

BENCHMARKING ASSESSMENT REPORT

TRAILER PARK BENCHMARKING

Thornton Beach Holiday Park Whakatane, New Zealand


Report Date: 18 November 2008

Benchmarking Data Collection Period: 01 September 2007 – 31 August 2008



OVERVIEW

This annual assessment of the **Thornton Beach Holiday Park** was undertaken against Earthcheck benchmarking indicators and checklists developed for Green Globe and listed below.¹ They have been carefully selected to track performance in key areas of environmental and social performance impact. Their outcomes which are presented in this report are used by Earthcheck to evaluate whether the operation has reached the standards necessary to pass the benchmarking requirements, as stated in the Green Globe Benchmarking Policy.²

| |  earthcheck | Indicator Measure (Benchmark) |
|---|--|--|
| 1 | Sustainability Policy | Policy is produced and in place |
| 2 | Energy Consumption | Energy used (MJ / Berth Occupancy Day) |
| | | Renewable energy used (%) ³ |
| 3 | Potable Water Consumption | Potable water consumed (L / Berth Occupancy Day) |
| | | % of total potable water consumed that is recycled/ from captured sources (%) ³ |
| | | Water saving (Checklist rating) |
| 4 | Waste Sent to Landfill | Waste sent to landfill (L / Berth Occupancy Day) |
| | | % of total waste produced that is recycled/reused/composted (%) ³ |
| 5 | Community Commitment | Waste recycling (Checklist rating) |
| | | Local employment (Employees living within 20 km of operation / Total employees) |
| 6 | Paper Products | Community contributions (Checklist Rating) |
| 7 | Cleaning Products | Paper product types used (Checklist Rating) |
| 8 | Pesticide Products | Cleaning product types used (Checklist rating) |
| | | Pesticide product types used (Checklist Rating) |

¹ Refer to the Green Globe Sector Benchmarking Indicator (SBI) document for more information. For frequently asked questions (FAQs) about benchmarking or specific help, please log on to 'My EC3 Home' and visit your Earthcheck Benchmarking software.

² To meet the requirements stipulated in the Green Globe Company Standard, the benchmarks for all the submitted Earthcheck indicators need to be at, or better than, the Baseline level. Baseline and Best Practice performance levels are set with reference to the type of activity (registered sector/s) and appropriate national and international data which take into account social, geographical and climatic impacts.

First-time benchmarking operations that fail to meet the minimum requirements (Baseline performance or better) for up to two submitted Earthcheck indicators (with a third indicator within 10% of the Baseline level), will be permitted to pass benchmarking. The operation is however, given a maximum of 12 months to improve performance in at least one of the indicators to Baseline performance or better. If on the next submission this is not achieved without substantiated evidence that the situation was beyond the control of the operation (e.g. occurrence of a natural disaster), then the right to use the appropriate Green Globe logo will be withdrawn.

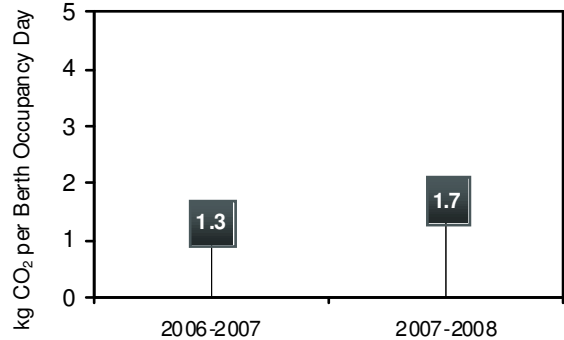
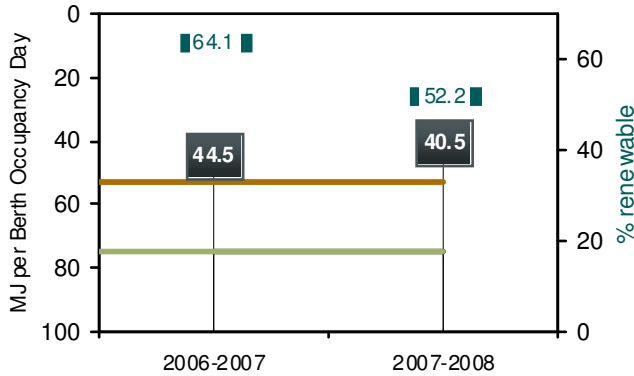
As standard policy, all Earthcheck indicators are continuously reviewed, along with the performance levels which operators have to achieve in order to meet the requirements of the Company Standard. This review takes into account "business-as-usual" changes in practices and equipment, and is used to update where appropriate Baseline and Best Practice levels.

³ These indicators are for guidance only and do not affect the overall benchmarking evaluation.

1 Sustainability Policy ★
2 Energy Consumption

Energy consumed / Berth Occupancy Day ★

Carbon dioxide (CO₂) produced / Berth Occupancy Day



The **Thornton Beach Holiday Park** consumed 40.5 MJ per Berth Occupancy Day for the year 2007-2008 (01/09/07 – 31/08/08), which was 23.6% better than the Best Practice level.

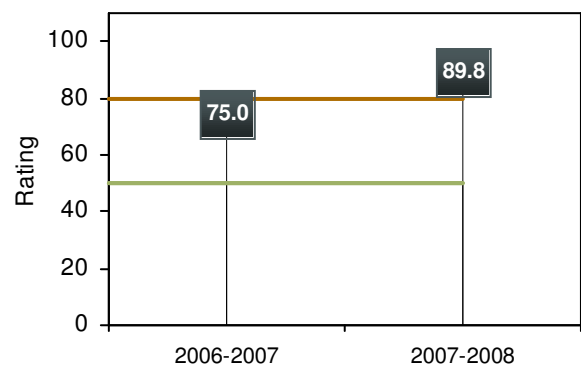
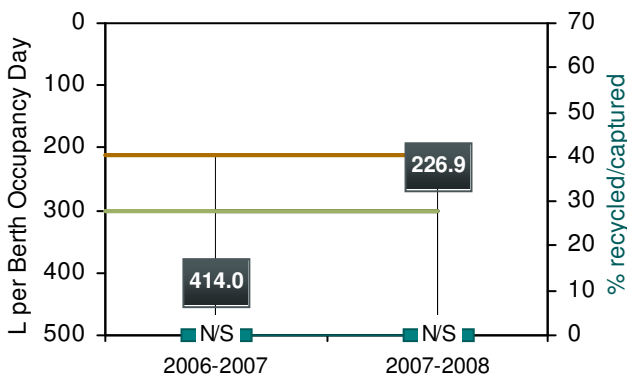
Reported Energy Consumption for the year 2007-2008 (01/09/07 – 31/08/08) produced an estimated 1.7 kg of CO₂ per Berth Occupancy Day.

| Energy type | Quantity used | | Calculated Energy | | Calculated CO ₂ | |
|-------------------------|---------------|-----|-------------------|------------|----------------------------|------------|
| | | | MJ | % of total | kg | % of total |
| Natural Gas | 17,474 | kWh | 62,906 | 13.0 | 10,006 | 49.4 |
| Hydro | 69,896 | kWh | 251,626 | 52.2 | 0 | 0 |
| Liquefied Petroleum Gas | 2,771 | kg | 137,295 | 28.5 | 8,155 | 40.3 |
| Diesel | 520 | L | 20,072 | 4.2 | 1,399 | 6.9 |
| 4 stroke Petrol | 300 | L | 10,260 | 2.1 | 677 | 3.3 |
| Totals: | | | 482,159 | 100 | 20,238 | 100 |

3 Water Consumption

Water Consumption / Berth Occupancy Day ✓

Water Saving ★

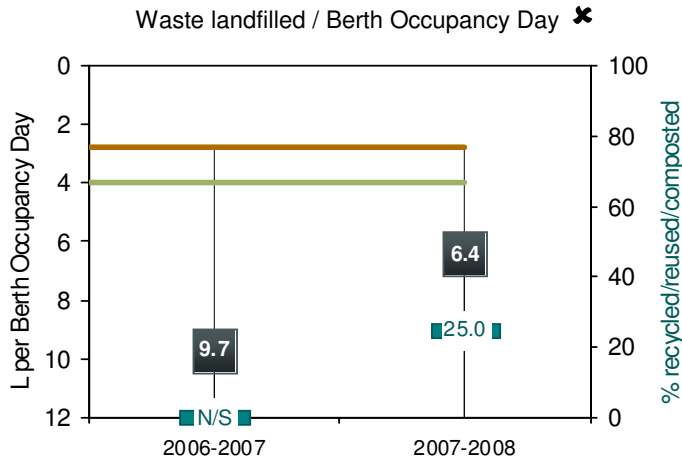


The **Thornton Beach Holiday Park** consumed 226.9 L per Berth Occupancy Day for the year 2007-2008 (01/09/07 – 31/08/08), which was 24.4% better than the Baseline level.

The Water Saving checklist rating for the year 2007-2008 (01/09/07 – 31/08/08), was 9.8 points better than the Best Practice level

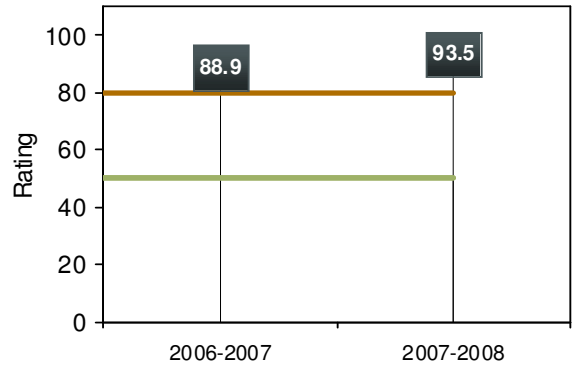
Performance level: Baseline — Best Practice —
Current result: Below Baseline ✘ At or above Baseline ✓ At or above Best Practice ★

4 Waste Sent to Landfill



The **Thornton Beach Holiday Park** produced 6.4 L per Berth Occupancy Day for the year 2007-2008 (01/09/07 – 31/08/08), which was 60.5% below the Baseline level.

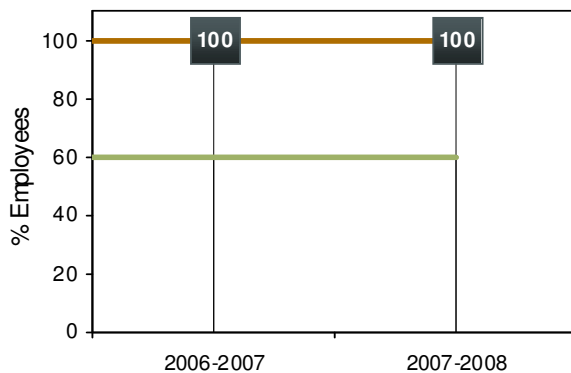
Waste recycling ★



The Waste Recycling checklist rating for the year 2007-2008 (01/09/07 – 31/08/08) was 13.5 points better than the Best Practice level.

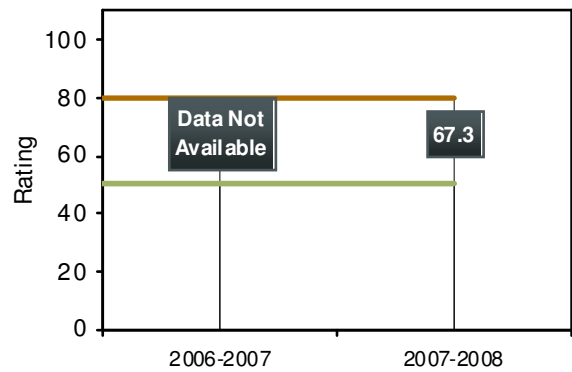
5 Community Commitment

Employees living within 20 km of operation / Total employees ★



Community Commitment for the year 2007-2008 (01/09/07 – 31/08/08) was at the Best Practice level.

Community contributions ✓



The Community Contributions checklist rating for the year 2007-2008 (01/09/07 – 31/08/08) was 17.3 points better than the Baseline level.

Performance level:

Baseline —

Best Practice —

Current result:

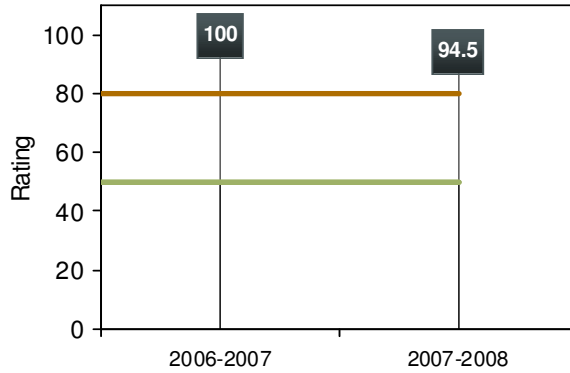
Below Baseline ✘

At or above Baseline ✓

At or above Best Practice ★

6 Paper Products

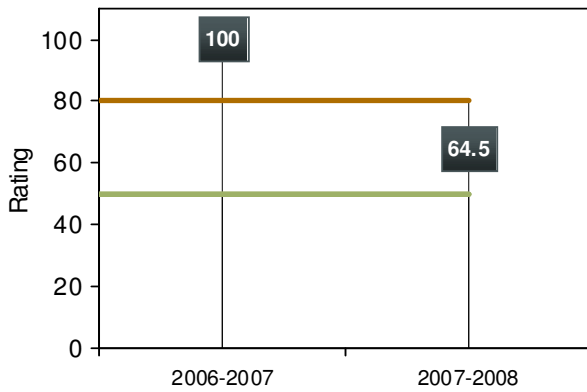
Product types used ★



The Paper Products checklist rating for the year 2007-2008 (01/09/07 – 31/08/08) was 14.5 points better than the Best Practice level.

**7 Chemical Products
Cleaning Products**

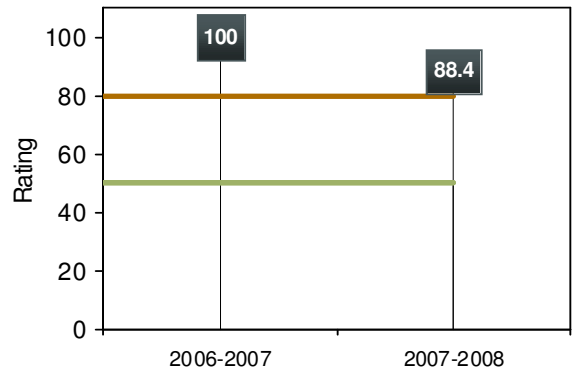
Product types used ✓



The Cleaning Products checklist rating for the year 2007-2008 (01/09/07 – 31/08/08) was 14.5 points better than the Baseline level.

8 Pesticide Products

Product types used ★



The Pesticide Products checklist rating for the year 2007-2008 (01/09/07 – 31/08/08) was 8.4 points better than the Best Practice level.

Performance level:

Baseline —

Best Practice —

Current result:

Below Baseline ✖

At or above Baseline ✓

At or above Best Practice ★

The supplied data has been compiled by the **Thornton Beach Holiday Park** in the prescribed manner, authorised by a senior executive of the company and submitted for an annual assessment.

CONCLUSION AND RECOMMENDATIONS

Congratulations, the **Thornton Beach Holiday Park** has passed the requirements to continue to be recognised as a Green Globe Benchmarked Trailer Park.

In addition to having a Sustainability Policy in place, nine out of the ten assessed **earthcheck**™ indicators are above the baseline level.⁴ From the Benchmarking data provided, six indicators, *Energy Consumption, Water Saving, Waste Recycling, Community Commitment, Paper Products and Pesticide Products* are above Best Practice Level, which is an achievement to be highly commended.

The one indicator that fell below the Baseline level was *Waste Sent to Landfill*, which was 60.5% below the Baseline performance level. A high level for this indicator may be a reflection of assessing the volume of disposal of bins and /or garbage trucks as full when they are not. In addition the disposal of large quantities of low-density uncompacted waste (e.g. packaging, or green waste such as branches and /or large leaves) can also have an adverse impact on the overall volume.

Furthermore, if the situation is that the **Thornton Beach Holiday Park** does not have access to the appropriate external recycling facilities (for paper cardboard, metals, plastics etc.), then the difficulties the operation faces in disposing waste off-site in an environmentally friendly manner is recognised. However, if this is the case the **Thornton Bay Holiday Park** should indicate this in their submission and is encouraged to review existing practices and procedures in order to not only more accurately assess, but also reduce, the amount of material that has to be sent to landfill. The latter can include increasing onsite recycling and reuse (e.g. green wastes), donating recycling materials to local crafts and trades people, and avoiding purchases with excessive disposable packaging.

Improvements in all the **earthcheck**™ indicators will not only help the environment, but can also help reduce operational costs. Due to the positive commitment that the **Thornton Beach Holiday Park** has demonstrated to the environment, the assessors are confident that they can maintain or improve performance, where appropriate and practical, in all indicators.

In particular over the next 12 months, the **Thornton Beach Holiday Park** is encouraged to ensure that *Waste Sent to Landfill* is at Baseline performance or better. In line with Green Globe Policy this would enable the **Thornton Beach Holiday Park** to continue to meet the benchmarking requirements of the Green Globe programme.

⁴ The **Thornton Beach Holiday Park** is registered to be Certified by Green Globe and, therefore, does not need to submit verification documents as these should be checked as part of the Certification process.

APPENDIX

BENCHMARK REVIEW

As a standard policy all **earthcheck™** indicators are reviewed annually, along with the performance levels which operators have to achieve in order to use the Green Globe Benchmarked Logo. This review takes into account “business-as-usual” changes in practices and equipment, and is used to update where appropriate Baseline and Best Practice levels. Advanced warning will be given of changes in Benchmarking related requirements and data.

The benchmarking review was undertaken in April 2008 the following Benchmarks were revised as part of the review:

Water Saving:

- Previous Baseline Level: 50 points
- Previous Best Practice Level: 75 points
- **Revised Baseline Level: 50 points**
- **Revised Best Practice Level: 80 points**

Water Recycling:

- Previous Baseline Level: 50 points
- Previous Best Practice Level: 75 points
- **Revised Baseline Level: 50 points**
- **Revised Best Practice Level: 80 points**

Community Contributions:

- Previous Baseline Level: 50 points
- Previous Best Practice Level: 75 points
- **Revised Baseline Level: 50 points**
- **Revised Best Practice Level: 80 points**

Paper Products:

- Previous Baseline Level: 50 points
- Previous Best Practice Level: 75 points
- **Revised Baseline Level: 50 points**
- **Revised Best Practice Level: 80 points**

Cleaning Products:

- Previous Baseline Level: 50 points
- Previous Best Practice Level: 75 points
- **Revised Baseline Level: 50 points**
- **Revised Best Practice Level: 80 points**

Pesticide Products:

- Previous Baseline Level: 50 points
- Previous Best Practice Level: 75 points
- **Revised Baseline Level: 50 points**
- **Revised Best Practice Level: 80 points**

The **Thornton Beach Holiday Park** is encouraged to ensure that these benchmarks are met within the next 12 months

ENERGY CONSUMPTION

Total *Energy Consumption* was derived from the following energy sources:

- Natural Gas 17,474 kWh
- Hydro 69,896 kWh
- Liquefied Petroleum Gas 2,771 kg
- Diesel 520 L
- 4 stroke petrol 300 L

These sources produce a total of 482 159 MJ which equates to 40.5 MJ per Berth Occupancy Day

As Hydro is the only renewable source of energy, the figure for the percentage of energy from renewable sources was changed from 80% to 52.2%. Please refer to the table on page 3 for more information.

COMMUNITY COMMITMENT

As the initial figure submitted for *Community Commitment* was 440, the benchmarking assessors sought clarification with the **Thornton Beach Holiday Park**. It was identified that the correct value was 100% based on the following calculation:

$$\frac{\text{Number of employees living within 20km of the operation} + \text{employees living onsite}}{\text{Total number of employees}}$$

$$= \frac{4}{4}$$

$$= 1 \text{ or } 100\%$$

This figure was used throughout the benchmarking assessment



Benchmarks assessed by Earthcheck



Report endorsed by Green Globe

Green Globe is managed by EC3 Global, a wholly owned subsidiary of the Sustainable Tourism Cooperative Research Centre (STCRC), which is the largest sustainable tourism research organisation in the world. The CRC is an Australian Government Initiative.



An Australian Government Initiative

SUMMARY OF SUPPLIED BENCHMARKING DATA

| | | | | | | |
|-------------------------------|-----------|-------------------------------------|--|-----------------------------|------|-------------------------------------|
| Activity Measure(s) | | | | | | |
| Berth Occupancy Day | 11,915 | BOD | | | | |
| Energy Consumption | | | | Community Commitment | | |
| | Indicator | | | Indicator | | |
| Supplied | 482,159 | MJ | | Supplied | 100 | % |
| Calculated | 40.5 | MJ per BOD | | Baseline | 60 | % |
| Baseline | 75 | MJ per BOD | | Best Practice | 100 | % |
| Best Practice | 53 | MJ per BOD | | % difference | 0 | at the Best Practice level |
| % difference | 23.6 | better than the Best Practice level | | | | |
| | | | | Checklist | | |
| Renewable | 52.2 | % | | Rating | 67.3 | |
| | | | | Baseline | 50 | |
| Total CO ₂ | 20,238 | kg | | Best Practice | 80 | |
| | 1.7 | kg per BOD | | points difference | 17.3 | better than the Baseline level |
| | | | | | | |
| Water Consumption | | | | Paper Products | | |
| | Indicator | | | Checklist | | |
| Supplied | 2,703 | cubic metres | | Supplied Rating | 94.5 | |
| Calculated | 226.9 | L per BOD | | Baseline | 50 | |
| Baseline | 300 | L per BOD | | Best Practice | 80 | |
| Best Practice | 210 | L per BOD | | points difference | 14.5 | better than the Best Practice level |
| % difference | 24.4 | better than the Baseline level | | | | |
| | | | | Cleaning Products | | |
| Recycled/captured | N/S | % | | Checklist | | |
| | | | | Supplied Rating | 64.5 | |
| | Checklist | | | Baseline | 50 | |
| Supplied Rating | 89.8 | | | Best Practice | 80 | |
| Baseline | 50 | | | points difference | 14.5 | better than the Baseline level |
| Best Practice | 80 | | | | | |
| points difference | 9.8 | better than the Best Practice level | | Pesticide Products | | |
| | | | | Checklist | | |
| Waste Sent to Landfill | | | | Supplied Rating | 88.4 | |
| | Indicator | | | Baseline | 50 | |
| Supplied | 76.5 | cubic metres | | Best Practice | 80 | |
| Converted | 76,500 | L | | points difference | 8.4 | better than the Best Practice level |
| Calculated | 6.4 | L per BOD | | | | |
| Baseline | 4 | L per BOD | | | | |
| Best Practice | 2.8 | L per BOD | | | | |
| % difference | 60.5 | below the Baseline level | | | | |
| | | | | | | |
| Recycled/reused | 25 | % | | | | |
| | | | | Checklist | | |
| | Checklist | | | Supplied Rating | 93.5 | |
| Supplied Rating | 93.5 | | | Baseline | 50 | |
| Baseline | 50 | | | Best Practice | 80 | |
| Best Practice | 80 | | | points difference | 13.5 | better than the Best Practice level |
| points difference | 13.5 | better than the Best Practice level | | | | |

N/S - Not submitted.

DETERMINATION OF BASELINE AND BEST PRACTICE LEVELS

General

The values for the Baseline and Best Practice levels for each indicator are derived from extensive worldwide research into available and appropriate case studies, industry surveys, engineering design handbooks, energy, water and waste audits, and climatic and geographic conditions.

National and regional data for per capita energy use, greenhouse gas and other emissions, wastes to landfill and water consumption, where available provide background data for normalisation of the expected performance values for per customer or employee, and/or overall performance of an enterprise being benchmarked. They are used to gauge the regional or national situation and environmental performances that an enterprise is based in, and hence what are reasonable levels to expect the enterprise to achieve.

A benchmarking result at, or above, the Baseline level demonstrates to all stakeholders that the enterprise is achieving above average performance. A result below the Baseline level indicates that an enterprise can and should carry out actions that will make beneficial improvements in performance.

Consideration of Climate

A major determinant of energy consumption in some sectors, primarily those centred on buildings such as accommodation, visitor centres and administration offices will be the dominant climatic conditions in which the enterprise is located. In general, to maintain the same level of indoor comfort, enterprises operating in hot or cold climates will consume more energy than those in temperate climates.

Similarly, it is recognised that in certain sectors a major determinant of potable water consumption will be the climate in which an enterprise is located, in particular those with large grounds and/or significant water-based facilities or activities. That is, enterprises located in hot climates are more likely to consume more potable water than equivalent ones located in cooler climates. Factors that are likely to lead to a higher level of potable water consumption, for example in the accommodation sector, include increased evaporation rates of swimming pools, personal bathing and irrigation demands of grounds. In consideration of this factor, Baseline and Best Practice levels can vary in relation to country location.

Waste Sent to Landfill

The benchmark indicator used for solid waste production (sent to landfill) is given in litres as waste bins are usually calibrated by volume, and it has been found that the majority of operations do not have access to the weight of material disposed of. However, if a weight is supplied, standard factors are used to convert from weight (e.g., kilograms (kg)) to volume (e.g., litres (L)). These are 300 kg/m³ for uncompacted waste or 650 kg/m³ for lightly compacted waste.

Operations should make note of the level of compaction when submitting data for assessment by Earthcheck.

Review of Performance Levels

The Baseline and Best Practice performance levels for Earthcheck indicators are continuously reviewed and are likely to change over time. This review by a team of international experts, takes into account “business-as-usual” changes in practices, equipment and facilities, as well as regulations and general improvement trends in performance and procedures. This review is used to update the levels of Baseline and Best Practice, and provides useful feedback to the user of the indicators.

The list below summarises the basic generic rules used to determine Baseline and Best Practice levels for Earthcheck indicators.

- If relevant enterprise sector specific case studies are not available for a type of activity in a designated region, then national averages will be used to ascertain the Baseline level. In this case, the Best Practice level will be set at a minimum of 30% better performance than the Baseline.
- If case study or national data are not available for a specific indicator, then the first enterprise that benchmarks will have its results set as 15% better than Baseline (i.e., half way between Baseline and Best Practice).