



FOOD AND WINE

SUSTAINABILITY GUIDE

This good practice guide has been developed specifically for businesses in the tourism food and wine sector, including vineyards, restaurants, cafes, bistros and event venues. It provides targeted and practical ideas for business sustainability. Further information, tools, and similar guides for other types of tourism businesses are contained in the Ministry of Tourism website: www.tourism.govt.nz/sustainability



SUPPLY CHAIN MANAGEMENT

- Review all products and services that you purchase, and advise your suppliers that you will give preference to products that meet social and environmental criteria (e.g. based on distance from origin, biodegradability, efficiency rating, recycled content, ability to be recycled etc).
- Establish a packaging take-back program with your suppliers (e.g. request deliveries in returnable and/or reusable containers).
- Buy as much seasonal and local produce as possible, and when sourcing consumables that are not produced locally (such as coffee and tea), give preference to 'fair trade' and certified organic products.
- Use biodegradable and environmentally certified (e.g. Environmental Choice) cleaning agents, food packaging, paints, solvents and other products.
- Use publishers that offer 'green' options for publishing promotional materials (e.g. vegetable-based inks printed on recycled [100% post-consumer content, Process Chlorine Free] paper) and communicate this in printed materials.
- Consider 'whole of life cost' in future product sourcing decisions (e.g. whether products can be recycled, sold or donated after use – look for supplier 'take back' schemes for carpet, mobiles, appliances, packaging, office equipment).
- When purchasing new appliances and plumbing fittings, select energy efficient (e.g. EnergyStar or Energy Rated) and water efficient (e.g. AAAAA or star water conservation rated) products.
- Reward suppliers' efforts through special promotions and longer-term contracts.



MINIMISING WASTE

- List all the solid wastes generated by the business, and think of what can be done to avoid sending them to landfill.
- Choose from the following waste management options for each waste stream: Avoid, Reduce, Reuse, Recycle, Compost. Regularly check on progress and costs (e.g. conduct simple waste audits).
- Work with staff to identify and implement waste minimisation initiatives (e.g. reduce food portion sizes, amend clean-up practices, reuse packaging).
- Use single serve dispensers, instead of single-use disposable amenity and condiment products in bathrooms, kitchens and serving areas.
- Minimise packaging waste by purchasing products in bulk, concentrate form and re-using or returning containers to suppliers.
- Provide labelled recycling bins (for paper/card, glass, aluminium and plastics), and a covered organic waste bin; ensure all staff use them.
- Establish a compost bin or worm farm (or outsource for collection by another agency), so that organic wastes (such as food scraps, tea leaves and tree cuttings) can be converted into fertiliser to use on site.
- Safely segregate hazardous solid wastes (e.g. chemical containers, fluorescent light tubes), and find schemes for the safe handling and disposal of these wastes; ask your council for advice.
- When refrigeration appliances reach the end of their useful life, have gas safely recovered from them, prior to disposal.
- Lobby council to support your waste management efforts (e.g. supplying kerbside recycling and collection of 'difficult' wastes).



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WATER CONSERVATION

- Identify the main types of water consumption for your business where significant water savings could be achieved (e.g. conduct a water audit); ask your water supplier or plumber for advice.
- Monitor water consumption for each area of the business (e.g. kitchen dishwashing, bathrooms, laundry, gardens etc), to identify any abnormal consumption and check for leaks (e.g. regularly inspect taps, toilets, valves and pipework, undertake night-time assessment of meters to identify leaks).
- Work with employees to identify water-saving practices (e.g. use dry clean up methods, don't leave water running when cleaning food, operate washing machines and dishwashers only when full, use the dishwasher's eco cycle, scrape food off dishes before washing).
- Install simple, low cost water saving devices (e.g. place weights in non dual-flush toilet cisterns, flow restrictors in water pipes where options exist to reduce pressure, aerators on taps).
- Install water saving devices when upgrading (e.g. dual flush toilets, infrared or waterless urinals, self-closing taps).
- Implement water efficient dishwashing practices (e.g. install electric eye sensors to allow water flow only when dishes are present, use steam doors to prevent water loss due to evaporation).
- Apply mulch to gardens regularly to retain moisture, add nutrients and discourage weed growth (e.g. shredded leaves, newspaper, wood chips, grass clippings, bark chips, saw dust).
- Install a rainwater collection system, to collect roof water from buildings in tanks (e.g. use for irrigation and/or cleaning outdoor areas).

Collect potentially hazardous liquid wastes (such as undiluted chemicals and cleaning agents), for separate processing as special wastes.



BUSINESS MANAGEMENT

- Develop and adopt a sustainability policy for the business, and review regularly.
- Develop an Action Plan, setting out ways to enhance sustainability performance; make someone responsible for each action and impose a deadline; review to ensure deadlines are met.
- Integrate sustainability into existing management systems and processes (e.g. include as a specific agenda item, build into business plans, procedures etc).
- Become Qualmark® endorsed, using this guide to assist in meeting the requirements for environmental accreditation.
- Consult a business mentor, to identify ways to operate more efficiently (free up time), develop and grow the business (e.g. NZTE programmes).



WASTEWATER MANAGEMENT

- Install screens on all drains within kitchen areas, to remove solid matter from the wastewater stream, and regularly clean them.
- Recover grey water (final rinse water) from dishwashing and laundry processes, and re-use this either for garden irrigation or toilet flushing, or divert water back for use in pre-wash cycles.
- Don't tip food materials into the wastewater stream (e.g. preparation wastes, uneaten portions, grease, batter, dairy products, beverages containing sugar and condiments); place removable filters over sink holes.
- Collect potentially hazardous liquid wastes (such as undiluted chemicals and cleaning agents), for separate processing as special wastes.
- Regularly check and maintain any on-site septic tank systems (at least every two years), and confirm with your council whether any specific local requirements apply.
- Install oil/water separators in stormwater catchpits that service paved car parking areas, as well as yard areas where oils, greases and fats are stored or handled. Check, clean and maintain in accordance with manufacturer's instructions.
- Label stormwater grates and cesspits – particularly in yard areas and car parks, 'tip no wastes – drains to sea' or paint fish symbols (stencils are available from some regional councils).



DEALING WITH FATS, OILS AND GREASE

- Use dry clean-up methods (scraping, wiping, sweeping) to remove fats, oils and grease from cookware, utensils and work areas (to avoid them entering waste water streams).
- Set up a waste oil and grease drum, and establish a contract for this waste to be collected for re-use (e.g. for rendering).
- Install a grease trap, compliant with local authority requirements, and ensure all grease-bearing drains flow to this trap (e.g. mop, utility, prep and pre-wash sinks, dishwashers, floor drains in food preparation areas).
- Check and clean grease traps regularly (e.g. in accordance with manufacturer's specifications and/or Trade Waste Consent).
- Never add bleach, emulsifiers, enzymes, or any other chemical to the grease trap; these will harm the natural bacteria that eat grease and oil.

Use dry clean-up methods (scraping, wiping, sweeping) to remove fats, oils and grease from cookware, utensils and work areas, to avoid them entering waste water streams.



FIRE PREVENTION

- Provide a way to extinguish fires in all areas used for cooking (e.g. Fire Blankets, hand-held BE Dry Powder, Wet Chemical Fire Extinguishers).
- Provide practical training to all staff in the use of portable fire extinguishers (e.g. in conjunction with fire extinguisher supplier).
- Regularly inspect all fire protection systems, including sprinklers, hose reels and extinguishers (e.g. in line with Building Warrant of Fitness Compliance Schedule).



ENERGY EFFICIENCY

- Assess how much energy you use and the most likely places for improving efficiency (e.g. conduct an energy audit).
- Continue to monitor energy consumption (e.g. daily, weekly or monthly, to identify any abnormal consumption and quantify energy savings); consult your energy suppliers for advice.
- Work with employees to identify and implement energy-saving practices (e.g. using dishwashers and washing machines on full load and economy settings, switching off lights and equipment when not in use).
- Install energy efficient lighting (e.g. T-8 triphosphor fluorescent lamps, compact fluorescent bulbs, solar exterior lighting), hot water and heating systems (e.g. instantaneous, time-of-use gas systems, adequate insulation of non Grade A cylinders and pipework, water efficient fixtures and fittings).
- Maximise the efficiency of air heating and cooling systems (e.g. adjust temperature and humidity settings, turn off or close vents that are not required, use programmable temperature and humidity settings, consider alternatives such as window blinds and ceiling fans).
- Use microwaves rather than conventional ovens for defrosting and reheating foods.
- Install sensors and timers to turn off heating and lighting in areas occupied intermittently.
- Place stickers on light switches to remind people to turn off lights where you can't use sensors (you can get these from MfE or EECA).
- Use products that require less energy to maintain (e.g. coloured linen, cotton products that can be laundered at lower temperatures).
- Regularly clean, monitor and service all energy-consuming equipment, to ensure it is running as efficiently as possible (e.g. refrigerators, heating and air-conditioning systems, dryers, pumps, fans).



COMMUNITY RELATIONS

- Identify and publicise ways in which the local community can benefit from your business (e.g. offer special prices to local patrons who bring customers, provide in-kind support, time, catering, product donations to local community initiatives).
- Employ local staff, and offer internships or tourism work-experience.
- Develop training programs covering both basic skills and those necessary for promotion, so that local people can be phased into management positions over time.
- Give priority to locally produced goods and services, sourced from medium, small and micro-enterprises.
- Donate unused food to a food bank, food scraps to a pig farmer and partially used or unused products to local charitable causes (e.g. old linen, furniture, kitchenware and office equipment that is still functional).
- Establish local community waste initiatives (e.g. community composting and/or recycling facilities).

Work with employees to identify water-saving practices (e.g. use dry clean up methods, don't leave water running when cleaning food, operate washing machines and dishwashers only when full, use the dishwasher's eco cycle, scrape food off dishes when washing).



CHEMICALS AND HAZARDOUS SUBSTANCES

- Display Material Safety Data Sheets information (detailing supplier information on health, safety and environmental precautions to be followed), where chemicals are used, and train staff in handling and disposal requirements.
- Reduce contaminants by using natural products such as citrus, salt, vinegar and baking soda to clean ovens, drains, windows and floors.
- Use automatic dosing for cleaning chemicals, to ensure safe handling, and that the correct amounts of chemicals are used for each task.
- Regularly check and maintain air conditioners, heat pumps, refrigerators, freezers, chillers and kitchen cooling equipment to detect and eliminate leakage of ozone-depleting CFC and HCFC gases.



HEALTH AND SAFETY

- Owner/operators and staff should programme in holidays at least annually to enhance personal well-being.
- Manage the roster effectively to minimise stress and fatigue.
- Implement a health and safety programme for all staff, using templates developed by the Hospitality Association (HANZ) (e.g. cover induction and training, injury incident and investigation, hazard management etc).
- Develop and regularly practice emergency procedures (e.g. include evacuation, fire, chemical spill, gas leak, armed robbery, earthquake, power failure, as appropriate).
- Enforce requirements that all cleaning and maintenance staff use appropriate protective equipment (e.g. gloves when cleaning).
- Join the Accident Compensation Corporation (ACC) Workplace Safety Management Practices Programme. This attracts reduced premiums upon demonstrating that the business health and safety management systems meet the graded requirements.



SUSTAINABLE DESIGN

- When renovating or building, use sustainable materials (e.g. recycled or recyclable, sourced locally, long lasting, non-toxic, from a renewable resource).
- Seek professional assistance to ensure energy efficiency is maximised in any new builds or refurbishments, including:
 - maximising insulation and use of passive solar (for heating, cooling)
 - identifying most efficient room heating and cooling options (e.g. central, underfloor heating, heat pumps, night stores, ceiling fans and renewable energy sources)
 - determining most efficient lighting options (e.g. compact fluorescent lamps, solar tubes, skylights)
 - using thermal mass principles (e.g. heavy concrete floors, walls).



CONTRIBUTION TO CONSERVATION

- Choose a variety of native plants that require less water, pesticides, fertilisers and herbicides when landscaping.
- Establish an organic fruit and vegetable garden to supply the business with seasonal produce.
- Implement team-building days, volunteering on a local conservation project.



CELEBRATE SUCCESS

- Include sustainability successes in marketing collateral (e.g. web-site, display information on premises, menus and in promotional materials).
- Submit an Expression of Interest to the Tourism Industry Association for the New Zealand Tourism Industry Awards.
- Share and continue to build on sustainability successes through existing channels (e.g. relevant industry associations, business networks).
- Hold celebratory events for staff, and encourage other local businesses to participate.



WORKPLACE CULTURE

- Implement appropriate initiatives to enhance workplace productivity, drawing upon resources identified in the NZ Tourism & Hospitality Workforce Strategy.
- Develop induction and training processes that include sustainability as a core element; include information in work areas.
- Communicate sustainability objectives to staff (e.g. through inductions, training, meetings), encourage suggestions, actively involve them, and reward achievements (e.g. build values into performance criteria for staff).
- Actively encourage staff to follow sustainable practices at home.

FURTHER INFORMATION:

- Waitakere City Council 2001, The Better Restaurant and Café Guide, www.waitakere.govt.nz
- Tourism Industry Association 2006, Tourism & Hospitality Workforce Strategy, www.tianz.org.nz
- The Green Restaurant Association (GRA), www.dinegreen.com
- For details of industry sustainability initiatives and sources of help, refer to the Ministry of Tourism website, www.tourism.govt.nz/sustainability

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