

# FUTURE-PROOFING HOSPITALITY IN AOTEAROA NEW ZEALAND

## OUR PATH TO A MORE SUSTAINABLE FUTURE

As a membership organisation dedicated to championing hospitality across Aotearoa New Zealand, Hospitality NZ is committed to equipping our over 2,500 members with the tools, resources, and knowledge they need to succeed. Our mission is to help grow businesses while contributing positively to the communities we serve.

### Our new sustainability strategy reflects this commitment.

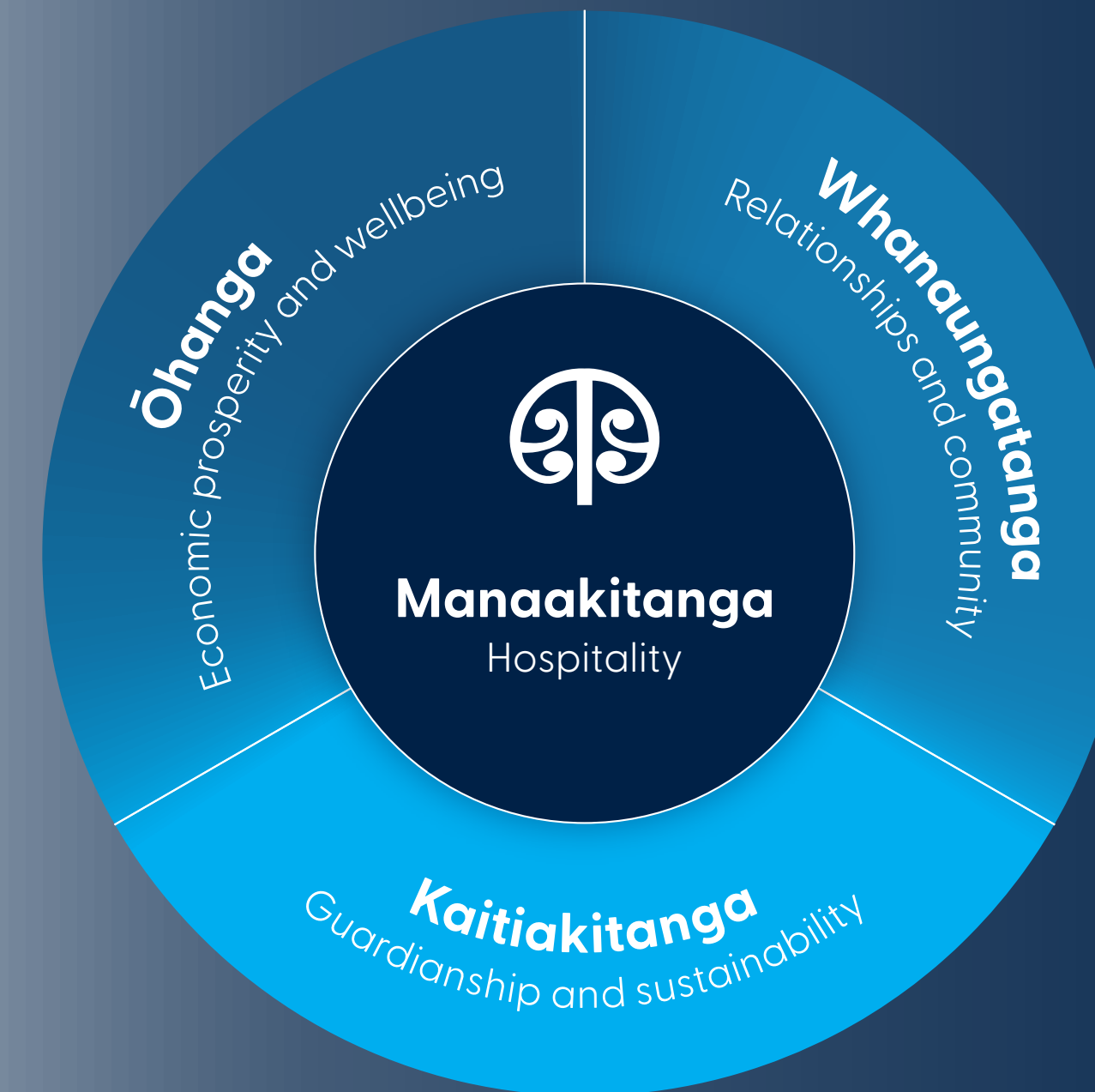
Rooted in our vision for a hospitality sector that is celebrated for its contributions to Aotearoa New Zealand, the strategy embraces our values of **Manaakitanga** (hospitality), **Ōhanga** (economic prosperity and wellbeing), **Whanaungatanga** (relationships and community), and **Kaitiakitanga** (guardianship and sustainability).

In today's challenging economic climate, our strategy acknowledges that corporate responsibility must go hand in hand with financial sustainability. By focusing on initiatives that deliver the greatest impact

with the resources available, we aim to empower businesses to progress toward a sustainable future without compromising their economic resilience.

Together, we can ensure that Aotearoa New Zealand's hospitality sector continues to attract talent, thrive economically, and act as a steward for the environment, creating long-lasting benefits for our members, communities and future generations.

**Steve Armitage**  
CEO Hospitality NZ



Value	 <b>Manaakitanga Hospitality</b>		
Topic(s)	Sector leadership and advocacy		
	Ōhanga Economic prosperity and wellbeing	Whanaungatanga Relationships and community	Kaitiakitanga Guardianship and sustainability
	<ul style="list-style-type: none"> <li>Financially sustainable business</li> <li>Labour practices</li> <li>Ethical marketing</li> </ul>	<ul style="list-style-type: none"> <li>Health, safety and wellbeing</li> <li>Healthy communities</li> <li>Diversity, inclusion and accessibility</li> </ul>	<ul style="list-style-type: none"> <li>Food waste</li> <li>Waste and recycling</li> <li>Single-use products</li> <li>Energy use</li> <li>Carbon emissions</li> </ul>

# WHY SUSTAINABILITY MATTERS TO AOTEAROA NEW ZEALAND'S HOSPITALITY SECTOR



## Improves efficiency

- Reduces waste and energy saves cost
- Encourages more efficient use of resources like water and food



## Prepares for regulatory changes

- Positions businesses ahead of potential environmental legislation and compliance requirements
- Mitigates risks associated with non-compliance



## Supports community wellbeing

- Encourages sourcing from local suppliers, boosting regional economies
- Minimises negative environmental impacts on local communities and ecosystems
- Provides a place for community to connect



## Enhances brand reputation

- Demonstrates commitment to environmental and social responsibility
- Builds trust and loyalty among customers who prioritise sustainable practices



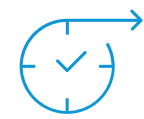
## Attracts and retains staff

- Demonstrates values that resonate with employees who prioritise sustainability
- Creates a workplace culture that fosters pride and engagement



## Meets expectations

- Caters to the growing demand for sustainable practices among local and international customers



## Future-proofs the sector

- Addresses climate-related risks that could disrupt supply chains and operations
- Contributes to long-term resilience and adaptability in a competitive market

## How we developed our sustainability strategy

We engaged with diverse hospitality businesses to identify and prioritise sustainability topics most relevant to our members. This informed a strategy tailored to the sector's priorities in Aotearoa New Zealand, alongside a review of existing initiatives and opportunities for new programmes to support members' sustainability journeys.

## Our path ahead

Building on these insights, we're driving new initiatives to support our members every step of the way. Sustainability is a journey, not a one-off effort, and we're committed to creating a future that benefits people, planet, and profit.

Along the way, we'll embrace quick wins – simple changes with immediate impact such as eliminating single use and reducing waste – and tackle longer-term goals with persistence and planning.

## How we can help you

We're here to help our members better understand their impacts and explore practical, sustainable alternatives that also deliver business benefits, including cost savings. Through tailored guidance, accessible tools, and resources, we aim to make this transition achievable and impactful, creating lasting positive change for your business and the wider sector.

## Getting started

You'll find resources and information on the [Hospitality New Zealand website](https://www.hospitality.org.nz) to help you take the first steps. See the 'our path to a more sustainable future' table for ideas. We're also trialling specific projects with successful actions and outcomes shared across the sector so everyone can benefit from proven solutions. Together, we can build a stronger, more sustainable future for hospitality in Aotearoa.

# OUR PATH TO A MORE SUSTAINABLE FUTURE

## Manaakitanga Hospitality

### WHAT WE'RE FOCUSING ON

#### Sector leadership and advocacy

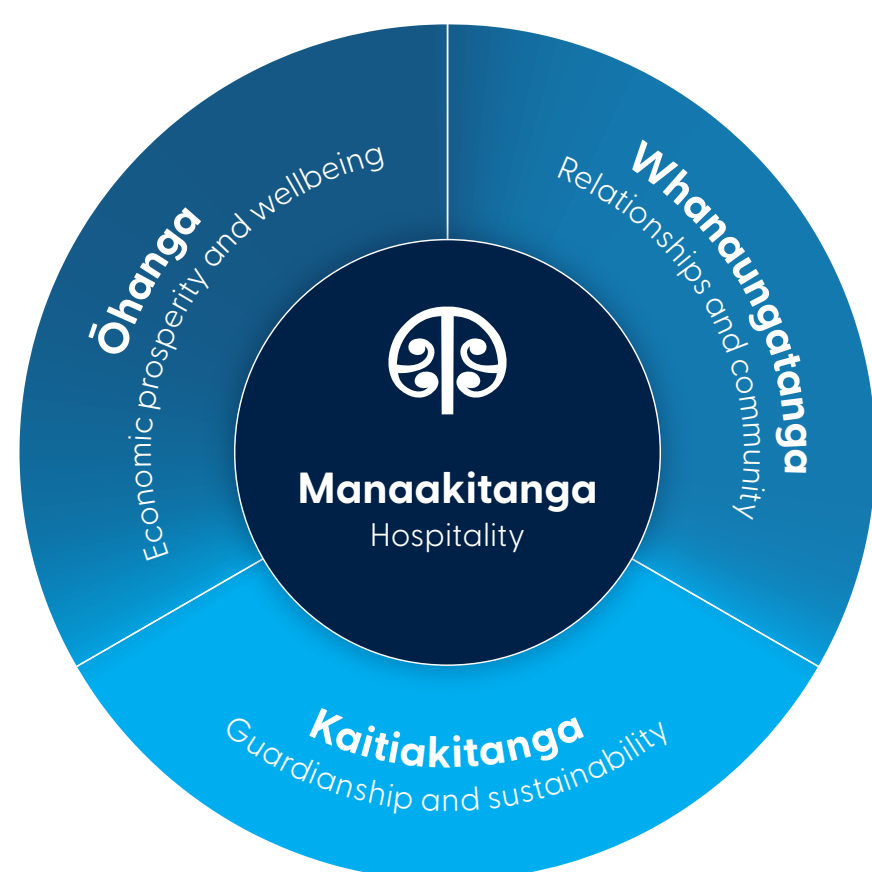
### WHAT WE WANT TO ACHIEVE

Showing sector leadership by advocating for industry needs and influencing policy.

Profitability and cost and resource savings.

### OUR SUPPORT TO GET THERE

- Advocate for incentives for using renewable energy sources.
- Support other organisations already doing relevant work e.g. EAT NZ and a NZ food strategy.
- Engage in industry forums to drive policy change.



## Ōhanga Economic prosperity and wellbeing

### WHAT WE'RE FOCUSING ON

#### Financially sustainable business

Improved financial health, increased profitability and business growth.

### OUR SUPPORT TO GET THERE

- Provide access to financial reports and industry data that educate businesses on market trends, economic impacts, and financial performance.
- Offer business support services, including advice on financial management, cost control, and profitability.
- Facilitate networking events and forums where business owners can connect with industry experts, financial advisors and other professionals.

#### Labour practices

Fair labour practices, better working conditions, lower turnover rates.

- Offer access to our advisory helpline, employment resources, and in-house legal expertise.
- Advocate for policies and regulations that support better working conditions in the hospitality sector.

#### Ethical marketing

Honest marketing practices that ensure transparency and protect consumer rights.

- Develop educational material on ethical marketing, including awareness around gambling and alcohol issues.
- Provide templates for marketing eco-friendly practices.
- Highlight member sustainability efforts in case studies and communications.

## Whanaungatanga Relationships and community

### WHAT WE'RE FOCUSING ON

#### Health, safety and wellbeing

Better workplace safety, mental health support and overall well-being.

### OUR SUPPORT TO GET THERE

- Provide access to training and resources focused on health and safety practices.
- Promote programs aimed at improving wellbeing of hospitality workers, including mental health support, stress management resources and initiatives to create a positive work environment.

#### Healthy communities

More community engagement, work with local initiatives, improved public health.

- Work with Healthy Hospo to provide events and workshops.
- Support localised networking.
- Offer support for members in the regions.

#### Diversity, inclusion and accessibility

Inclusive environments that support a diverse workforce and ensure accessibility.

- Promoting accessibility and an inclusive hospitality environment.
- Educating about workplace diversity and accessibility.

## Kaitiakitanga Guardianship and sustainability

### WHAT WE'RE FOCUSING ON

#### Food waste

Reduce food waste, promote efficient food use, support food donation initiatives.

### OUR SUPPORT TO GET THERE

- Promote education and practical solutions to manage food waste.

#### Waste and recycling

Support businesses in adopting circular models and promoting sustainable practices.

- Support members with guidance and resources to reduce waste.
- Run pilot projects in cities to increase recycling, particularly glass.

#### Single-use products

Minimise use of single-use items, promote reusable alternatives, reduce plastic waste.

- Offer guidance to help businesses reduce single-use items.
- Highlight circular solutions that can save time and money in the long term.

#### Energy use

Reduce energy consumption, promote renewable energy, improve energy efficiency. Reduce reliance on gas.

- Provide guidelines for energy-efficient practices and energy audits.
- Educate businesses on the link between energy use and carbon emissions.

#### Carbon emissions

Reduce carbon emissions and promote low-carbon practices.

- Help members calculate and monitor their carbon emissions.
- Set and support members to achieve reduction targets.

# THE SUSTAINABLE DEVELOPMENT GOALS AND OUR SECTOR

The 17 Sustainable Development Goals (SDGs) provide businesses with a practical framework to follow and guide overall progress. The following SDGs are relevant to our industry.

 <p><b>SDG 8: Decent Work and Economic Growth</b></p>	 <p><b>SDG 12: Responsible Consumption and Production</b></p>	 <p><b>SDG 13: Climate Action</b></p>	 <p><b>SDG 6: Clean Water and Sanitation</b></p>	 <p><b>SDG 14: Life Below Water</b></p>	 <p><b>SDG 15: Life on Land</b></p>	 <p><b>SDG 11: Sustainable Cities and Communities</b></p>	 <p><b>SDG 4: Quality Education</b></p>
<p>The sector is a major employer.</p> <p>Promotes economic growth and ensures adequate working conditions.</p>	<p>Encourages sustainable practices like reducing food waste, minimising single-use plastics, and sourcing responsibly.</p> <p>Drives sustainable supply chains within tourism, food, and accommodation.</p>	<p>Supports climate action by reducing emissions, increasing energy efficiency, and adopting renewable energy.</p>	<p>Manages water consumption and waste in hotels, restaurants, and other facilities.</p> <p>Implements water-saving technologies and sustainable wastewater management.</p>	<p>Mitigates impacts on marine ecosystems by reducing plastic pollution and promoting sustainable seafood sourcing.</p>	<p>Preserve biodiversity by protecting local environments and sourcing products responsibly.</p>	<p>Contributes to sustainable urban development through green buildings and eco-tourism initiatives.</p> <p>Engages with communities to promote local culture.</p>	<p>Provides training programs to upskill employees in sustainable practices and customer service excellence.</p>

Where to start with carbon emissions

**cogo**

[Cogo's Carbon Manager tool](#) offers an effective, easy way to measure your total carbon emissions. This tool integrates with accounting software such as Xero and analyses business spend across all categories, enabling measurement of the majority of your footprint. This is an easy, accessible way to understand your impact and take the first steps towards reducing it.

Having as many members as possible use Cogo will help us see how the industry is progressing in many areas. Hospitality NZ will start to report on members and our own impacts in our annual reporting.