add to visitor's experience</p> <p>Demonstrate commitment to sustainability</p> | | Some brochure to add to compendiums – similar to what information we have regarding recycling etc – need to get right info. | Management | \$2000 | |
| 31 | Social/ Cultural | <p>Provide further information about the natural, cultural and social heritage of Fiordland</p> <ul style="list-style-type: none"> Understanding the European and Maori history of the area will add to the visitor's experience and lasting impressions of their stay. Consider consulting with local iwi on this aspect Check with Destination Fiordland regularly to make sure staff are up to date with all the regional attractions A CD/tape providing a narrative of the Milford Road has been locally produced, and could be sold or advertised at reception | Enhance visitors' experience | | <p>Already have a good history of Fiordland in folders, on DF board hence have good local knowledge and kept up to date with local developments.</p> <p>Have tried to sell the CD/tape with no success – decided not to offer it again as only sold 5 in three years. Is still available at local shops and information still in folders if requested</p> | Management | \$2000 | |

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| 32 | Social/ Cultural | <p>Display local artists' work in rooms, particularly art that captures the unique local environment</p> <ul style="list-style-type: none"> This will enhance the aesthetics of rooms and provide a genuine Te Anau flavour. Any sales of artwork will contribute to the local community and strengthen the visitor's connection with the area | Enhance visitors' experience | | Have several local art work plus photos taken by myself of Mitre Peak etc printed on canvas. Working on getting more to put in units | Management | \$100-\$500/artwork | |
| 33 | Social/ Cultural | <p>Plant more natives in the gardens and around the grounds</p> <ul style="list-style-type: none"> This would add to the unique New Zealand feel of the motel and can help to conserve water if species that need less watering are selected as well as contributing toward local ecology and biodiversity. | Enhance visitors' experience | | Love natives however our guests love the roses also – will be incorporating more natives in new design. | Landscaping firm | \$10000 | |

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|----|-------------------------|---|---|----------|--------------------------------|------------|----------|--------------|
| 34 | Sustainable Procurement | <p>Adopt a sustainable procurement policy and choose environmentally friendly alternatives where possible</p> <ul style="list-style-type: none"> • A sustainable procurement policy will ensure that sustainable products are favoured, where other requirements, such as product effectiveness and price, are met. The policy can be clearly communicated to suppliers. Considerations could include: <ul style="list-style-type: none"> - Environmental certification (Environmental Choice or similar) - Energy efficiency (e.g., dryers, fridges etc) - Biodegradability (e.g., cleaning products) - Toxicity and chemical treatment processes used (e.g., paints, carpets, fittings) - Source of materials (e.g., hardwoods) - Likely longevity of materials - Buy in bulk or concentrates for less packaging - Recycled content - Labour source - Buying locally - Food miles | <p>Reduce pollution</p> <p>Support sustainable products</p> <p>Influence suppliers to be more sustainable</p> | | On going work with this point. | Management | 0 - Time | |

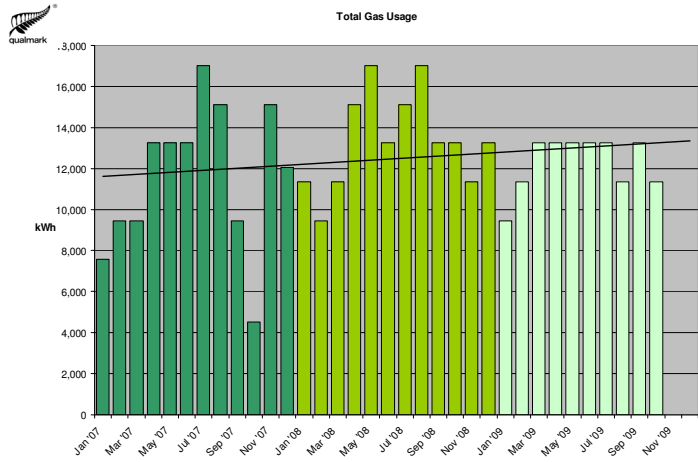
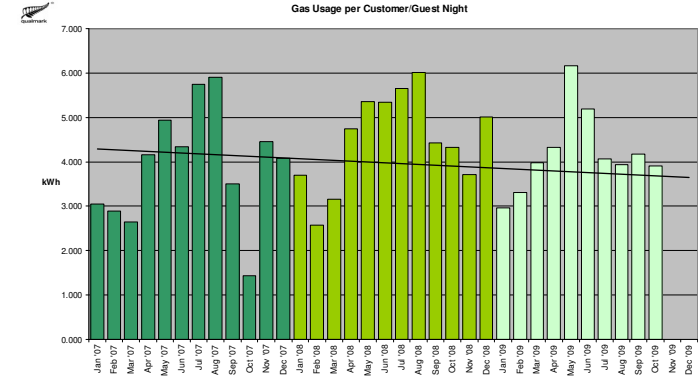
| No | Category | Opportunity | Why? | Priority | Actions | Who | Cost | Completed by |
|----|-------------------------|---|--|----------|--|-------|---|--------------|
| 35 | Sustainable Procurement | <p>Enquire to the designer/printer about sustainable options for marketing material. Raise the issue with Golden Chain also</p> <ul style="list-style-type: none"> Brochures and information could be printed on recycled paper, with more environmentally sound inks and design and printing processes. This can be promoted on the back of the brochure Note: According to the MFE, recycled paper has a much smaller environmental footprint than paper manufactured from raw materials. It uses fewer trees, less water, energy, landfill space and results in less pollutants being released to the air and water | <p>Reduce environmental impacts</p> <p>Influence stakeholders to be more sustainable</p> | | <p>Working on designing a new brochure now and will be asking about paper options etc.</p> <p>As the south island board rep on Golden chain, will talk at next board meeting about possible ways to improve.</p> | Nigel | 0 at this stage as printing already a cost however would need to allow say 20% more in cost on existing printing - \$2000 for anchorage and unknown for GC. | |

| No | Category | Opportunity | Why? | Priority | Actions | Who | Cost | Completed by |
|----|----------|---|--|----------|--|------------|-------------------------------------|--------------|
| 36 | Waste | <p>Undertake a waste audit to assess where further waste minimisation can be achieved</p> <ul style="list-style-type: none"> Assessment of the waste stream may identify opportunities for further waste minimisation, such as amending work practices, reducing packaging and identifying potential uses for unwanted items. Also consult staff for ideas/suggestions. The Waste Management Hierarchy recommends managing wastes in the following order: <ul style="list-style-type: none"> Reduce – Avoid producing or buying waste in the first place i.e., use reusable shopping bags, buy minimal packaging, avoid wasteful products Reuse – Save resources by reusing where possible i.e., double-side paper, refill containers, use durable products rather than disposable Recycle – Buy recyclable products and packaging, recycle all materials possible i.e., expand system to include aluminium and tin | <p>Reduce waste</p> <p>Demonstrate good waste management practices</p> | | <p>Further minimization is always possible.</p> <p>Would love someone to come up with somewhere or someone who would recycle the soaps.</p> <p>Looking at what products we use and what alternatives there are available.</p> <p>Having problems with current recycler coming on a regular basis to empty bins. According to Lindsay, our bins are emptied four times more often than other motels indicating that we have a good recycling process.</p> <p>We never put extra rubbish bins out for rubbish collection now as all rubbish fits in existing bins.</p> | Management | 0 - time | |
| 37 | Waste | <p>Purchase rechargeable batteries</p> <ul style="list-style-type: none"> This option is better for the environment, and if more than about a dozen batteries are used each year, it may also be more economical to use rechargeable. | <p>Reduce hazardous waste</p> <p>Save money</p> | | <p>Great idea however guests like taking batteries from remotes and replacing with their flat ones from own equipment. Rechargeable ones would walk very quickly.</p> | Management | \$1000 for full set to cover motel. | |

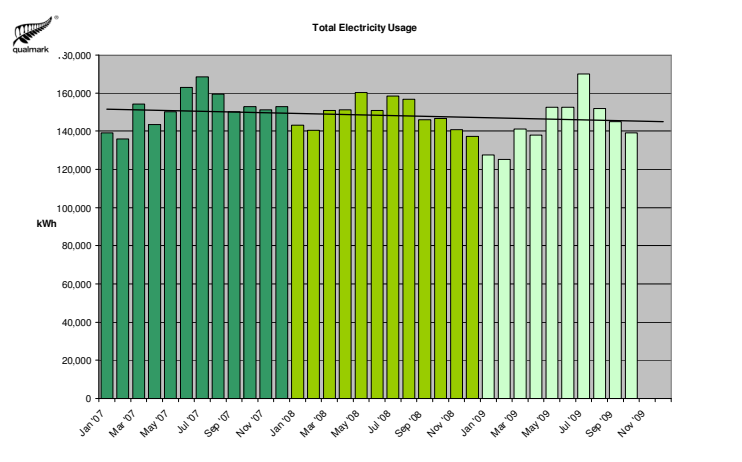
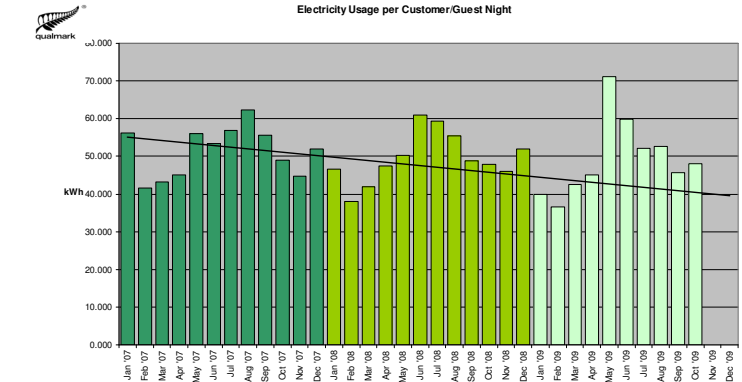
| No | Category | Opportunity | Why? | Priority | Actions | Who | Cost | Completed by |
|----|----------|--|--|----------|---|------------------|-------------------------------------|--------------|
| 38 | Waste | <p>Recycle all food scraps on site, or arrange a collection</p> <ul style="list-style-type: none"> Food scraps can be problematic in the general waste stream, creating toxic leachate, harmful gases, odours and pest problems when landfilled. However, when they are composted they add valuable nutrients back to the soil. Food waste could be composted or fed to a worm farm on site, or collected by a local worm farmer or pig farmer. | <p>Reduce waste volumes</p> <p>Reduce pollution</p> | | <p>Looking at getting a worm farm and working on a way to offer a food scraps bin or something similar for motel.</p> <p>We do not have many food scraps as most guests eat out but good option to offer.</p> | Nigel | \$500 | |
| 39 | Waste | <p>Raise guest awareness of recycling facilities on site</p> <ul style="list-style-type: none"> Provide a council recycling brochure in the compendium or in rooms Ask Invercargill City Council about Kerbside Recycling quick-guide magnets that can be placed on fridges. Provide obvious signage to make guests more aware of the location of recycling facilities. Point out recycling facilities on check-in | <p>Reduce waste volumes</p> <p>Meet visitor expectations</p> <p>Demonstrate good practices</p> | | <p>The recycling bins fill up very quickly with many guests being aware of them. Better signage would only enhance the use of this facility. Will be looking at this in future – getting more brochures and fridge magnets good suggestion.</p> | Management | \$500 | |
| 40 | Waste | <p>Provide additional sources of information on recycling so that materials are sorted at source by guests</p> <ul style="list-style-type: none"> Include a recycling brochure in the compendium Provide more instructions on, or near, the recycling bins i.e., what can be recycled, types of plastic, keeping materials clean and squashing Discuss what can be recycled with guests when checking in | <p>Reduce waste volumes</p> <p>Assist the recycler</p> <p>Demonstrate good practices</p> | | <p>Most guests already sort rubbish as is acceptable practice in many other parts of the world.</p> <p>Time constraints on check in possible barrier to further information but an information sheet could be given on checking or something similar.</p> | Management - SDC | 0 if brochure was provided from SDC | |
| 41 | Water | <p>Expand current bathroom notices to educate guests and staff to conserve water in additional ways</p> <ul style="list-style-type: none"> Reminders for people to turn off taps, use the half-flush button on toilets etc. will help to encourage better water conservation practices. | <p>Reduce water bill</p> <p>Reduce water pollution</p> | | <p>New larger notices to be worked on once new frames found.</p> | Management | 0 - time | |

| No | Category | Opportunity | Why? | Priority | Actions | Who | Cost | Completed by |
|----|----------|--|--|----------|--|---------------------------|---|--------------|
| 42 | Water | <p>Consider installing a grey water system</p> <ul style="list-style-type: none"> A grey water system would recycle rinse water for uses such as garden irrigation. | <p>Reduce water bills</p> <p>Conserve water</p> | | Need more information | Management - plumber | \$20,000 estimated – could be higher as major plumbing needed | |
| 43 | Water | <p>◇ Consider installing automatic cut-off taps and fittings on hoses in some areas</p> <ul style="list-style-type: none"> In areas where taps or hoses may be vulnerable to being left on, automatic cut-off fittings can save wasting water and electricity in the case of hot taps | <p>Reduce water consumption</p> <p>Reduce energy bills</p> | | New plumbing required to install | Management - plumber | \$5,000 | |
| 44 | Water | <p>Consider installing a rainwater tank</p> <ul style="list-style-type: none"> A rainwater tank can reduce demand on the town water supply and reduce the volume and contaminant level of stormwater. Rainwater can be used for the garden or for the laundry and toilet – consents may be required, contact SDC for specific local details. | <p>Reduce water bills</p> <p>Conserve water</p> | | <p>Would be a good idea to provide more reliable water (pressure). Difficult to incorporate into existing buildings and plumbing – cost would be a prohibitive factor.</p> <p>Considering in new building.</p> | Management – plumber, SDC | \$20,000 | |

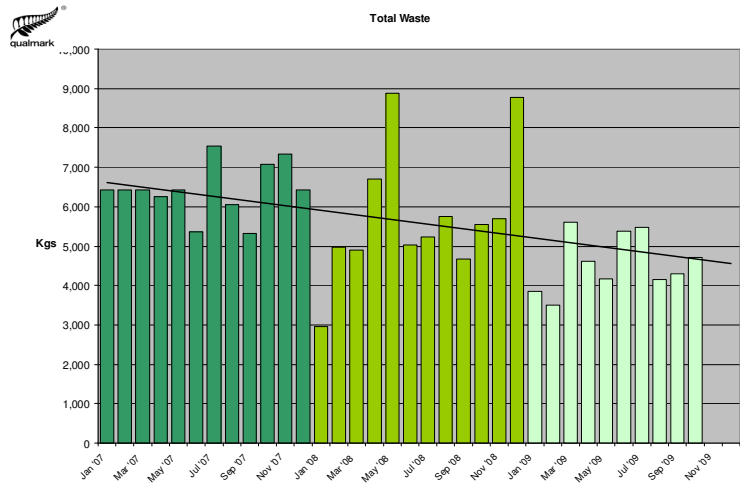
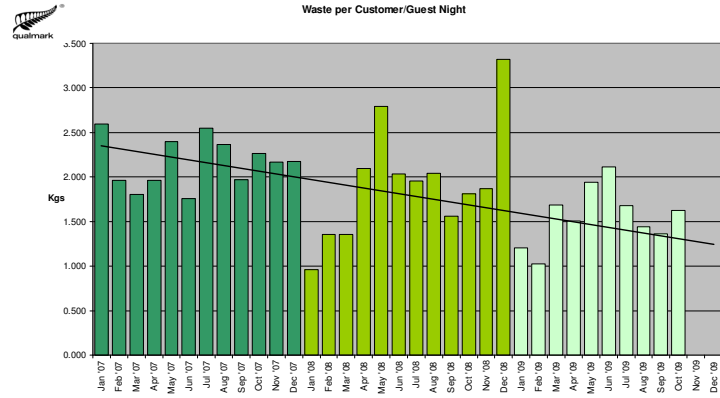
Gas usage monitoring example



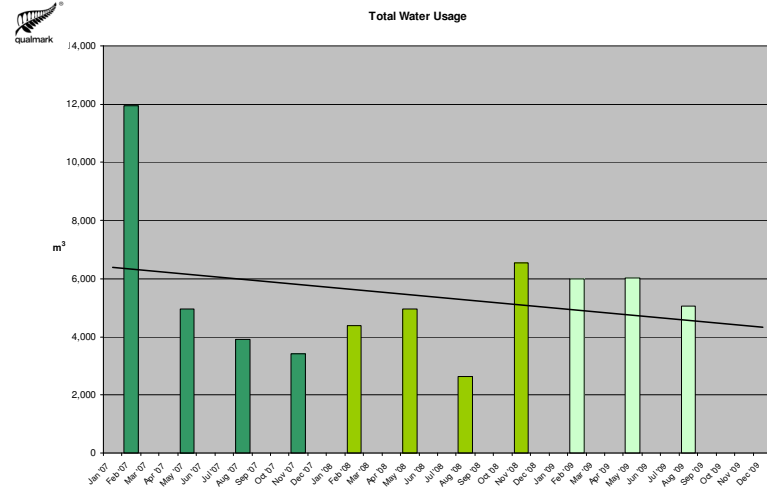
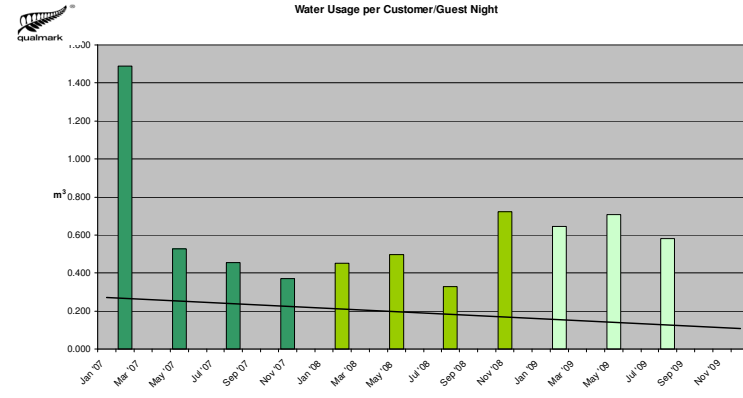
Electricity monitoring example



Waste monitoring example



Water monitoring example



Waste recycling by product

