

Environment & Social Sustainability Policy

James Cook Hotel Grand Chancellor is committed to providing great customer service and quality accommodation whilst meeting our environmental and social responsibilities.

Our commitment extends to every aspect of our operation. Our executive management team works closely with Eco Pocket NZ to implement, monitor and review environmental initiatives which improve our sustainability performance. Although the hotel is based in the heart of Wellington's CBD and doesn't immediately affect any sensitive ecological areas, we acknowledge our role in protecting New Zealand's natural environment and aspire to be leaders in this field. Our operation, which includes 260 rooms, 2 restaurants, conference and gym facilities meets the requirements of all relevant legislation. We are committed to the continual improvement of our business practice and undergo an annual environmental benchmarking process to this end.

Our commitment to environmental & social responsibility includes:

- Minimizing our waste production and reusing materials wherever possible.
- Composting our organic kitchen waste.
- Recycling all glass, plastic, cardboard and paper.
- Maintaining a minimal level of carbon emissions and maximising efficiency wherever possible
- Using energy efficient lighting throughout the building where possible.
- Installing a new, energy efficient hot water heating system (2009).
- Conserving water and ensuring our operation causes no contamination in the environment.
- Installing water restrictors in showers and providing dual flush toilets wherever possible.
- Working with cleaning products that are manufactured without using persistent or bio-accumulative raw materials and are designed to minimise water and energy use.
- Giving guests an option to have their towels, bedding etc laundered as required.
- Treating all effluents to the requirements of Government legislation.
- Employing persons living in the local area wherever possible.
- Giving preference to products and services of local origin.
- Providing our employees with the training and resources required to meet our sustainability objectives.
- Supporting local community groups and environmental conservation efforts.
- Working with others in the tourism industry to achieve wider environmental awareness and stronger sustainability in the sector.
- Ensuring all new products or materials used around the hotel are, where ever possible, natural based and not artificial so that the impact of their use is minimal or non-existent.
- Keeping amplified music and the use of noisy appliances such as generators, blowers etc to a minimum.
- Openly communicating our sustainability policies and practices to guests, interested parties, school and university students.
- Minimizing the risk of emergency situations by following a maintenance program
- Constantly reviewing our operations to ensure that best practice is maintained in all aspects of the business at all times.
- Continually improving the hotels social & environmental benchmarking statistics.
- Undertaking a major review of environmental policy each year.
- Continuously improving environmental sustainability.

Stiphan Beher, General Manager

26 January 2010

