



## Richmond Mall - Making Sustainability Pay A Case Study

### Background

In 2007, management at Richmond Mall took the decision to create a business where sustainability considerations were central to strategic planning and daily operational activity. Since then, it has implemented a series of initiatives that have resulted in significant quantifiable savings for both the business and the environment. Richmond Mall is a leader in making sustainability pay.

### The Challenge

- To grow the business while reducing operating costs and implementing environmentally friendly initiatives.

### Outcomes

- Since 2007, the number of stores on site has increased by 30; foot traffic has increased by 35% and 2011 saw a record number of visitors to the centre (6 million).
- During the same period reductions were made in power usage (10%), water usage (over 30%) and waste to landfill (50%).

### Initiatives implemented

This was achieved through implementation of a series of initiatives designed to cut costs, increase efficiencies and reduce harmful effects on the environment. They have included but are not limited to, the following;

- Rubbish skips were replaced by a small compactor reducing the volumes of waste to landfill. During the first year savings of over 30% were made.
- Reducing the amount of waste being generated on site including:
  - Fencing the outside waste collection area to prevent individuals disposing of household rubbish
  - Recycling cardboard - in December 2011 up to five cages of cardboard a day were being recycled.
  - Pak'nSave and Fresh Choice installed balers on site to recycle plastic wrap
  - Rubbish bins were removed from entrances to the Mall
  - All polystyrene is collected by a contractor to be reused in the construction of movie props
  - Most packaging now coming into the Mall is recyclable

- Plates, cups and cutlery used in the food court are mostly reusable and washable. Fast food outlets using disposable takeaway packaging are being encouraged to use compostable and biodegradable packaging where possible.
  - Poor quality paper towels in the restrooms have been replaced with high quality recycled paper towels significantly reducing the number of towels being used by any one individual. Dyson Air Blade dryers are also provided as an alternative.
  - Toiletries and cleaning products are bought in bulk to reduce packaging and save costs
- Incandescent light bulbs were replaced with fluorescent eco-friendly ones and timers were attached to lights – in the first year this saved over \$100,000 and significantly reduced carbon emissions
  - Air conditioning filters are changed monthly rather than quarterly to improve efficiency
  - Unnecessary lighting has been removed from outside the centre and lights are turned off at the end of the day
  - Water sensors have been fitted to taps and regular checking by cleaning staff means taps are not left running
  - Water reducing valves have been fitted on urinals and bowls, and slim-line cisterns reduce the amount of water used during each flush
  - Lawns are watered on a timer in the early morning to regulate water usage and promote healthy lawn growth

#### **Initiatives being considered for future development**

- Installation of a solar hot water system to heat all the water required on site
- Grid-connected solar photovoltaic panels to generate energy that is sold back to the power company
- Fitting voltage controllers to the fluorescent light circuits to optimise power reduction with potential savings of 25-30%

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