

A health check for your  
tourism or hospitality  
business



## Who We Are – Hospitality New Zealand

HNZ is the voice of the hospitality, and accommodation sector in Aotearoa. We are a membership organisation dedicated to supporting the businesses and people who power the industry — from cafés, bars, and clubs to motels, hotels, and event venues.

- **Advocacy:** We represent the sector at local and national government levels.
- **Support:** We offer business support, legal advice, employment tools, and training.
- **Connection:** We build networks and partnerships across industry and government.
- **Promotion:** We champion the value and importance of our sector to New Zealand's economy and communities.

## Where our industry stands right now.

- Hospitality generates \$21.4 billion in annual sales (4.5% of GDP) and \$9.1 billion in GDP contribution.
- It directly employs 193,000 people (6.7% of all NZ jobs) and supports another 28,000 in local supplier industries, so 1 in 13 Kiwi jobs depends on hospitality.
- It's not just cafes & bars—it's accommodation, tourism, suppliers, and communities.

**The sector touches every New Zealander—whether as a worker, a business owner, or a customer**

# Our Members' Current Challenges

## Workforce Shortages

- Chronic shortages of skilled and entry-level workers = Recruitment struggles
- High turnover and limited career pathways are a concern.

## Cost Pressures

- Rising input costs (wages, rent, food, energy).
- Increased compliance and regulatory costs
- Many small operators are operating on tight margins.

## Sustainability Pressures

- Expectations from consumers, especially Gen Z, for sustainable business practices.
- Transitioning to environmentally friendly operations can be complex without support.

# Our Members' Current Challenges

## Regulatory & Compliance Complexity

- Licensing: Inconsistent and time-consuming District Licensing Committee (DLC) processes.
- Alcohol legislation: Onerous rules: restricted trading days and outdated requirements
- Food safety & compliance
- Short-term rental accommodation: Lack of a level playing field with Airbnb-style operators

## Mental Health & Wellbeing of Staff

- High stress and burnout in a sector known for long hours and intense workloads.
- Operators struggling to find affordable wellbeing solutions for their teams.
- Increased incidents of customer aggression and antisocial behaviour, adding to staff stress.

# Our Members' Current Challenges

## Technology & Digital Transition

- Pressure to adopt new guest-facing tech (apps, ordering platforms) and back-of-house solutions (rosters, inventory) to stay competitive.
- Lack of guidance on which tech delivers the best return.

## Reputation & Attractiveness of the Industry

- Hospitality still seen as low-skilled and temporary work, despite improving career pathways.
- Need to change the narrative to make the sector the industry of choice for young people.

# A United Industry Call to Action

The 2024 Hospitality Summit, co-hosted by Hospitality New Zealand and the Restaurant Association, brought together industry leaders, government officials, and key stakeholders to collaboratively tackle the sector's biggest challenges.

The Summit culminated in the release of a joint Hospitality Summit Report, outlining 65 actionable solutions across seven priority areas:

-  Hospitality Data
-  Immigration Policy
-  Licensing & Regulatory Compliance
-  Alcohol Policy
-  Employment
-  Skills & Training
-  Hospitality & Tourism

# Key Focus Areas: Hospitality Summit 2024 Report

1. Becoming the Industry of Choice
2. Workforce Development & Training
3. Sustainability & Innovation
4. Embracing Technology
5. Mental Health & Wellbeing



# FUTURE-PROOFING HOSPITALITY IN AOTEAROA NEW ZEALAND

## OUR PATH TO A MORE SUSTAINABLE FUTURE

As a membership organisation dedicated to championing hospitality across Aotearoa New Zealand, Hospitality NZ is committed to equipping our over 2,500 members with the tools, resources, and knowledge they need to succeed. Our mission is to help grow businesses while contributing positively to the communities we serve.

### Our new sustainability strategy reflects this commitment.

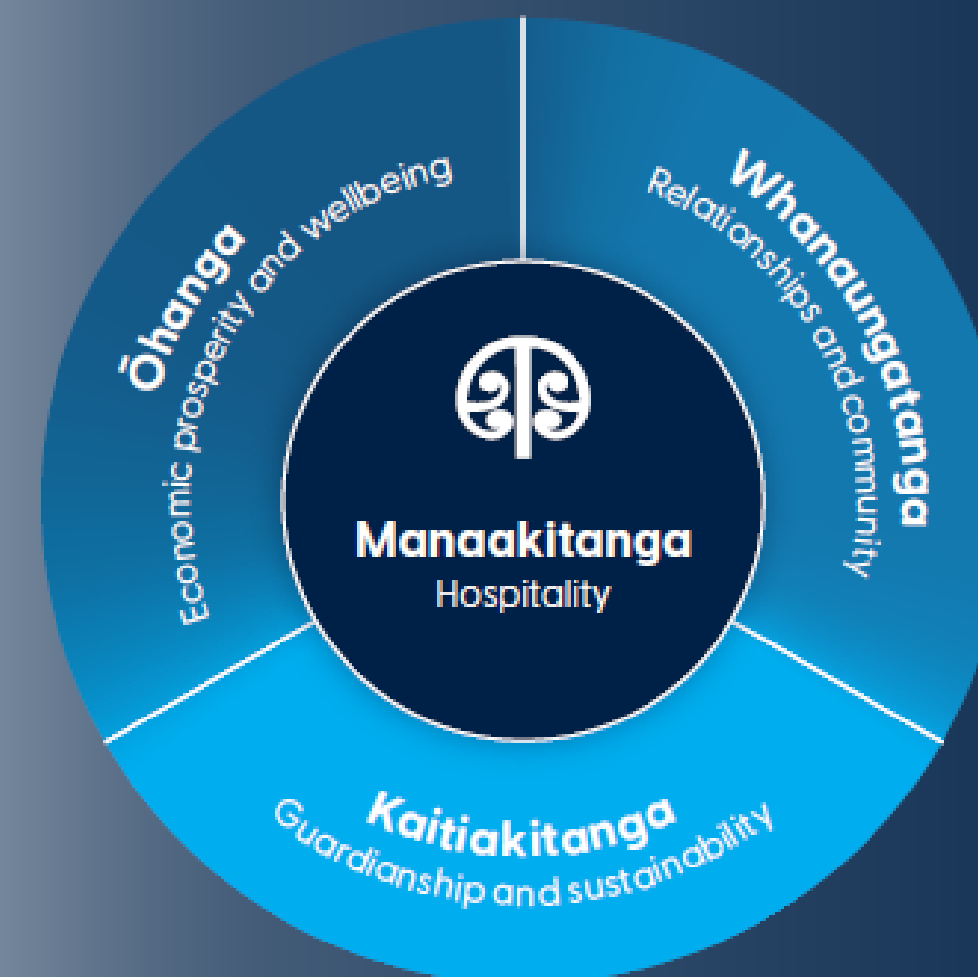
Rooted in our vision for a hospitality sector that is celebrated for its contributions to Aotearoa New Zealand, the strategy embraces our values of **Manaakitanga** (hospitality), **Ōhanga** (economic prosperity and wellbeing), **Whanaungatanga** (relationships and community), and **Kaitiakitanga** (guardianship and sustainability).

In today's challenging economic climate, our strategy acknowledges that corporate responsibility must go hand in hand with financial sustainability. By focusing on initiatives that deliver the greatest impact

with the resources available, we aim to empower businesses to progress toward a sustainable future without compromising their economic resilience.

Together, we can ensure that Aotearoa New Zealand's hospitality sector continues to attract talent, thrive economically, and act as a steward for the environment, creating long-lasting benefits for our members, communities and future generations.

**Steve Armitage**  
CEO Hospitality NZ



Value	 <b>Manaakitanga Hospitality</b>		
Topic(s)	Sector leadership and advocacy		
	Ōhanga Economic prosperity and wellbeing	Whanaungatanga Relationships and community	Kaitiakitanga Guardianship and sustainability
	<ul style="list-style-type: none"> <li>Financially sustainable business</li> <li>Labour practices</li> <li>Ethical marketing</li> </ul>	<ul style="list-style-type: none"> <li>Health, safety and wellbeing</li> <li>Healthy communities</li> <li>Diversity, inclusion and accessibility</li> </ul>	<ul style="list-style-type: none"> <li>Food waste</li> <li>Waste and recycling</li> <li>Single-use products</li> <li>Energy use</li> <li>Carbon emissions</li> </ul>



# WHY SUSTAINABILITY MATTERS TO AOTEAROA NEW ZEALAND'S HOSPITALITY SECTOR



## Improves efficiency

- Reduces waste and energy saves cost
- Encourages more efficient use of resources like water and food



## Prepares for regulatory changes

- Positions businesses ahead of potential environmental legislation and compliance requirements
- Mitigates risks associated with non-compliance



## Supports community wellbeing

- Encourages sourcing from local suppliers, boosting regional economies
- Minimises negative environmental impacts on local communities and ecosystems
- Provides a place for community to connect



## Enhances brand reputation

- Demonstrates commitment to environmental and social responsibility
- Builds trust and loyalty among customers who prioritise sustainable practices



## Attracts and retains staff

- Demonstrates values that resonate with employees who prioritise sustainability
- Creates a workplace culture that fosters pride and engagement



## Meets expectations

- Caters to the growing demand for sustainable practices among local and international customers



## Future-proofs the sector

- Addresses climate-related risks that could disrupt supply chains and operations
- Contributes to long-term resilience and adaptability in a competitive market

## How we developed our sustainability strategy

We engaged with diverse hospitality businesses to identify and prioritise sustainability topics most relevant to our members. This informed a strategy tailored to the sector's priorities in Aotearoa New Zealand, alongside a review of existing initiatives and opportunities for new programmes to support members' sustainability journeys.

## Our path ahead

Building on these insights, we're driving new initiatives to support our members every step of the way. Sustainability is a journey, not a one-off effort, and we're committed to creating a future that benefits people, planet, and profit.

Along the way, we'll embrace quick wins – simple changes with immediate impact such as eliminating single use and reducing waste – and tackle longer-term goals with persistence and planning.

## How we can help you

We're here to help our members better understand their impacts and explore practical, sustainable alternatives that also deliver business benefits, including cost savings. Through tailored guidance, accessible tools, and resources, we aim to make this transition achievable and impactful, creating lasting positive change for your business and the wider sector.

## Getting started

You'll find resources and information on the [Hospitality New Zealand website](https://www.hospitality.org.nz) to help you take the first steps. See the 'our path to a more sustainable future' table for ideas. We're also trialling specific projects with successful actions and outcomes shared across the sector so everyone can benefit from proven solutions. Together, we can build a stronger, more sustainable future for hospitality in Aotearoa.





Value

**Manaakitanga**  
Hospitality

Topic(s)

Sector leadership and advocacy

### **Ōhanga**

Economic prosperity  
and wellbeing

- Financially sustainable business
- Labour practices
- Ethical marketing

### **Whanaungatanga**

Relationships and  
community

- Health, safety and wellbeing
- Healthy communities
- Diversity, inclusion and accessibility

### **Kaitiakitanga**

Guardianship and  
sustainability

- Food waste
- Waste and recycling
- Single-use products
- Energy use
- Carbon emissions



# OUR PATH TO A MORE SUSTAINABLE FUTURE

<b>Manaakitanga</b> Hospitality 
<b>WHAT WE'RE FOCUSING ON</b>
<b>Sector leadership and advocacy</b>
<b>WHAT WE WANT TO ACHIEVE</b>
Showing sector leadership by advocating for industry needs and influencing policy.  Profitability and cost and resource savings.
<b>OUR SUPPORT TO GET THERE</b>
<ul style="list-style-type: none"> <li>Advocate for incentives for using renewable energy sources.</li> <li>Support other organisations already doing relevant work e.g. EAT NZ and a NZ food strategy.</li> <li>Engage in industry forums to drive policy change.</li> </ul>



<b>Ōhanga Economic prosperity and wellbeing</b>		
WHAT WE'RE FOCUSING ON	WHAT WE WANT TO ACHIEVE	OUR SUPPORT TO GET THERE
<b>Financially sustainable business</b>	Improved financial health, increased profitability and business growth.	<ul style="list-style-type: none"> <li>Provide access to financial reports and industry data that educate businesses on market trends, economic impacts, and financial performance.</li> <li>Offer business support services, including advice on financial management, cost control, and profitability.</li> <li>Facilitate networking events and forums where business owners can connect with industry experts, financial advisors and other professionals.</li> </ul>
<b>Labour practices</b>	Fair labour practices, better working conditions, lower turnover rates.	<ul style="list-style-type: none"> <li>Offer access to our advisory helpline, employment resources, and in-house legal expertise.</li> <li>Advocate for policies and regulations that support better working conditions in the hospitality sector.</li> </ul>
<b>Ethical marketing</b>	Honest marketing practices that ensure transparency and protect consumer rights.	<ul style="list-style-type: none"> <li>Develop educational material on ethical marketing, including awareness around gambling and alcohol issues.</li> <li>Provide templates for marketing eco-friendly practices.</li> <li>Highlight member sustainability efforts in case studies and communications.</li> </ul>
<b>Whanaungatanga Relationships and community</b>		
WHAT WE'RE FOCUSING ON	WHAT WE WANT TO ACHIEVE	OUR SUPPORT TO GET THERE
<b>Health, safety and wellbeing</b>	Better workplace safety, mental health support and overall well-being.	<ul style="list-style-type: none"> <li>Provide access to training and resources focused on health and safety practices.</li> <li>Promote programs aimed at improving wellbeing of hospitality workers, including mental health support, stress management resources and initiatives to create a positive work environment.</li> </ul>
<b>Healthy communities</b>	More community engagement, work with local initiatives, improved public health.	<ul style="list-style-type: none"> <li>Work with Healthy Hospo to provide events and workshops.</li> <li>Support localised networking.</li> <li>Offer support for members in the regions.</li> </ul>
<b>Diversity, inclusion and accessibility</b>	Inclusive environments that support a diverse workforce and ensure accessibility.	<ul style="list-style-type: none"> <li>Promoting accessibility and an inclusive hospitality environment.</li> <li>Educating about workplace diversity and accessibility.</li> </ul>
<b>Kaitiakitanga Guardianship and sustainability</b>		
WHAT WE'RE FOCUSING ON	WHAT WE WANT TO ACHIEVE	OUR SUPPORT TO GET THERE
<b>Food waste</b>	Reduce food waste, promote efficient food use, support food donation initiatives.	<ul style="list-style-type: none"> <li>Promote education and practical solutions to manage food waste.</li> </ul>
<b>Waste and recycling</b>	Support businesses in adopting circular models and promoting sustainable practices.	<ul style="list-style-type: none"> <li>Support members with guidance and resources to reduce waste.</li> <li>Run pilot projects in cities to increase recycling, particularly glass.</li> </ul>
<b>Single-use products</b>	Minimise use of single-use items, promote reusable alternatives, reduce plastic waste.	<ul style="list-style-type: none"> <li>Offer guidance to help businesses reduce single-use items.</li> <li>Highlight circular solutions that can save time and money in the long term.</li> </ul>
<b>Energy use</b>	Reduce energy consumption, promote renewable energy, improve energy efficiency. Reduce reliance on gas.	<ul style="list-style-type: none"> <li>Provide guidelines for energy-efficient practices and energy audits.</li> <li>Educate businesses on the link between energy use and carbon emissions.</li> </ul>
<b>Carbon emissions</b>	Reduce carbon emissions and promote low-carbon practices.	<ul style="list-style-type: none"> <li>Help members calculate and monitor their carbon emissions.</li> <li>Set and support members to achieve reduction targets.</li> </ul>





# Vision

**By 2030, the visitor economy helps to enrich the lives of residents, supports our communities to thrive, connects, and protects our cultural heritage, and helps to regenerate our natural assets.**



# An untapped market?

## Overall disability percentage of population



**17%**  
of New Zealanders  
are disabled  
**(851,000)**

## Global Disability Prevalence

**16%**  
of people are disabled





# Solving Capability needs

## Strategic Benefits

- **Up to 1 in 5 working age NZ'ers have access needs** – that's 20% of your potential customers
- Better at engaging with individual stakeholders

## Traditional Reasons



# ClimateWise

Is your business prepared for climate challenges, like rising sea levels or extreme weather? ClimateWise is a free course to help you adapt and build resilience.

[Get started today](#)







## Identifying direct risks

To identify climate-related risks and opportunities, consider how climate hazards could directly impact two key areas within your value chain:



### 1. Staff and customers

Identify risks to the health, safety and well-being of your staff and customers following climate hazards such as extreme heat and flooding. These could include illnesses such as heat stress or injuries to key stakeholders.



### 2. Assets and infrastructure

Identify risks to the assets and infrastructure essential for your business operations, including physical facilities, equipment and inventory. Assess the vulnerability of these assets to climate hazards such as flooding and sea level rise.

## Identifying opportunities

In addition to identifying risks, be proactive in identifying potential opportunities for your business to thrive in a changing climate. Here are two examples:



### Anticipating industry trends

Stay ahead of industry changes by anticipating how climate changes create new market demands or change consumer preferences. For example, increasing awareness of environmental sustainability may drive demand for eco-friendly products and services.



### Efficient resource use

Explore opportunities to reduce costs and enhance efficiency through sustainable practices, such as energy and water conservation, waste reduction and recycling. Embracing renewable energy sources and eco-friendly technologies can also yield long-term benefits for your business.

## Identifying indirect risks (inputs/suppliers)

Indirect risks are risks beyond your business's direct control or ownership. For example, imagine a supplier your business relies on for a key resource experiences operational damage due to a storm.

The inability to source this key resource will directly impact your business if you can't secure another supplier in time. Other examples of indirect risk include outages of key utilities such as internet and power, as well as increases in insurance premiums.

Section	Module	Considerations / Questions
Climate change and you	Climate change essentials	<input type="checkbox"/> How have you been impacted by climate change? <input type="checkbox"/> How has your business and whānau been affected? <input type="checkbox"/> Can you think of some examples where your community has collaborated to overcome a challenge? This could either be a disaster event or related to COVID-19. How did you work together to overcome this challenge? How could some of these learnings be applied when thinking about developing community resilience to climate events?
	Te ao Māori and climate change	<input type="checkbox"/> Have you considered some ways that te ao Māori can support your adaptation planning? <input type="checkbox"/> Have you identified values that you want to include within your adaptation planning? <input type="checkbox"/> Have you considered how you can engage with iwi/hapū through your adaptation planning?
Know your risks	Identifying your risks and opportunities	<input type="checkbox"/> Have you identified current or recent impacts to your business from climate change? <input type="checkbox"/> Do you understand how each climate hazard is projected to change at a high-level? <input type="checkbox"/> Have you identified climate-related risks and opportunities for your staff and customers? <input type="checkbox"/> Have you identified climate-related risks and opportunities for your inputs and outputs? <input type="checkbox"/> Have you identified climate-related risks and opportunities for your assets and infrastructure?
	Assessing your risks and opportunities	<input type="checkbox"/> Do you understand your attitude to risk? <input type="checkbox"/> Have you identified your which climate hazards have the greatest impact to your business? <input type="checkbox"/> Have you reviewed your risks and given each one a clear rating with justification? <input type="checkbox"/> Have you started to identify ways that you can adapt your business to climate change?



# Preparedness?

## Southern Discoveries kits up for earthquakes

18th July 2025 By Staff Reporter | [news@tourismticker.com](mailto:news@tourismticker.com) | [@tourismticker](https://twitter.com/tourismticker)

Milford Sound cruise operator Southern Discoveries has fitted out its entire fleet of vehicles, including five coaches seating up to 250 people, with survival gear specifically designed for major earthquake events.

The company's coach team and senior managers also attended a simulated training exercise near Queenstown this week to familiarise themselves with the life-saving gear they may need in an emergency situation.

"The drill at Wilson's Bay saw staff simulate realistic earthquake scenarios, practising shelter setup and testing rescue tools with the new equipment," the operator said.

Southern Discoveries chief executive Kerry Walker said the delivery of the gear, supplied by The Survival Co, aligned with the company's goal of continuously improving and ensuring safety for guests and staff at all times.





CO<sub>2</sub>





On this page, you will find tools and resources to equip yourself to measure your carbon footprint, understand your environmental responsibility, and identify cost savings and emission reduction strategies.

## MEASURE AND MANAGE YOUR BUSINESS'S CARBON FOOTPRINT



**WHAT IS THE COGO VISTR CARBON  
MANAGER TOOL?**



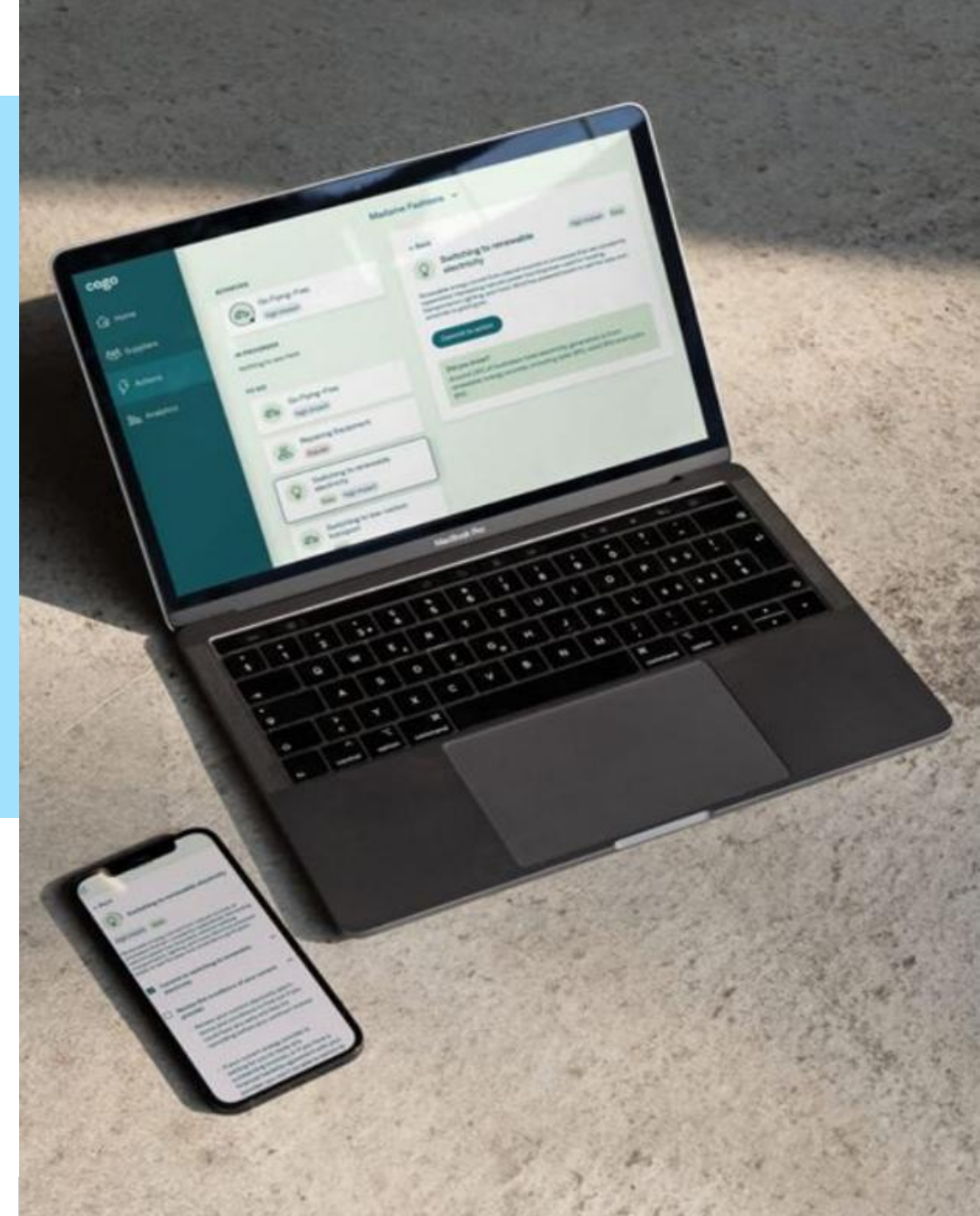
**SIGNING UP & ONBOARDING TO THE  
COGO VISTR CARBON MEASUREMENT  
TOOL**



**FAQ'S**



The Vistr Carbon Manager is a **free** tool for businesses to quickly and easily **measure their carbon** emissions profile, identifying opportunities for **operational efficiencies** that are good for both the **environment** and your **business**.





# Vistr Carbon Manager | Premium Features, Swift Integration

- ✓ Always free to members
- ✓ Easy to use
- ✓ Industry-leading measurement
- ✓ Daily data updates
- ✓ Actionable insights
- ✓ Support from HNZ & Vistr



## Vistr Carbon Manager | Tool Integration for Businesses

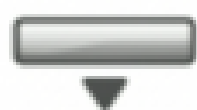
### Onboarding & Business Use

In 4 Simple Steps

Connect



Categorise



Measure



Reduce



### Tool Functionality

How It Works



Business Transactions



Data Enriching



Carbon Footprint Estimation



Wider Hospitality Picture



# STARTING POINT TO REDUCE CARBON



## ENERGY EFFICIENCY

Review where your energy comes from. Switch to renewable energy sources where possible, this will improve energy efficiency in operations and reduce costs in the longer term.



## TRANSPORTATION

Review transportation operations and opt for sustainable transportation where possible. This could include changing to electric vehicles, ride sharing, reducing transport required within your business.



## WASTE REDUCTION

Complete a waste audit of your business and see how you can reduce waste to landfill. This might be through implementing composting, reviewing recycling processes, reviewing supply chain and mitigating waste from the source.



## CARBON COUNTING

Start counting with the Cogo tool to gain an estimate of your business's carbon footprint, and where you can work to directly reduce those emissions.



# WEST COAST CONSERVATION PROJECTS

- 1 Kawatiri Coastal Trail Trust
- 2 Predator Control Partnership
- 3 West Coast Penguin Trust
- 4 Predator Free Te Kinga
- 5 Waitangaroto Nature Reserve
- 6 Okarito Plant Project
- 7 Predator Free South Westland
- 8 Project Early Bird









## WASTE FREE PACKAGING

No more plant mylk cartons! Our mylk bases are packaged in glass jars that can be reused or recycled.

## WASTE FREE PRODUCT

Make up what you need, when you need it. Our mylk bases have a long shelf life too, up to 12 months!

## ALL NATURAL INGREDIENTS

No preservatives, binders or gums.. just simple, real ingredients.

## WHY PAY FOR WATER?

Plant mylks are typically 97-98% water. Our mylk bases are a concentrate, just add your own water!

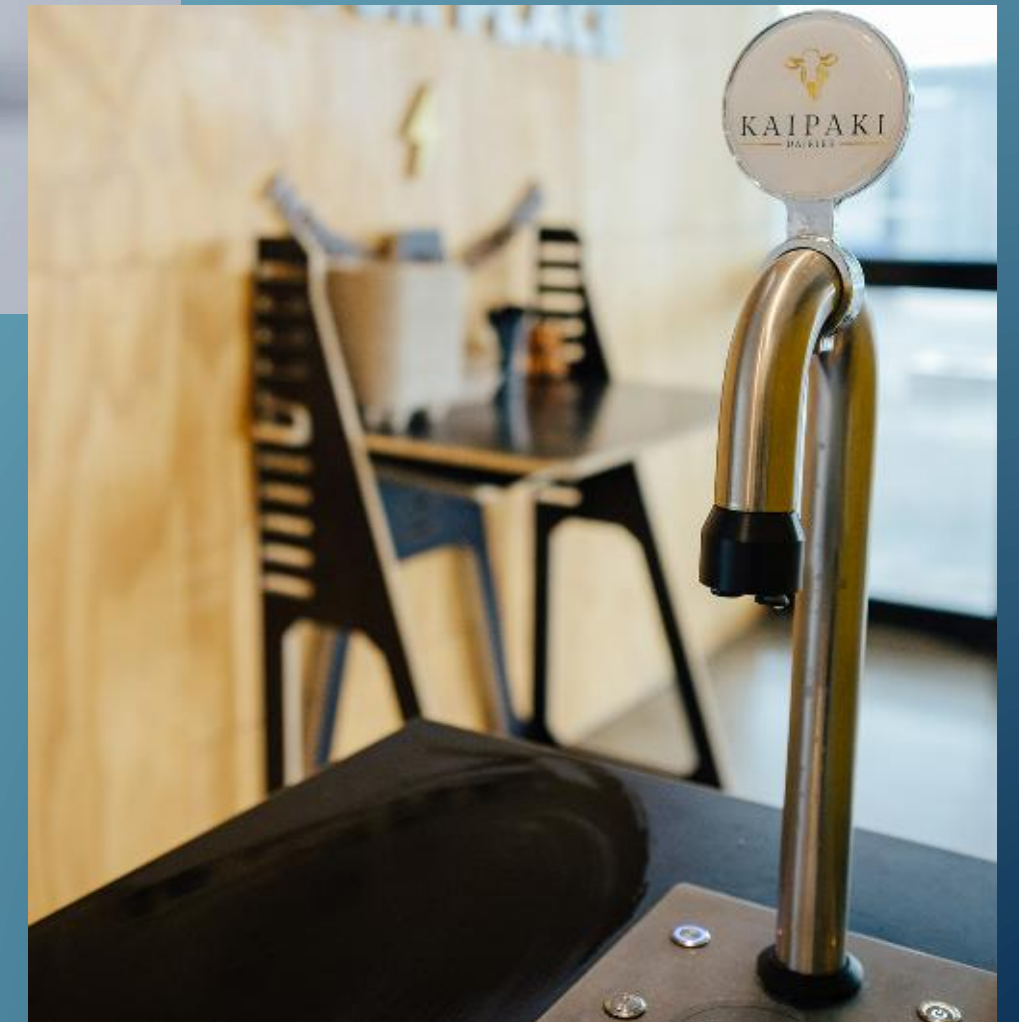
## VALUE





# Hospitality

NEW ZEALAND  
NEW ZEALAND



- No standards around the term biodegradable
- Huge cost to make, transport & dispose of
- Greenwashing if not composted
- Most end up in landfill which creates methane when degrading





# Compostable Packaging



The Original Plant Based Chocolate  
Chunk Cookie - 60g





# Why reduce food waste?

Restaurants waste up to 40% of their food

Food waste contributes to methane emissions (25x more potent than CO<sub>2</sub>!)





# Simple energy reduction strategies

Improve behaviours around:

- Lighting
- Heating / cooling
- Optimize temperatures
- Gas heaters and gas hobs

Hot water usage –Optimal Shower flows

To maximize comfort and to reduce heating and water costs 6-8 litres /minute is sufficient

*Thank you*



SAVE TODAY  
FUTUREPROOF TOMORROW