



Standard Operating Procedure (SOP)

Title: Maintenance – Sustainable Practises
Version: 1
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Purpose

To implement and maintain sustainability practises within the maintenance team, focusing on energy conservation, water conservation, and waste management and recycling. These practices aim to reduce the resort’s environmental impact and promote sustainable operations.

Scope

This SOP applies to all maintenance staff at the resort.

Responsibilities

- Maintenance Staff: Follow sustainability practices and report any issues or suggestions for improvement.
- Maintenance Manager: Oversee the implementation of sustainability practices, ensure compliance, and review performance.
- Senior Management: Support sustainability initiatives and allocate resources as necessary.

1. Procedures for Energy Conservation

A. Energy-Efficient Equipment and Practices

1. Lighting

- Use energy-efficient lighting (e.g., LED bulbs) in all areas.
- Install motion sensors and timers in low-traffic areas to reduce energy usage.
- Ensure outdoor lighting is on timers or light sensors.

2. HVAC Systems

- Regularly maintain and service HVAC systems to ensure optimal performance.
- Use programmable thermostats to adjust heating and cooling based on occupancy.
- Ensure doors and windows are properly sealed to prevent energy loss.

3. Equipment and Appliances

- Use energy-efficient appliances and equipment.
- Turn off equipment and appliances when not in use.
- Encourage staff to unplug chargers and devices when not in use.

B. Monitoring and Reporting

1. Energy Audits

- Conduct annual energy audits to identify areas for improvement.
- Monitor energy consumption regularly and compare it against benchmarks.

2. Reporting



- Report any energy wastage or inefficiencies to the Maintenance Manager.
- Document all energy-saving initiatives and their impact on energy consumption.

2. Guidelines for Water Conservation

A. Water-Efficient Fixtures and Practises

1. Fixtures

- Install water-efficient fixtures, such as low-flow faucets, showerheads, and toilets.
- Regularly check for and repair leaks in plumbing systems.

2. Irrigation

- Use drip irrigation systems for landscaping to minimise water usage.
- Schedule irrigation during early morning or late evening to reduce evaporation.
- Use rain sensors to prevent irrigation during or after rainfall.

3. Operations

- Use water-saving practises in cleaning and maintenance tasks.
- Educate staff on the importance of water conservation and encourage responsible usage.

B. Monitoring and Reporting

1. Water Audits

- Conduct regular water audits to identify areas for improvement.
- Monitor water usage regularly and compare it against benchmarks.

2. Reporting

- Report any water wastage or inefficiencies to the Maintenance Manager.
- Document all water-saving initiatives and their impact on water consumption.

3. Waste Management and Recycling Protocols

A. Waste Reduction Practices

1. Minimisation

- Reduce the use of disposable products and opt for reusable alternatives.
- Implement practices to minimise waste generation in maintenance operations.

2. Recycling

- Set up designated recycling bins for paper, plastic, glass, and metal.
- Ensure proper labelling and placement of recycling bins to encourage use.
- Partner with local recycling programs to ensure proper disposal.

B. Waste Disposal and Management

1. Hazardous Waste

- Handle and dispose of hazardous waste according to local regulations.
- Use designated containers for hazardous waste and ensure proper labelling.
- Train staff on the safe handling and disposal of hazardous materials.

2. General Waste

- Ensure regular collection and disposal of general waste.



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- Use composting for organic waste where possible.
- Monitor waste disposal practices to ensure compliance with sustainability goals.

C. Monitoring and Reporting

1. Waste Audits

- Conduct regular waste audits to identify areas for improvement.
- Monitor waste generation and recycling rates regularly and compare them against benchmarks.

2. Reporting

- Report any waste management issues or inefficiencies to the Maintenance Manager.
- Document all waste reduction and recycling initiatives and their impact on waste management.

Documentation and Review

- Maintain detailed records of all sustainability initiatives, including energy and water usage, waste management practices, and their impacts.
- Review and update sustainability practices annually or as needed based on operational changes or feedback.

Approval and Review

- This SOP is approved by the Maintenance Manager and Senior Management.
- It will be reviewed annually or as needed based on operational changes or feedback.