



Papamoa Beach TOP 10 Holiday Resort - Case Study

Papamoa Beach TOP 10 Holiday Resort's application for an Enviro Award was benchmarked against applications from similar businesses and an Enviro-Gold Award was approved by both the Enviro Award panel and the Green Tourism Business Scheme (UK), who also reviewed the application.

Their mission statement is "To be acknowledged as the leading provider of beachfront accommodation by giving our guests the best holiday experience possible, incorporating our commitment to a sustainable future in aiming to reduce our environmental and social impacts while remaining economically viable"

This approach to sustainability was evident in their Enviro Award application, with an ongoing focus on sustainability. Conservation and education initiatives such as replanting and caring for the dunes reflect an understanding of the importance of reducing the main environmental impacts of the business.

Strong customer engagement is also through their [website with a section devoted to sustainability](#), including a page devoted to tips for travellers on how to make their visit to the area more sustainable.

Initiatives

Waste
Replaced all bottled & packaged in-room guest supplies with dispenser systems to reduce waste.
We have implemented the correct sanitary waste receptacles, also helps towards reducing waste down the drains.
We have minimised office waste through efficient use of office consumables such as; 'green printing' initiatives - used paper is recycled or reused on other side, 100% recycled paper used for all printing, Toner cartridge recycling (through store at Bayfair) & trying not to print unnecessarily.
We have 7 Recycling Stations placed around the Resort + our bins at Reception. Recycle Glass. Recycle Plastic. Recycle Paper & Cardboard. Recycle Aluminium & Steel
Empty 20 Litre Chemical Containers returned to supplier (Ecolab) for re-use.
Worn bath towels cut into squares of 6, over locked & used as cleaning rags
Villa bedspreads re-used in Holiday Units. Villa 22" TV's recycled for use in the Cabins & flat screens installed in the Villas.
Paper towels are recycled from the toilet blocks.
Implemented a small worm farm for staff waste and a small amount of paper waste. We use the vermicast from this to fertilise growth of our plant cuttings for further Resort landscaping. We are looking into purchasing a bigger worm farm to make it a display & learning tool for guests & staff alike.

We try to buy products that has little packaging or has a scheme that we can return their packaging. i.e. Ecolab takes back their containers for re-use, pellets get taken away, toilet tissue comes in big cardboard boxes that we recycle.
We use 100% recycled toilet tissue & paper towels.
Used computers & their parts get returned back to our IT company (Total Computers) where they reuse what they can & recycle all old equipment through 'E Day' held yearly where they drop off equipment & they recycle for them.
When old refrigerants need to be disposed of the Grounds staff will then take them to our local dump station and dispose of them in the appropriate designated area. They do not take out gas prior to disposal as the dump station does all this.
Used magazines are recycled through the Staff room or Library. We also have a Book Exchange policy in the Library.
When appliances get past their use-by date we recycle them by taking to the local dump station recycling point.
We have 2 Dump Stations in the Resort & have 'grey water' drains on most sites.
Our new brochures have already been printed approx 20,000 of them. Reserve group prints these off. Our brochures are printed using vegetable based inks; the paper isn't recycled but does come from a well managed/sustainable forest. Reserve Group is Green Globe benchmarked & practice sustainable business/operations.
Energy
We built extra washing lines a year ago & have signs in the laundries showing the location of these to use rather than the driers.
We have replaced our electric driers with more efficient gas driers in all amenity blocks & our in-house laundry.
There are signs on the drier doors asking guests to clean the lint screens prior to using the drier for drying efficiency, and it is in the job descriptions of our cleaning staff to vacuum and clean the lint screens on every clean.
Prior to peak season 2007, we replaced all hand driers in the Resort with paper towel dispensers. This is far more hygienic & cuts energy use. Paper towels are then recycled.
We have added to both the housekeeping & amenity block cleaning job descriptions & manuals that they are to check fridge seals & settings (on 3) on each clean & cleaning of coils regularly. Also 'reminder' signs have been placed in amenity block cleaning store room cupboards. This ensures the efficiency of the fridges & adds to their usable life.
Although we have not yet got a formal lighting plan in place, we are mindful of this when installing new lights. We are now using energy efficient light bulbs – when bulbs need replacing they are being replaced with these bulbs.
Upgraded to sensor lighting in Blue & Green Blocks as well as the Spa Building. Red Block on timers – off between midnight & 5am.
Key tag power switches are used in most Units.
Close off some showers in periods of low occupancy – saves on lighting, cleaning, gas & water usage.
Gas instant heaters in Units. No stored hot water.
No service signs required – saves on servicing a unit unnecessarily.
Try to limit trips into town – save up jobs for one trip – use less fuel.

Staff have been instructed to use the Electric Golf Cart when possible instead of the Cleaning Van or Ute – reduction in fuel consumption & carbon emissions. The Golf Cart is used on a daily basis for the housekeeping staff, this uses electricity to run.
Computers & Printers in the Library & Office get switched off nightly. Fax goes into sleep mode.
We purchase energy efficient appliances for all our Units & amenity blocks.
Blue Block – 2 Hot water cylinders, 1 cylinder gets turned off in the winter. Spa building Fridge/Freezers get turned off in low occupancy. Red block – 2 Fridges & 1 Fridge gets turned off in low occupancy.
Skylights have been installed in Green Block showers to utilise natural light.
Purchased second hand scooter for Grounds staff to use around the Resort.
Purchased new Nissan Cube vehicle for ‘running about’ instead of using V6 Ute.
Out-sourced majority of laundry to Commercial Laundry Company based in Tauranga – more efficient machinery.
All company vehicles are regularly serviced. Within the grounds staff weekly jobs they are to check oil, tyres, water on all vehicles. All vehicles have the services listed in the Maintenance book of when the last one was & when the next is due. WOF reminders are sent to the Resort for all vehicles from our local garage.
We ensure that energy efficiency is maximised in buildings when undertaking such builds or re-furbishments (i.e. maximise natural light, insulation etc). When undertaking drafting, building or re-furbishing, we have and will continue to, select and use sustainable materials & products where possible.
Water
Attached stainless steel dolphin figurines to every storm water drain on the property to promote ‘tip no waste to sea’ and reduce the risk of pollution.
We have installed flow restrictors on all taps within the Resort (units & blocks).
Shower timers in Blue & Green block showers.
Have replaced 12Ltr water restrictors with 9Ltr restrictors in Blue & Green blocks as well as Villa 15 & 18 – we will continue to replace these as renovations arise.
Hot water in blocks turned off between midnight & 5am
Dual flush toilets installed in Units, concrete blocks installed in all amenity block toilets.
Replaced 4 urinals in Blue block with waterless urinals.
When washing windows we use a bucket & squeegee instead of hose.
We try to limit water usage around the Resort, have to use sprinklers occasionally in summer. We now re-grassing our sites just after Easter so the grass has time to establish, therefore reducing our need to water during summer.
Our plants around the Resort are mostly succulents therefore requiring minimal watering.
We have towel agreements in all Units.
Formal leak detection programme.
Close off some showers in periods of low occupancy – saves on lighting, cleaning, gas & water usage
In all our landscaping, we have planted a variety of native plants & succulents that require less water, pesticides, fertilisers & herbicides. We are regularly taking cuttings from these and using the vermicast from our worm-farm to fertilise the growth of the cuttings. This ultimately saves us money as we don’t have to keep buying plants from

the nursery. We have re-planted over 200 yucca & flax plants to date. Also have succeeded in attracting more NZ native birds, in particular the Tui's have returned to the Resort. We have also cut down the use of Round up in the Resort grounds by purchasing a mechanical edger to keep the road edges tidy. Tried product called 'Hitman' but was not effective.

New larger filter in Spa Pool, better water filtering, means less bromide used.

Community

Through our reception, in-room compendiums & website, we have provided information on the Bay of Plenty's unique regional history, culture and natural environment.

We now have a formal sponsorship agreement with Papamoa Surf Lifesaving Club. We have sponsored the club for many, many years, but we now have a written agreement. We recently (07) brought the Surf Club their Tent that is sign written with the Resort's logo (2008). They take this Tent to all surf club events & have it erected on the beach in front of the Resort during summer. Our Visitor money over Peak Season is donated to the Surf Club.

We have given a donation towards the Lions Foundation Mobile Food Caravan; they use this caravan to sell food out of for fundraising.

We have donated towards the Breast Cancer Walk (09).
Voucher has been donated to the National Bank Daffodil Day breakfast (08) & we are considering doing again for 2009's breakfast.

We have on several occasions had community groups into the Resort to use our on-site facilities. e.g. Girl Guides using our amenities blocks for an outdoor cooking learning day. Porse childcare using our jumping pillow & playground for a children's day out.

Bruce is ex-president of HAPNZ, Donna a Zone Rep, Bex is on the board. Honorary Members in recognition of the work done & doing. Also attend HAPNZ & Top 10 Conferences yearly. Note: Brian is a voluntary lifeguard during work hours. Papamoa Beach Holiday Resort is very supportive of his work.

We donate old items to the community centre. We currently have a lot of old linen stored here; we are looking at donating this to charity.

We welcome Tourism Students for a 2 hour familiarisation tour of the Resort. We also offer short term work experience to Tourism Students. We lobby the Bay of Plenty Polytechnic to instigate a Housekeeping Diploma.

We try to buy local whenever we can, we support local businesses by promoting their activities/attractions in Reception, in our Compendiums & on our website.

We use local tradesmen & buy our products for the Resort from local stores. i.e. Cleantech is a Tauranga based firm which we use. Ecolab is based in Hamilton. Our off-site laundry is based in Tauranga.

A monthly emailed newsletter goes out to our customers; within this newsletter is a part on sustainability and what initiatives we have achieved. This newsletter is reached to over 2800 people & businesses.

We are involved with the Bay of Plenty Sustainable Tourism Charter & are one of their pilot businesses.

Conservation

We work in with Coast Care in re-planting the dunes. We currently have over 400 plants to be planted by end of September. We have sign's erected down on the dunes supporting dune care growth. We are constantly monitoring & refilling the sand under

the ladder steps that lead down to the beach from our Resort.

We are working on getting the kids club involved in sustainable education as part of our summer programme. These include education/games on dune care, utilise our wormfarm – kids to take away 'worm baggies' to put their food scraps in & they can feed worms themselves. Also recycling education.

The action plan

The business developed its action plan through involvement with the Bay of Plenty Sustainable Tourism Project with recommendations from Qualmark assessments incorporated

Bay of Plenty Sustainable Tourism Charter

Last Updated: 1st September 2009.

No.	Opportunity for Improvement	Priority	How	Who	Cost	Time	Business Case	Comment
Guidance on use:								
<i>No. from Assmt</i>	<i>Opportunity selected from Sustainability Assessment, see key at end of table for details of timeframes</i>	<i>Priority in YOUR business</i>	<i>The key steps and actions you will need to take to make it happen</i>	<i>Key person in business who will be responsible for taking action</i>	<i>Estimate the likely cost (consider financial as well as staff time) where known</i>	<i>Set a timeframe for start and finish (this may be ongoing)</i>	<i>Detail how it will benefit the business (set out in Sustainability Assessment)</i>	<i>Add any comments which will help you and your team to action and monitor opportunities.</i>
Example: (please use this example as a basis for identifying your own "opportunities for improvement", based on the Draft Sustainability Assessment)								
2-4-e	>>> Install flow restrictors and self-closing taps.	High	Research options and obtain pricing quotes.	Plumbing Contractor.	Subject to quote. Indicative cost of \$45-90 per unit, inclusive of materials/labour.	All areas be fitted with self-closing taps by XXXX.	Reduce water consumption and costs.	Speed of replacement will be subject to costs. Estimated savings of \$115/yr @13c/kWh, based on 30 mins/day usage. Payback of 5-9 months.
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2-1-a	Review and revise the existing formalised guest feedback process, to include: - "environmental/sustainability performance" as an area for comment suggestion(s), and include some open-ended questions. - incentives to ensure customer feedback forms are completed (e.g. branded items) - ongoing review of effectiveness (e.g. personally give out forms on arrival at Resort office to improve rate of return). - actively utilise information from	Medium	Lobby Top 10 again re; including 'sustainability performance' on their feedback forms considering Top 10's new stance on sustainability. Regularly update our website with any positive feedback we receive from guests. Tracy to include our positive feedback within the monthly newsletter. Re-implement the formal	Bex & Loz	Time Printing costs	Immediate On-going with newsletter updates	Engagement of guests in sustainability initiatives. Identification of opportunities for business improvement and enhanced guest satisfaction. Collating and sharing positive	Have the Top 10/AA feedback forms in the Units as per minimum Top 10 requirements. Feedback forms are given out at Reception. Have contacted Top 10 (08) & at this time they have no plans to amend their feedback form. They still have plenty of initial stock to use first. The plan is to introduce an online version of the feedback form in the future – this may be the time to introduce the section on sustainability. Plan to contact Top 10 again (09). . . Committee decided that there needs to be better internal sharing of positive comments from guest feedback. Two ideas were to

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	feedback forms to assist with businesses development and enhancement. -share positive feedback externally (e.g. on web-site, in promotional materials)..		collating of data from feedback forms. Assign a reception staff member to be in charge of collating feedback form data and add this task to monthly jobs.				feedback. Contribution to Qualmark grade.	display feedback forms in staffroom and to have a positive comments noticeboard.
2-1-g	Actively seek to use environmentally responsible service providers (e.g. chemical suppliers, painting and building contractors etc).		Already are doing this. Any existing/new supplier that the Resort uses must be environmentally responsible in their business. Create a suppliers checklist which needs to be adhered to upon making purchasing decisions. Need to formalise in the form of Company Manuals.	Team Leaders at weekly meetings.	Time		Integration of sustainability into supply chain. Improved sustainability performance.	
2-1-p	Select and purchase the most environmentally preferable office supplies.	High	Formalise the purchasing list from office max for staff ordering on a monthly.	Lisa	Time	Immediately		Have sourced best products available to us from office max. Office max gives us a TIA discount.
2-2-h	Liaise with emergency services (Fire and Ambulance) to ensure provisions are in place for after hours and urgent access through the Holiday Resort gates, should an emergency arise.	High	Contact both the Fire & Ambulance services to work out the most efficient way of allowing them access into the Resort after hours. Assess whether giving out PIN numbers will work with so many different drivers or whether a central phone number is provided to the Fire & Ambulance Head Office. Phone Emergency Services to sort out a security code and location of on-site security phone number.	Dave	Research Time	Begin Immediately	Management of risk to health, safety and environment. Enhanced safety of guests and staff.	
2-2-i	Conduct regular (at least six monthly) fire evacuation drills with all staff, and ensure key staff are trained in the use of portable fire extinguishers.	High	Committee to research appropriate fire drills and implement regular drills and keep a log of these drills.	Gavin	Time & Printing costs	2 months	Legislative compliance. Management of risk to health,	Made Brian Walsh our Fire Warden. (this is pointless with no training!)

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	as appropriate.		<p>Research legislative compliance.</p> <p>Train staff in use of fire extinguishers</p> <p>An Evacuation Manual needs to be typed up and put in an easily reachable location for all staff to access in an emergency – this goes hand in hand with the Emergency Response Plan, can be in same folder.</p>				<p>safety and the environment.</p> <p>Contribution to Qualmark grade.</p>	
2-2-l	Investigate alternative options for safe carpet cleaning (as an alternative to Chem Dry), and work with contractors to ensure that the least environmentally harmful, but effective substances are used.	High	Committee to research options.	Housekeeping Manager – Katie & Manager - Lorraine	Time	1 month	<p>Management of risk to health, safety and the environment.</p> <p>Reduced exposure of employees and guests to chemicals.</p>	<p>The accommodation carpets will need to be cleaned after the September Holidays.</p> <p>When the time arises we need to assess what chemicals potential contractors use but ensure they are still effective.</p>
2-4-d	Implement a formalised leak detection and maintenance programme (e.g. <i>monitor consumption, regularly inspect taps, toilets, valves & pipework, undertake night-time assessments of meter to identify leaks</i>). Ensure a robust system for reporting is in place, and that staff are aware this exists.	High	<p>As part of everyday maintenance of the Resort grounds the staff has a checklist of jobs to cover, within these jobs they regularly inspect the toilets, taps & are on the lookout for leaks or broken fixtures etc (really?!). If anything is broken then they fix whatever it is straight away.</p> <p>Need to formalise in the form of Company Manuals.</p>	Gavin and Brian	Time	On-going Regular Inspection	<p>Improved water and energy efficiency and reduced supply costs.</p> <p>Heighten guest and staff awareness of sustainability initiatives.</p>	Sign is erected in a prominent place in the Shed ensuring staff know how to detect a water leak.
2-5-b	<p>Analyse all gas, electricity bills for the Papamoa Beach Top 10 operation over a two year operational period and :</p> <ul style="list-style-type: none"> -record monthly figures for energy consumption, cost of energy (for each metered area), align with guest occupancy for each type of accommodation for the same period. -record average yearly consumption for each metered 	High	<p>Obtain all figures from our own accounts and chart on a spreadsheet to analyse any trends or consumption patterns that may show.</p> <p>Start a spreadsheet for each utility (gas, power etc) and list readings on a weekly basis. Monitor trends and report regularly to committee meetings & Bruce & Donna.</p>	Gavin & Lisa	Research Time	Begin Immediately	Ability to identify current cost of energy and track savings as energy efficiency improves.	At the moment, we cannot split utilities into each area or type of accommodation as we only have 2 metering points and it would be very expensive to install meters to separate areas of the Resort. (water & power)

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	<p>area, average monthly (or billing period) consumption and average daily consumption. These figures will form a baseline energy consumption level for each area with the Holiday Resort.</p> <p>-identify any significant consumption patterns (<i>i.e. seasonality, and recent changes/increases, high consumption levels in a particular area</i>).</p> <p>-continue to monitor energy consumption patterns from this point on. This will allow the business to determine energy consumption patterns and identify problems if they occur. Set specific targets, and report on progress on an ongoing basis.</p>		<p>Research ways to reduce consumption of each utility.</p> <p>Research cost and logistics of installing extra meters for better monitoring.</p>					
2-5-y	<p>During periods of low occupancy, consider turning off some refrigerator and oven units in each communal kitchen. Provide signage indicating appliances turned off to conserve energy.</p>	Medium	<p>Need to formalise in the form of Company Manuals.</p> <p>Committee to research a list of items turned off <i>i.e.</i> when & what. (see list in comments as a starter).</p> <p>This will be put into the new Park Management System.</p>	Brian & Dave	Time to develop list & add to PMS	On-going	<p>Improve energy efficiency, and reduce energy costs.</p> <p>Engagement of staff and guests in sustainability initiatives.</p>	<p>This is already done on a regular basis.</p> <p>Red block – 2 Fridges & 1 Fridge gets turned off in low occupancy.</p> <p>Spa building Fridge/Freezers get turned off in low occupancy.</p> <p>Blue block – 2 Hot water cylinders, 1 cylinder gets turned off in the winter.</p> <p>From Midnight – 5am daily all hot water & lights are turned off in all amenity blocks – these lights are on timers. The Blue & Green block toilets lights are on sensor & so only go on when someone walks into the toilets.</p> <p>Spa Building lights are on sensors.</p> <p>Library computers are turned off nightly.</p>
2-5-cc	<p>Ensure all company vehicles are regularly serviced (to include tyre pressure and regular maintenance checks and tuning), in order that fuel efficiency is maximised. Designate responsibility to an individual to ensure this occurs.</p>		<p>Maintenance staff weekly job to check oil, water, tyre pressure of all vehicles used within the Resort.</p> <p>Need to formalise in the form of Company Manuals.</p> <p>Committee to research a list for the new Park Management System <i>i.e.</i> when & what gets done?</p> <p>Regular runs for Van on open road.</p>	Bex	Cost of servicing all vehicles & WOF.	On-going	<p>Improve fuel and transport efficiency and reduce costs.</p> <p>Engagement of suppliers and staff in sustainability initiatives.</p>	<p>All company vehicles are regularly serviced. Within the grounds staff weekly jobs they are to check oil, tyres, water on all vehicles.</p> <p>All vehicles have service stickers on the windscreens to show what the last service was.</p> <p>WOF reminders are sent to the Resort for all vehicles from our local garage.</p>

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2-5-dd	Consider the potential to reduce both the costs and harmful effects of transportation through involvement in "green" transport initiatives (e.g. <i>Green Fleet 3-step program – be transport efficient, support alternative fuels and vehicles and offset the impacts of emissions</i>).	Medium	Previous scooter was not maintained well by staff and therefore is in the shed not being used. Staff must maintain the new scooter and keep in top condition. All part of our "Green Fleet". Planning on putting signage on this fleet. Need to formalise in the form of Company Manuals.	Bex	Cost of a scooter approx \$2000 estimated.		Improve fuel and transport efficiency and reduce costs. Engagement of suppliers and staff in sustainability initiatives. Offset CO2 emissions.	The Golf Cart is used on a daily basis for the housekeeping staff, this uses electricity to run. We have purchased a second hand scooter to be used instead of the ute around the Resort. Also a Nissan Cube vehicle has been purchased (sign written) that is used instead of the Ute.
2-5-ee	Implement a driver education programme to promote fuel efficient driving practices.	Low	Committee to research how we formalise this.	Helen	?		Improve fuel efficiency and reduce costs. Engagement of staff in sustainability initiatives.	Brian & fellow staff will always try to make one trip into town to do jobs/shopping & also ask Reception if anything needs to be done/picked up. Aware of fuel costs & using the vehicles efficiently.
2-6-f	Scope exists to provide labelled, compartmentalised bins in the motel and villa units (to enable guests to segregate wastes at source).	Medium	Committee to discuss ideas/options of erecting signs inside kitchen cupboard doors. Explaining to keep recycling separate from 'normal' rubbish. Recycling notice for bins in units	Bex	Research Time Cost in replacement of bins New bin liners		Engage customers in waste recycling initiatives. Improved efficiency of waste segregation. Reduced solid waste volumes and costs to landfill.	In recent years this idea hasn't proven to be a viable option but still like to revisit the idea and see whether it will be viable. We discussed options for compartmentalised bins in the accommodation units; Katie discussed where these bins would go – they cannot fit under the sink as they are at the moment, have to go on the carpet to the side of the kitchen bench – Not a good look on the carpet. With the food scraps do we have a bin liner? If not they will need to be washed daily making more work for the Housekeeping Staff. Note: Grounds/Housekeeping should already be sorting through the bins before putting them into the communal bins.
2-6-g	Enhance labelling of waste segregation areas, including: -ensuring recycling areas are prominently displayed on Resort maps -placing signage in all communal kitchens advising of recycling stations	Medium	Committee to discuss; Food scraps waste bin to be set up in all kitchens. This waste then can be brought down for the wormfarm. Green drums need to be labelled. However, green drums are under	Bex	Printing of signs if needed around the Resort Research time on new bin options.		Reduced solid waste volumes and costs to landfill. Engage staff in waste recycling initiatives. Improved	Reception bins have been labelled paper/plastic/food. This has been implemented and seems to be working. Recycling areas were not displayed on the Resort Map but are mentioned on the reverse side under Resort Information. We have changed these to now show the recycling areas around the Resort visually.

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	<p>-installing signage on designated recycling area to the south of the Purple Block</p> <p>-labelling green drums designated for waste to landfill "general non-recyclable waste only"</p> <p>-placing signs within partitioned waste areas "non recyclable waste only"</p>		<p>consideration to change over to 'new look' bins – Gavin is working on this.</p> <p>Thinking of new signage for bins around the Resort. (bex)</p> <p>Sign required for recycling station on the south side of the Purple block.</p>				efficiency of waste segregation.	
2-6-l	When equipment containing CFC and HCFC refrigerants reach the end of their useful life, have the gas safely recovered from them, prior to disposal (if reuse is not an option).		<p>Need to formalise in the form of Company Manuals & policy.</p> <p>Committee to research what is it called & what actually gets done at the dump?</p>	Brian	Research time.		Safe recovery of ozone depleting refrigerants.	When old refrigerants need to be disposed of the Grounds staff will then take them to our local dump station and dispose of them in the appropriate designated area. They do not take out gas prior to disposal as the dump station does all this.
2-7-d	Include 'sustainability' as a core element in the existing summer kids programme. This could include learning about EBOP Coast Care, promoting aspects such as recycling and reuse, worm farm visit, native tree and bird information, environmental initiatives in place.	High	<p>Collate ideas for our kids programme i.e. Coast Care is an important issue for us at the Resort this could be covered as part of the summer programme. Source information from our Regional Council.</p> <p>Also, ideas such as 'worm baggies' for the worm farm, recycling education etc etc etc!</p> <p>Need to formalise in the form of Company Manuals & policy.</p>	Reception – Lorraine Kid Club Co-ordinator	Research	Done prior to Summer (09)	<p>Enhanced guest satisfaction and engagement in sustainability initiatives.</p> <p>Engagement of staff in sustainability initiatives.</p>	<p>Work with the kid's club foreperson to ensure an appropriate programme is worked out. Work with our Regional Council for correct information. Environment Bay Of Plenty website is full of ideas for the kids & information that we can use for the program. www.ebop.govt.nz</p> <p>Life's a Beach resource kit is accessible online through: http://www.envbop.govt.nz:80/education/lifes-a-beach.asp this site is full of activities and lessons that we can download and use for the kids club. Focus on Coast Care. Have a jigsaw puzzle that the kids can do as an activity to bring awareness to the dunes.</p> <p>Idea to collect Spinifex seed heads from the dunes and bring them to environment bay of plenty office for re-planting. Collection bags are available from the Park Ranger.</p> <p>Utilise wormfarm – kids to take away bags to put their food scraps in & they can feed worms themselves. They will require info on what/not to feed worms.</p> <p>Newspaper was used last year as part of one of their activities to make clothes for each other</p>

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4-1-e	Ensure the community is kept informed of activities at the Holiday Resort, including sustainability initiatives and any planned future development.		Need to formalise a list of activities that we do or information that we provide that involve the community. Also develop a list of ideas 'To Do' i.e. the "Papamoa Beach Top 10 dune care planting day" Promote these initiatives to the media. (Bex & Tracy for photos/newsletter)	Tracy for the newsletter Lisa/Bex working with Reserve Group for the website Helen & Tracy for To Do list	Time	On-going Monthly	Enhanced social responsibility and profile in the community. Engagement of the community in local sustainability initiatives.	Breast cancer walk Dune care & getting a group together regularly A monthly newsletter goes out to our customers, within this newsletter is a part on sustainability and what initiatives we have achieved. Our website also has a sustainability section within it. This is regularly updated to reflect any new initiatives we have completed.
4-1-f	Consider taking up membership with Tauranga Moana Maori Tourism Business Network (TMMT), monitor and support promotional developments, as these occur.		Lisa has done some research & will pass onto Bex to check out who they are, what they do & whether this would be beneficial for us to join their membership.	Lisa & Bex	Research Time	1 month	Enhanced awareness and support for cultural tourism opportunities. Profile raising and promotional opportunities.	Website: www.tgammt.co.nz Information to be given to bex.
4-3-c	Communicate to appropriate staff how to access information on the HAPNZ web-site, and ensure this process is demonstrated to Qualmark Assessor during the next assessment.		Reception staff to have training on how to access & navigate the HAPNZ website.	Manager & Reception Staff Bex -Training	Training Time	2 weeks	Staff access to information and awareness of up to date requirements. Contribution to Qualmark rating.	To be done as part of one of the weekly staff meetings.
1-1-a	Promote BOP businesses by actively sourcing, identifying and recommending retailers that sell authentic Maori and locally produced souvenirs that reflect BOP's unique regional identity and consider sourcing locally produced and authentic products (e.g. <i>Toi Iho</i>) to sell in the Holiday Resort office.		Committee to discuss & research ideas of; Market day (summer) in the Resort Summer stalls Vegetable selling throughout the Resort	Loz			Enhance guest satisfaction. Increase repeat visits by guests. Increased revenue from sale of locally produced goods. Contribution to Qualmark grade.	Discussion on whether to sell local products in the Reception and the consensus was 'no' to selling products. Would have to employ a person to sell & look after the products = wages. Another thing to worry about for Reception Staff. This idea has already been tried but did not work.
2-1-f	Formalise a sustainable procurement policy and clearly communicate to suppliers (e.g. <i>through a procedure or checklist</i>).		Committee needs to build a checklist for staff to use when dealing with suppliers. Also see 2-1-g.		Research Time Printing costs		Integration of sustainability into supply chain. Improved sustainability	All need to get together to come up with the checklist. Use the 'Toolkit' in the White Sustainability folder.

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	<p>Considerations should include:</p> <ul style="list-style-type: none"> -origin and labour source -environmental certification, labelling, efficiency ratings (e.g. energy, water) -biodegradability (e.g. cleaning products) -toxicity and chemical treatment processes used (e.g. paints, carpets, fittings, glues, coatings) -source of materials (e.g. hardwoods) -likely longevity of materials -recycled content, packaging. 						<p>performance.</p> <p>Heighten staff and guest awareness of sustainability initiatives.</p> <p>Reduced waste volumes and disposal costs.</p>	
2-1-i	<p>Build on existing initiatives to implement sustainable publishing practices when commissioning new pamphlets, brochures, promotional materials, including:</p> <ul style="list-style-type: none"> -considering most efficient distribution strategy -selecting 'sustainable' paper and vegetable based printing inks -creating products which can be recycled -communicating sustainability initiatives (e.g. printed on recycled paper, using vegetable based inks etc). 		<p>Look at recycled paper options for Stella Printing.</p> <p>Look at all of our out-sourcing printing to see if we can use recycled products. Eventually want to look into using recycled paper for postcards, brochures. But in the meantime consider printing sustainable statement on brochures.</p>		<p>Research time</p> <p>Cost of changing suppliers if needed</p>		<p>Integration of sustainability into publishing practices.</p> <p>Enhanced staff and guest awareness of sustainability initiatives.</p> <p>Opportunity to communicate sustainability initiatives.</p>	<p>We are happy with Reserve group as a sustainable business at the present time.</p> <p>Our new brochures have already been printed approx 20,000 of them. Reserve group prints these off.</p> <p>Brochures are printed using vegetable based inks, the paper isn't recycled but does come from a well managed/sustainable forest. Reserve Group are Green Globe benchmarked & practice sustainable business/operations.</p>
2-1-j	<p>Build on existing initiatives with suppliers (e.g. Ecolab), ensuring that all waster packaging items, where practicable, are either recycled or sent back to manufacturers and/or suppliers.</p>		<p>Discussion within the committee.</p> <p>Bex has spoken to Alex at Ecolab, need to organise him to visit and discuss all options.</p> <p>Need to formalise in the form of Company Manuals &</p>		<p>No cost to us, everything we recycle is picked up by the supplier or other businesses.</p> <p>Time on reserach</p>		<p>Reduced waste volumes and disposal costs.</p> <p>Engagement of suppliers in sustainability initiatives.</p>	<p>Ecolab products – 20 litre containers are sent back to supplier for recycling.</p> <p>The small bottles are reused several times until they reach their useful life & then are recycled.</p> <p>Pellets are also sent back to supplier.</p> <p>Drums we use are sent to a local engineering company to be used for storing waste oil.</p>

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			purchasing policy.					These are picked up by them.
2-1-u	Work with laundry contractor to ensure environmentally preferable cleaning products are used, and that sustainable practices are employed (e.g. in terms of logistics for collection and delivery of linen) Include agreed criteria as conditions of contract.		Our new laundry contractor 'Tauranga Laundry' was questioned about their preferred cleaning products & cleaning procedures used before a contract was signed. **Was this documented? Committee to research.	Loz Housekeeping Manager			Engagement of suppliers in sustainability initiatives. Potential cost savings negotiated through improved resource efficiencies.	
2-2-b	Identify further initiatives to enhance the work-life balance of all employees, such as: -offering quality flexible work arrangements -supporting voluntary work as part of paid work time.		Committee to discuss; Work/life balance Voluntary work – dune care program & sustainable committee. Need to be proactive towards bringing the Resort team together & making work life enjoyable. We try to organise a few social get-togethers through out the year for all staff. Bex to liaise with B&D and write Roster Policy after discussion.		Time		Personal wellbeing of employees. Enhanced staff commitment and productivity.	The staff at the Resort all work as a Team in regards to roster swapping, juggling days around staff that may have an event planned.
2-2-c	Consider contracting a building consultant to assess requirements for complying with Building Act, in terms of ensuring all facilities have Code Compliance Certificates (CCCs), that Building Warrant(s) of Fitness are held for all systems for which they are required (e.g. fire hose reels, disabled access signage and provisions, emergency		Discuss what is required her and when/how often it is required to be done. Formalise it and put in PMS and grounds manuals.		Time		Legislative compliance. Management of risk to health, safety and building infrastructure. Enhanced staff and visitor safety.	All information regarding the CCCs & Building Warrant(s) of Fitness are held in the Resort Office. Monthly Brian fills out our Building Warrant of Fitness & does the required checks i.e. checking front Reception door operates correctly. This information is held in the Resort Office for easy access. **Where is this information kept? Who knows about it?!

No.	Opportunity for Improvement	Priority	How	Who	Cost	Time	Business Case	Comment
	<i>lighting, alarms, exits etc</i>) and Compliance Schedules are in place to ensure that inspection, maintenance and reporting requirements are met.							
2-2-f	Prepare A4 laminated Emergency Evacuation Plans, and ensure copies are put in place on the inside of accommodation units and amenity buildings.		Need to formalise in the form of Company Manuals & policy. Look at existing evacuation plans and where they are located. Discuss improvements to the plan poster and to its locations.		Time Printing costs	Immediately	Enhanced safety of guests and staff. Legislative compliance.	The Playground was the decided Evacuation Point. Emergency Evacuation Plans are in the form of an A5 laminated poster in units and most buildings.
2-2-g	Provide a means to extinguish localised fires within those units which have cooking facilities (e.g. <i>Fire Blanket or hand-held BE Dry Powder, Wet Chemical Fire Extinguisher, if the latter are not already in place</i>).		Bruce is currently discussing our requirements with our Insurance company. Check legislative requirements. Once this is sorted, need to formalise in the form of Company Manuals & policy.		Cost of purchasing means to extinguish i.e. fire blankets	Begin Immediately 2 months	Enhanced safety of guests, staff and property.	
2-4-a	Conduct a water audit of the operation (on a targeted area basis), to determine the efficiency of particular fixtures and fittings, and potential opportunities for conservation, utilising appropriate tools and resources.		Committee to research. Could start with monitoring the water usage from the Blue Block comparing last year to this year. To determine if any area requires changing to run efficiently.		Research Time		Ability to identify current cost of water and track savings as water conservation measures are implemented.	This will be dependant on placement of water meters and potential installation of extra water meters.
2-4-b	Consider installing further potable water meters, such that consumption from the various aspects of the Holiday Resort can be more accurately monitored and managed.		Price up water meters for around the Resort area. Committee to research. Think we have 2 in the Resort – where are they. Do we want more? Research cost & how they get installed.		Research Time Cost of water meters		Ability to identify current cost of water and track savings as water conservation measures are implemented.	
2-4-c	Compile data on potable		Committee to research.		Research Time		Ability to identify	

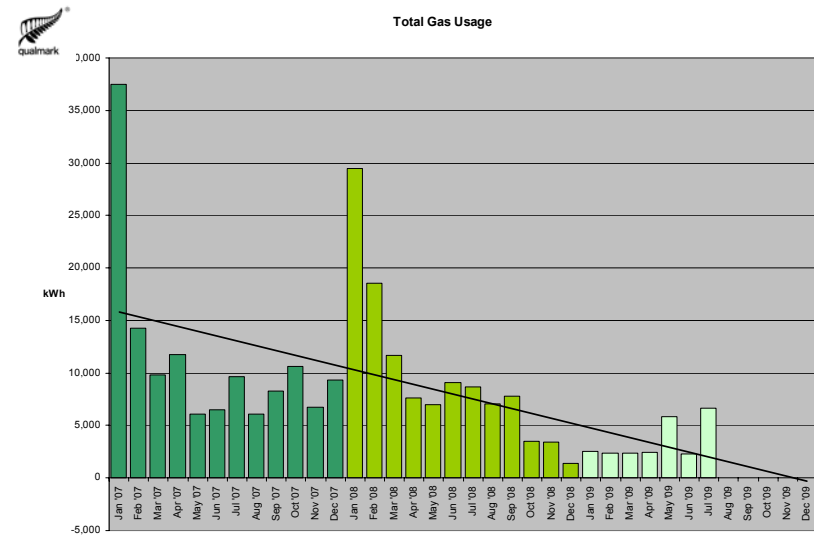
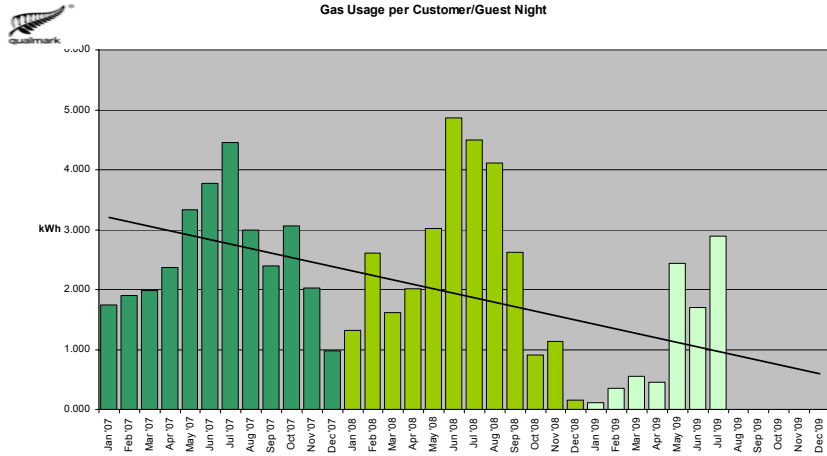
No.	Opportunity for Improvement	Priority	How	Who	Cost	Time	Business Case	Comment
	water consumption throughout the various parts of the business on a regular (<i>e.g. monthly or quarterly</i>) basis. Track this relative to key indicators in each area, such as guest numbers for each type of accommodation. Set specific targets for reducing consumption, and monitor and report on progress on an ongoing basis.						current cost of water and track savings as water conservation measures are implemented.	
2-4-g	Test current water flow rates through communal urinals installed on site. Assess options to reduce water usage (<i>e.g. installing timers, infrared sensor or waterless urinals</i>), both in respect of existing facilities and the planned new developments.		Have replaced 4 urinals in blue block with waterless type and will do others as renovations occur.		Cost of replacing urinals	On-going	Improved water efficiency and reduced supply costs. Reduced wastewater volumes and costs. Reduced maintenance and cleaning costs.	** What type of urinals are in the Red Block?
2-4-o	Review permeable paving systems that are available (<i>e.g. porous/semi-porous pavers, Permapave asphalt, Gobi-blocks, turf blocks etc</i>) and consider as an alternative option to 'traditional' impervious surfaces for areas that are under development within the Holiday Resort (to reduce stormwater drainage).		The stormwater goes into the ground and not council system. When considering paving we need to look into this. Currently looking at paving sites S1-3 – research into options for pavers.		Research Time Cost re-pave		Reduced risk of localised flooding. Reduced ongoing costs for site drainage maintenance.	
2-6-k	Ensure that all wastes that are known or suspected to contain substances that are hazardous to the environment and/or human health (<i>e.g. chemical, paint and agrichemical containers, fluorescent light tubes and capacitors, waste oils,</i>	High	Compile formal list of hazardous waste, what we produce & a policy on how we dispose of the waste. Committee to research.		Time Purchase of containers if required	Immediate	Reduced solid waste volumes to landfill. Management of risk to staff and the environment.	

No.	Opportunity for Improvement	Priority	How	Who	Cost	Time	Business Case	Comment
	batteries) are segregated, and participate in schemes for the safe management of these wastes.							
2-7-a	Advise visitors of the Ebex21 Tourism Calculator, which enables visitors to calculate their personal CO2 travel footprint and offset all or part of that footprint by buying CO2 credits, funding investment in native tree restoration (e.g. customers could be advised through inclusion of information in the Resort Information Sheet – “what you can do to support the BOP Sustainable Tourism Charter”).		Committee to discuss the consideration of putting website & brief information about CarboNZero in Unit Compendiums, on our website & at reception.		Time & re-printing costs for compendiums if required		Heighten awareness and engage visitors in sustainability initiatives. Enhanced social and environmental responsibility.	The Ebex21 Tourism Calculator has now been transferred to CarboNZero. You can log onto their website and use the calculator to work out your greenhouse gas emissions for your stay here at the Resort & travel that goes with it. Quite a cool website and you can offset your footprint by buying CO2 credits online – choice of windfarms or landfill gas at the moment. Discussion as to whether to put in Unit Compendiums, website & reception.
4-1-g	Provide information on the tribute to the Mana of Tangaroa (God of the Sea) statue, as well as on the local cultural history relating to the Papamoa Hills and Pa site. (e.g. feature on website, include information in Resort compendiums, within the Resort Office). Consult with Tangata Whenua to ensure authentic and accurate information is communicated.		Consult Tauranga City Council for information on the statue, it's origins & significance for this area. The Cultural Heritage Regional Park is mentioned on our website for an activity to do. Provide more information – where/how to get there. Provide information for local cultural history in compendiums, website & sign idea for islands (Bex/Brian) Research and consider display options.	Management Reception - Lisa	Research Time	2-3 months	Enhanced awareness and support for cultural tourism opportunities. Enhanced guest experience, satisfaction.	Contact Tauranga City Council – Elizabeth Hughes may be a contact also Gordon Crosby 5422132 – Lisa to do. Jason Porter & Dave Toms were the sculptors & it was presented on 28/02/2004.
5-2-d	Ensure that knowledge regarding site utilities is		Committee to research. Bruce needs to draw a plan	Bruce	Time		Management of risk to health,	

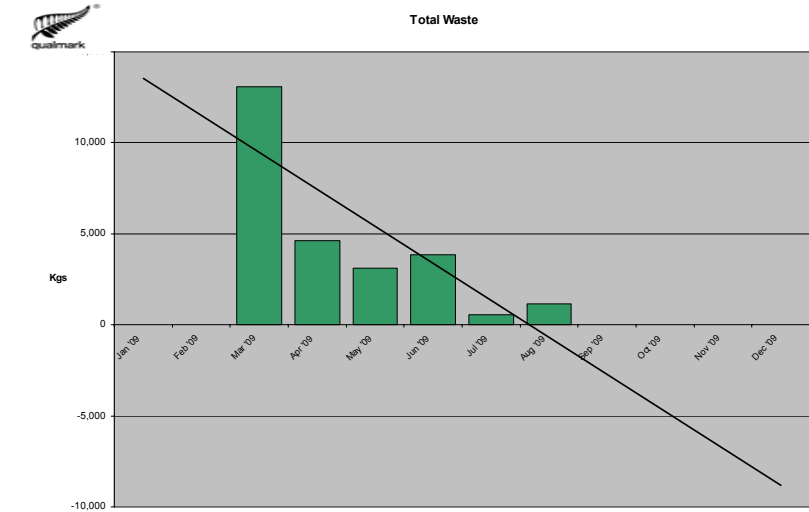
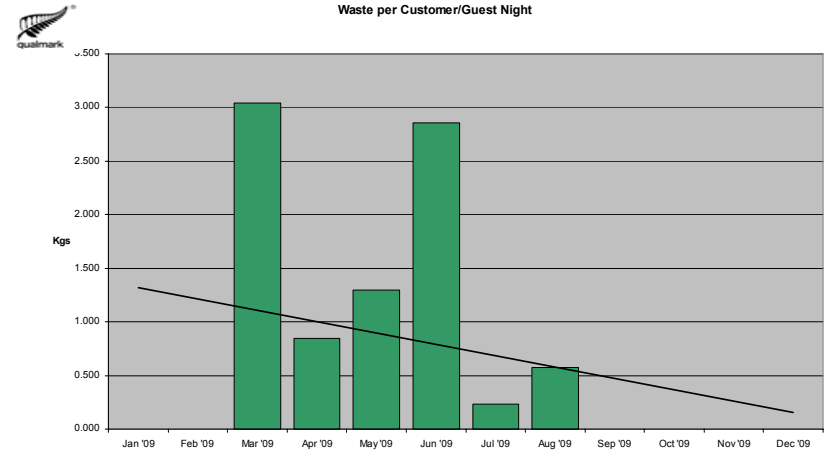
No.	Opportunity for Improvement	Priority	How	Who	Cost	Time	Business Case	Comment
	formally documented and accurately depicted on site plans, both for future reference and compliance management purposes.		of all pipes/mains/cables etc on a map that we can enlarge. Master copy of map to be kept by management and copies to be in Manuals and enlarged laminated copy in shed.				safety and environment. Project planning and maintenance management tool.	
2-1-d	Consider submitting entries to further business awards (both national and international), building on previous successes, for example: -expression of interest to TIANZ for the NZ Tourism Awards. -SBN, Westpac Business Excellence Regional and National Awards. Ensure that sustainability is an integral component of the awards entries.		Future consideration.	Management – Bruce, Donna & Bex		On-going project	Profile raising and promotional opportunities. Point of difference afforded by sustainability initiatives / charter development. Public recognition of achievements.	
2-4-h	When selecting new appliances and plumbing fittings (taps, dishwashers, toilets) purchase water efficient products which have an AAAAA water conservation rating.		Are we doing this? To discuss. Part of purchasing policy. Need to formalise in the form of Company Manuals.				Improved water and energy efficiency and reduced supply costs. Reduced wastewater volumes and costs.	
2-6-i	When disposing of inorganic items that can not be returned to suppliers (e.g. furniture, some whiteware, linen, kitchenware) seek alternatives to landfill disposal (such as waste exchange, donation to local charity).		We dispose of old items to the community centre. Need to formulate a 'disposal list', everything we want to recycle/donate must be documented.		Time		Reduced solid waste costs and volumes to landfill. Enhanced social responsibility and profile in the community.	We currently have a lot of linen & old appliances stored here on site – what are we doing with this? Re-use old towels for rags, old sheets used for painting drop sheets. Conscious of not throwing out 'old' stuff that can be of use to someone else.
4-3-e	In conjunction with relevant industry training organisations and businesses, work with the		We welcome Tourism Students for a 2 hour familiarisation tour of the Resort. We also offer short	Management Resort Staff In conjunction	Time		Availability of quality graduates for employment. Reduced	Both Bruce and Bex have sat on the BOP Polytech Tourism and Travel Local Advisory Committee.

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	<p>Bay of Plenty Polytech to ensure supply of local graduates with relevant skills required by the tourism industry <i>(e.g. discuss required skill and experience sets, incentives to attract quality applicants and graduates, course quality and practical content, industry involvement)</i>.</p>		<p>term work experience to Tourism Students, we pick one person per year. This needs to be formally recorded.</p> <p>We lobby the Bay of Plenty Polytech to instigate a Housekeeping Diploma.</p>	<p>with Bay of Plenty Polytech</p>			<p>recruitment costs. Local employment generation.</p>	<p>Need to formalise in the form of Company Manuals.</p>

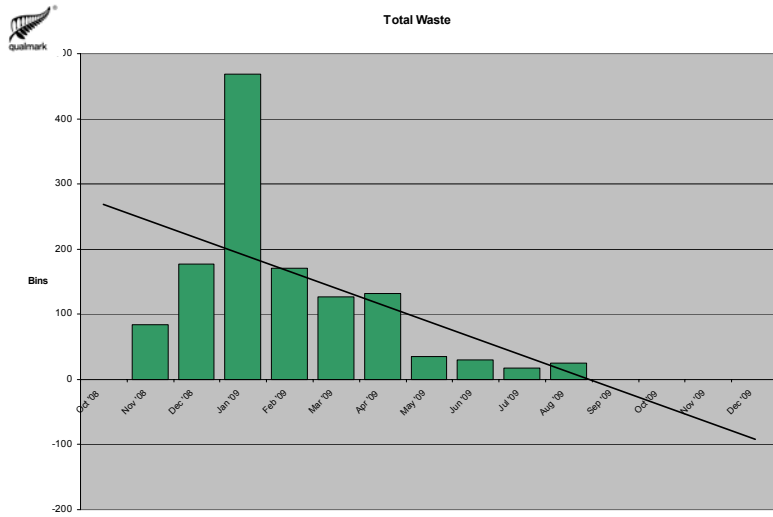
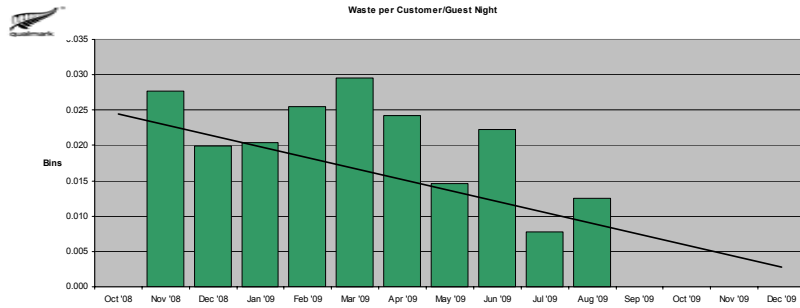
Gas usage monitoring example



Waste monitoring example- waste going to landfill



Waste monitoring example – recycling bins



Electricity monitoring example

