



EARTHCHECK

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QUEENSTOWN TOP 10 HOLIDAY PARK CREEKSYDE

Queenstown TOP 10 Holiday Park Creeksyde was established in 1987 in the pristine mountain and alpine area of Queenstown, New Zealand. The Park was originally a site for camper vans, and has grown into a popular holiday accommodation park that offers a wide range of facilities and accommodation types. The 3.5 acre site provides a more up-market facility for caravan users, providing luxury facilities that are not found in most other campsites.

Queenstown's award-winning holiday park is only a 5 minute walk from the town centre, located in a sheltered garden setting alongside a peaceful stream. The variety of accommodation types are nestled amongst the trees, and the site is in close proximity to a range of facilities including a Mediterranean Market and a large supermarket nearby. Queenstown is a pristine mountain and alpine area with a great appreciation of outstanding natural landscapes.

A unique quality that draws tourists to this destination is the distinctive pole and beam construction centered around a 12 metre high, 10 tonne boiler tube. This graffitied pole has become a local landmark due to the thousands of signatures from previous guests covering its surface. The uniquely themed facilities and 'recycled' bbq features are also drawing features of the Park.

Environmental management has been a key priority of TOP 10 Holiday Park Creeksyde since their establishment nearly 25 years ago. The Park reserves 25% of their total property for habitat conservation, and ensure that the other 75% is managed in the most sustainable way possible.

Taking their environmental and social impact very seriously, the Park joined the EarthCheck program in 2001 and has benchmarked their environmental practices 9 times, achieving outstanding results each year.

This year, the Park received **Platinum Certification**, reflecting 10 years of successful Certification under the EarthCheck Company Standard. As the first holiday park to receive this prestigious milestone worldwide, this achievement truly represents the Park's commitment to environmental and social sustainability.

ENERGY EFFICIENCY AND REDUCING GREENHOUSE GAS EMISSIONS

Queenstown TOP 10 Holiday Park has performed extremely well in terms of energy consumption and management over the past 10 years. Several initiatives have been implemented in order to reduce their energy use and consequently, their environmental impact.

Queenstown sources all of its electric energy from hydro sources and solar hot water heating, resulting in a **renewable energy consumption of 100%**.

Hot water supplies are preheated from captured heat from laundry dryers across the property as well as solar panels.

Guests and staff are encouraged to turn off lights and equipment when not in use and lighting runs on a light or motion sensor where possible.

Double glazing, heavy curtains, and good insulation is used throughout the property to reduce heat loss, and therefore reducing the pressure on the heating system. These initiatives helped reduce energy consumption to 11MJ per Berth Occupancy Day, **80.4% better than Best Practice**.

As a result, the Park's greenhouse gas emissions are considerably low, at 0.8 kg CO₂-e per Berth Occupancy Day, **60% better than Best Practice**.

REDUCING THE USE OF FRESHWATER AND WASTEWATER GENERATION

Creeksyde is an urban property that runs on town water reticulation. Sites in the park are mostly of permeable make up so that rain water returns directly back into the land and the adjoining fish spawning creek, rather than into the stormwater system which includes road run off. The Park has undergone a number of initiatives to ensure they are not consuming excessive water throughout their property.

To reduce unnecessary water loss, the Park checks for leaks on a weekly basis.

Low/dual flush toilets were installed in a number of bathroom facilities across the property and all taps and showers were upgraded with low flow fittings. Additionally, motion sensors were installed on urinals to limit flushing. These initiatives helped achieve a water savings rating of 69.8 points, **19.8 points better than Baseline Level**.

Native plants are used throughout the Park to reduce the amount of required water for irrigation. Additionally, irrigations systems are used at night where possible and function on timers to ensure only the necessary amount of water is used.

Staff are trained to turn off taps while

cleaning and undertaking other activities.

All services are overlooked daily and readings undergone monthly. As a result of these initiatives, Queenstown TOP 10 Creeksyde measured potable water consumption of 135.9L per Berth Occupancy Day, **35.3% better than Best Practice**.

SOLID WASTE REDUCTION

The Park is performing at Best Practice in many aspects of waste management. Recycling systems and guest and staff education have helped the Park achieve an effective waste disposal system that significantly reduces the amount of waste sent to landfill.

To communicate the Park's commitment to waste management, recycling messages are located in all accommodation compendiums and on signs in kitchen area. The Park's guest map asks for help with the 'reduce, recycle and reuse' ethos.

Well signed recycling stations that separate waste according to material are also located around the Park to encourage staff and guests to dispose of their waste responsibly. This waste management system achieved the Park a waste recycling rating of 79.9 points, **29.9 points better than Baseline Level**.

Grounds staff then check the bins to remove as much waste as possible that wasn't already sorted by guests and visitors. All garden waste and as much food waste as possible is composted using a Worm Farm.

Additionally, food scrap bags are provided in all accommodation units and in all communal kitchens to encourage guests to separate out food scraps for composting. The waste sent to landfill by the Park is significantly low due to these initiatives, measuring at 1.3L per Berth Occupancy Day, **53.6% better than Best Practice**.

Unwanted materials are reused where possible. For example, crushed glass is used in the floors and paths of new buildings, and for the floor and table top of the BBQ Kitchen. As a result, **42% of the site's waste is recycled/reused/composted**.



SUSTAINABLE PURCHASING TO REDUCE WASTE

Queenstown TOP 10 Holiday Park has established green procurement systems that ensure their supply chain is operating in an environmentally friendly manner, and waste sent to landfill is minimised.

Suppliers are made aware of the Park's ethos via direct and media information.

All purchasing is based on a criteria checklist that staff refer to ensure supplier's environmental policies reflect those of the Park. The Park's purchasing policy includes waste minimisation strategies for all items and reuse policies are also in place. As a result, **20% of the operators and suppliers dealt with by the Park are environmentally accredited.**

Full training on cleaning methods is given to all staff to ensure environmentally friendly cleaning products are used and carried out responsibly. Internal training is ongoing through a Housekeeping monitoring program that monitors the quality and output of cleaning and grounds staff.

The Executive Housekeeper is also compiling a booklet of cleaning tips for use in all departments including housekeeping, grounds and laundry. These cleaning practices achieved the Park a cleaning products rating of 100 points, **20 points better than Best Practice.**

No pesticides are used on the property, resulting in a pesticides products rating of



100 points, **20 points better than Best Practice.**

Additionally, recycled and environmentally friendly paper products are prioritized by the Park, which also achieved them a paper products rating of 100 points, **20 points better than Best Practice.**

COMMUNITY EMPOWERMENT AND SUPPORT

TOP 10 Creeksyde recognises that the social welfare of its community is a key priority to their business and has implemented a number of programs to ensure they support their local community in a variety of ways.

The Park supports its local community and economy by providing employment to local community members. 95% of staff at the Park live within a 20km radius of the property, resulting in a community commitment rating of 100%, **which is Best Practice Level.**

Additionally, the Park sources **100% of its consumable goods from within their own country**, supporting local suppliers.

The Park contributes to the good of the community by taking part in local government forums and involving themselves with various local, regional and national organisations to help spread their ethos and form partnerships. Regular events such as tourism functions and S.T.A.R steering group (Sustainable Advisors in Regions) meetings are attended to help promote sustainability practices within the region.

Frequent media releases as well as posters and framed copies of the Park's sustainability code located throughout the park reinforce and promote the Park's sustainable ethos and their partnership with EarthCheck.

100% of staff are formally trained in a variety of practices depending on departments in order to ensure operational practices are carried out effectively and with a minimal ecological and social impact. Senior staff have developed cultural training for all staff on the nationalities of guests; this will promote and support the wide range of visitor's cultures.

Additionally, employment agreements include a clause that is signed by staff in acknowledgement of the Park's sustainability ethos.

The Park hosts and provides lectures for tourism students approximately 4-5 times a year.

Surplus items and items left behind by guests are redistributed by the Salvation Army. As a result of these community initiatives, the Park received a community contributions rating of 100 points, **20 points better than Best Practice.**

