

PURPOSE OF THIS POLICY

The Big Group Hospitality Services (The Big Group or TBG) is committed to Environmental Sustainability practices that allow the business to continue as an environmental leader in the hospitality industry and align with the TBG values and care ethos.

ENVIRONMENTAL SUSTAINABILITY

TBG recognises that they have a responsibility to minimise their ecological footprint. TBG is committed to reduce the impact of daily operations on the environment using companywide policy and procedure which outline monitoring and daily tasks focusing on reducing waste, energy, water and chemical usage.

FOOD PRODUCTION

Through the TBG businesses in the production of events, food is a major component which has the potential to become waste. TBG is committed to ensuring that its environmental impact is as low as possible, and are committed to:

- working with suppliers with sustainable practices and food growth by organic methods;
- ethical sourcing to ensure items are fair trade and free range including supporting suppliers who use sustainable growing methods especially of those products with the largest environmental impact, such as sugar cane, palm oil, grass-fed beef and with consideration of methods of catching fish and seafood;
- reducing the wastage of food through careful portion control to ensure that excess food is not generated;
- utilising a suitable software platform to assist with accurate and precise ordering for production to reduce food wastage;
- ensuring that food waste is composted where possible to reduce production of greenhouse gases;
- where possible, participating in donating programs of excess suitable food items to local charities;
- using excess food for employee lunches to ensure wastage is minimised; and
- designing menus which are seasonal, to ensure that local suppliers can be used, rather than importing food.

SUPPLIER MANAGEMENT

TBG understands that the suppliers with which they engage with are a direct representation of TBG's business practices.

TBG is committed to:

- dealing with suppliers who are ethical in their treatment of employees, stakeholders, produce and the environment;
- sourcing suppliers who use local and seasonal produce, grown with care and concern for growing and production methods to reduce their ecological footprint;
- ensuring packaging is limited on all produce and supplies;

- reducing the use of disposable containers and using, when necessary, bio-degradable or recycled plastics;
- where suitable selecting local suppliers to limit food and travel miles;
- always looking to work with Australian suppliers first before overseas suppliers with imported products; and
- regularly verifying that TBG's suppliers align with their values, goals and responsibilities.
- ensuring that all suppliers who undertake works within TBG venues align with TBG's values and are committed to reducing their impact on the environment.

ENERGY USAGE

TBG is committed to:

- ensuring all TBG venues, work sites or event locations have site specific energy efficiency policies;
- purchasing and using energy saving light bulbs and installing all new lighting with energy saving light bulbs;
- ensuring all new equipment is highly energy-rated;
- switching lighting and equipment off during non-business hours except safety lighting to reduce usage;
- retaining heat/cool within the building through the installation of window tinting and window furnishings;
- regularly monitoring usage data to identify opportunities.

WATER USAGE

Due to health and safety requirements, water usage cannot be restricted in the food preparation and cleaning areas. Where possible TBG is committed to reducing water usage in other areas of the business, using the below initiatives where possible:

- engaging with commercial laundry suppliers who have comparable sustainability policies relating to water usage;
- use of installed water-efficient tapware in all existing TBG sites including dual flush toilets and water saving showers;
- employee training to ensure that all employees are educated in dishwasher operation, to reduce water usage;
- regular maintenance of all plumbing to replace washers and fix leaks and prompt repair of damaged tapware;
- use of pressure flow valves in all tapware; and

WASTE AND RUBBISH MANAGEMENT

The Events Industry must reduce waste in order to minimise the impact that events have on the community. TBG is committed to:

- incorporating waste management reduction into all training and actionable procedures to ensure that all employees are accountable for reducing waste;
- securing and strengthening relationships with rubbish removal suppliers to maximise effective recycling and waste management, including tailored solutions;
- internally sorting waste to maximise the use of designated waste bins for general, compost and recyclable materials, such as plastics and paper/cardboard;

- implementing training programs for event employees on waste management at offsite events to ensure accuracy in rubbish sorting and recycling;
- hiring of skips for general waste and recycling for large-scale offsite events, with any additional or remaining waste to be returned to the warehouse for allocation to appropriate bins;
- reusing food storage and insulation containers, such as foam boxes where appropriate;
- encouraging TBG's suppliers to use less packaging in the provision of goods and encourage suppliers to collect containers for reuse e.g. milk crates, foam cooler boxes;
- collection of used oil at each of TBG's operating kitchen sites;
- collection of batteries, light globes and technological waste to be disposed through approved collection points;
- continuous education of all employees involved with the handling of waste to ensure that employees are increasing recycling accuracy; and
- limiting use of single use items such as cutlery, crockery and glassware, through engagement with suppliers who hire furniture, cutlery, crockery etc. to ensure that these items are reused and selected over single use items.

CHEMICAL USAGE AND MANAGEMENT

The use of chemicals is vital in the production of food and in the service industry. TBG must use chemicals to ensure its venues are cleaned and sanitised. TBG is committed to:

- avoiding the use of environmentally damaging chemicals, and only using chemicals where other options, which satisfy Health and Safety requirements, are not available;
- avoiding the use of chemicals when they are at risk of entering the drainage system and waterways;
- engaging suppliers who use and source environmentally friendly cleaning chemicals;
- ensuring safe storage of chemicals to reduce risk of spillage; and
- clearly identifying and labelling chemicals to ensure that employees understand the intended use, chemicals contained and safety requirements of each chemical.

POLICY DETAILS

This Policy was updated in January 2025