

Being waterwise in the luxury accommodation industry



A win-win situation for everybody

Not only can saving water be good for your bottom line, but you'll be helping to conserve one of Australia's most precious resources. By spreading the message about water conservation and sustainability, you can help preserve this vital resource and promote your business at the same time.

Consider some of these ideas:

- ◆ Contact your local newspaper or radio station and share a good-news story about the fantastic water conservation initiatives you've put in place.
- ◆ Publicly promote your business as following best-practice principles and become a leader in your community by encouraging other businesses to follow your lead.
- ◆ Volunteer a representative to discuss water conservation at a local school—many of the methods you use to reduce water usage can be adopted in the home (for example, washing fruit and vegetables in a bowl instead of under running water).

Finally, you'll be enhancing your reputation as an attractive, environmentally-responsible employer. You will also be improving employee pride and motivation by demonstrating your commitment to providing a sustainable service.

More information

Find out more about how your business can be waterwise by contacting Wide Bay Water Corporation on 1300 808 888 or visit <www.widebaywater.qld.gov.au>.

Alternatively, visit the Department of Environment and Resource Management website <www.derm.qld.gov.au/waterwise>.

Why do we need to conserve water?

Queensland's water supplies are under increasing pressure due to environmental factors and population growth. The Queensland Government is developing options to provide a reliable water supply not dependent on rain falling in the right place at the right time.

Ensuring our future water supplies is also about adopting responsible attitudes and behaviour towards water conservation and sustainability. All sections of the community can do their part to conserve water. As part of the hospitality industry, you are uniquely placed to support water conservation while reducing operational costs.

Benefits for your business

Water and trade waste charges within the accommodation industry can amount to hundreds of thousands of dollars each year. It is possible to reduce your water use by up to 20 per cent without compromising guest comfort.

Use the simple water saving tips in this brochure to help reduce your water usage and costs.

Fix it and save

Just one slowly dripping tap can waste up to 10 000 litres of water each year. That's more than 41 wheelie bins full of water. So check for drips and install new washers to save water, water costs and trade waste charges.

You may also consider:

- ◆ conducting regular checks for leaks and maintenance of all water-related equipment—saving time and money in the long term
- ◆ providing this and other water efficiency information to staff to support an organisational approach to water conservation
- ◆ enlisting a 'champion' employee to promote waterwise practices among staff.



Easy ways to conserve water

Area	Water-saving initiatives
Guest rooms and amenities	<ul style="list-style-type: none"> ◆ Install water-efficient showerheads, basin taps and dual-flush toilets. ◆ Offer guests the option of reusing towels and bed linen. ◆ Increase signage to create guest awareness of water conservation. ◆ Provide guests with information on sustainable water use and encourage them to report leaks.
Pools, spa baths, saunas and water play areas	<ul style="list-style-type: none"> ◆ Top up pool water via a rainwater tank, downpipe diverter or rain if it is forecast. ◆ Install drainage barriers around the pool to collect and reuse overflow. ◆ Keep the pool water level halfway up the skimmer opening to increase the effectiveness of the skimmer. ◆ Investigate the pool skimmer, shell, pump and filter if water levels drop rapidly (3 cm or more per day), and consult a professional. ◆ When purchasing or replacing a pool filter, choose a water-efficient model. ◆ Use signage to advise patrons not to jump into the pool to reduce water loss through splashing. ◆ Backwash the filter for shorter periods (keeping within health and supplier specifications). ◆ Install a pool cover or shade cloth to minimise evaporation and heat loss. ◆ Landscape or screen around the pool to reduce evaporation from direct sunlight and wind. ◆ Record patron numbers to benchmark pool water use and compare this to the best practice target of 40 litres/patron/day.
Laundry	<ul style="list-style-type: none"> ◆ Operate machines only when fully loaded. ◆ Reuse water from the final rinse to pre-wash the next load. ◆ Large operators may consider installing continuous batch washers.
Kitchen	<ul style="list-style-type: none"> ◆ Install water-efficient taps, trigger hoses and water flow restriction valves. ◆ Thaw food in the fridge, not under running taps. ◆ Ensure dishwashers and other equipment meet high water-efficiency standards. ◆ Ensure kitchen sinks have plugs to conserve water when washing dishes and vegetables.
Gardens, grounds and water features	<ul style="list-style-type: none"> ◆ Irrigate with high-quality recycled water, greywater or rainwater. ◆ Plant Australian native plants or other species that require less water. ◆ Water early in the morning or late in the evening (within local water restrictions) to minimise evaporation. ◆ Use mulch in gardens and around plants to retain soil moisture. ◆ Sweep grounds and other hard surfaces with a broom instead of hosing. ◆ Clean water features less often. Using biocides will help to prevent microbial growth and reduce the need for cleaning. ◆ Use supplier-recommended chemicals that will not corrode water feature piping.
Cooling tower	<ul style="list-style-type: none"> ◆ Conduct regular checks and maintenance. ◆ Consult with your water treatment contractor to investigate increasing the number of cycles of concentration and reducing tower blowdown.
Staff awareness and training	<ul style="list-style-type: none"> ◆ Increase staff awareness of water conservation through induction and ongoing training courses. ◆ Encourage staff to contribute their water-saving ideas, including placing a suggestions box in a communal area such as the kitchen or lunch room. ◆ Use signage or stickers to emphasise water conservation concepts to staff. ◆ Review cleaning practices—consider sweeping instead of hosing, reducing toilet flushing while cleaning and reducing the amount of water used to clean the bath and shower. ◆ Monitor water use and set a target for reduction ◆ Enlist a champion employee to promote waterwise practices among staff.



Proof it works

A case study: Hyatt Regency Sanctuary Cove

Hyatt Regency Sanctuary Cove is a five-star, 247-room resort hotel catering for both conference and leisure guests. In mid-1997 Director of Engineering Ian Crookston embarked on a project to reduce water usage in the hotel and grounds. Prior to this Hyatt used around 140 000 kilolitres of water per annum.

Since then hotel management has implemented a range of water-saving initiatives. In 2007 the resort's annual water use was 42 000 kilolitres—a reduction of 98 000 kilolitres compared with 1996. As well as slashing water usage by 70 per cent, costs have also been reduced. Saving 98 000 kilolitres saves Hyatt Regency Sanctuary Cove around \$402 780* annually in combined water and trade waste costs.

The water-saving initiatives in place at Hyatt Regency Sanctuary Cove include:

- ◆ offering guests the option to reuse towels and linen
- ◆ replacing 27 litre-per-minute shower heads with 9 litre-per-minute (3-star rated) models
- ◆ irrigating the grounds with recycled water
- ◆ replacing auto-flush urinals with infra-red motion-sensing urinals
- ◆ filling the resort's salt-water lagoon pool with treated water from the Coomera River
- ◆ installing flow restrictors and aerators on all taps, including guest rooms and kitchens
- ◆ using water from rainwater tanks for outside cleaning of walls and paths
- ◆ replacing old dishwashers with new, high water-efficiency models
- ◆ locating and repairing leaks in pools, cooling towers and water systems
- ◆ implementing a regular maintenance program.

Hyatt Regency Sanctuary Cove continues to conserve water and promote sustainability, and now uses around 38 000 kilolitres per year.

*(Calculations based on information supplied by Director of Engineering Ian Crookston of the Hyatt Regency Sanctuary Cove and 2008 Gold Coast water rates website)