



## Novotel Lakeside Rotorua Fact Sheet for Sustainability in Action function

26 June 2007

### Ownership Structure

Novotel Lakeside Rotorua is part of the Accor hotel and tourism group. There are more than 4,000 Accor hotels and resorts in 90 different countries. In New Zealand there are 27 Accor properties, with new hotels in Tainui and Christchurch scheduled to open later this year.

### Staff Buy In

- Staff are made aware of Accor's sustainability ethos and sustainability is integrated into all jobs.
- Staff are encouraged to make suggestions for improved sustainability – 40 of the 200 Novotel Lakeside Rotorua staff made suggestions this year as part of Environmental Day. One of those suggestions was so well liked by staff at the Accor head office in Paris it resulted in the staff member receiving a "prized" bio-degradable T-shirt for their efforts.
- A "graffiti wall" is in the staff utility area of the hotel depicting the Accor values of trust, professionalism, transparency, innovation and responsibility. The wall was painted by a local artist after consultation with staff and is now proudly owned by the staff who can reflect on what part of the wall they "own".

### Supply Chain

- New Zealand Accor properties are using their purchasing power to pressure suppliers into improving their sustainability. Where appropriate suppliers are being requested to take back items at the end of their life (eg. light bulbs, furniture etc) and recycle the components.

### Community Support

- Novotel Lakeside Rotorua is a regular participation in Environmental Day. This year they decided to focus on reducing packaging and are working with suppliers to reduce the volume of plastic and strapping.
- Staff volunteered their time to participate in CURE KIDS charity event of getting their team from Auckland to Queenstown on \$10. Before they could enter the event each team had to raise a \$10,000 contribution to the charity. As part of the event staff teamed up with Paradise Valley Springs to hand out kits about the CURE KIDS charity to local children.
- Instead of contracting in a large crane to change out the banners hanging from the front of Novotel Lakeside Rotorua abseiling points were attached to the building. The local rock climbing club gets to put their skills to good use changing out the banner every couple of months and makes pockets a donation for their efforts.

### Waste Minimisation

- Cardboard, paper, metal and glass are sorted and collected weekly for recycling.
- Kitchen scraps are collected daily by a local pig farmer.
- Recyclable office, electrical and electronic items are sent for recycling.
- Batteries and fluorescent bulbs are safely disposed of.
- Waste for landfill is compacted and collected weekly.

## **Energy Savings**

- Low energy bulbs are used throughout all New Zealand Accor properties. These bulbs last longer than typical bulbs and therefore there is a reduced need for manpower in replacing bulbs. They also produce less heat than typical bulbs and therefore reduce the load on the air conditioners. Accor New Zealand estimates that because it has switched to low energy bulbs in all 27 of its properties it will save \$150,000 over five years.
- Hotel kitchen chillers are commonly left on 24 hours a day, but typically not used for 7-8 hours each day. By turning the chiller off when not in use saves 138kW per hour.
- The geothermal aquifer below the hotel is tapped into through a heat exchanger, which provides room heating and hot water for the hotel.

## **Water Savings**

- Methven Satinjet low flow shower heads are being installed in guest bathrooms at a rate of one floor per month and will be complete by October. There is a 25% reduction in water use down from 12 litres per minute to 8 litres, but no compromise in quality as the water is aerated, providing users with a shower that is equally forceful to regular flow shower heads.

## **Care of Flora and Fauna**

- A novel way of deterring birds from roosting along the roof line of the hotel and subsequently damaging the exterior of the hotel with their droppings was to put out decoy owls. It creates a talking point with customers who occasionally believe the owls to be real and with the abseiling banner installing contractors who play pranks on the owls by blindfolding them!
- Reduced use of insecticides, weed killers and fungicides.
- Where available the gardeners have replaced harmful garden sprays with environmentally friendly alternatives and use organic fertilizers.

## **Customer Awareness**

- Customers are made aware of Accor's sustainability ethos and provided with options for engaging in a sustainable visit.

## **Further Information**

For further information on sustainable actions taken at Novotel Lakeside Rotorua contact:

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