

SUSTAINABLE DESTINATION PARTNERSHIP

Making Sydney a sustainable destination

PROGRESS REPORT 2020



sustainabledestinationpartnership.com.au

Welcome from the Chair- Amanda Visser

The Sustainable Destination Partnership (SDP) is a collaboration of tourism, accommodation and entertainment sector organisations including hotels, hostels, serviced apartments, cultural institutions and entertainment venues with a vision to make Sydney a global leader in sustainable tourism, working together to lift industry standards in sustainability performance.

Together, our partners operate over 60 per cent of hotel rooms and all the major cultural and entertainment venues in the City of Sydney and collectively, pre COVID-19, we welcomed 26 million visits annually to our venues.

This Annual Report is our second and reflects the challenging year faced across the tourism, accommodation and entertainment sectors as a result of the global pandemic. In March, the impacts of COVID-19 saw the industry shut down in line with Government directives. In the face of incredible uncertainty, our members demonstrated resilience and perseverance, each taking steps within their businesses to maintain a level of operations and to support their teams.

Despite the disrupted operations, there has been excellent progress towards our sustainability ambitions as many partners focussed on redevelopment or other operational activities including additional commitments to carbon neutrality, new Power Purchase Agreements in development and clear and strategic plans in place for sustainability outcomes.

The Partnership also delivered projects in line with the SDP's strategic plan including food waste avoidance and reduction training, best practice water audit and management guidance and implementation of third-party green building ratings.

During the shutdown, the SDP Leadership Panel continued to meet, to share experiences and recovery plans and to reforecast our projects and plans for delivery over the next 18 months. In 2021 we will prioritise and focus on a sustainable recovery which includes increasing renewable energy uptake, maintaining a focus on single use plastics reduction, switching to innovative waste and recycling solutions and leading our industry in sustainable operations.

With heartfelt congratulations, and on behalf of the Leadership Panel, I applaud our partners, our supporters and our program managers at the City of Sydney for their resilience, leadership, capability and tenacity to ensure that we, not only recover and welcome the return to more normal operating levels, we do so committed to our vision and objectives. We are proud of what we have achieved in the past 18 months and we invite you to share our stories and experiences throughout this report.



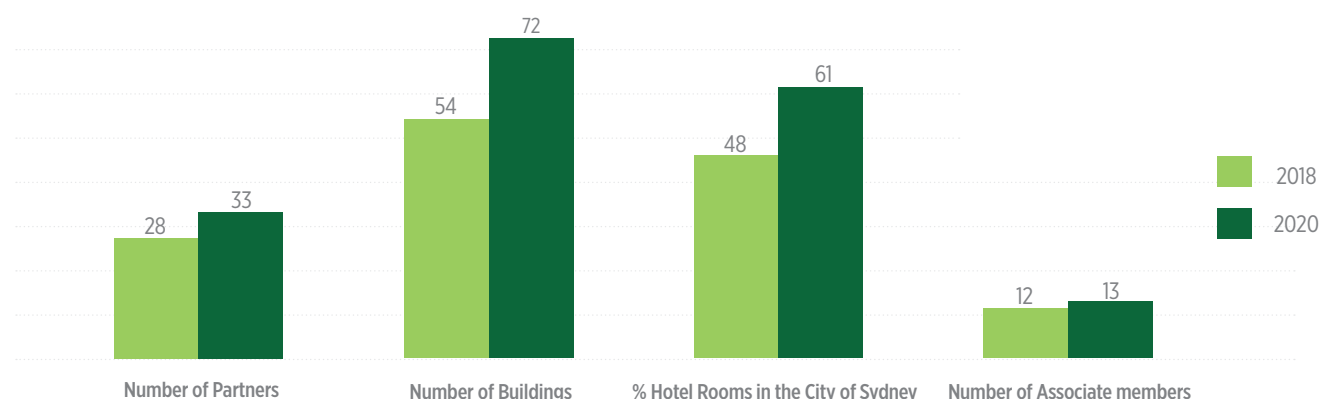
How we work

The Partnership works collaboratively to:

- **Improve** the environmental performance of Sydney's accommodation and entertainment venues
- **Invest** in renewable energy, recycled water, waste avoidance and management and other sustainable solutions that support Sustainable Sydney 2030
- **Engage** with regulators and governments on key environmental policy and regulatory issues

- **Champion** and promote our objectives and outcomes to the broader sector and wider community.

The Partnership is governed by a Leadership Panel, three technical working groups and the City of Sydney, as secretariat. Together we define shared barriers to improved environmental performance, test solutions, develop best practice tools and resources, and encourage uptake of these across the broader sector.



Values



We are creating a sustainable future



We care about people



We create innovative solutions



We measure our achievements



We share ideas



We lead by example



Message from the Deputy Chair – John Hughes

Fox Studios Australia is a founding member of the Sustainable Destination Partnership. When the partnership first commenced in May 2018, we had no tangible achievements with respect to sustainability. In our three years with the SDP we have made significant progress in this space with achievements spanning recycling streams, landfill diversion, sustainable procurement, elimination of single use plastics, utility use, landscaping practices, transportation methods and most importantly engagement with staff and our studio community of 3,000-3,500 employees. We are currently targeting net zero emissions for our operation by 2030.

The Partnership has been integral to our recent success. Through the Partnership we have been able to network and collaborate with a high calibre of professionals and their respective organisations. Through our shared commitment, and through the secretariat support of the City of Sydney, we have all been able to achieve positive sustainable outcomes in our individual organisations and collectively within the broader city. Whilst 2020 presented many challenges, the case studies in this report demonstrate that as a collective we are as committed as ever to Sydney as a safe and sustainable destination.

Our targets and results

Our results for 2020 are influenced by COVID-19 which saw many of our properties close from March 2020 resulting in a significant reduction in visitor numbers and therefore the resource use presented here. However, many of our partners used this time to focus on other qualitative measures of sustainability success which are included in this report.

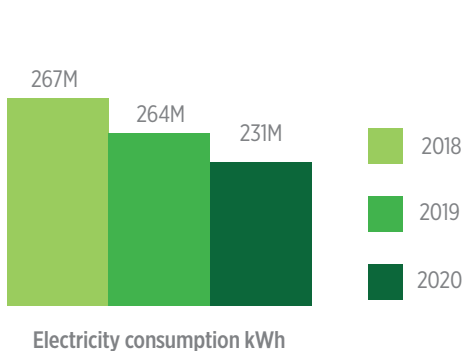


TARGET BY JUNE 2021
Reduce total emissions by 10%*

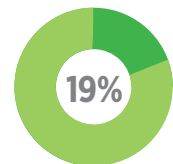
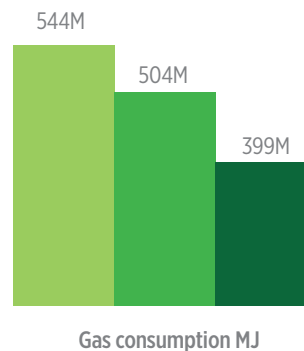
* From a 17-18 baseline

OUR 2020 RESULTS

Reduced electricity by **36 million kWh**



Reduced gas consumption by **145 million MJ**



19% reduction in emissions*



TARGET BY JUNE 2021
Increase energy from renewable sources through on-site generation and off-site purchasing

The Sydney Opera House launched their 100% renewable power purchase agreement and the Australian National Maritime Museum installed onsite solar. This saw an increased investment in renewable energy across the partnership.

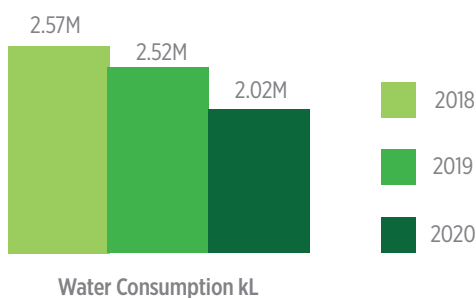
OUR 2020 RESULTS



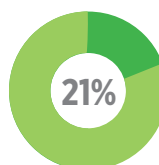
TARGET BY JUNE 2021
0% increase in potable water*

* From a 17-18 baseline

OUR 2020 RESULTS



Reduced water by **.55 million kL** since 2018



21% reduction in potable water*





TARGET BY JUNE 2021

- 70% diversion from landfill
- All partners reporting on waste

OUR 2020 RESULTS

In 2020 we were not able to gather data on waste sent to landfill. What we can report is:

35

buildings are
working on reducing
single use waste

24

buildings are
committed to Love
Food Sydney

3

properties
participated in a trial
of NABERS Waste



TARGET BY JUNE 2021

- The average sustainability capability** score across the partnership is 3.5 out of 5 (proactive)
- Range of scores is 2-5 across all capability measures

OUR 2020 RESULTS

** as measured every two years by our Associate Member, Sustainability Advantage

In 2020 we were not able to re-assess sustainability capability, but what we can report is:

The State Library

developed its sustainability
policy that will see it be
carbon neutral by 2030

Accor

won an environmental
award from Hotel
Management for its work
on single use waste

Many Partners

reported projects
to improve their
organisational capability to
drive sustainable change



“For most of 2020 the Australian Museum was closed to the public to deliver Project Discover, the Australian Museum’s \$57.5M cultural infrastructure upgrade. The renovations included a series of sustainability features and announced that we were accredited as carbon neutral through the Federal Government’s Carbon Active program. In 2021 we want to assess the feasibility of a renewable power purchase agreement.”

Amanda Farrar, Director, Public Affairs & Development, Australian Museum

N.B: Our 2020 results are for the 71 current buildings in our partnership from 1 July 2019 to 30 June 2020. In 2019, our results were for the 54 buildings from our founding members. Not all members were able to provide data this year. The results presented are based on 64-75% actual data depending on the resource category.

Our Case Studies



Sustainability in a time of quarantine

It has been an interesting ride for the Amora Hotel as it went from being a fully operational hotel with an active waste prevention program to a quarantine hotel that was required to introduce single use for all guest meals and services.

This challenging environment did not stop the sustainability team from making the best of the situation by implementing recyclable and compostable single use solutions, continuing to work with staff to separate and recycle waste, and processing organic waste into biogas. The result of these initiatives helped to continue Amora Hotel's mission to drive down emissions.

Guest engagement was central to Amora's success which was achieved through dedicated social media and in-room activities which encouraged guests to reuse what they could including water bottles and cutlery; creatively repurpose packaging into fascinator for Melbourne Cup or wrapping for Christmas gifts; to buy from and support local businesses through online delivery services; and connect with other guests via the Friday night zoom drinks and other events.

It all helped to turn a tough year into a fun and sustainable one.

"This year highlighted the need for collaboration. We must continue to work together to set Sydney as the most sustainable destination in the world."

Kathryn Carmody, Director of Sales and Marketing Amora Hotel



Roadmap to a Net Zero Emissions future

The Star Entertainment Group has taken a positive look towards the future by setting a roadmap to achieve Net Zero Emissions by 2030 for its wholly owned and operated assets. The roadmap aligns with global expectations and the Sustainable Development Goals (SDGs) and includes strategies around energy efficiency, Green Star building and design, carbon offsetting and renewable energy.

With one eye on the future, real action on the ground continued with 21 tuning and efficiency projects at The Star Sydney being completed this year, delivering savings of 55,246 kWh in energy use and 45 tonnes of carbon emissions. Not only that, the team implemented a carpark fan trial project which reduced the standard operating speed of the fans from 100% to 60% on average with no effect to comfort levels. This project alone is expected to save an estimated 241MWh per annum.



Smarter restaurant design reaps food waste rewards

As a founding partner of the SDP, the Langham Hotel Sydney was keen to tackle food waste in a big way. Keeping up with international trends, the Langham Hotel offered their guests a gastronomic experience at their 180-seat buffet but often saw good quality produce wasted as a result. Thinking differently and smartly, the team created a new gourmet 'Buffet to Table' dining experience, providing guests with a more enhanced, 5-star experience which reduced food waste.

Guests could select as much as they liked from the menu and qualified chefs plated the meals. This meant that the kitchen could minimise food preparation and consumption waste as the portions were more controlled but beautifully presented. Staff were able to engage with the guests, through the explanations of where the produce was from and how the meal had been prepared. With support of the SDP and Love Food Sydney initiative, hotel staff are now more engaged in reducing the amount of food waste sent to landfill by using helpful tools like online training, clear bin identification and food waste audits.

The results speak for themselves, with a 10% reduction in food waste from preparation waste and 20% reduction in plate waste. The Langham, Sydney has also seen a 15% reduction in food costs.



Thinking globally and acting locally to eliminate single use plastic

In 2020, Accor announced a global initiative to remove all single use plastic items from its hotels by the end of 2022. Here in Sydney, Accor are doing just that and were awarded for our efforts by receiving the 2020 Environmental Program Hotel Management Award.

We did this by setting up a company-wide Single Use Plastics Committee who were responsible for identifying over twenty immediate items that could be eliminated and replaced with more sustainable options. From plastic straws, drink stirrers and cotton buds to laundry bags, coffee cups and even bread tags, the team endeavoured to tackle it all.

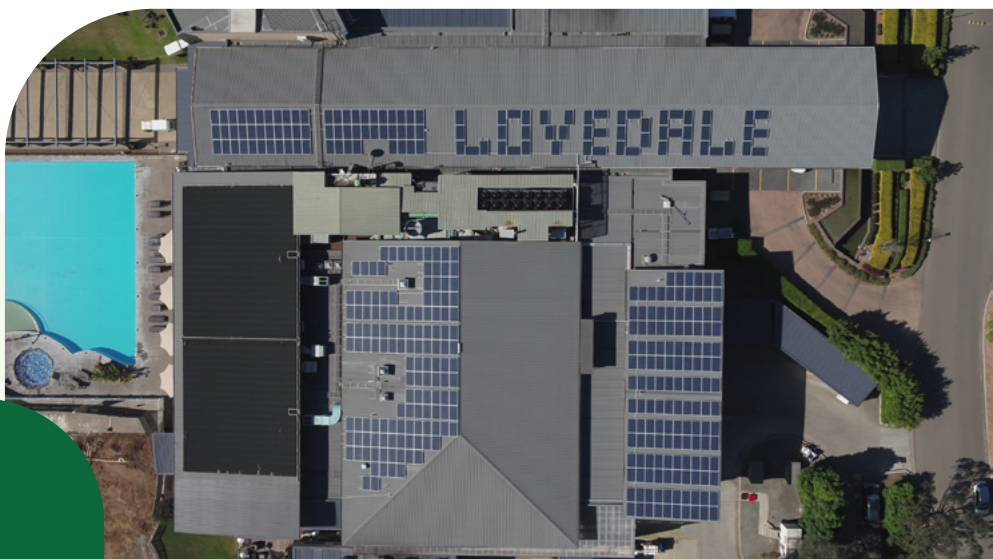
Solutions were innovative and impactful. One such problem item, bread tags, saw thousands collected by Accor hotels across Australia. These were supplied to partner organisation 'Aussie Bread Tags for Wheelchairs' who collect and recycle the tags locally, raising funds to buy wheelchairs for disadvantage people in South Africa. A win-win for all. Having staff from across the business and at all levels of the business has ensured that the whole business was engaged. Accor credit the success of the committee to communications, commitment, and initiative to think outside of the box.



Solar farm in the Hunter Valley shines brightly in the bid to 100% renewable

This year the Schwartz Family Company, took even further strides in their ambition to achieve 100% renewable energy, with the installation of a 5,000 MW capacity solar farm adjacent the Crown Plaza Hunter Valley. The farm comprises 13,350 panels and will deliver a CO₂ reduction of approximately 7,811,000 kg per annum – equivalent to removing over 4300 vehicles annually from the road. Each hotel in the portfolio receives a portion of the power generated by the farm which complements their roof-top solar.

It has been all part of a bigger integrated environmental project that includes the development of a co-generation plant, energy efficiency measures including energy management guestroom-controls for the air-conditioning, and a drive to achieve a NABERS energy rating across the portfolio. We believe that tourism is the sustainable industry of the future, and it is important to keep on top of innovation and changing consumer expectations.



"You have to keep moving forward with new energy efficient ideas that make your hotel asset run leaner and cleaner into the future"

*Paul Briggs, Sustainability & Projects Coordinator,
Schwartz Family Company*

Our Stories

3 
members who are **carbon neutral**

19 buildings achieved **third party ratings** 



23

buildings participating in the **Love Food Sydney Program**



34

buildings working on reducing **single use items**



Congratulations to our first **100% renewable energy** building,
the Sydney Opera House

Five actions for the year ahead

1

Drive data
excellence for
waste reporting

By using existing tools
including NABERS
Waste and EarthCheck

2

Work towards
halving food
waste

By working
with Love Food
Sydney

3

Implement
water saving
opportunities

In partnership
with Sydney
Water

4

Demonstrate
pathways to
reducing single
use

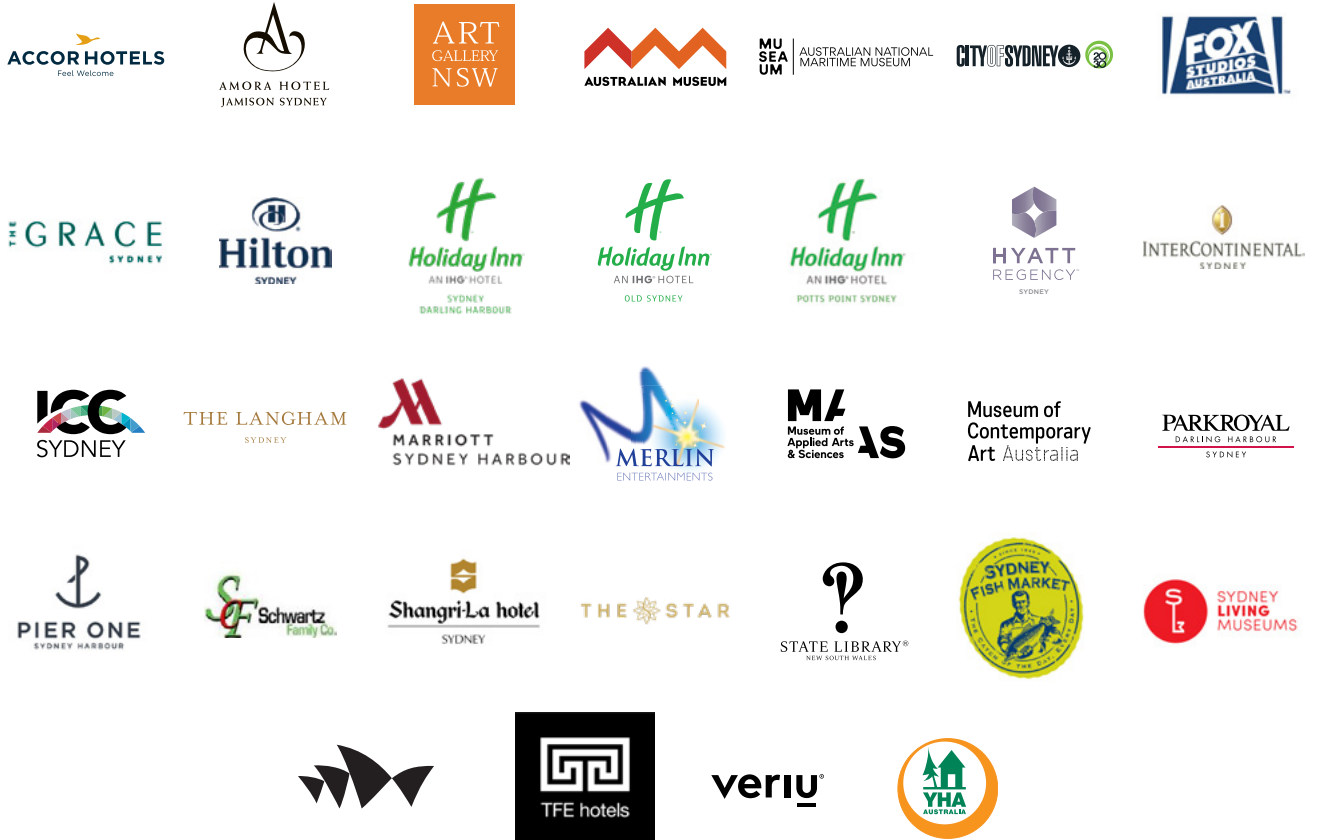
Through supplier
engagement

5

Increase
knowledge
and uptake of
renewables

By exploring
renewable Power
Purchase Agreements

Partners



Associates



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