

# COFFS COAST ACCOMMODATION

## Sustainability Practices Statement

*The Coffs Coast holds global ECO Destination status — recognised for its cultural diversity and commitment to balancing sustainable practices with nature-based visitor experiences. At Coffs Coast Accommodation, responsible tourism and good business are the same thing. Every supplier relationship, every product choice and every guest interaction is an opportunity to strengthen the community we operate within.*

## OUR APPROACH

Our sustainability ethos is built on a simple principle: sustainable and local. We carefully select products that are eco-friendly, locally sourced and Australian-made wherever possible. We partner with suppliers who share our values. We support the organisations and businesses that make the Coffs Coast worth visiting.

This isn't a document we update once a year. It's how we run our business every day.

## CARING FOR THE ENVIRONMENT

### What We Stock in Every Property

We purchase and supply the following products centrally — ensuring every guest, in every property, benefits from the same eco-conscious standard:

| Product                                 | Our Choice   |
|---|--|
| Toilet paper, tissues & paper towels    | Who Gives a Crap — B Corp certified, plastic-free, sustainably sourced. A portion of profits funds sanitation projects in developing communities.  |
| Dish tabs, dish liquid & laundry liquid | Earth Choice — Australian-made, eco-certified  |
| Al foil, baking paper & cling wrap      | The Greener — environmentally responsible packaging  |
| Handwash                                | Freshwater Farms — made in NSW from plant-based formulations using botanicals grown on their farm. Local manufacturing means a lower carbon footprint.   |
| Coffee                                  | Full Spectrum Coffee Roasters — local roaster. We switched to smaller portion sizes after identifying product wastage during property checks, reducing unnecessary waste across our portfolio. |
| Bathroom amenities                      | ERP — Environmentally Responsible Packaged   |

### Linen and Laundry

We partner with suppliers who take linen sustainability seriously:

- Bain's Laundries — our linen service partner operates high-efficiency commercial laundry systems using water-saving processes, biodegradable detergents and optimised washing cycles that extend linen lifespan.
- AlSCO (Australian Linen Services) — supplies our bedding within a circular textile framework. Responsibly sourced and built for durability, with lifecycle management that minimises waste and replacement frequency. Linen is recycled at end-of-life where possible.

## **Waste Management**

We engage a dedicated local rubbish removal contractor after every guest departure. Recyclables are taken directly to the local transfer station — not left to council collection. Our contractor consolidates bins to reduce unnecessary trips and operates an energy-efficient vehicle.

Every guest receives clear recycling and waste instructions in their Smart Digital Compendium before arrival.

## **Going Paperless**

We transitioned from printed house manuals to Smart Digital Compendiums across our entire portfolio — eliminating paper waste from every property changeover. Guests receive a mobile-friendly guide three days before arrival, with everything they need to enjoy their stay and explore the region responsibly.

## **Lower Emissions Operations**

We purchased two hybrid vehicles in 2025, expanding our fleet to three. As our portfolio has grown, travel for property checks has increased — making a direct emissions saving difficult to quantify. Every vehicle in our property check fleet is now hybrid, ensuring every kilometre driven is lower-emission than our previous all-petrol fleet.

## **Supporting Sustainable Travel**

Our Smart Digital Compendiums direct guests to local EV charging stations — making it easier to choose lower-emission travel during their stay on the Coffs Coast.

# **SUPPORTING OUR COMMUNITY**

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## **Coffs Coast Wildlife Sanctuary**

We make regular monthly donations to the Coffs Coast Wildlife Sanctuary, supporting their conservation, education and wildlife rehabilitation work. We also connect our guests with the Sanctuary through an exclusive discount offer — because the best way to care for the region is to help visitors fall in love with it too.

When the Sanctuary needed a team of surgeons and nurses from around the world to perform surgery on one of their dolphins, we donated accommodation for the visiting medical team and covered associated cleaning and linen costs. It was the least we could do.

## **Investing in Local Business**

We work with over 80 local suppliers — cleaners, laundry services, tradespeople, coffee roasters, magazine publishers and more. Every booking generates work for local people and keeps money circulating in the regional economy.

Here's what that looks like in practice. Sam Wood started Seabreeze Cleaning as a sole trader. With consistent work from CCA, she has grown to a team of four full-time employees:

*"Working with Coffs Coast Accommodation has been a huge part of the growth of my business. Through consistent work and support from the team, I've been able to expand to a company with 4 full-time employees in a relatively short period of time. That consistency has given me the confidence to invest in my business, employ staff, and build reliable systems."*

— Sam Wood, Seabreeze Cleaning

## Promoting the Destination

We meet quarterly with Destination Coffs Coast, aligning our content and campaigns with Destination NSW and regional tourism priorities. Our Smart Digital Compendiums direct guests to over 50 local businesses, attractions and experiences — from breweries and beaches to spas and family activities — actively encouraging visitors to explore and spend locally.

We also distribute Focus Magazine in our linen packs each month, giving guests up-to-date local information about events, services and things to do across the Coffs Coast.

## CULTURAL RESPONSIBILITY

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### Acknowledging Country

Every Smart Digital Compendium includes a Welcome to Country, sourced from the Coffs Harbour City Council — acknowledging the Traditional Custodians of the land our guests are visiting. We believe this acknowledgement belongs at the start of every stay.

## WHERE WE'RE HEADED

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We're continuously improving. Sustainability is an ongoing commitment. Our focus areas for the year ahead:

- Expanding our eco product suite as better options become available
- Deepening local supplier relationships and supporting their growth
- Improving waste tracking and reporting as contractor data systems develop
- Continuing to grow our accessible property portfolio and reporting capability
- Maintaining quarterly alignment with Destination Coffs Coast
- Reviewing and updating this statement annually