



MILLENNIUM HOTEL

QUEENSTOWN

MILLENNIUM HOTEL QUEENSTOWN ENVIRONMENTAL SUSTAINABILITY PRACTICES

STATEMENT

The Millennium Hotel Queenstown have undertaken a number of initiatives to assist in the operation of what we believe to be a sustainable business through the following sustainable practices. We are firmly committed to these and the constant review and improvement of our operations and their impact on the environment, we will be continuously monitoring and updating our practices accordingly.

RECYCLING

Guest and Guest Room Recycling

- Ability for guests to recycle glass, plastics and paper from their accommodation rooms.
- All in-room magazines such as Sky TV and Air NZ Kia-Ora are recycled each month.
- Telephone directories are recycled annually.
- Bathroom amenities plastic bottles are recycled.
- Half toilet rolls and tissue boxes are not disposed of but are utilised in our staff accommodation.

Hotel Recycling

- Tin, glass, plastic, paper, cardboard is all collected in recycle bins at the back of the hotel and collected daily for recycling.
- All food waste is collected in special bins and transferred to our worm farm daily.
- Vermacast from the worm farm is used as fertiliser in the hotel gardens
- Garden waste & grass cuttings are collected and recycled as mulch in the hotel gardens.
- Used oils & fats from the kitchen are collected and converted to bio diesel.

Administration/Back of House

- All administration and back of house areas have been provided with separate paper bins in addition to their rubbish bins and are held responsible for the proper disposal on paper in the larger recycling receptacles made available.
- All printing is done utilising double sided printing & reduced toner options. All toners are recycled

WASTE

Guest Rooms

- To reduce waste, recycling is offered and promoted.
- Use of eco friendly recycled bin liners for general waste both in Guest Bedrooms and for general waste disposal. Where possible bin liners are emptied and re-used.
- Bathroom amenities plastic bottles are recycled rather than included in waste.
- Recycled paper coasters for glasses eliminating need for plastic wraps.

Administration

- Encourage the viewing and storage of soft copies versus hard copy.
- Accounts offered to clients by email, particularly overseas and/or large accounts.

Hotel

- Separate all food and non food wastes, recycle all recyclable items and dispose as rubbish only what is remaining as rubbish. Provide suitable receptacles and information around the hotel that encourages and enables appropriate disposal.

ENERGY CONSUMPTION

Guest Rooms

- Guests who are staying more than one night are given the opportunity to decline a room service by placing the green door card on their door handle. This reduces energy consumption in servicing the room.
- The reduced changing of linen, and therefore energy consumption and materials, is encouraged by:-
 - 1) reversing the default of our change policy and
 - 2) providing the option through information promoted in the rooms.
- Eco-bulbs are used in all lamps and lighting in the rooms and through the corridors.
- Guests are encouraged through information promoted in the room to turn off air conditioning, appliances and lights when not in the room.
- We have installed Hansgrohe Shower Heads which deliver a high pressure restricted water flow
- Guest bedroom toilets have had a valve system installed that delivers a high pressure restricted water flush.

Administration

- The introduction of sensor (day/night or movement) lighting in stairwells, service rooms and back of house areas that are not used on a consistent basis and that do not pose health and safety risk.
- In other back of house areas, including offices, lights are required to be switched off before exiting, even for a short period, as are computer screens.
- Eco-bulbs are utilised everywhere that is possible throughout all areas of the hotel.
- Lighting in public areas is switched off when natural daylight permits.

INVENTORY AND SUPPLIES

- Room card keys are made from recyclable plastic
- Food supplies are purchased from local suppliers and, where possible, from proven sustainable farms
- 50% recycled photocopy/printer paper
- 100% recycled paper bin liners for guest rooms and back of house
- Recycled paper hand towels in staff and guest facilities
- Eco-bags used as rubbish bags for waste, emptied and re-used where possible
- Marker pens all made from recycled plastics
- Eco-friendly toilet paper and tissues

TRAINING AND SUPPORT

- All staff commencing employment at Millennium Hotel Queenstown are required to attend a 4 hour induction training. Our commitment to environmental sustainability and our practices are now included in this session.
- Presentation commissioned by Millennium Hotels and Resorts, and then presented, on the 'Hospitality Industry and Environmental Sustainability' by Landcare Research for Millennium Hotels and Resorts employees.

ENVIRONMENTAL ACTIVITY IN THE COMMUNITY

Supporter and participant in 'Earth Hour', an annual global campaign to draw attention to global warming by switching off the lights and any non essential appliances for an hour.

Half used toilet rolls and tissue boxes are utilised in our staff facilities & staff accommodation

Unclaimed (after 3 months) lost property, along with rejected bedding, linen and bathrobes, is donated to the Salvation Army.

Millennium, Copthorne and Kingsgate hotels in Queenstown have taken on the responsibility of maintaining Pigeon Island, an island in Lake Wakatipu frequently used by campers & trampers alike. Our involvement includes regular visits to the island to remove all rubbish/waste, the removal of non native plants & replanting of native species and the maintenance and upkeep of the tracks.

COMMUNITY SUPPORT AND SPONSORSHIP

Statement

The Millennium Hotel Queenstown has a strong sense of commitment to the community. The hotel is an ongoing sponsor of the Otago Cancer Society, along with a large number of charitable trusts, good causes and local community organisations:-

- The Otago Cancer Society – Sponsor of the Relay for Life
- Heart Children New Zealand – Sponsor of 5 local children for their annual "Big Day Out"
- St. Joseph's school – Sponsorship of their Student's Concerts & Teacher's Development days
- Queenstown Resort College – Student Training. We make the hotel available to Queenstown Resort College to host their Graduation and offer on-the-job-training to the students during their semester as well as arranging Internships for the students.
- Michael Hill International Violin Competition Sponsor. Bringing international level arts to Queenstown with Michael Hill.
- Transit of Venus Site. The millennium Hotel Queenstown has put aside & maintains the sight where the Transit of Venus was first sighted.
- Fashion on Q sponsor. Highlighting local designers and bringing fashion to Queenstown.
- Wakatipu High Student careers advice services. Our Human Resources Manager attends Wakatipu High Careers Days 6 times a year to give information on life skills & careers advice to the students
- Southland Boys High Apprenticeships. We have offered two apprenticeship positions to Students from Southland Boys High, one of whom is being coached and sponsored through the New Zealand Modern Apprentice of the year competition.
- Mairehau High School – Tourism & Hospitality Students Careers Day. We host a careers day & familiarisation of the Hotel & hospitality Industry for the Tourism & Hospitality Students of Mairehau High.