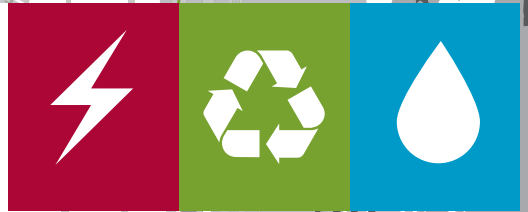


Quest On Bourke

City of Melbourne - Green Hotels



Quest On Bourke

“As Quest on Bourke is an independent franchise of Quest; the largest serviced apartment operator in Australasia, it is important that we play our part in reducing our environmental footprint.”

Located in Melbourne’s Bourke Hill, Quest on Bourke is a four and half star property with 62 apartments.



Benefits of Savings in the City

“It was a real eye-opener to know that a property of our size could produce such a large volume of waste and use so much energy.”

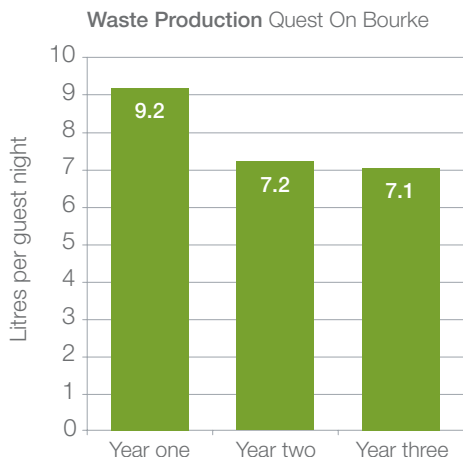
Savings in the City - Green Hotels is a program run in the City of Melbourne to help hotels make environmental improvements.

Quest on Bourke is an active member of the City of Melbourne’s *Savings in the City - Green Hotels* program. This case study outlines the savings that serviced apartments can make in waste, water and energy.



WASTE

“Once the audits were completed it was relatively painless to adopt the recommendations which enabled us to make significant savings.”



In November 2005 an independent waste audit was carried out on Quest on Bourke. As per the audit’s recommendations, Quest on Bourke has implemented several waste reduction measures including;

- Reusing archived documents.
- Developing an intranet email server to store commonly used documents/templates thereby reducing the volume of internal printed material.
- Recycling of ink cartridges.

Tracking the savings

Before joining *Savings in the City*, only 2 percent of the property’s total waste was recycled with the remaining 98 per cent going to landfill. By Quest on Bourke implementing waste saving initiatives the property has managed to reduce its annual waste by 23 per cent for the 2006/07 financial year. Quest on Bourke is now performing at best practice level when compared to other hotels.

The next step

The Quest on Bourke is currently investigating:

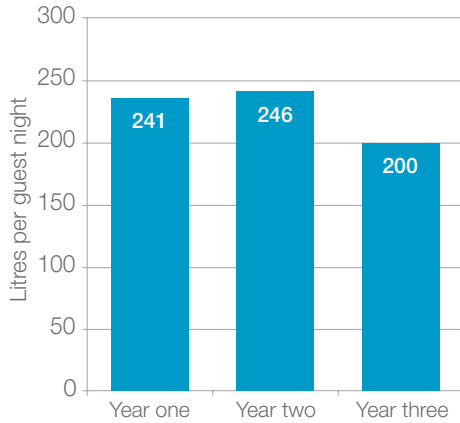
- Dual bins in individual rooms to encourage the guests themselves to recycle.
- Larger capacity recycling bin for reception/administration area.
- With suppliers about minimising packing materials and wastage of guest amenities.



WATER

“We are looking towards our Housekeeping Department for some real ideas with this ... they are at the coal face of the whole situation.”

Water Usage Quest On Bourke



Quest on Bourke has undertaken a water audit which has identified several water saving opportunities. Quest on Bourke has since invested in installing water saving devices including:

- Reducing the flow of water from the basin taps.
- Reducing water flow in urinals.
- Installation of a smart water meter to monitor water consumption behaviour and to ensure an alarm is set off when a water leak occurs.

The initiatives, coupled with a preventative maintenance program whereby any leaks are immediately repaired and water-saving parts are used for these repairs, will result in water and monetary savings.

Tracking the savings

Thanks to the implementation of the water saving initiatives as a part of the *Savings in the City* program, Quest on Bourke has reduced its annual water use by 19 per cent since 2004/05. The property is now using less water than the average Melbourne hotel and is striving towards best practice.

The next step

Quest on Bourke is currently investigating more water saving initiatives including:

- Installing shower timers to encourage guests to have shorter showers.
- Removing the smaller spa units from apartments.
- Housekeeping to use microfibre cleaning cloths as opposed to hot water and chemicals.
- Replacing washing machines, both dish and clothes, with energy efficient models.



ENERGY

“Quest on Bourke will include information on their environment focus in all business/tender documentation so we will increase awareness of our efforts with like minded businesses.”

Energy Usage Quest On Bourke



Motivated by the success of the waste audit, Quest on Bourke carried out an energy audit. The audit identified savings in energy bills, maintenance costs and improvements in building services.

Quest on Bourke has taken a range of actions to reduce energy consumption, including:

- Installing occupancy sensors so that lights and the gymnasium airconditioning are only working when there are people in a room.
- Installing of more energy efficient compact fluorescent light globes throughout the complex.
- Staff take key cards out of the power savers after servicing the apartments so as to conserve energy.
- Staff close the curtains to ensure heat stays in or out depending on the season so the airconditioning usage is minimised.

With the implementation of the recommendations, Quest on Bourke will save more than 54,000 KWh per annum and reduce CO2 emissions by 91 tonnes per annum. This is equivalent taking 20 cars off the road or saving 91 million black balloons from being released annually.

Tracking the savings

Quest on Bourke has reduced its annual energy use by 12 per cent since 2004/05. The Melbourne average for energy use in hotels is 200 megajoules per guest night whilst Quest on Bourke is using only 74.7 megajoules per-guest night.

The next step

Future energy saving initiatives and education programs that Quest on Bourke is exploring include:

- Starting environmental committee focussing on energy reduction.
- New efficient light fittings within the apartments to reduce the number of compact fluorescent used. This will reduce a fitting to having one globe of 32 watts as opposed to two globes of 18 watts.
- Signs in the apartments recommending that when using the airconditioning unit the temperature is set between certain temperature band when heating and cooling.
- Switching to a mixture of GreenPower energy from our current supplier.