



TRANSPORT OPERATORS

SUSTAINABILITY GUIDE

This good practice guide has been developed specifically for tourism transport businesses, including those operating tour buses, coaches, charter flights, ferries, taxis, shuttle vans, car and motorhome rentals. 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



ENERGY EFFICIENCY

- Assess current energy use to determine consumption patterns and the most likely places for efficiency improvements (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); ask your energy suppliers for advice.
- Work with employees to identify and implement energy-saving practices (e.g. turning off equipment when not in use, closing blinds, adjusting settings).
- Install energy efficient lighting in office and workshop areas (e.g. compact fluorescent bulbs in offices, metal halide or high-pressure sodium lights in workshop areas).
- Use sensors and timers to turn off heating and lighting in areas occupied intermittently.
- Ensure well-designed and maintained compressed air systems (e.g. select appropriately sized compressor, set up a leak detection and repair programme, adjust inlet pressure and temperature, install control system to match supply to demand, regularly blow down air receivers and drain condensation).
- Maximise efficiency of heating, ventilation and air conditioning systems (e.g. insulate, install blinds, regularly clean / replace filters, use programmable thermostat controls, adjust settings).
- Ensure fans, motors and electrical equipment are appropriate to your needs, and well maintained for maximum efficiency (e.g. keep pumps and fans clean, belt drives correctly aligned, install on-off control system).

Look for opportunities to optimise travel routes to reduce mileage, fuel use and vehicle maintenance needs.



BUSINESS MANAGEMENT

- Develop and adopt a sustainability policy for the business, and review regularly.
- Develop an Action Plan, setting out initiatives 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); review on an ongoing basis.
- Seek to become a carbon neutral certified business (e.g. reduce CO₂ emissions as much as possible, then offset the rest by funding native tree planting or energy-efficient schemes).
- Implement a formal customer feedback process, and include sustainability performance as an area for comment; introduce customer rewards for good ideas (e.g. vouchers).
- 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).



Ministry for the
Environment
Manatū Mō Te Taiao

The Ministry of Tourism
Telephone: (04) 498 7440
Email: info@tourism.govt.nz
www.tourism.govt.nz/sustainability



TRANSPORT OPERATORS



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 for advice.
- Monitor water consumption for each area of the business (e.g. kitchen, workshops, washrooms, offices) daily, weekly or monthly, to identify any abnormal consumption and check for leaks (e.g. monitor consumption, regularly inspect taps, toilets, valves and pipework, undertake night-time assessment of meters to identify leaks).
- Use simple, low cost water saving devices (e.g. install weights in non dual-flush toilet cisterns, place flow restrictors in water pipes).
- When upgrading, install water saving devices (dual flush toilets, low-flow shower heads and taps, infrared or waterless urinals, self-closing taps).
- Use water efficient practices when washing down vehicles/boats/aircraft (e.g. low-volume, high-velocity hose fittings with user-activated spray guns or automatic shut-off nozzles, or a bucket and sponge).
- Use dry cleaning methods (such as sweeping or vacuuming) for workshop floors and external areas, wherever possible.
- Install a rainwater collection system – to collect roof water from existing buildings in tanks (e.g. to use for toilet flushing, wet cleaning or irrigation).



HEALTH AND SAFETY

- Implement a health and safety programme for all staff, using guides developed by Worksafe.
- Owner/operators and staff should programme in holidays at least once a year to enhance personal well-being.
- Ensure effective roster management to minimise stress and fatigue.
- Implement a safe driving policy (e.g. include selection of vehicles with safety features, maintenance, training and education, addressing driver fatigue, speed, drink-driving and safety belt use).
- Ensure all cleaning and maintenance staff are issued with appropriate personal protective equipment; enforce the requirement to wear it.
- 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.

Keep an up-to-date inventory of hazardous substances stored and used, and ensure all containers are clearly labelled.



COMMUNITY RELATIONS

- Donate time and use of vehicles/boats/aircraft or facilities to support a community project.
- Employ local staff and offer internships or tourism work-experience.
- Ensure that Operational Manuals include noise abatement procedures, as appropriate to vehicle/vessel/aircraft and maintenance operations (e.g. Fly Neighbourly Guide for Helicopters).
- Control noise levels from machinery by shielding, enclosing, muffling and regular maintenance (e.g. compressors, cutting equipment).
- Encourage customers to purchase local products and services (e.g. establish collaborative trading arrangements / customer offers with other local businesses).
- Help to actively support other local tourism-related businesses (e.g. pool resources with other local operators to market 'destination' packages).

Include sustainability success in marketing collateral (e.g. website, brochure and displays in booking office).



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, energy/water/fuel efficiency ratings, recycled content etc).
- Consider 'whole of life cost' in future product sourcing decisions (e.g. whether products can be recycled, sold or donated after use – encourage supplier 'take back' schemes).
- Select environmentally certified goods and services, where available (e.g. Environmental Choice).
- When selecting new vehicles/boats/aircraft consider fuel efficiency, type and emission ratings (e.g. choose biofuel-powered, hybrid, clean burning diesel, bio-kerosene aviation fuel, where possible), safety, passenger comfort and noise generation.
- Create written contracts for vehicle/boat/aircraft maintenance and repair, and ensure they include requirements for protecting health, safety and the environment (e.g. from product selection to disposal of hazardous substances).
- Use reputable contractors to handle and dispose of wastes (e.g. check practices and confirm they hold relevant consents); ask your council for advice.
- Consider 'sustainable' clothing alternatives when sourcing new uniforms (e.g. Eco Fleeces produced from recycled PET plastic, organic merino and cotton fabrics).



CONTRIBUTION TO CONSERVATION

- Work with other tourism businesses, councils and community groups, to implement a local 'Trees for Travellers' sponsorship initiative (e.g. native tree planting to mitigate emissions).
- Provide customers with the opportunity to mitigate emissions arising from travel, by funding native tree planting projects (e.g. funded either through voluntary contributions, or a levy on ticket prices).



CELEBRATE SUCCESS

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



FUEL EFFICIENCY

- Monitor fuel consumption for all vehicles/vessels/aircraft, and calculate your fuel economy (e.g. using the EECA Fuel Economy Calculator or LTSA Fuelsaver calculator).
- Consider efficiency when building or replacing your fleet; balance the advantages of a single solution (e.g. standard capacity vehicles/boats/aircraft) with those of a diverse, task-matched fleet (e.g. a combination of smaller and larger sized vehicles/boats/aircraft).
- Select the cleanest burning, most fuel efficient engine models to reduce hydrocarbon pollution.
- Require that all drivers/skippers undergo a driver training program, which promotes safe and fuel efficient driving (e.g. this could be linked to fuel monitoring and incentives for improved fuel economy).
- Tune all engines regularly, in line with manufacturer's specifications, to keep engines running at peak performance.
- Maintain maximum recommended tyre pressures on vehicles, and where practical, install wireless tyre pressure sensors, which display pressure on the dashboard.
- Look for opportunities to optimise travel routes to reduce mileage, fuel use and vehicle maintenance needs.
- Investigate joining a sustainable transport initiative (such as the EECA FleetCheck program, which provides a 'health check' of your fleet, and a clear action plan on how to improve performance).



CHEMICALS AND HAZARDOUS SUBSTANCES

- Keep an up-to-date inventory of hazardous substances stored and used, and ensure all containers are clearly labelled.
- Display supplier-provided Material Safety Data Sheet information (detailing health, safety and environmental precautions to be followed), where hazardous substances are used, and train staff in handling and disposal requirements.
- Use natural products such as citrus, salt, vinegar, vegetable-based soaps and baking soda to clean windows, surfaces and floors.
- Use automatic dosing for cleaning chemicals, to ensure safe handling, and that the correct amounts of chemicals are used for each task.
- Keep all hazardous substances (e.g. disinfectants, fuels, oils, detergents, poisons, solvents, alkaline and acidic solutions and drained parts that may contain contaminants) in covered, sealed and contained areas.
- Ensure that hazardous substances that are controlled by legislation (e.g. solvents, petrol, LPG and ammonia) comply with the specific controls that apply; ask your suppliers and council for advice.
- Regularly check and maintain refrigeration equipment to detect and eliminate leakage of ozone-depleting CFC and HCFC gases.
- Convert existing equipment to use low-Ozone Depleting Potential (ODP) or zero-ODP chemicals; ask refrigeration engineers for advice.
- Ensure spill prevention and clean-up plans are in place for maintenance and refuelling (e.g. integrate into Operations Manuals), and that all appropriate staff are trained in these procedures.

Investigate joining a sustainable transport initiative (such as the EECA FleetCheck program, which provides a 'health check' of your fleet, and a clear action plan on how to improve performance).



WORKPLACE CULTURE

- Develop and implement induction and training processes that include sustainability as a core element; include in operational manuals.
- Communicate sustainability objectives to staff (e.g. through awareness sessions, meetings), encourage suggestions, actively involve them, and reward achievements (e.g. build values into performance criteria for staff).



MINIMISING WASTE

- List all the wastes generated by the business, and think of what can be done to avoid sending them to landfill.
- Choose from the following management options for each waste stream: Avoid, Reduce, Reuse, Recycle, Compost. Regularly check on progress and costs (e.g. conduct simple waste audits).
- Provide clearly labelled containers for recyclable, non-recyclable and hazardous wastes to be separated.
- Provide biodegradable bags (e.g. paper or cornstarch) and food containers (e.g. potato starch or corrugated paper) for passenger use.
- Where possible, buy products from suppliers that provide a collection, re-use or refill service for containers.
- Reduce the use of office consumables (e.g. print double sided, reuse paper, purchase refillable products, keep electronic records instead of paper).
- Find schemes for the collection and recycling of used lubricating oil and related products (such as transmission fluid, gear oil, motor oil, hydraulic oil, differential oil and power-steering fluids), coolants, oil and fuel filters, fluorescent light tubes, caustic solutions (from radiator washings and aqueous baths) and batteries.
- Install a solvent recovery unit, to reclaim solvent from waste paint and equipment cleaning operations for re-use.
- Ensure parts that may contain asbestos (e.g. brakes, clutches and gaskets) are handled and disposed of in line with legal requirements (e.g. labelled, double bagged, as special waste).
- Segregate different types of metal wastes (ensuring all liquids have been drained), and contract to a local scrap metal recycler.
- When disposing of used tyres, use the Tyre Track voluntary tyre collection scheme to ensure appropriate reuse.
- Crush or compact solid wastes on board vehicles/vessels/aircraft, where possible, to reduce volumes requiring removal.
- Lobby council to support your waste management efforts (e.g. collection of 'difficult' wastes).



WASTEWATER MANAGEMENT

- Use quick-break degreasing compounds and detergents to reduce the emulsification of oils and other hydrocarbons.
- Install aqueous (rather than solvent-based) washer units for degreasing engines and parts, as these use biodegradable soap, are less labour intensive and costly to operate, and are safer.
- Degrease hands only over sinks that are connected to a sewer, or pour wastewater into a drum for safe disposal.
- Ensure all fluids from maintaining vehicles/boats/aircraft (e.g. from engines, radiators, transmissions, differentials, lines and hoses, heater cores, air conditioning units) are collected in secure containers for safe disposal.
- Install a council-approved wash bay (connected either to the sewer or an underground storage tank) and use this to wash down vehicles/aircraft, engines and parts (this may require a Trade Waste Consent). Treat and recycle water from the wash bay, to re-use as wash water.
- Install oil/water separators to treat all runoff from paved maintenance and parking areas.
- Label stormwater grates and cesspits 'tip no wastes – drains to sea' or paint fish symbols (stencils are available from some regional councils).
- Ensure that wastewater from portable toilet systems is safely handled and disposed of (e.g. designated dump stations).



ENVIRONMENTAL EDUCATION

- Ensure customers are aware of sustainability initiatives that are in place (e.g. through inclusion in briefings and signage in vehicles/vessels/aircraft), and what they can do to contribute (e.g. waste minimisation).
- Provide customers with laminated copies of the New Zealand Eco-Wise Travel Guide (to be returned at the end of the trip/journey/tour).

FURTHER INFORMATION:

- LTNZ – Factsheets and Guides for Commercial Transport Operators, www.landtransport.govt.nz/commercial
- NZBCSD 2003, Business Guide to Energy Efficiency – Sheet 10: Managing Your Fleet, www.nzbcscd.org.nz
- MfE 2006, Risk Radar Sheets – Series of Fact Sheets Providing Straightforward Advice to Help Vehicle Repairers Get Ahead in Today's Business Environment, www.mfe.govt.nz/publications
- For details of industry sustainability initiatives and sources of help, refer to the Ministry of Tourism website, www.tourism.govt.nz/sustainability

ACKNOWLEDGEMENTS:

- This good practice guide was prepared by Lisa Martin Consultants, with input from the Regional Assessors within the Sustainable Tourism Charters Project.

PHOTO CREDITS:

- Coach with Mt Cook – Tourism Holdings Limited, www.thlonline.com
- Basket weave – Museum of New Zealand Te Papa Tongarewa, www.tepapa.govt.nz

Printed on 100% recycled paper, containing 30% pre-consumer and 70% post-consumer waste. Waste fibre is sourced from printers' waste, converting waste and old milk cartons. The recycled pulp is Process Chlorine Free.