

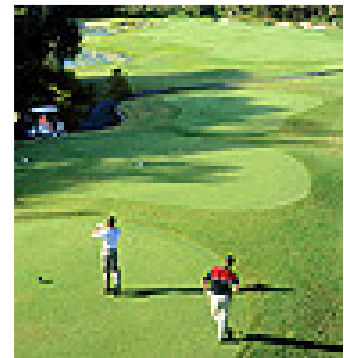
# Sustainability Case Studies



## Novotel Twin Waters Resort, Sunshine Coast

<http://www.twinwatersresort.com.au/>

Novotel Twin Waters Resort is located on the Sunshine Coast between the Maroochy River and its own private beach. The four-star resort is a popular holiday destination for families as it provides many activities in and around the resort and easy access to Sunshine Coast's most popular tourist attractions. Guests can enjoy all Novotel Twin Waters has to offer from dining under the stars, to relaxing in the Lagoon Spa. This 20 year old resort was refurbished in 2008 and as well as creating a better experience for its guests, the resort has implemented some major environmental initiatives that have been recognised by the international Benchmarking and Certification Programme EarthCheck by achieving Benchmarked status. This marks Novotel Twin Waters Resort's commitment to achieving sustainable achieving sustainable outcomes.



### 1. Getting started

The resort's refurbishment in 2008 was the start of its goal to become environmentally conscious. The refurbishment gave the resort the opportunity to implement water saving initiatives, making it more water efficient. Before the refurbishment, the resort had in place an automatic system which ensured that in every room the air conditioning would be automatically switched off once the veranda door was opened. This made the resort operators curious about water savings as well, and decided to implement devices which ensured their water consumption would be lowered.

### 2. Major initiatives

Novotel Twin Waters Resort has implemented environmentally friendly initiatives to minimise their environmental impact. Some of the key initiatives include:

- a. Controlling and monitoring water through water saving devices
- b. Ensuring all rooms have dual-flush cisterns
- c. Ensuring all rooms are equipped with water-saving shower heads
- d. Using organic weedicide and fertilisers
- e. Avoiding the use of chemicals in the salt water lagoon.

The resort uses best practice procedures to reduce energy consumption and maximise recycling opportunities.

### 3. Key outcomes

Since 2004/05, Novotel Twin Waters Resort has saved 33.601ML of water or 34% of all water consumed within the resort. This is well above the council's requirement of a 25% reduction.

Toilets and urinals saved the most water at 16.1%, followed by taps and showers which saved 9.7% out of the 34% savings.

Implementing these environmentally conscious initiatives has resulted in international recognition for environmental practices. The resort has been granted 'benchmarking status' by international environmental accreditation agency, Green Globe. Green Globe is an international organisation which provides certification for sustainable tourism and was established in 1992 by the World Tourism and Travel Council. This means the resort will be assessed on eight criteria such as waste management, pollution and energy and water consumption control. The hotel, although not yet accredited, will be audited to gain Green Globe certification, and if successful, will be audited each following year to ensure standards are met.

#### **4. Major challenges**

The major challenge for Novotel Twin Waters Resort has been finding the funding to implement these initiatives. Funding these projects, according to the resort's maintenance manager, has been the sole reason the resort has not been able to implement more energy and water saving devices.

#### **5. Advice to operators**

Maintenance manager, Dieter Spielkamp, says the best advice he can give is to just simply start looking for ways to save water and energy. He thinks the best way to find the best ways of reducing your carbon footprint is to research and find various concepts that suit your business.

#### **6. Next steps**

Novotel Twin Waters Resort has only just begun their journey into eco-friendly initiatives. The maintenance manager, Dieter Spielkamp, is already planning and organising his next project. Restructuring waste management compost set ups and creating their own fertilisers is one of the exciting new initiatives which the resort hopes to achieve. Another initiative the resort hopes to add to the resort is the installation of a water plan which does not use the town's water, but rather uses their own supply. This supply would be used to water plants as well as top up the pool and various fountains located in and around the resort.

Novotel Twin Towers Resort is being audited by Green Globe in July and September of this year and hopes to gain certification as a result.