



BAYVIEW HOTELS & RESORTS, NEW ZEALAND

CHATEAU TONGARIRO HOTEL ENVIRONMENTAL POLICY

Employees of Chateau Tongariro Hotel believe that as part of our goal for the premiere hotelier company in the Ruapehu region, we must lead not only economically, but environmentally and socially as well.

The company understands that it is in a prominent position to affect the environment in and around the Ruapehu region. Our objective is not only to sustain our environment for our descendants but also to rehabilitate the damage previously done. To this end, we've developed an environmental plan and welcome your support for this initiative.

Most of our customers want to help, so we invite you to join with us by enjoying our hotel and location and understanding our environmental policy.

We believe that our corporate responsibility goes beyond our proprietary borders and we endeavor to cooperate with our neighbors and our suppliers to develop our business in a sustainable manner. Every effort will be made to conserve resources throughout our operations. Our purchasing department will seek products and services of local origin and that are environmentally benign.

We choose to hire local whenever possible. Our success will be determined on a yearly basis with a commitment to improve. Furthermore, the company will not only meet existing environmental laws and regulations, but go beyond the status quo and seek techniques and approaches that position us ahead of our competition.

Some energy and water savings we undertake

Chateau Tongariro Hotel is reducing our demand on energy by:

- Offering customers key cards which switch off appliances when customers are out in our Tongariro Wing.
- Offering a towel and linen change option through our 'conserve water' cards in rooms, giving our customers the option to re-use linen and towels to minimise the impact on the environment by reducing chemicals, energy and water used. These measures also act as reminders to customers and encourage further participation in eco activities to help the environment.
- The hotel purchases local produce where possible to reduce transport emissions.
- When replacing worn-out appliances the hotel has changed to energy-efficient models.
- Low-energy light bulbs are installed in rooms where fixtures allow and where possible in public areas. Where possible the hotel has switched to compact fluorescent light bulbs (CFLs) & LED lighting.
- Energy-efficient timers are installed on exterior lighting/motion sensor equipment.
- Repair – the maintenance department repairs all current plant and machinery onsite if possible to avoid sending broken item to landfill.
- Eco tidy cards are in rooms to encourage guests to reduce water, energy and cleaning products by only having their room tidied.
- The hotel ensures installed devices are in taps and showerheads to reduce water volume without compromising on quality.

Waste reduction

Employees of Chateau Tongariro Hotel live in a World Heritage National Park and are committed to reducing the waste that needs to be removed or impacts on the environment.

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Other waste reducing activities include:

- Internally the hotel is reducing the amount of waste going to landfill by separating it for recycling.
- Takeaway containers are made of a recycled paper pulp material.
- Paper reduction in the workplace - Printer's default set to double-sided for most printing.
- Locally sourced produce is purchased where possible to both support the local community and to reduce transport costs.
- Recycle bins are placed in offices and staff accommodations for paper/plastic and other.
- All new printed items where possible will be using a sustainable resource using **ecoStar** paper.
- All food scraps are recycled through sending to the local organic pig farm.
- Recycle waste oil by supplying a biodiesel producer with old oil from fryers and vats.
- Rethink! Before buying something, employees now think about the impact and 'green' value of the item.

Pollution reduction

Chateau Tongariro Hotel is helping to reduce pollution of waterways/noise/air/light by:

- Using only biodegradable or non-toxic cleaning products.
- Washing vehicles at a designated area set by the Department of Conservation (DoC) so cleaning products doesn't enter drains.
- Ecobags are used in rubbish tins in rooms. These bags break down quickly in landfills.
- Carpooling – when employees need to travel in work vehicles or to other properties the hotel attempts to ensure employees carpool and have meetings on the same day to avoid extra use. i.e. Hotel manager & Accountant or Sales or Marketing Manager will combine travel & appointments.
- Hotel vehicles are regularly maintained & tuned to ensure they are in peak running condition.
- The hotel owns an established forest at Wairakei Resort Taupo which offsets carbon emissions.
- Use of old cloths for cleanup instead of paper products reduces the use of paper products (one sponge/cloth can last the equivalent of 17 rolls of paper towels- source: <http://www.redbookmag.com>)

Wise purchasing and conservation examples

Chateau Tongariro Hotel participate in a wise purchasing programme and supporting wildlife conservation/regeneration of native/renewable forests by:

- Ensuring all printed material and products are sustainably sourced where possible.
- Planting trees and shrubs in all areas of the garden which are native to this area and all non-native species/plants removed.
- If trees are removed, they are composted and reused as mulch on property or used for firewood in the hotel.
- Species at risk (Golden Mistletoe from official list) is protected/restored and an information sign is available to advise and inform customers and visitors of the importance of this species.
- Information DLE flyers are paid for by the hotel and available both at visitors' centre and in hotel.
- Purchasing locally, which helps reduce carbon emissions from transport.

Community examples:

One of the strong focus' as part of a small community is the hotels understanding that the property is well known in the larger local community and as such we have quite a strong participation in various projects such as:

- Donating supplementary products or furniture to local charities/schools.
- Sponsorship of a large number of community groups & schools with accommodation voucher support or discounted product.
- Events are held at the hotel owned tavern for village residents and staff to enjoy. Live acts & music.
- Hire local staff where possible to grow the community.
- Training program is implemented to benefit and grow staff & community.
- Work within the DoC management plan to ensure sustainable practices are carried out within the village and community.
- Support the pest eradication program with stoat traps and employees help to clear these.
- Guest amenities are donated to the local women's refuge where possible along with surplus/ old branded items.
- Donation of old computers to local schools.
- Reuse – Old furniture is donated to staff accommodation or given to local charity such as school or National Park Progressive Association for their community Hall project.

The hotels policy towards the environment will be readily available and promoted to our business partners , customers and visitors. Growth of our company depends on our abilities to minimize or eliminate the impacts on the hotels surroundings. The hotels ultimate success depends on the environment of New Zealand, without a beautiful country, our customers will cease to come. Our company's future and the future of our environment are interconnected.

We hope you'll join with us to help us in achieving our goal.