

Message from the Rotorua Aquatic Centre

We are pleased to introduce the 2009-10 report on the sustainability performance of the Rotorua Aquatic Centre. This report is the first annual public sustainability report tracking the Centre's progress and our sustainability objectives, challenges and successes associated with our sustainability commitments.

The Rotorua Aquatic Centre is fortunate to have partners – both large and small – who are working with us to forge new levels of sustainability performance throughout the Aquatic and Leisure Industry. The centre has been applying the lens of sustainability to every decision that we make – from the provision of in-house recycling for our customers and staff to influencing the Aquatic & Leisure Industry throughout New Zealand.

Just a few of the centre's accomplishments in 2009-10 include:

- achieving Qualmark Enviro-Gold accreditation – for Responsible Tourism (first swimming pool in New Zealand)
- energy savings on average of 4% every year since 2004 / 2005
- reduced water disposal and water use from two main swimming pools by 27% on the previous year (2,455m³)
- waste minimisation, with a decrease in waste of 19.15% to landfill
- conservation initiatives ranging from 'sustainability champions' to participating in conservation weeks
- community initiatives ranging from heart stopper challenge to Salvation Army promotions and support
- cultural and educational initiatives ranging from outriggering programmes to holiday programmes with Maori studies and different cultural activities

The notable highlight for the Rotorua Aquatic Centre in the past year was becoming the first swimming pool in New Zealand to achieve Qualmark's prestigious Enviro-Gold Award. This award recognises the highest standards in environmental practice for tourism infrastructure and services in New Zealand. We have demonstrated highly effective energy efficiency, waste management and water conservation in addition to community activities and conservation initiatives. Achieving gold status is a significant stepping stone in the way we address the ecological impact of our business so that we can minimise our environmental footprint. This achievement is a result of our dedicated Aquatic Centre staff who are constantly thinking of ways to support and implement sustainability into their everyday work.

It is also important to remember that by engaging with our community, we can further develop ways to improve our environmental business practices. Thank you to all those who have contributed and assisted us over the past year in taking action to protect the environment.



Louis Sylvester
Aquatic & Leisure Manager
ROTORUA AQUATIC CENTRE
November 2010



Colin Elstob
Operations Manager
ROTORUA AQUATIC CENTRE
November 2010



ROTORUA AQUATIC CENTRE 2010 SUSTAINABILITY REPORT 2009-2010



Who We Are, What We Do

The Rotorua Aquatic Centre is proudly owned and operated by the Rotorua District Council. The overall aim of the activity is to provide an affordable, safe, aquatic, fun facility that meets the needs and requirements of the local community. The facility was established to promote healthy active lifestyles and to provide the community with low cost, diverse leisure and recreational opportunities. Our mandate is to foster positive strategic partnerships with the local community including swim and sports clubs, recreation and health professionals, government and industry organizations and local business.

The Aquatic Centre is located in Kuirau Park on the Tarewa Road side of the reserve and was built in 1973. The activities that occur at the Aquatic Centre include, informal play and recreation, structured sports events and 'Swimsation', a national learn to swim franchise. Rotorua Swimsation is part of a national franchise. Some of the fitness activities include aqua aerobics with classes designed for the young and old alike. The Aquatic Centre provides a cardio studio through a partnership with Gold's Gym to further enhance the facility's fitness benefits.

Our definition of sustainability

For the Rotorua Aquatic Centre, sustainability means having a balanced approach to economic, environmental and social priorities, managing the environmental impacts and opportunities to produce lasting benefits, locally and globally.

MISSION

"Aiming to provide our customers with professional and friendly staff who always 'go the extra mile', demonstrate quality instruction and programmes in a clean, tidy and safe environment"

VISION

"To be New Zealand's Market Leader in Aquatic Facilities and Services"

VALUES

Teamwork | Communication | Innovation | Sustainability | Safety | Fun

Accountability

Sustainability Governance

Sustainability is part of the Rotorua Aquatic Centre's mission, vision and values. It is present in all our planning, decision making, process and actions. Inclusion of our customers and stakeholders in our sustainability programme is the key to the success of our sustainability initiatives. This is achieved through monitoring, tracking and regular reporting of our performance.

Professional guidance and advice is provided by independent organisations such as the Rotorua Sustainable Tourism Charter and Qualmark. An Aquatic Centre Environmental Committee also meets every month to advance sustainability initiatives. Our Environmental Policy and Commitment can be viewed on our website www.rdc-aquatic.co.nz



KEY FACILITIES AND SERVICES

	<u>Description</u>
Buildings	Built in 1973, the building comprises a total of two levels with three separate stages (plant rooms) and a laboratory. The top level comprises of a cardio studio, staff changing rooms, staff room, four storage areas and office space. The ground level comprises of two fully enclosed pool halls, female and male changing rooms, toilets, reception, foyer, indoor and outdoor first aid rooms, two disability rooms, five family changing rooms, offices space, storage garage, laundry, electrical storage area, plumbing duct with two internal stairwells for access between first floor and ground floor.
Plant	Three plant rooms all on ground floor servicing all the pools on site. Stage 2 holds an air conditioned electrical room which services the full facility.
Pools - Outdoor	50m X 20m Pool with 8 lanes built in 1973, with a pool depth of 1.066m and a water capacity of 1,105,000 litres (1105m ³) with a turnover of 7 hours. Temperature is controlled between 26-28 degrees with heating being drawn from geothermal activity in Kuirau Park. Temperature is coming in at 195 degrees and being cooled by a heat exchanger to 30 degrees.
Pools – Indoor	32m X 20m Pool with 8 lanes built in 1987 and opened in 1988, with a pool depth of 2m and a water capacity of 1,280,000 litres (1280m ³) with a turnover of 4 hours. This pool also has a bulkhead at 25m with a 6m pool area. Temperature is controlled between 26-30 degrees with heating being Drawn from geothermal activity in Kuirau Park. Temperature is coming in at 195 degrees and being cooled by a heat exchanger to 33.5 degrees. The second pool is at 18m x 12m Pool with a pool depth of 0.8m with a running gradient up to ground level with a shallow area for toddlers. Water capacity is 275,000 litres (275m ³) with a turnover of 3 hour. Additionally there is a teaching well at the deep side of the pool. Temperature is controlled between 33-35 degrees with heating being drawn from geothermal activity in Kuirau Park. Temperature is coming in at 195 degrees and being cooled by a heat exchanger to 33.5 degrees.
Splash Pad	Area of 200m ² built in 2003 with a perimeter of 51.3m with a slight fall (50mm) to the centre of the splash pad. Water toys are made up of 6 directional water geysers, 2 directional water cannons, fumbling five bucket structure, water spray rainbow, water fountain in the centre of the splash pad and a magic touch bollard. A water capacity of 4,500 litres (4.5m ³) with a turnover of 1hour. Temperature is set at 30 degrees with heating being drawn from geothermal activity in Kuirau Park. Temperature is set at 30 degrees coming in at 195 degrees and being cooled by a heat exchanger to 32.0 degrees.
Spa Pools – outdoor	Three 4.0m X 1.5m Pools built in 2003 with a 0.5m pool depth. Pools are fully encircled with seating internally with access to pool via handrails. Water capacity is 4,500 litres (4.5m ³) for each pool (3 X 4.5m ³) with a turnover of 1 hour. There is also a shade structure covering the tree spa pools. Temperature is set at 35-40 degrees with heating being drawn from geothermal activity in Kuirau Park. Temperature is coming in at 195 degrees and being cooled by a heat exchanger to 38.0 degrees.
Spa Pools – indoor	4.0m X 1.5m Pool built in 2003 with a 0.5m pool depth. Pool is full encircled with seating internally with access to pool via handrails. Water capacity is 4,500 litres (4.5m ³) with a turnover of 1 hour. Temperature is set at 35-40 degrees with heating being drawn from geothermal activity in Kuirau Park. Temperature is coming in at 195 degrees and being cooled by a heat exchanger to 38.0 degrees.
Lazy River	18m x 2m snake like Pool built in 2003 with a depth of 0.8m and a water capacity of 33,000 litres (33m ³) with a turnover of 1 hour. Temperature is set at 36.0 degrees with heating being drawn from geothermal activity in Kuirau Park. Temperature is coming in at 195 degrees and being cooled by a heat exchanger to 38.0 degrees.
Cardio Studio	15m x 5m air conditioned cardio suite with free hand weights and 11 cardio machines. This cardio studio operates in partnership with Gold's Health & Fitness.





Picture: Rotorua Aquatic Centre Map Layout

2010 BY THE NUMBERS

- Total Attendance Numbers 333,137
 - Children 116,012
 - Non Paying Spectators 68,457
 - Adults 57,863
 - Learn to Swim 42,197
 - Seniors (55+) 17,012
 - Other (competitors, schools) 13,821
 - Cardio Studio 10,072
 - Recreation Participation 7,703
- Cardio Gym Members 360
- Households used / visited the Rotorua Aquatic Centre 64%
- Users / Visitors who are very / fairly satisfied with the level of service 88%
- ACC PoolSafe Accreditation 100%
- Qualmark Accreditation 5 Star (endorsed visitor activity) / Qualmark Enviro-Gold Accreditation



Picture: Rotorua Aquatic Centre on-site Recycling Centre



The 2009-10 Reporting Year at a Glance

It has been our focus and commitment to make sustainability apart of everything we do and being accountable for our actions. Accountability means behaving ethically, setting performance targets and measures, communicating openly about what we have done and asking others what we can do better. Rotorua Aquatic Centre aims to make a difference by sustainable actions contributing to a healthy environment.

We are committed to eight specific sustainability objectives:

- To make every reasonable effort in protecting the environment through being ecologically conscious and responsive
- To assess the direct ecological impact of our business and to be proactive in minimising our environmental footprint
- To continuously review and improve on our environmental performance by meeting operational targets and goals
- To demonstrate on-going ecological leadership through the implementation of environmental awareness and education programmes with staff, capturing new ideas, recognising and rewarding individual employee contributions and success
- To have a balanced approach to economic, environmental and social priorities by meeting and where appropriate exceeding, the requirement of all relevant legislation, government policies and initiatives
- To communicate and promote to all our business partners, suppliers and other participants management practices and guidelines established, to further the aims of our environmental policy
- To form strong working relationships and partnerships with our customers and the wider community, encouraging communication to develop ways to further promote and increase the effectiveness of our environmental practices
- To continually monitor and report on our environmental performance

The following is a brief overview of what we accomplished towards the above objectives in 2009-10. Many of these exciting milestones were achieved with the help of Qualmark (New Zealand's official quality assurance agency for the tourism sector), Rotorua Sustainable Tourism Charter and community partners.



Picture: Green Team Holiday Programme – Children participating in the Planting Programme



During the 2009-10 reporting year we:

- Achieved Enviro-Gold Qualmark Responsible Tourism Accreditation. The centre is the first swimming pool in New Zealand to receive an Enviro-Gold Award, recognising its high standards in environmental practices
- Retained membership to the Rotorua Sustainable Tourism Charter
- Continued providing an Aquatic Facility that minimizes negative impacts on the environment
- Continued monitoring and reporting on sustainability objectives, compliance and challenges
- Diverted 19.15 per cent of total waste from landfill
- Achieved secondary ACC accreditation (a proactive health and safety program)
- Undertook a second energy audit (the first was in 2005)

Next steps for 2010-11:

- Implementation of an asset gifting scheme – these are assets that are no longer required
- Work with our partners to manage environmental impacts and further promote sustainability initiatives
- Continue with 'buy-smart' RDC Procurement Program
- Produce updated sustainability posters and information to customers
- Continue to reward 'high performance' staff members for their contribution to sustainability initiatives
- Initiate an awareness programme to customers ('Do Your Part') which explains what they can do to support our efforts around sustainable management
- Release a second sustainability report

Independent Reviewers' Report

November 2010

Kia ora Louis

Thank you for the opportunity and privilege of reviewing the Rotorua Aquatic Centre's inaugural sustainability report. It's no secret that some businesses take environmental and social sustainability more seriously than others and your organisation definitely falls into the 'taking it seriously' group. Publishing an annual sustainability report takes a certain amount of courage because it involves a little environmental soul bearing. But of course, that's the whole idea; by embracing such transparency your organization is demonstrating a commitment to sustainable practices and a willingness to learn from the experience of others.

I would like to congratulate you and your team for once again showing why the Rotorua Aquatic Centre is a sustainability leader.

Kiha kaha

Eldad Collins
Sustainability Assessor
Rotorua Sustainable Tourism Charter



Sustainability Scorecard

Accountability

KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
Annual sustainability performance review by Administration Team	Sustainability Management and Reporting System Reviewed by Aquatic Centre Sustainability Committee	Sustainability Management and Reporting System Reviewed by Aquatic Centre Sustainability Committee with 97 sustainability initiatives implemented	Sustainability Management and Reporting System Reviewed by Aquatic Centre Sustainability Committee with 131 sustainability initiatives implemented
The number of times stakeholders were involved in helping the Aquatic Centre improve its sustainability performance and the nature of these events	7 events including 1 report from the Rotorua Sustainable Tourism Charter	13 engagements including Qualmark audit, 1 report from the Rotorua Sustainable Tourism Charter, 1 meeting with the RDC Sustainability Committee, 8 reports to RDC elected members, 1 Permanent In-house displays, 1 Event	14 engagements including Qualmark audit, 1 report from the Rotorua Sustainable Tourism Charter, 2 meeting with the RDC Sustainability Committee, 8 reports to RDC elected members, 1 Permanent In-house displays, 1 Event
Number of identified infractions of ethics policy and programs	0 infractions	0 infractions	0 infractions
Actual Attendance	369,577	365,529	333,137

Sustainability Scorecard

Environmental Stewardship and Impact Reduction

KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
Number of infractions and/or value of monetary fines for non-compliance with environmental laws and regulations	0 infractions of environmental laws and regulations	0 infractions of environmental laws and regulations	0 infractions of environmental laws and regulations
Number of significant spills	0	0	0
ENERGY			
Number of Energy Initiatives implemented	16 initiatives	29 initiatives	33 initiatives
Electricity Consumed	1,403,386 kWh 2.75% Energy Reduction from the base year 04/05	1,324,336 kWh 8.23% Energy Reduction from the base year 04/05	1,394,360 kWh 3.37% Energy Reduction from the base year 04/05
Waste to landfill	No measure	9,138 kg	8,328 kg
Waste to landfill per visitor	No measure	0.0249 kg per visitor	0.0249 kg per visitor



KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
GHG emissions per visitor associated with electricity and waste to landfill	No measure	0.0007111 Tonnes estimated of CO2 equivalent per visitor	0.0008178 Tonnes estimated of CO2 equivalent per visitor
WATER Number of Water Conservation Initiatives implemented	0 initiatives	11 initiatives	16 initiatives
Water Consumed per visitor	71.18 liters' per visitor	78.15 liters' per visitor	83.34 liters' per visitor (Ultra Violet Disinfection is being investigated to allow for a reduction in water by meter and trade waste. There will also be a reduction in chlorine use)

Sustainability Scorecard Social Inclusion and Responsibility

KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
COMMUNITY Number of Community Initiatives implemented	0 initiatives	14 initiatives	23 initiatives
Number of workplace healthy and safety incidents	2 incidents (2 lost –time injuries) non -serious	4 incidents (0 lost –time injuries) non -serious	5 incidents (1 lost –time injuries) non -serious
Number of asset distribution transactions	Nil recorded	2 transactions: lifejackets and old inflatable's to non profit camp and lifeguard uniform and lane ropes to non-profit community pool	2 transactions: distribution of bbq tables to 6 separate non-profit groups; lifeguard uniform and lane ropes to non-profit community pool
KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
Value of sponsorships / donations to Community Organisations	Nil recorded	\$3,948	\$2,690

Sustainability Scorecard Cultural Participation and Collaboration

KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
Initiatives promoting cultural diversity		Bi-lingual signage	Bi-lingual signage and Learn to Swim Maori Language pilot programme



promoting Maori language whilst educating staff on appropriate use of Te Reo in their day to day work. This recognizes the significance of the Maori Culture locally.

Events (ladies night) – providing opportunities for migrant community to utilize aquatic facilities in a safe and appropriate environment. Inclusion of cultural components in children's holiday programmes – providing an opportunity for programme participants to experience the diverse cultures within the Rotorua Community.

Sustainability Scorecard

Economic Benefits

KEY PERFORMANCE MEASURE	2007-08 RESULTS	2008-09 RESULTS	2009-10 RESULTS
Economic benefits to Rotorua from events held at the Rotorua Aquatic Centre	\$923,550 (Amount spent by event participants in Rotorua)	\$831,620 (Amount spent by event participants in Rotorua)	\$343,071 (Amount spent by event participants in Rotorua – It is interesting to note that there was a significant down-turn this year due to the global recession and economic climate)

Sustainability Conservation Initiatives

A number of conservation initiatives were implemented in 2009 / 2010 following on from success in 2008 / 2009. These included:

1. Rotorua Aquatic Centre adopted the Sulphur Point area of the Rotorua Lake Front as part of the Keep Rotorua Beautiful initiative. Collected rubbish is recycled where possible.
2. Rotorua Aquatic Centre assisted the Community Tihi o tonga tree trust with regular plantings
3. Rotorua Aquatic Center's Green Team was involved with revegetation and restoration projects throughout Rotorua including Hamurana, Ngongotaha and Utuhina Streams - 90% of all plants were native.
4. 1,000 Rotorua Aquatic Center Learn to Swim Students and their families participated in a Conservation, Recycling & Sustainability Theme Week. Educational and promotional materials as well as an 'on-site' recycling centre were provided for the duration of the promotion.
5. Sustainability Champion High Performance Awards for Staff - Staff were recognised and rewarded for their contribution towards energy saving, water savings, recycling and waste minimization. These quarterly awards are voted on by the Sustainability Committee after nominations from the staff.
6. The Rotorua Aquatic Centre endeavored to influence the Community and the Aquatic Industry in the area of sustainable management by :
 - Being an active Member of the Aquatic Industry Technical Committee
 - Promoting the Aquatic Centre's conservation initiatives through display at the Home & Garden show
 - 11,000 eco bulbs given away to customers and community as promotional blitz RDC - Aquatic Centre giving away 1,000 bulbs plus participation in earth hour initiative - Sun 27th March.





Pictures Above: Green Team Holiday Programme in Action

Sustainability Reporting

Our sustainability reporting consists of:

- Annual Sustainability Report to Chief Executive and Management Team
- 6 weekly reports (8 per annum) to Rotorua District Council elected members
- 12 monthly reports (action lists and improvement maps) to all levels of Aquatic Centre Staff measuring sustainability performance objectives against action on a daily basis
- Annual in-house display and signage highlighting sustainability achievements and progress

In addition we drew on guidelines developed by the Global Reporting Initiative (GRI). The GRI is a global institution that has pioneered development of a widely used sustainability reporting framework that sets out the basis for organisations to credibly measure and report their economic, environmental and social performance.



Rotorua Aquatic Centre

ENVIRO-GOLD QUALMARK

The Rotorua Aquatic Centre is a community facility owned and operated by Rotorua District Council. The Centre is the first swimming pool in New Zealand to receive a Qualmark Enviro-Gold Award, recognising its high standards in environmental practices.

To earn New Zealand tourism's official environmental award, the Rotorua Aquatic Centre had to show effectiveness in energy efficiency, waste management and water conservation, with community activities and conservation initiatives also considered under Qualmark's environmental criteria.

All businesses carrying the Qualmark logo must meet standards for environmental practices and this award recognises top performers in this area. Environmental practices are evaluated as part of the quality assessment process and Enviro Awards are granted to businesses showing a high degree of commitment to caring for the environment and their community.

Over 470 businesses have achieved Enviro Award status - recognising their commitment to Qualmark's responsible tourism criteria and environmental practices.

Qualmark® is New Zealand's trusted guide to quality travel experiences - helping travellers identify over 2,300 great places to stay, things to do and ways to get around

