

# Queenstown Top 10 Holiday Park Creeksyde

By Erna Spijkerbosch, CEO

## Introduction

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 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. A variety of accommodation types are nestled amongst the trees and the site with shops, including a large supermarket nearby.

Queenstown is a pristine mountain and alpine four-season resort with a great appreciation of outstanding natural landscapes.

A unique quality that draws tourists to this destination is the distinctive pole-and-beam construction cantered around a 12 meter high, 10-ton boiler tube. This graffiti pole has become a local landmark due to the thousands of signatures from previous guests covering its surface.



## Environmental Considerations

Creeksyde has had environmental considerations in mind since their establishment more than 20 years ago. The Park joined the EarthCheck program in 2001 and has benchmarked its environmental practices nine times, achieving commendable results each year.

The park received Gold Certification due to its efforts in the program and the sustainability achievements they have made. Key achievements in 10/11 include:

- Energy consumption was 17.3MJ per Berth Occupancy Day, 69.1% better than Best Practice
- Greenhouse gas emissions were 1 kg CO<sub>2</sub>-e per Berth Occupancy Day, 51.5% better than Best Practice
- Potable water consumption was 120.8L per Berth Occupancy Day, 42.5% better than Best Practice

- Waste sent to landfill was 1.7L per Berth Occupancy Day, 40.8% better than Best Practice
- Waste recycling rating was 91.7 points, 11.7 points better than Best Practice
- Community contributions rating was 100 points, 20 points better than Best Practice
- Paper, cleaning, and pesticide products rating was 100 points, 20 points better than Best Practice
- Renewable energy consumption was 100% (hydro and solar hot water pre heating)

## **KEY PERFORMANCE AREAS**

### **Reducing the Use of Freshwater and Wastewater Generation**

Queenstown Holiday Park is an urban property that runs on town water reticulation. Sites in the park are mostly of permeable make up so that rainwater returns directly back into the land and the adjoining fish spawning creek, rather than into the storm-water 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.

#### **Initiatives:**

- To reduce unnecessary water loss, Creeksyde ensures they check for leaks on a weekly basis. The reading of water meters allows leaks to be identified and repaired.
- 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 86.9 points, 6.9 points better than Best Practice.
- 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 members 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 Holiday Park measured potable water consumption of 120.8L per Berth Occupancy Day, 42.5% better than Best Practice.

### **Energy Efficiency and Reducing Greenhouse Gas Emissions**

Queenstown Top 10 Holiday Park Creeksyde 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.

### **Initiatives:**

- Queenstown sources all of its electric energy from hydro sources, 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 17.3MJ per Berth Occupancy Day, 69.1% better than Best Practice.

- As a result, the Holiday Park's greenhouse gas emissions are considerably low, at 1 kg CO<sub>2</sub>-e per Berth Occupancy Day, 51.5% better than Best Practice.

### **Solid Waste Reduction**

The Holiday 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.

### **Initiatives:**

To communicate the Park's commitment to waste management, recycling messages are located in all accommodation compendiums and on signs in the 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 91.7 points, 11.7 points better than Best Practice.
- Grounds staff members check the sorting bins and remove as much as possible, which guests have not sorted. 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 1.7L per Berth Occupancy Day, 40.8% 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 tabletop of the BBQ Kitchen. As a result, 40.7% of the site's waste is recycled/reused/composted.

### **Sustainable Purchasing to Reduce Waste**

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

#### **Initiatives:**

- Suppliers are made aware of the Park's ethos via direct and media information. All purchasing is based on a criteria checklist that staff members 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,
- 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**

Creeksyde recognizes 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.

#### **Initiatives:**

- Creeksyde supports its local community and economy by providing employment to local community members. 95% of staff at the Park lives within a 20km radius of the property, resulting in a community commitment rating of 95%, 35% better than Baseline Level.

- Additionally, the park sources 50% 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 organizations 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 members 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/social impact. Senior staff members are developing 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 four to five 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.