

Phil Hoffmann Travel's Environmental Policy provides the framework for continually improving Phil Hoffmann Travel's environmental performance. Accordingly, business operations are planned and conducted in an environmentally responsible manner to minimise, and where possible avoid adverse effects on the natural environment and social surroundings for the benefit of current and future generations.

Commitment

Phil Hoffmann Travel is committed to undertaking its activities in an environmentally responsible manner and effectively managing any risks that may lead to an impact on the environment. Phil Hoffmann Travel will do all that is reasonably practical to ensure that there is continuous improvement in environmental performance, including ongoing communication and raising awareness.

Accountability

Senior management is accountable for Phil Hoffmann Travel's overall environmental performance. This includes leadership, direction, and resources and support, to ensure Phil Hoffmann Travel strives for environmental performance improvements.

Responsibility

Department managers and supervisors are responsible for implementing Phil Hoffmann Travel's environmental policies and guidelines. They are required to proactively address issues that may not adhere to our environmental commitment.

Cooperation

Phil Hoffmann Travel requires its employees to cooperate in the management of environmental matters, and must monitor the continued operation of environmental controls within the scope of their day to day work.

Compliance

Phil Hoffmann Travel will, as a minimum, conduct all its operations in accordance with applicable environmental laws and aspire to higher standards within the business.

Management

Phil Hoffmann Travel will demonstrate due diligences in its provision of its services, manage its work activities in an environmental responsible manner, and will deliver continuous improvement in environmental performance through:

- ❖ Implementing the Phil Hoffmann Travel's environmental management system.
- ❖ Ensuring that environmental considerations form part of business planning and decision making processes.
- ❖ Replacing, where possible, incandescent light globes with filaments and down lights with energy efficient light globes.
- ❖ Replacing an electric neon lighting advertising board with consultants verbally advising clients of Phil Hoffmann Travel specials.
- ❖ Reassessing electricity use. Phil Hoffmann Travel has made it policy for all lights to be switch off at the end of the day and over the weekend to endeavour to reduce electricity usage.
- ❖ Engaging all Phil Hoffmann Travel stakeholders in environmental initiatives through communicating this openly and transparently to all staff, and making this policy available to the public on the Phil Hoffmann Travel Website.
- ❖ Promoting a culture of responsible environmental management, through fostering the initiation and ownership of environmental activities by its entire staff, thereby inculcating a strong environmentally aware business culture.
- ❖ Regularly monitor, review and report on its environmental performance, impacts, potential risks and opportunities for improvement. For example, Phil Hoffmann Travel has put KPI's(Key Performance Indicators) in place for printing usage, which are decreased each year.
- ❖ Incorporating environmental better practice into all technological solutions:
 - Phil Hoffmann Travel's Intranet PHIZ allows all staff to access all marketing material, supplier information and contract information, air fares, policies and procedures, training records, rosters, destination information, and so forth in one online central location, whereby printing off information is now unnecessary.
 - Phil Hoffmann Travel is in the process of implementing a Human Resources Information system which allows all employee information including payroll, play slips, employee information, leave forms,

OHS, training, etc. to be completed online, and therefore, paper hard copies will no longer be required at all.

- Phil Hoffmann Travel's back office information system Tramada is interfaced with all departments so hard copies of information are not needed between departments. Tramada allows all staff members to communicate electronically through email, fax, and SMS.
- ❖ Considering favourably, suppliers who pursue good environmental management practices, for example:
 - Phil Hoffmann Travel's printing supplier, Konica Minolta, environmental programs include zero waste targets in manufacturing, extensive component recycling, reductions in greenhouse gas emission and water usage, and decreased usage of hazardous chemicals. Konica environmental targets set each year include zero waste in manufacturing to minimize waste sent to landfill, and reductions in greenhouse gas emissions.
 - Phil Hoffmann Travel's back office IT solution Tramada in December 2007 launched a Climate Friendly Itinerary & the Carbon Emission Report. There are 2 parts to this enhancement:
 - 1. Carbon Awareness Itinerary** – A customised itinerary that includes a carbon emission calculation for the flight segments of the itinerary at the time of creating the itinerary.
 - 2. Carbon Emission Report** - A new report has been created to display the calculated carbon emissions per booking and the estimated cost to neutralise them by offsetting with Climate Friendly.

This report can be made available on custom menu and clients custom online report menu.
- ❖ Employing environmental considerations in purchasing decisions to assist in minimising waste-to-landfill through utilising recycled paper bags for customer brochures, purchases and documents.
- ❖ Phil Hoffmann travel's Corporate division is completely paperless for all their corporate clients, and its retail division is working towards being paperless also in the near future.

Employees

All employees, including management, have a responsibility to actively contribute towards avoiding or minimising environmental impacts in their day to day work. To do so, staff are required to:

- ❖ Maximise Microsoft Outlook to its full potential to minimise the use of paper.
- ❖ Report any environmental impacts, hazards or potential environmental management issues to which they become aware of.
- ❖ Work in a manner consistent with Phil Hoffmann Travel's environmental management programs and follow specified systems of work to protect the environment.
 - All lights are to be turned off in unoccupied offices and all computers and computer screens are to be turned off when a staff member is not in the office.
- ❖ Minimising negative impacts Phil Hoffmann Travel may have on the environment, through efficient use of resources and minimise waste to landfill:
 - All three Phil Hoffmann Travel locations are required to actively participate the recycling program and waste reduction efforts. This involves:
 - Recycling of paper, cardboard and beverage cans (aluminium and bimetal).
 - Source reduction: This includes but is not limited to making double-sided copies, increased use of electronic mail instead of memos, reuse/resale of surplus furniture, etc.
 - Purchasing products made from recycled materials. The long-term success of recycling programs in this country depends on the creation of markets for recycled materials. All departments should purchase recycled products wherever economically feasible.
 - Distributing out of date brochures to surrounding schools for students to utilise in projects, and arts and crafts.
- ❖ Ensuring the correct and safe disposal of all empty toners and other empty printing substances.

- ❖ Phil Hoffmann Travel is concerned about the impact of greenhouse gas, and is serious about reducing greenhouse emissions. Key method of reducing its greenhouse emissions is through all consultants required to:
 - Promote and offer clients to offset their flight's green house gas omissions through purchasing carbon offsets.

The Future: *The Greener Phil Hoffmann Travel*

The future of Phil Hoffmann Travel is to continually improve its environmental performance through planning, designing, and constructing a six star energy rated purpose built new head office, guaranteeing to protect the natural environment and social surroundings, prevent pollution and minimise waste. These attributes of the new office are over and above those usually adopted in standard commercial design practises, whilst still maximising value of the project as a whole which will ensure that the ecological impact of the development is minimised in comparison to other projects of this nature, through:

- **Gas cooking:** this ensures reduction in green house emissions compared to electricity.
- **Rain water collection and reuse:** to provide water for toilet flushing and car wash facility.
- **Long window over hangs to west and north orientated glazing:** provides reduction in air conditioning energy consumption during peak cooling, also reduction in mechanical capital cost and electrical infrastructure and peak demand.
- **Car park naturally ventilated:** energy minimisation.
- **Car park and public areas lighting energy minimisation** (fluorescent lighting, intelligent control systems): High efficiency T5 lighting to car park, high efficiency T5 feature lighting and/or compact fluorescent downlights to mall, amenities areas, with daylight and movement sensor control to prevent unnecessary operation.
- **High efficiency lighting to offices:** high efficiency T5 feature lighting and/or compact fluorescent downlights to offices areas, with daylight and movement sensor control to prevent unnecessary operation.
- **High Efficiency air conditioning units:** Improved energy efficiency plus more precise temperature control.
- **Solar panels fitted to roof.**
- **Zoning of lighting to mall area:** Reduce consumption out of hours operation.
- **Low V.O.C paints, grouts sealants and finishes have been specified:** reduce emissions from finishes.

- **High Performance glazing throughout:** glass will insulate to maintain internal temperature control and reflect external heat gains in summer.
- **Insulation:** above BCA required levels specified throughout.
- **High efficiency toilets:** water consumption minimisation.
- **Transport oriented development:** location adjacent Glenelg Tram Station increases use of public transport to shopping centre.