



# Our Commitment to Sustainable Tourism

Here at Martinborough TOP 10 we have signed up to the New Zealand Tourism Sustainability Commitment. We recognise that we have work to do and have a Sustainability Plan in place across four elements of sustainability; economic, visitor, community and environment.

## Economic

This element is primarily focussed on our internal practices, financial and risk management, investment and innovation.

We have taken the disruption and challenges created by COVID-19 as an opportunity to review our Business and Financial Planning as well as creating a list of Investment opportunities with costs and benefits analysed.

## Visitor

We comprehensively monitor our visitor satisfaction through online reviews and guest surveys. We discuss visitor feedback at our team meetings and use it to inform our training and investment decisions.

We support the Tiaki promise and provide visitors with information on how to be great travellers in New Zealand.

## Community

We opened our business in 2005 since then Lisa has served on tourism boards, the Martinborough Community Board and the Waihinga Charitable Trust. She currently volunteers for the Retired Working Dogs Charitable Trust. Frank has chaired the Martinborough Business Association and is a long serving member of the local Community Patrol.

We pay all of our team members at least the Living Wage. Our Procurement Policy ensures we buy locally and sustainably wherever possible and we focus our sponsorship and charitable donations on local organisations, charities and sporting teams.

## Environment

We sponsor a hectare at Pukaha National Wildlife Centre to support conservation efforts in the reserve including trapping pest species.

We minimise waste by recycling and encourage our guests to do the same.

We are turning our attention to reducing our carbon footprint and will calculate this for the first time in 2021.