

## CO An interview with the Hotel Britomart's General Manager (Clinton Farley, 03/11/20)

### Transcript

The hotel Britomart has been recognized as a **five green star hotel** by the **New-Zealand building council**. What they recognize is the **construction practices** that were put in place through the development of the hotel. So anywhere from **using materials that may have been on site**, like **concrete that has been recycled**, through to **ensuring that anything removed from site was done in a sustainable way**.

Further to that, it's things down to the **plant and equipment** that's been installed at the hotel, the **insulation** in the building, the **windows** used.

And we haven't just left it there, we've really taken that right through to everything that we've done, and operationally in the hotel. For example, beside me here we have a beautiful tree **when this tree grows too large for here, we'll replant** that up in the bay of islands at our property the landing.

Other things that we have at the hotel, are **complimentary bicycles**, and then moving into the **guest rooms** we've really tried to be as sustainable as possible as well. So, we've worked with a company called **eco linen**, who have imported **100 organic cotton sheeting**, and looking at the **pillows** in our bedrooms, they're made from a **microfiber** and one pillow there's about **45 recycled plastic bottles**. Our **duvets** are also **microfiber** from that same source.

From an **amenity** point of view, we really thought outside the square, we didn't want to import a whole lot of **shampoos and conditioners** in the small mini bottles. We've worked with a **local company** here in Auckland called sans cuticles. The product is **locally made, locally sourced**.

And that's what we've really tried to do with everything operationally here at the hotel, even through to **food and beverage**, and really showcase the best of New-Zealand the hotel Britomart is really excited **to be committed to the Tiaki Promise**, which is really tourism **New Zealand's way of promoting New-Zealand as a sustainable place that cares for people, culture and place**.

We've really **instilled those values through everything that we've done** here at the hotel.

### What does Tiaki mean?

Tiaki means to care for people and place. New Zealanders have a special connection to the land, and want to help visitors travel safely and conscientiously. The Tiaki Promise has a set of guiding principles for visitors to follow, showing them how to contribute to preserving and protecting our land.

### Who created the Tiaki Promise?

Seven private and public sector organisations came together to create the Tiaki Promise: Tourism New Zealand, Air New Zealand, the Department of Conservation, Tourism Industry Aotearoa, Local Government New Zealand, New Zealand Māori Tourism and Tourism Holdings Ltd.