

ROTORUA SUSTAINABLE TOURISM CHARTER

Qualmark Green Pre-Assessment – Keswick



Thank you for accepting the opportunity to have a “Qualmark Green Pre-Assessment” with the Rotorua Sustainable Tourism Charter. **Please note that this assessment is based on the Rotorua Charter Assessor’s view and does not guarantee the outcome from the actual Qualmark assessment.**


Based on the findings of the site visit of your business my estimate of your eligibility for a Qualmark Enviro Logo is that currently you would achieve a bronze rating however it would be relatively easy for you to achieve silver if the recommendations given in this report are followed. I think that while you have a chance of obtaining a gold rating this would be difficult at this stage.

In the table below you will find the Qualmark Green Responsible Tourism Operations **criteria** (Column 1), your current **status** (Column 2) for each given criteria (pass or fail), the specific recommended **evidence** (Column 3) you will need to produce for each criteria (as suggested by the Rotorua Charter Assessor’s view) and suggested **actions required** (Column 4) to meet the criteria where a fail status is indicated.

This assessment takes into consideration that:



- The Qualmark Green criteria are not prescriptive, so they can be applied to a range of business sizes and types;
 - It is up to you to decide *what* initiatives you put in place (over and above the minimum requirements);
 - Qualmark assessors will be looking for evidence of actions and initiatives that are appropriate for the type, size and scale of your business.
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CRITERIA (1)	STATUS (2)	EVIDENCE FOR QUALMARK ASSESSMENT (3)	ACTIONS REQUIRED TO MEET CRITERIA (4)
<p>MINIMUM REQUIREMENT</p> <p>(see page 9 of the Responsible Tourism Guide)</p>	<p>Any past environmental/community problems have been effectively overcome.</p>	<p>P</p> <p>There have been no environmental problems to date but there have been two events where noise was an issue to neighbours.</p> <p>Past problems and their solutions:</p> <ul style="list-style-type: none"> ▪ There was a problem with a neighbour complaining about noise when kids were jumping off the bunks. Keswick discussed this with the neighbours and installed carpet in the bunk rooms to muffle the noise. Since then there have been no complaints. ▪ Around twice a year (usually Easter and Queen's Birthday) kids bring powerful music systems with strong sub woofers. There have been complaints about this from neighbours. Keswick minuted the complaint in a meeting and wrote a letter to the neighbours apologising and explaining the action taken to avoid this problem in future. The action is to prohibit any type of noise between 10pm and 7am (in the past there was just a restriction on noise). <p>Evidence: For both the events outlined above Keswick need to produce letters sent to neighbours, minutes from meetings discussing these events and physical proof of actions taken. This evidence can be supplied.</p>	
	<p>All necessary statutory licences have been obtained and are current. This includes concessions and/or consents for operating on land other than owned or leased.</p>	<p>P</p> <p>There are two licences Keswick needs to maintain. One is the building warrant of fitness (which covers all buildings on the property) and the other is the inspection of the grease trap.</p> <p>Actions:</p> <ul style="list-style-type: none"> ▪ The building warrant of fitness is displayed in the kitchen. ▪ The grease trap is regularly checked by RDC staff. <p>Evidence: Copy of latest building WOF and letter showing most recent grease strap inspection. This evidence can be supplied.</p>	<p>While the building warrant of fitness is displayed in the kitchen it would be a good idea to display this document also at the front office.</p>
	<p>Operator's land use complies with all regional, district and conservation management plans in place for the area.</p>	<p>P</p> <p>Keswick operates under a number of land use consent from the District Council.</p> <p>Evidence:</p>	

			A copy of all consents held for the property will need to be provided. Alternatively a Certificate of Compliance from RDC will demonstrate that Keswick is operating legally. This evidence can be supplied.	
	Facilities are in place for staff and customers/guests to collect and separate waste for recycling.	P	<p>Actions taken:</p> <ul style="list-style-type: none"> A recycling centre is located at the kitchen Staff is made aware of the recycling centre through the induction programme and regular meetings. Twice a year Keswick holds a training camp for staff that addresses various aspects of the business including sustainability issues and recycling. <p>Evidence: Physical evidence of clearly marked recycling bins (e.g. using the wheelie bins covers) which are easily accessible to guests and which are clearly signposted. This evidence can be supplied.</p> <p>Copy of the training camp outcomes summary as well as induction documents and meeting minutes demonstrating that staff is made aware of the recycling centre and the need to use it. This evidence can be supplied.</p>	A recycling centre is located at the kitchen but the bins are not clearly marked yet (the intention is to use the coloured plastic lids that fit over standard wheelie bins similar to the ones used by the Buried Village). Also, while the recycling centre exists it is not clearly communicated to guests. More signage and other communication are needed.
	Evidence that a checklist has been used to review the environmental impact of the business (i.e. the Qualmark Responsible Tourism Checklist supplied to licence holders, and available on www.responsibletourism.co.nz or the Charter's PSA)	P	<p>Action taken:</p> <ul style="list-style-type: none"> The Qualmark template has been used to review Keswick's environmental impacts. <p>Evidence: A completed copy of the Qualmark Responsible Tourism Checklist. This evidence can be supplied.</p>	
	Environmental claims made in promotional material can be substantiated.	P	<p>Actions taken: Currently only associations with environmental organisations (Rotorua charter and Green Globe) are promoted.</p> <p>Evidence: Proof of membership in Rotorua Charter and Green Globe (e.g. correspondence, plaques etc). This evidence can be supplied.</p>	It is noted that Keswick intends adding its sustainability policy to the website. If this occurs before the next Qualmark assessment then evidence will be required to demonstrate that all claims made in this policy can be substantiated.
All criteria in previous section plus all of the following criteria:				
 <p>Enviro-Bronze</p>	<p>Where applicable, effective air, water, noise and/or light <u>pollution</u> management is in place.</p> <p>Note: This criterion is specific to pollution as opposed to efficiency or consumptions. The question here is what aspects of the business can create</p>	F unless at least 1 significant action is shown under the air, water and light	<p>Actions taken:</p> <p>Air:</p> <ul style="list-style-type: none"> No action identified <p>Water:</p> <ul style="list-style-type: none"> Diverted stormwater into a wetland area. 	<p>Note Eldad:</p> <p>I didn't understand this section properly. After discussing it with Qualmark I now have a better idea. Of the three actions we identified, the only relevant one is the one about diverting stormwater (i.e. to prevent water pollution) and even this is a little weak.</p>

	<p>air, water, noise and/or light pollution.</p>	<p>headings.</p>	<ul style="list-style-type: none"> ▪ Ensure only environmentally friendly chemicals are used. <p>Noise:</p> <ul style="list-style-type: none"> ▪ There was a problem with a neighbour complaining about noise when kids were jumping off the bunks. Keswick discussed this with the neighbours and installed carpet in the bunk rooms to muffle the noise. Since then there have been no complaints. ▪ Around twice a year (usually Easter and Queen's Birthday) kids bring powerful music systems with strong sub woofers. There have been complaints about this from neighbours. Keswick minuted the complaint in a meeting and wrote a letter to the neighbours apologising and explaining the action taken to avoid this problem in future. The action is to prohibit any type of noise between 10pm and 7am (in the past there was just a restriction on noise). <p>Light:</p> <ul style="list-style-type: none"> ▪ No action identified <p>Evidence: Physical proof of actions and policies to prevent air, water, noise and/or light pollution.</p>	<p>The other two are more about efficiency and consumption rather than pollution and therefore are not relevant to this section:</p> <ul style="list-style-type: none"> ▪ Completed changing all the internal lights with low energy bulbs and around 70% of exterior lights. ▪ Some toilet cisterns have been replaced with dual flush systems. <p>The question that needs to be asked here is which elements of Keswick's operations have the potential to generate air water, noise and/or light pollution.</p> <p>Air: Air pollution can be anything that impacts air quality and it doesn't necessarily have to have an odour. Some poisonous gasses are invisible and odourless. The only aspect of Keswick's operations that I can think of that could generate air pollution is the diesel fired boiler. It would be a good idea to show evidence that action has been taken (e.g. an inspection by a suitably qualified person) to ensure the diesel boiler does not generate pollution.</p> <p>Water: A stronger action to support the water pollution element of this section is what Keswick is doing to ensure only environmentally friendly chemicals are being used. This impacts what goes down the drain and therefore is a pollution prevention action.</p> <p>Light: The key issue here is whether there are lights left on at night that are not necessary and add to light pollution (especially if they affect neighbours).</p>
	<p>Evidence that a checklist has been used to create a responsible tourism plan of action* which is regularly reviewed, and is included in staff induction and training</p>	<p>F unless the recommended actions can be completed and demonstrated</p>	<p>Actions taken:</p> <ul style="list-style-type: none"> ▪ When Keswick received the Charter report, Terry held a meeting in which he presented the report and asked the relevant staff to action those parts of the report relevant to their roles. <p>Evidence: Proof of the meeting (e.g. minutes) where the Charter report was first discussed will be required and staff will need to be aware of the report.</p> <p>Assuming the actions required in the last column are taken the following evidence will be required:</p> <p>Proof of a meeting (e.g. minutes) with staff following the completion of the action plan (i.e. development of Appendix B into an action plan) will need to be provided.</p>	<p>Appendix B from the Charter report constitutes a basic plan of action however Keswick will need to add responsibilities and timeframes to Appendix B to make it a proper action plan. Also, any monitoring undertaken by Keswick will need to be included in this action plan.</p> <p>A meeting with staff will need to be held once Appendix B has been developed into an action plan to make sure they are familiar with the new action plan.</p> <p>There will need to be a policy to regularly review the action plan.</p>

			There needs to be evidence of a policy and/or other written evidence to demonstrate that the action plan developed from Appendix B will be regularly reviewed.	
Evidence of effort made to reduce waste, energy and water consumption (1 action in each aspect or 3 actions in total)	P		<p>The following actions have been taken:</p> <p>Waste:</p> <ul style="list-style-type: none"> ▪ Both operational and guest recycling initiated ▪ Installed a worm farm ▪ Onstalled a compost bin. <p>Energy:</p> <ul style="list-style-type: none"> ▪ Incandescent bulbs replaced with low energy bulbs. Replaced two old hot water cylinders with new more efficient ones. ▪ Started covering hot water cylinders with insulation wraps. <p>Water:</p> <ul style="list-style-type: none"> ▪ Installed duel flush toilets <p>Evidence: Physical evidence of actions. This evidence can be supplied.</p>	
Evidence from the Responsible Tourism plan of action that you are monitoring at least 1 aspect (i.e. waste, energy or water) with evidence of improving efficiency (e.g. in water, waste, gas, electricity, fuel or reduction of carbon emissions***).	P		<p>Actions taken:</p> <ul style="list-style-type: none"> ▪ Electricity is being monitored and electricity use is becoming more efficient. <p>Evidence: Proof of monitoring electricity (i.e. a spreadsheet as opposed to a pile of electricity bills). Proof that Keswick is using less electricity per guest in 2009 than in 2007. This evidence can be supplied.</p>	
Staff follow the Responsible Tourism plan of action and can communicate it.	P		<p>Actions taken:</p> <ul style="list-style-type: none"> ▪ Keswick staff have been briefed on their responsibility within the Action Plan (e.g. the person in charge of recycling). This evidence can be supplied. <p>Evidence: The Qualmark assessor will want to talk to various staff which are identified in the Action Plan as having responsibilities for specific actions to make sure they are familiar and understand the Action Plan and their role within it. This evidence can be supplied.</p>	
Evidence of effort made to reduce waste, energy or water consumption (9 actions in total, including at least 1 action in each aspect**).	P		<p>Actions take:</p> <p>Waste:</p> <ul style="list-style-type: none"> ▪ Recycling put in place ▪ Installed worm farm ▪ Installed a compost bin <p>Energy:</p>	

			<ul style="list-style-type: none"> ▪ light bulbs replaced with low energy bulbs ▪ Replaced two old hot water cycliners with new ones. ▪ Started covering hot water cylinders with wraps. ▪ Install motion sensors. ▪ Install carpet over hardwood floors to increase thermal insulation. <p>Water:</p> <ul style="list-style-type: none"> ▪ Installed dual flush toilets <p>Evidence: Physical evidence of actions. This evidence can be supplied.</p>	
	Evidence of contributing towards at least 1 community or conservation activity.**	P	<p>Action taken:</p> <ul style="list-style-type: none"> ▪ Contributed to the Hannah's Bay wetland restoration project <p>Evidence: Proof of involvement with the restoration project (e.g. a letter from Denise LaGrew). This evidence can be supplied.</p>	
 qualmark Enviro-Silver	All criteria in previous sections plus three of the following criteria:			
 qualmark Enviro-Gold	All criteria in the previous sections plus all the following criteria			
	Evidence from the Responsible Tourism plan of action that you are monitoring at least 2 aspects with evidence of improving efficiencies (e.g. in water, waste, gas, electricity, fuel or reduction of carbon emissions).***	P	<p>Currently monitor:</p> <ul style="list-style-type: none"> ▪ Electricity – Keswick can prove improved efficiencies ▪ LPG ▪ Diesel ▪ Petrol ▪ Waste ▪ Carbon emissions – these are assessed through Enviro Schools and Green Globe. Terry believes he can prove reductions. This can only be proved if another carbon assessment is undertaken before the next Qualmark assessment. Terry will try to get another carbon assessment done before May. 	

		Evidence: Proof of improved efficiencies in electricity use and carbon emissions (i.e. less electricity used and carbon emitted per guest). This evidence can be supplied.	
Evidence that a Responsible Tourism statement/policy is publicly displayed, so guests/customers can offer feedback.	P	<p>Action taken:</p> <ul style="list-style-type: none"> ▪ Sustainability policy is displayed at the dinning room. ▪ Feedback mechanisms – evaluation forms are completed at the end of camps by group leaders. <p>Evidence: Physical evidence of policy displayed and copy of amended evaluation form. This evidence can be supplied.</p>	<p>The sustainability policy is currently displayed at the dinning room but Keswick should place one copy in each host folder given to leaders coming to the camp.</p> <p>The Sustainability Policy is currently on an A4 sheet of paper. It needs to be more formal (e.g. with on letter head) and possibly framed/laminated.</p> <p>Feedback mechanisms – evaluation forms are completed at the end of camps by group leaders. A question which specifically asks the leaders about Keswick’s sustainability policy needs to be added to this evaluation form.</p>
Evidence of effort made to reduce waste, energy or water consumption (5 in each aspect or 25 actions in total, including at least 2 in each aspect).*	F	<p>Actions taken:</p> <p>Waste:</p> <ul style="list-style-type: none"> ▪ Recycling put in place ▪ Worm farm and compost bin. food scraps taken by a pig farmer. ▪ Donate mattresses to maraes (these would otherwise end up in landfill), ▪ Ask milk supplier to take back empty bottles (Note Eldad - need to find out what they do with them). Chemical supplier asked to take empty containers back (also need to find out what happens to them). ▪ Reuse toner cartridges (ink for you), Ink for you take old cartridges for recycling, ▪ Reuse demolition timber <p>Energy:</p> <ul style="list-style-type: none"> ▪ Light bulbs replaced with low energy bulbs. ▪ Replaced two hot water cylinders with new ones. ▪ Started covering the cylinders with wraps (note Eldad – need to mention how many of the total have been wrapped). ▪ Install motion sensors. ▪ Install underlay and carpet on hardwood floors to improve thermal insulation. ▪ Place notes on light switches to remind guests to turn off lights. ▪ Replaced two ovens with modern comvtherms ovens. ▪ Replaced bar heater in the office with a heat pump. ▪ Use a timer for diesel heater ▪ Reduce trips to town by banking only 2 or 3 times a week (need to include a written 	<p>Note Eldad:</p> <p>After discussing this section with Qualmark I now realise that for the actions to be counted as part of the 25 actions required they need to be ‘meaty’ (i.e significant) and clearly different. For example, “Reuse toner cartridges” and “Ink for you take old cartridges for recycling” are significant but would be considered as one action. An example of a less significant action is: “I tune my cell phone off at night”.</p> <p>I’ve gone through the actions we listed and combined the ones that I think will be considered together. I thinks all the actions we listed are significant though some a little less than others (e.g. placing a bottle in some of the toilet cisterns is clearly not as significant as changing all bulbs to low energy bulbs).</p>

			<p>policy).</p> <p>Water:</p> <ul style="list-style-type: none"> Installed dual flush toilets and placed bottle or bent arms down in old cisterns while they are waiting to be replaced. Place water timers on the hoses. <p>Evidence: Physical proof of actions taken and or formal policies in place to support actions.</p>	
Evidence of contributing towards at least 1 community and 1 conservation activity.**	P		<p>Actions taken:</p> <ul style="list-style-type: none"> Hanahs bay wetland restoration. All rotorua schools can stay at 2 thirds of normal price. Gift seminar and meetings rooms to local groups for free <p>Evidence: Proof of involvement with restoration project (e.g. letter from Denise LaGrew). This evidence can be supplied.</p> <p>Proof of local school discount policy (e.g. written policy or letter from a school). This evidence can be supplied.</p> <p>Proof of local groups that used Keswick's meeting rooms fro free (e.g. letter). This evidence can be supplied.</p>	
An individual or team within the business has formal responsibility for implementation of the plan and possible improvements.	P		<p>Action taken:</p> <ul style="list-style-type: none"> Terry has been officially appointed as the sustainability facilitator for Keswick. <p>Evidence: Evidence of Terry's role being a formalised role (e.g. minutes from a meeting). This evidence can be supplied.</p>	

* Use the Responsible Tourism Guide for examples and ideas. The Responsible Tourism Checklist can help form your plan and what you might target for improvement.

** Use the Responsible Tourism Guide for explanation and examples.

*** Qualmark expects monitoring to have been in place for at least 6 to 12 months to show improvement – refer to page 11 in Responsible Tourism Guide.

Once again, thank you for accepting the opportunity to have a “Qualmark Green Pre-Assessment” with the Rotorua Sustainable Tourism Charter and all the best for a successful Qualmark assessment.

Eldad Collins
Sustainability Assessor

APR Consultants
DDI (07) 349 8325
Email eldad.collins@apr.co.nz