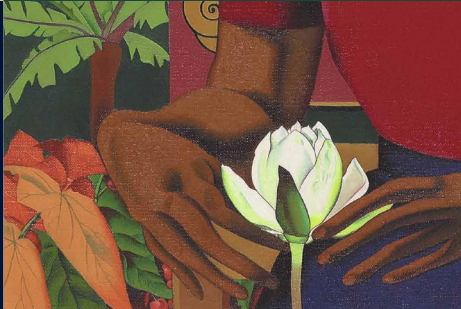




# SUSTAINABILITY COMMITMENT





## OUR COMMITMENT

*Bolton Hotel is proud to be committed to making a clear and measurable gain in the sustainable tourism of New Zealand.*

*Our Sustainability Commitment follows four core values of economic, visitor, host community and environmental sustainability, ensuring the responsible longevity of New Zealand's tourism industry.*



### ECONOMIC SUSTAINABILITY

As a financially successful business, we can fully engage in further elements of sustainability initiatives and benefit from opportunities provided by them.

### HOST COMMUNITY SUSTAINABILITY

Through investment in the Wellington economy and charitable support, we foster a welcoming and thriving local community.

### VISITOR SUSTAINABILITY

Consistently meeting and exceeding the expectations of our guests, through training, feedback and improvements to our product, ensures we offer a world-leading experience.

### ENVIRONMENTAL SUSTAINABILITY

Managing and minimising our environmental impact, lowering emissions and reducing waste, we take a role in protecting the environment.





## CURRENT ECONOMIC INITIATIVES

Consistently focus on long term financial performance.

Combat seasonality with year-round promotions, packages and competitive pricing.

Reinvest capital into our staged refurbishment, purchasing high-quality amenities and fittings, minimising the need for costly replacements.

Investment in our technology and in-room app to improve the guest experience and reduce paper usage.





## CURRENT HOST COMMUNITY INITIATIVES

Bolton Hotel pays fair wages and supports its team with a variety of benefits including free confidential support, ranging from counselling, budgeting and legal advice.

Supporting our workforce to succeed, our team are provided with cross-training opportunities across departments.

The hotel supports Wellington's Malaghan Institute of Medical Research through a lab partnership, sponsoring the Institute's groundbreaking research into Tumour Immunotherapy; harnessing the body's immune system to fight cancer.

Bolton Hotel and Artisan Restaurant invest in local supply chains whenever possible, supporting local business and reducing transit. Our in-room minibar features products from local, Wellington businesses whilst Artisan has a distinct focus on sustainable sourcing, including responsibly hunted and foraged produce.

Furniture displaced from our refurbishment programme is donated to Lower Hutt's Te Omanga Hospice. This initiative not only supports the well-deserving charity but ensures the furniture is spared from landfill.





## CURRENT VISITOR INITIATIVES

Constantly monitor, evaluate and respond to guest comments, including real-time feedback through our in-room app.

Develop our product with a staged refurbishment programme, with two floors currently completed with premium furniture and finishes.

We regularly update the functionality and design of our bespoke in-room iPad app and check-in app, enhancing the guest experience.

Share our extensive insider knowledge of the local area, its businesses and cultural attractions with our guests. Walking maps and guides of the city encourage our guests to explore and engage with the community.





## CURRENT ENVIRONMENTAL INITIATIVES

Bolton Hotel consciously sources electricity from Meridian Energy due to their commitment to sourcing renewable energy.

All of our public areas and refurbished rooms benefit from low energy lighting. All remaining room lights are being replaced with LEDs.

Guests are given the option to decline to have their sheets and towels changed through in-room green initiatives.

The hotel is proudly plastic straw-free, cooking oils are recycled and organic waste is composted.

Ensuring empty rooms are not cooled or heated unnecessarily, our air-conditioning is electronically controlled and linked to guest check-in and check-out times, while Hush glass windows and thermal blackout blinds maintain room temperatures.

We are continuously re-investing in our technology to finesse our paperless check-in process.





## FUTURE INITIATIVES

We are looking to formalise and extend our existing carbon reduction initiatives with the ultimate aim of becoming carbon neutral.

Our public bathrooms, Residential Suite and Presidential Suite currently offer large amenity bottle dispensers from premium brand Ashley & Co. To further eliminate single-use plastics, Bolton Hotel intends to upgrade all rooms to reuseable dispensers by 2021.

Our Lobby Café and Bar currently provide takeaway EcoCups, while this is an effective, sustainable option, our ultimate aim is to eliminate the use of single-use cups throughout the hotel.

All of our staff will be provided with reusable cups from January 1st 2020 and alternatives to single-use cups are to be trialled for guest use from early 2020.



