

# Sustainability Management Plan 2021 – 2022



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## INTRODUCTION

The Brisbane Showgrounds is a world-class events and lifestyle precinct located just 1.5km from the city's CBD and 15 minutes from the Brisbane Airport. It is home to the state-of-the-art Royal International Convention Centre (Royal ICC).

Founded in 1875, the Royal National Agricultural and Industrial Association of Queensland (RNA) is an independent, not-for-profit member-based association that has freehold title to the iconic Brisbane Showgrounds.

The RNA's charter is to celebrate and champion the essential role agriculture plays in the everyday lives of Queenslanders.

We are committed to continually improving our environmental and social sustainability performance and are working towards our Green Globe Certification. We are compliant with relevant federal, state and local laws while achieving best practice with the convention and exhibition industry.

The Royal ICC is committed to sustainability by identifying related risks and implementing actions and preventative measures to achieve the desired outcomes.

The RNA is an equal opportunity employer with a proud history of inclusion and diversity.

Wherever possible, environmentally sustainable products and services will be sourced locally.

## GOALS

The main goal of the Sustainability Management Plan, which applies to the Royal ICC, is to ensure the following objectives are achieved:

Improve sustainability

- Reduce long-term environmental impact
- Increase the welfare of employees, guests and the environment that surrounds us
- Support local suppliers

Therefore, it's vital the measures adopted, as part of this plan, are maintained and define the minimum operational standards acceptable for the the Royal ICC. This plan outlines how the RNA and Royal ICC will improve the environmental, socio-cultural, quality and health and safety issues identified, which will be revised and updated annually to encourage ongoing improvement year after year.

Waste management objectives:

- Reduce water expenditure
- Reduce energy expenditure
- Reduce the amount of CO2 emissions
- Reduce the amount of non-recyclable waste diverted to landfill
- Increase the amount of waste that we recycle
- Improve upon the results obtained in previous years
- Zero organic waste to landfill by (2024)

General objectives:

- Become a Green Globe venue
- Lead the decision-making process to be more sustainable

- Develop a business strategy based on sustainability, quality, safety, and health

Satisfaction objectives:

- Increase commitment with our customers
- Increase customer satisfaction, measured by surveys
- Provide clients with information on good waste management practices
- Improve internal environment stakeholder engagement among employees

Training objectives:

- All employees are aware of environmental policies
- Train a minimum of one department per year in sustainability
- Increase awareness and influence positive behaviour change
- Develop a Green Event Handbook for customers

## **ENVIRONMENTAL POLICY**

The Royal ICC is reducing its environmental impact by conducting all its operations in the most sustainable way possible. This includes sustainable purchasing, recycling, reusing resources, reducing energy consumption, water consumption and pollution.

The Royal ICC intends to reduce its environmental footprint by setting reduction targets so our guests, employees, and the community can benefit from these essential initiatives. Given the events-based nature of the Royal ICC, we will strive to achieve the perfect balance between sustainability and delivering a large and varying number of events. This variance and unpredictability can be a challenge when it comes to setting reduction targets.

To achieve its objectives, the Royal ICC is working towards becoming Australia's first Green Globe Certified Convention Centre. This has been formalised with a dedicated Sustainability Task Force. The task force's objective is to implement strategies, policies and procedures to build a strong environmentally aware business culture while reducing the venue's environmental footprint. The RNA and Royal ICC actively engage with employees, customers, and the community to develop ways to further achieve best practice in environmental and social sustainability.

The Royal ICC will set clear objectives to support the sustainability policy. These include:

- Reduce long-term environmental impact
- Reduce / minimise CO2 emissions, energy, waste, and water consumption
- Promote recycling activities
- Provide educational programs during customer, partner and employee inductions and staff meetings
- Ongoing monitoring and benchmarking of reports to ensure improvement and transparency
- Recognise the traditional owners of the land the Brisbane Showgrounds inhabits
- Promote sustainability practices to employees, clients, and suppliers
- Commit to sustainable procurement by sourcing products and suppliers of local origin and following fair trade principles.
- Market the Brisbane Showgrounds as a sustainable business.

## Sustainable Purchasing

The Royal ICC stands for high quality and sustainable policies. Therefore, we select suppliers carefully and prefer to collaborate with suppliers with a similar commitment to sustainability.

The Royal ICC supports environmentally sustainable suppliers and products through:

- The procurement of products containing materials produced in a sustainable manner and/or reconditioned or recycled components
- Suppliers that offer product stewardship
- Goods that are highly rated for energy and water use (if applicable) according to an appropriate testing authority and cause less pollution
- Preference to suppliers that minimise their energy consumption and adverse environmental impact
- As supported with our RNA Purchasing Policy, which is based on the three set principles of economic, ethical and environmentally conscious principles.

## RECYCLING AND WASTE

### RNA Kitchen Waste and Pollution Management Plan

The RNA is dedicated to implementing measures that reduce waste and minimise pollution.

As part of our commitment to waste reduction, the RNA:

- Chooses to purchase produce from local suppliers wherever possible
- Uses fruit and vegetables that are in season and plentiful
- Only purchases and uses single-use food vessels that are recyclable and compostable
- Installed motion-sensitive, time delay back-of-house lights
- Separates cardboard, plastic, and metal food storage containers
- Repurposes food packaging (e.g. styrofoam and waxed boxes are returned to suppliers for re-use)
- Donates leftover food and additional food supplies to Oz Harvest
- Uses biodegradable cleaning agents and products
- Streamlines all orders to avoid unnecessary, multiple transport deliveries

We work with organisations such as OzHarvest to minimise our food waste. OzHarvest is Australia's leading food rescue charity, rescuing quality, excess food from commercial food businesses and delivering free of charge to charities. In 2020, the RNA donated 3,473kgs of food which equates to 10,419 meals.

Veolia is responsible for managing our general waste and recycling program such as paper and cardboard, organics and commingled.

We work with Veolia on turning our kitchen food waste into compost which is taken offsite through their organics recycling program. Organics recycling is the separation of all food scrap and organic material, inclusive of green waste, from general waste. This enables the extraction of biogas, and the material can then be recovered to create renewable energy and fully recycled into compost, mulch, soil, and liquid fertiliser.

The Royal ICC can monitor and measure its waste output using Veolia's Online Sustainability Platform which provides daily access to environmental reports which allow us to monitor and track our sustainability progress.



These reports include:

Environmental reports:

- Waste by tonnage / volume
- Liquid waste litre age / volume
- Waste diversion / percentages
- Waste diversion plus recovery / percentages
- GHG Emissions released (t CO<sub>2</sub>-e)

Consolidated reports:

- Waste by location
- Waste by month
- Waste by state
- Transaction report:
  - Full transaction of location / waste / dates / moves / costs

Through our procurement policy we are collaborating with our suppliers to provide the RNA with biodegradable cost-effective packaging options for all our events so we can encourage event organisers to actively reduce single use and non-recyclable packaging. A recent initiative is our participation in Containers for Change with funds raised donated to the RNA Foundation. The foundation celebrates and champions the essential role agriculture plays in the everyday lives of Queenslanders by raising funds to aid agricultural heritage preservation, agricultural education and agricultural awareness and development.

Intentions for the Future:

- Find new ways to improve waste reduction

- Encourage event organisers to source reusable products for their events
- Soft plastics

## **ENERGY CONSUMPTION**

The Royal ICC has been monitoring and recording energy consumption for 600 Gregory Terrace for several years. Our events business is seasonal; therefore, we measure and report on targets monthly as there can be a large variance of energy consumed. As a result, we will be comparing data from January 2019 with data from January 2020 and February 2019 with data from February 2020 and so forth.

### **2019 Energy Consumption in kWh for 600 Gregory Terrace**

**Energy Consumption Targets** In each calendar year, the Royal ICC will use energy consumption data to create benchmarks and set a base measure to establish reduction targets for the following year. The Royal ICC will produce a report based on monthly energy consumption data at the end of each 2022 calendar year to benchmark yearly reduction targets.

#### **Key Actions**

- Propose onsite solar generation
- Replace all lights with LED
- Review our current energy provider regarding green energy options
- Consistent education practices with staff on energy saving techniques.
- Separate event metering

## **WATER CONSUMPTION**

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#### **Key Actions**

- Explore and implement water saving measures
- Fit water efficient appliances and fixtures
- Install a flow-controlled aerator on taps
- Consistent education practices with staff on water saving techniques Feasibility of harvesting rainwater
- Remove bottled water from meeting rooms
- Reduce carbon emissions, utilise minimal energy and reduce water consumption through sustainable dishwashing machines
- Water stations and compostable cups in meeting rooms and foyer areas
- Water bottle refill stations



## SOCIOCULTURAL

### First Nations People

The RNA respectfully acknowledges the traditional owners of the land the Brisbane Showgrounds inhabits. As a hub for international and local visitors to experience Brisbane and its surrounds, the RNA and Royal ICC recognise its responsibility to acknowledge the Aboriginal heritage of Brisbane (Meeanjin) and celebrate its First Nations culture.

Australia's First Peoples have a rich history and are the oldest living civilisation on earth, with evidence of their existence dating back more than 65,000 years.

The Royal ICC encourages clients to engage with authentic experiences recognising, acknowledging, and celebrating the culture and customs of the First Australians through:

- Acknowledgment of Country
- Welcome to Country
- Cultural performances
- Embedding of cultural experiences, such as tours, within event programs
- Engagement with genuine First Nations businesses.

### Diversity and Inclusion

The RNA is committed to equal opportunity for all its employees irrespective of gender, sexual orientation, race, disability or medical condition, cultural background, religion, marital status, pregnancy, age, or political conviction. Recruitment and promotions are based on merit and outlined in detail in our Recruitment and Appointment Policy.

We have a commitment to diversity, which embodies sensitive and ethical appreciation and recognition of differences, encouraging inclusiveness, participation, and diversity.





## Community Engagement

The RNA is passionate about engaging with the local community to form strong partnerships with businesses and individuals alike. The Brisbane Showgrounds is working towards a hyperlocal community within its 22 hectares by creating long term partnerships with local Queensland based businesses in support of the local economy consistent with the RNA charter. This has been showcased by the RNA's legacy setting \$2.9 billion Brisbane Showgrounds Regeneration Project - one of the largest mixed-use, urban regeneration projects in Australia. The project has transformed the Brisbane Showgrounds into a world-class events and lifestyle precinct, while ensuring the Royal Queensland Show (Ekka) remains on the site where it first began in 1876. This project was undertaken in conjunction with our development partner, Lendlease, and created the vibrant King Street precinct which offers new green space for the community, residential and commercial towers, a hotel as well as local retailers.

Our partnership with King Street extends beyond the regeneration project into providing opportunities for the local community to engage with us through art activations and community events. The Royal ICC also has well-established relationships with TAFE, universities, and schools and through these partnerships we provide internship opportunities to students who wish to engage with the organisation.

The RNA enjoys a rich and engaging membership of more than 4,000 people. These have included politicians, sporting greats, leaders of industry, grandparents passing the tradition onto their grandchildren, competitors and those residents who love coming to the show each year. They hail from living just a few kilometres from the Brisbane Showgrounds to southeast and regional Queensland, interstate and overseas.

The Royal ICC considers itself a pillar of the local King Street and Bowen Hills community and frequently engages with local residents through consultation and communication.

## QUALITY

The Royal ICC applies exceptional quality service standards while being committed to reducing our environmental impact. The Royal ICC's commitment to its sustainability practices does not diminish its commitment to service quality. One of our key objectives is to maintain the highest levels of quality standards in the most sustainable way possible.

The RNA's core values outlined in our Code of Conduct underpin everything that we do as an organisation. 'Customer Focus' is one of these values and we are committed to providing world class (5 Star) service in everything we do.

To ensure that we are maintaining the highest standards of service, the Royal ICC conducts a client survey following each event to obtain feedback about our performance.

Driven by our Strategic Asset Management Plan, the Royal ICC is committed to maintaining and improving our facilities so we can continue to provide high quality events for our clients.

## HEALTH AND SAFETY

The Royal ICC is committed to the health, safety and welfare of all employees contractors, and visitors. This is achieved by compulsory employee compliance training and contractor inductions. We encourage all our stakeholders to commit to Corporate Responsibility and our Green Globe Certification.

### Health and Safety Commitments

- Establish measurable objectives and targets to ensure continued improvement aimed at eliminating work related injury and illness
- Comply with relevant OHS legislation, codes of practice, standards, and guidelines applicable to RNA
- Exceed industry best practice OHS standards
- Document, implement and communicate the OHS policy to all employees and contractors

- Provide adequate resources to ensure the OHS policy is maintained
- Seek, value, and incorporate employee opinions in relation to decision making processes impacting on workplace health and safety
- Provide appropriate training to all employees
- Make the OHS Policy readily accessible to all employees and interested parties; and
- Periodically review our entire OHS program, including the OHS Policy, to ensure it remains relevant

### **Health and Safety Objectives**

- Zero work related injuries and illnesses
- Effective and meaningful employee consultation regarding issues that affect their health, safety, and welfare
- Implement an OHS risk management program to identify, assess and control all risks to the health, safety and welfare of all people affected by the undertakings of our business
- Provide all employees and contractors with adequate OHS systems, information, training, instruction, and supervision to ensure work is conducted in the safest possible manner
- Comply with legislative requirements and Australian Standards.

### **Employee Wellbeing**

A Holistic Wellbeing Program for employees is currently under development. Supported by a well-being plan, the program is designed to achieve organisational wellbeing goals including:

- Smart work design
- Building personal resilience
- Encouraging a healthy work-life balance
- Increasing awareness and support for mental health
- Championing general health and wellbeing principles

The Employee Assistance Program (EAP) provides access to individual psychological counselling for any employee who may be experiencing difficulties of either personal or work-related nature.

### **Related Policies & Procedures**

- RNA Code of Conduct
- Purchasing Policy
- Gift Policy
- Food Safety Policy
- Sexual Harassment Prevention Policy
- Asbestos Management Procedure
- Bullying, Harassment and Discrimination Prevention Policy
- WHS Risk Management Procedure
- Managing Safety and Security in Public Domain Procedure
- Hazardous Chemicals and Dangerous Goods Procedure
- First Aid in the Workplace Procedure



- Emergency Management Plan
- Crisis Management Plan
- Hours of Work Policy
- RNA Act 1971
- Occupational Health and Safety Policy
- Workplace Management of COVID-19 Policy
- Recruitment and Appointment Policy
- Resource Conservation Policy
- Pollution Management Plan
- Environmental Policy

#### **GREEN GLOBE COMMITTEE – GREEN TEAM**

The RNA & the Royal ICC recognises that the Sustainability Management Plan needs to be driven from all areas of the organisation and have established a “Green Globe Committee. This includes all departmental managers to ensure each department conducts its sustainability tasks with the ongoing support of the Senior Management Team and the CE. More specifically, the committee consists of:

- General Manager Operations
- Senior Business Development Manager
- Event Planning



- Workplace Health & Safety
- PR & Communications
- Venue Services
- Purchasing & Loading Dock
- Food & Beverage Operations
- Kitchen
- Stewarding
- Finance
- Sponsorship & Marketing
- Ekka Competitions Manager
- Facilities Manager
- Plus support from Senior Management Team (including CE)