



Quest North Ryde – Environmental & Sustainability Policy

Quest North Ryde is a Quest Serviced Apartment Franchise located in the North Western Sydney suburb of North Ryde, 12 kilometres from the Sydney central business district.

Quest North Ryde offers 173 guest apartments consisting of 77 Two Bedroom (Dual Key Apartments) and 17 One bedroom Apartments which can be configured as 78 Studio Apartments & 95 One Bedroom Apartments. Facilities include:

- An onsite restaurant Atlantis Seafood Restaurant (independently operated) providing Breakfast, Lunch & Dinner 7 Days and room service.
- Gymnasium
- External Swimming Pool (Heated) & Spa

Quest North Ryde endeavours to improve the quality of the guest stay and provide practicable reliable procedures to maintain a healthy environment by developing and adhering to practicable sustainability projects. Quest North Ryde has adopted a Triple bottom line approach: improving our financial return meanwhile improving our, customer service, responsibility as a caring employer, community member and reducing our impact on the environment.

The location of the apartments adjacent the Lane Cove National Park is not only beneficial to our guests offering them outstanding rooms with a view, but is an advantage to breathing cleaner air in comparison to being located adjacent major roadways or within an commercial office precinct.

Environmental Programs & Accreditation

Quest North Ryde has engaged in to the following independent programs to encourage internal action and verify actions:

In 2008 Quest North Ryde achieved HMAA accreditation as a Green Stars hotel for its commitment to environmentally sustainable operations.



In 2009 Quest North Ryde has embarked on a project with Carbonza to provide guests with the option to offset their stay with verified Carbon Credits.

In 2009 Quest North Ryde has committed to the Greenglobe Lite program from EC3 Global for best practice environmental management and benchmarking of the core three indicators: water, energy and waste.



Climate Change

Quest North Ryde's core climate change strategy is "Measure, Reduce and Offset". Quest North Ryde has partnered with Carbonza P/L who specializes in climate change consulting and solutions for the hospitality industry. Together they will work to achieve Quest North Ryde's Climate change goals.

The methodology used for measurement of greenhouse gases is the WRI/WBSCD GHG Protocol's Corporate Accounting Standard ISO 14064-1 and the guiding five principles of: Transparency, Relevance, Accuracy, Completeness and Consistency.

To achieve their strategy, Quest North Ryde shall undertake the following three stage action plan:

1. **MEASURE & REPORT:** Establish and verify Quest North Rydes' Carbon Foot Print, the first base year will be 2008 and will be completed by March 2009. Quest North Ryde shall further report to each guest the estimated carbon foot print value of their accommodation stay. And continue to report the overall carbon footprint annually.
2. **REDUCE:** Continue to initiate, Implement and Encourage Carbon, Waste, and Resource reduction actions and strategies among our operations and with guests. Examples of these initiatives are detail in the following pages.
3. **OFFSET:** Provide each guest the option of offsetting their carbon footprint by purchasing & retiring certified Carbon Credits, equivalent to the carbon foot print value of their accommodation. First period of acquittal will be for the 1st January to 31st March 2009 quarter and will be disclosed by 30th June 2009.

Transport

Public transport is within easy walking distance from the hotel and available through information provided at the Front Desk.

Recommendations to guests are made to walk through the Lane Cove National Park when staff is asked about paths to take.

Quest North Ryde provides a complimentary guest shuttle bus service to surrounding business precincts. Additionally we shall encourage the sharing of these services over individual taxi service.

At the commissioning of the Chatswood - Epping Rail Link we shall investigate the feasibility of employee transportation using the guest shuttle at scheduled times to encourage employee use of public transport over personal vehicles.



Energy

An internal business management system is in place to identify any maintenance issues in order to rectify them in a timely manner.

Energy consumption is being managed by internal EMS environmental management system that is capturing electricity, gas and water usage and waste throughout the hotel and its grounds.

Water saving shower heads has been placed in all guest rooms along with information in all guest rooms to advise them of the water saving policies that the hotel has in place.

Air conditioning is controlled in rooms through individual control settings. During the summer the air conditioning has been set to turn on only one hour prior to guest check-in. During the winter the air conditioning is left off until the guest arrives and is controlled via their room key card.

Over 90% of all the hotel's light bulbs have been changed to energy saving versions.

Natural light is available through all guest rooms from the large windows. But is also identified as the major heat contributor and demand on air conditioning; solutions to reduce heat absorption in the rooms through the windows will be reviewed.

Swimming Pool & Spa covered each night to reduce heat loss & energy consumption.

Water

All toilets in the hotel are dual flush,

All gardens and grounds naturally sustainable, requiring no watering,

Swimming Pool & Spa is covered each night to reduce evaporation.

Quest North Ryde is entering into partnership with Sydney Water to participate in its HiRise Pilot Water Conservation and Recycling Program.

Waste

Plastic, paper, glass, oil and printer cartridges are recycled whenever possible.

Guests are encouraged and given the option of having their towels replaced every second day to save on water.

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Printed Material

Printing material produced by Quest North Ryde is printed on recycled paper or from paper sourced from a renewal resource.

Quest North Ryde encourages email correspondence rather than facsimiles to reduce the amount of paper usage.

All information pertaining to guest accommodation is available for download and viewing at www.questnorthyde@questapartments.com.au.

A Recycling program is in place.

The hotel's Environmental & Sustainability policy is incorporated into staff induction program and orientation for all new employees.

Updates regarding policy changes are regularly sent to staff to ensure they remain aware.

For any further queries relating to any of the above please contact:

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ⁱ Refer Quest North Ryde GHG Inventory Report Executive Summary.