

1. Introduction:

Fairmont Resort Blue Mountains by Mgallery, nestled amidst the stunning Blue Mountain National Park, is deeply committed to sustainability. We acknowledge the privilege and responsibility of our location adjacent to this natural wonder. Our 2023 Sustainability Report underscores our dedication to environmental preservation, community involvement, and responsible tourism practices.

Management and hotel team are take Sustainability practices in to very deep root of our culture, from rubbish sorting to energy saving, from all sort of employee training on Ethical and Fairness to policies against discrimination.

2. Environmental Management:

a. Energy Efficiency:

Conduct an. With EMS company.

We have Edge system in place closely monitoring our electricity usages in all areas, more than 30 submeter has been set and closely monitored. Daily comparison, weekly and monthly KPI report sent to email automatically as well as online portal let hotel access historical date and forecasting electricity usages in advance. Alarm system also been set if one of the submeter detected unusual amount of usage in certain area and remind Engineering department to investigate accordingly.

Implement energy-efficient technologies (LED lighting, smart HVAC systems).

Fairmont resort has been working on upgrade all lights toward LED, all the front office lighting has already been upgrading, back house lighting still on going, however when those lights get replaced, they are all upgrade to sensor LED lights which achieve even more savings on energy.

Guest rooms AC has the most advanced technology wirelessly connect Door lock and in room sensor, that sense if guest is present in room and adjust AC accordingly to max energy efficiency without compromise guest comfort.

Set targets for reducing energy consumption.

Target for energy saving is always there however the hotel is a very dynamic environment, occupancy fluctuate at all the time, new projects and conferences all has impact on the result. New ice rink just open 2022 October is also a big consumer on electricity.

However even with all those influences, the energy saving goal for 2023 will still be 2% reduction compared to 2022. And on going reduction each year considering the environment and technologies been continuously implement into our hotel.

b. Water Conservation:

Join Sydney Water "WATER FIX" Programme as one of the polit hotels to search for water saving opportunities. Initial inspection has already been done, and waiting for second phase of the program which is replacing all the bathroom restrictors up to standard.

Assess water usage and identify areas for improvement.

Installed digital meter and SUM system for water usage monitoring, check water sub meters and log data for comparison and identify abnormal water usage.

Implement water-saving technologies and practices.

Working on all the water leak ASAP as well as constantly change Shower heads and taps where we can to reduce water usage.

Establish water conservation goals.

Water saving is always a big part of our sustainability practice, to saving 3% on Litre per guest is always our target to reach each year.

c. Waste Management:

Conduct a waste audit to identify waste streams.

Actively review waste management company, educate staff members to separate any harmful waste out of general waste stream to stop them get into landfill. Recycle as much as possible in different ways currently we are separating food organic waste, card board recycling, comingle recycling, glass, Oil as well as harmful waste such as batteries and fluorescent tubes.

Implement recycling programs.

Set targets for reducing waste and increasing recycling rates. Educate staff members to take responsibilities for separating waste and put into correct bins. Work closely with suppliers to stop use or reuse any un-sustainable packaging.

d. Sustainable Procurement:

Source eco-friendly products and materials. Hotel mainly purchasing items from Accor preferred supplier list, Which sustainability is the focus on the procurement process.

Collaborate with suppliers committed to sustainability.

We are always working very closely with our suppliers, purchasing manager has implement recycle program for unsustainable packaging programe so styrofoam and waxed card board boxes are take back by supplier instead of going to general waste stream.

Develop a sustainable procurement policy.

Hotel is following Accor head office sustainable procurement policies and mostly purchasing from Accor preferred suppliers.

3. Sociocultural Management:

a. Community Engagement:

Establish partnerships with local communities.

Fairmont Resort Blue Mountains is always work closely with local community, we help local business develop, as well as participating local event, such as Luera Fair and Luera Garden show. And we are providing free access to visitors.

b. Cultural Preservation:

Respect and promote local culture and heritage.

Provide information on local customs to guests.

Support cultural events and initiatives. And name our newest addition function space/ Ice rink as Kedumba

c. Diversity and Inclusion:

Develop and implement diversity and inclusion policies.

Provide training on cultural sensitivity for staff.

Foster an inclusive work environment.

4. Quality Management:

a. Customer Satisfaction:

Monitor and analyse guest feedback.

Implement improvements based on feedback.

Establish service quality benchmarks.

b. Employee Training and Development:

Provide ongoing training for staff.

Foster a culture of continuous improvement.

Recognize and reward excellence in service.

5. Health & Safety Management:

a. Guest and Employee Safety:

Implement rigorous safety protocols. On going improvement of SOP and Risk management

Conduct regular safety drills including Fire and other emergency response training.

Ongoingly improve our emergency management plan.

b. Health and Wellness:

Promote healthy lifestyles for guests and employees.

Provide wellness programs and facilities. Allowed employees to access and use hotel facilities

Ensure compliance with health and safety regulations at all the time, work closely with council and other contractors to ensure facilities are up to high standards.

6. Monitoring and Reporting:

Establish key performance indicators (KPIs) for each aspect. Allocate KPIs to each head of department.

Implement regular monitoring and reporting mechanisms. Both to Achieve, to owner and to Accor head office.

Share progress with stakeholders through annual sustainability reports.

7. Continuous Improvement:

Encourage a culture of continuous improvement. We have established Committee for WHS as well as sustainability development. Committee meeting monthly and discuss all aspects of the improvement can be achieved.

Regularly review and update sustainability goals. Ensure all KPIs are reasonable and achievable.

Seek innovative solutions for ongoing sustainability challenges. Chief Engineer works closely with owner sustainability project coordinator to ensure any new technology can be implemented for the property to achieve sustainability goals.

8. Conclusion:

In conclusion, Fairmont Resort Blue Mountains by MGallery is steadfast in its commitment to sustainability, acknowledging both the privilege and responsibility bestowed by its location within the breathtaking Blue Mountain National Park. The 2023 Sustainability Report reflects the hotel's dedication to environmental preservation, community engagement, and responsible tourism practices.

The hotel's sustainability initiatives are deeply ingrained in its organizational culture, extending from daily tasks like rubbish sorting to comprehensive efforts in energy efficiency. In the realm of environmental management, Fairmont Resort employs cutting-edge technology, such as the Edge system, to closely monitor electricity usage, with a commitment to achieving a 2% reduction in energy consumption for the year 2023.

Water conservation is actively pursued through participation in Sydney Water's "WATER FIX" Program, aiming to replace bathroom restrictors and employing digital meters and SUM systems for meticulous water usage monitoring. Waste management practices include waste audits, recycling programs, and collaboration with suppliers committed to sustainability, aligning with the hotel's goal of a 3% reduction in water usage per guest annually.

Sociocultural management involves active community engagement, partnerships with local businesses, and the promotion of local culture and heritage. The hotel is dedicated to diversity and inclusion, implementing policies and training programs for cultural sensitivity.

Quality management is upheld through continuous monitoring of guest feedback, service quality benchmarks, and ongoing staff training, fostering a culture of continuous improvement. Health and safety measures include rigorous safety protocols, regular safety drills, and promotion of employee wellness.

Monitoring and reporting mechanisms, such as key performance indicators (KPIs) and regular reporting to stakeholders, ensure transparency and accountability. The hotel encourages a culture of continuous improvement, with regular reviews of sustainability goals and a commitment to seeking innovative solutions to sustainability challenges.

Fairmont Resort Blue Mountains by MGallery is not merely a destination but a steward of its natural surroundings, a contributor to the local community, and a proponent of sustainable and responsible hospitality practices. Through these efforts, the hotel aims not only to meet but exceed the expectations of guests, employees, and the wider community, setting a standard for excellence in sustainable hospitality.

A handwritten signature in dark ink, appearing to be 'Rory Douglas', written in a cursive style.

Rory Douglas

Acting General Manager

13/12/23