

RACV CITY CLUB

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Water Management

- Annual State Government waterMAPTM (Water Management Action Plans) program
- Recognition by water authorities for effort to save 20 million litres of water since 2007 – a 30% reduction (Noble Park)
- RACV Cape Schanck resort uses recycled water from the Rosebud water treatment plant to water the golf course
- Staff showerhead exchange program allowing exchange of 97 old showerheads for new efficient models courtesy of South East Water
- Removal of cooling towers at Healesville
- Self-sufficient watering regime of golf course using captured dam water as part of Healesville redevelopment
- Water sub-metering installed at City Club
- Water captured and reused at all Resorts
- Flow restrictors installed on all taps at Noble Park, resulting in 1,972 kL water being saved annually
- Replacement of cooling tower ball valve assemblies at Noble Park resulting in 730 kL water saving per annum
- Installation of flow control devices to showers to reduce hot water demand
- Showerhead exchange event held, allowing staff to exchange old showerheads for a new efficient model
- Reduce the hot water temperature to 60 or 55 degrees
- Continually developing water reducing programs with specific target for RACV City Club

Waste Management

- Waste streams recycled include: office paper, general paper, cardboard, mobile phones (each phone collected raising \$5 for charity), corks, toner cartridges, organics, comingled containers, light globes, toiletries from City Club accommodation
- Discount coffee from Cafe@550 for staff using their own reusable mug instead of disposable cup
- Annual Great Battery Round Up Program
- Scrap paper collected and made into notepads for call centre staff
- All printers set to double side default
- All office paper now contains at least 50% recycled paper with reams used down by 2%.

Energy Management

- RACV EnergyPlan produced
- The City Club has been recognised for its efforts in reducing waste and greenhouse gas emissions by 6% and has been certified under the Sustainability Victoria Waste Wise program
- Carbon Inventory reported produced for all RACV sites
- RACV Energy Breakthrough event for 10,000 students is now in its 19th year and is audited for offsets
- GreenDrive program rolled out to patrols - an eco-driving behaviour program to cut down on fuel use
- RACV-owned fleet offset
- Phasing in of dedicated LPG and dual fuel fleet resulting in 5% GHG reductions since 2007
- Investigated / implemented alternative heating options such as instantaneous units, heat pumps, solar boosted, and geo thermal options

- Timers and sensors on the lighting and fans have been installed
- Reduced the hot water temperature to 60 or 55 degrees
- Considered using just cold water for washing machines
- As globes require replacing, they are replaced with energy efficient compact fluorescent globes
- Electrical appliances are turned off at the wall
- Electrical appliances with 4 or 5 star ratings are purchased.

Programs currently participating in

- Earth Hour Participant
- Low Emission Vehicle (LEV) Automotive Partnership (Green Wheels) - RACV is principle partner
- Committee For Melbourne - Climate Change Taskforce member
- National Ride to Work Day - Sponsor and Ambassador
- Eco-Drive Roundtable
- RACV staff Car Pool Program on IntraWeb
- Great Battery Round Up
- RACV Green Team Program
- Green Travel Day and Ride to Work Day activities for staff
- Participant ECO Stars program.

Strategies Implemented

- RACV Environmental Management Framework
- On the Road to Greener Motoring - Australian Motoring Clubs Climate Change Statement
- FutureMAP - a strategy outlining implications and opportunities of climate change for
- Annual Environmental Performance Reporting for all sites.

Accolades Received

- Awarded Sustainability Victoria Waste Wise Program in 2009 for City Club Building
- WaterMAPTM commendation (Victoria Government)
- Target 155 signage (SouthEast Water)
- Tourism Victoria finalist (for RACV Energy Breakthrough)
- National Ride to Work Day Ambassador
- AAA Green Star Accreditation for all RACV Resorts.

Projects to be Completed

- Organics recycling service being costed and put out for tender
- Environment Award to be introduced as part of Australia's Best Cars in 2010
- Towards Greener Motoring public issue campaign - first half 2010
- EcoBUY membership
- Environmental Corporate Induction presentations provided to all new staff members each month at Noble Park and the City Club
- Active Green Team program incorporating regular newsletters sent to nominated green team representatives across each RACV department whose role is to communicate and champion sustainable behaviour changes with individual work areas. Examples of Green Team activities include: scrap paper re-use program (binding into notepads for use by staff in call centres) and default "double-sided printing" for all staff

Other

- Sustainable Living Guide on RACV IntraWeb
- Green Team News issued to staff monthly
- RoyalAuto magazine now produced as part of Program for Endorsed Forestry
- Certification (sustainably managed forests).