

Sustainability Case Studies



Hyatt Regency Sanctuary Cove, Gold Coast

www.sanctuarycove.regency.hyatt.com

Hyatt Regency Sanctuary Cove, situated on the northern end of the Gold Coast in the exclusive residential resort of Sanctuary Cove, is styled as a 1940's grand Queensland homestead featuring 247 spacious rooms and an array of dining and recreational facilities. The resort is surrounded by championship golf courses and a 300 berth marina, making it one of Queensland's most attractive destinations.

1. Getting started

In 1996 Hyatt Regency Sanctuary Cove became active in reducing their water use as well as recycling their glass and cardboard, in a bid to try and reduce their greenhouse gas emissions. Since these simple ideas were introduced, the resort has actively implemented many other initiatives over the years which have helped them not only become more sustainable, but have proved to be cost-effective as well.

2. Major initiatives

One of the major initiatives Hyatt Regency Sanctuary Cove undertook was in 1996. The resort replaced the standard 27 litre per minute showers with new 9 litre per minute, AAA rated, water saving shower roses in every guest room. These shower roses were given a trial in selected rooms across the resort, and the feedback was surveyed. The resort gained no negative feedback and all rooms were later fitted.

Since 1996, the resort has implemented initiatives which have helped reduce their carbon footprint as well as saving them thousands of dollars each year.

Water saving initiatives:

- a. Installed water saving devices such as water-saving dishwashers, flow control on taps throughout all areas of the resort and infra-red sensors in all urinals within the resort
- b. Watering all gardens with water pumped from the lakes
- c. New A/C Cooling Towers fitted with variable speed drive monitors
- d. Converted the beach pool into a salt water pool and topping it up with salt water from the marina
- e. Installed a chlorinator which produces chlorine from the sea which comes from the marina
- f. Installed rainwater tanks for the pool and for cleaning purposes.

Energy saving initiatives:

- Installed triphosphor and PLC lamps throughout the resort, as well as removing certain light fittings

- Installed Passive Infra Red (PIR) sensors or timers to control lighting in infrequently used rooms.
- Replaced pathway lighting with low voltage lamps
- Installed C-bus dimming control to ballrooms and meeting rooms
- Installed LED lighting on pathway signage and tree lights

Since joining the Department of Environment and Resource Management's program ecoBiz in 2009, the resort has managed to implement further initiatives including:

- The installation of a water treatment system which uses biochemistry to break down bacteria in urinals. This means they only have to be flushed once an hour, regardless of how many times they are used during the day, further reducing the hotel's water consumption.
- Installing Energy Eye wireless control systems to all guest room air-conditioning units and lighting power control. The Hyatt Regency Sanctuary Cove is one of the first resorts in Australia to implement this kind of state-of-the-art technology.

In 2008, Hyatt Regency Sanctuary Cove began taking all non-recyclable waste to a Ti-Tree Bio-energy facility to be converted into clean energy.

3. Key outcomes

The major outcomes from these initiatives have been greatly beneficial for Hyatt Regency Sanctuary Cove. By reducing their water and energy consumption, the resort has been able to reduce their carbon footprint, as well as saving money in the long term.

The annual water consumption has dropped dramatically from 140,000 KL in 1996 to just 42,348 KL in 2009, which is a reduction of 69.75%. These major water savings have meant that the resort saved \$450,000 in 2009.

4. Major challenges

One of the major challenges in implementing these initiatives within the resort has been trying to acquire the funding to pay for the initial installations. Another challenge has been working out what current credits and available subsidies can be obtained for certain products.

5. Advice to operators

"Anyone who imagines there is nothing they can do to make their business more environmentally friendly needs to think again. They're likely to find it will make them more profitable too."

Director of Engineering – Ian Crookston.

6. Next steps

Ian Crookston, Chief engineer of Hyatt Regency Sanctuary Cove, has many more initiatives he would like to implement in the resort in the future. These include:

- Installing indoor air quality sensors for the ballroom air-conditioning
- Installing Variable Speed Drive (VSD)'s on chilled water pumps
- Installing VSD's to control the Woolshed function room's air handling unit with individual room temperature control
- Installing heat pumps to provide hot water for all accommodation blocks
- Installing heat reflecting film on western facing windows.

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