
Environmental Risk Management Plan and Action Plan

Tourism and Events Queensland

This document has been prepared and is managed by the TEQ Sustainability Team

Last updated: March 2021



Risk Management Plan and ACTION PLAN

Introduction

The following table identifies areas of potential environmental risk and addresses several factors including how likely it is to occur, the potential risk severity, and a risk evaluation scale. In addition to this risk assessment, Tourism and Events Queensland has the following plans in place:

- Environmental Policy – Overarching policy for operating sustainably.
- Waste Management Plan – Details how waste is reduced, managed and disposed of at the TEQ head office.
- Business Continuity Plan – Addresses how the business operates in the event of a major emergency or natural disaster.
- Work Health and Safety Policy – Outlines the safe work environment for TEQ employees.
- Sustainable Team Action Plan document – A work in progress document outlining current actions for staff to implement.
- Procurement Policy – Including preference for purchasing from Queensland suppliers
- Travel policy – to be updated with preferences for sustainable travel and carbon offsetting travel

Potential Impact/s	Risk Minimisation/Mitigation	Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status as of March 2021
Any change to the environment	Strategy	1. Unlikely 2. Possible 3. Likely	1. Minor 2. Moderate 3. Severe	1. Low 2. Moderate 3. High		√ completed ∞ ongoing		Ongoing Complete Underway
Staff environmental awareness		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Risk of ecological harm due to staff actions and lack of awareness	<ul style="list-style-type: none"> • Inclusion of Sustainability info into staff induction program • Environmental initiatives are communicated to all staff (e.g. introduction of new recycling system) through regular updates of sustainability messages via All TEQ Team and regular inclusion in the Weekly Wrap • Staff participation on the Sustainability Team working group (group of approx. 6 staff members) 	Possible	Minor	Low	Raise staff awareness of sustainability in order to minimise risk of ecological harm due to staff actions	<ul style="list-style-type: none"> • 1-2 posts per month • At least 6 staff members on the Sustainability Team (with each department represented) • Inclusion of TEQ's Sustainability initiatives within staff induction 	<ul style="list-style-type: none"> • Prepare and implement a roster for Green Team members to provide relevant content for All Team Check-In, Weekly Wrap and Teams posts • Green Team updates provided in All TEQ Team Check-In, Weekly Wrap and Teams posts throughout the year • Environmental dates added to corporate calendar • Environmental and sustainability initiatives communicated to WHS officer who delivers staff induction • TEQ's sustainability initiatives are included within all staff inductions • Quarterly updates to Directors meetings on committee achievements outcomes and learnings • Quarterly updates to Directors meetings on committee achievements outcomes and learnings 	∞ Ongoing

Potential Impact/s	Risk Minimisation/Mitigation	Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status as of March 2021
Greenhouse Gas Emissions and Air Quality		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Potential ozone depleting substances e.g. refrigeration coolants and air conditioning systems released into the atmosphere	<ul style="list-style-type: none"> Company car (one vehicle for the organisation) is serviced regularly and energy efficient Air conditioners serviced regularly by building maintenance All refrigerators selected based on environmentally friendly credentials Update to Sustainability Policy and/or Travel Policy to reflect minimising travel where possible and offsetting necessary travel 	Likely	Minor	Medium	Minimise the greenhouse gas emissions produced by TEQ as much as possible	<ul style="list-style-type: none"> Use Less Fuel buy car pooling 	<ul style="list-style-type: none"> Investigate carbon offset for travel options for inclusion in TEQ policies Service air conditioning units in TEQ meeting rooms every 3 months Service the TEQ company car regularly 	∞ Ongoing
Energy Conservation		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
TEQ's energy (e.g. electricity) consumption depletes natural resources	<ul style="list-style-type: none"> Staff encouraged to turn off monitors and meeting room lights when not in use Sensor lights installed throughout the office to turn off when no movement in a particular section Energy-efficient bulbs used (by building maintenance) Air conditioning used only when personnel are in the building Use of natural light across entire office where possible All refrigerators are energy efficient Minimum use of television screens Energy-efficient dishwashers used in kitchen areas 	Likely	Moderate	Moderate	Reduce TEQ's annual energy consumption through the use of lighting	<ul style="list-style-type: none"> 10% reduction in energy use by June 2021 	<ul style="list-style-type: none"> Install control system for lighting including sensors and timers; Install LED lights in all areas; Promote use of natural lighting in all public areas. 	∞ Ongoing
Fresh water use and waste water		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
TEQ's water consumption and release of wastewater into the environment contributes to the depletion of freshwater resources	<ul style="list-style-type: none"> Business continuity and disaster management plans are in place in case of an accidental and emergency situation regarding fresh and waste water Connected to Brisbane City water Water-efficient tapware and low flow toilets installed Water conservation signage posted in kitchens Dishwashers are energy and water efficient – staff advised to use the Eco cycle only 100% of wastewater is connected to the sewerage treatment plant No storm water monitoring or separating currently exists 	Likely	Minor	Low	Conserve consumption of fresh water resources	<ul style="list-style-type: none"> 10% reduction by June 2021 	<ul style="list-style-type: none"> Maintain TEQ's water consumption initiatives incl. low flow taps and toilets Monitor TEQ's annual water use 	∞ Ongoing

Potential Impact/s	Risk Minimisation/Mitigation	Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status as of March 2021
Source of products		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
Detrimental damage to the environment due to paper usage and manufacture of the products used as TEQ merchandise	<ul style="list-style-type: none"> Small amounts of merchandise used for specific purposes only Merchandise is purchased with a preference for locally made produce by authorised vendors Staff encouraged to sign documents electronically to reduce paper usage 	Unlikely	Minor	Low	Ensure products used are as sustainable as possible	<ul style="list-style-type: none"> Use 100% recycled paper for internal printing Reduction in printing by 10% YOY 	<ul style="list-style-type: none"> Introduce sustainable items into the merchandise suite Investigate glass keep-cups Sourcing gifts from Queensland Use 100% recycled paper for internal printing Continue to encourage the use of electronic signatures instead of printing and scanning	Completed and ∞ Ongoing
Waste generation and minimisation		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
TEQ's volume of solid waste to landfill impacts the environment	<ul style="list-style-type: none"> Recycling programs in place for paper and cardboard; plastic, aluminium, glass; batteries and e-waste Composting program in place for food scraps Containers for Change program in place for recycling appropriate containers and donating funds to charity Waste disposal organised by building maintenance Purchasing policy in place to assess the need for new items Packaging minimised on office consumables where possible 	Likely	Moderate	Moderate	Minimise the quantity of waste to landfill	<ul style="list-style-type: none"> 10% reduction by Jun 2021 	<ul style="list-style-type: none"> Continue to promote and encourage the Reduce, Reuse and Recycle Program in place at TEQ Promote correct recycling behaviour through regular communications about which recycling program to use Conduct a waste audit to verify the amounts of waste TEQ generates 	∞ Ongoing
Social and cultural impacts		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
Risk of tourism causing adverse social effects on local communities in Queensland	<ul style="list-style-type: none"> Social indicators research undertaken throughout Queensland to understand current perceptions and sentiment. Social responsibility included in sustainability action plan to raise staff awareness Implementation of TEQ's Reflect-level RAP (Jul 2021-July 2022) increases staff cultural awareness 	Possible	Moderate	Moderate	Increase TEQ's social responsibility including cultural awareness	<ul style="list-style-type: none"> Approval of RAP or integration of TEQ in the Whole of Government (Queensland) RAP 	<ul style="list-style-type: none"> Reconciliation initiatives such as Acknowledgement of Country included on TEQ emails and website Support the development of TEQ's Innovate level Reconciliation Action Plan (RAP) Promote indigenous products and suppliers, as well as suggested reading, social media and experiences to consume to increase cultural awareness Promote Queensland-based merchandise and mementos via the Memento Procurement Guide in Industry News Year of Indigenous Tourism 2021 (TBC exact initiatives) 	∞ Ongoing

Potential Impact/s	Risk Minimisation/Mitigation	Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status as of March 2021
Harmful Substances		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Risk of detrimental damage to the environment due to harmful substances e.g. polluting waterways from a chemical spill or leakage from chemicals in storage	<ul style="list-style-type: none"> Minimal harmful substances kept on site and always stored in appropriate areas Spill kits kept in kitchen areas for immediate access for potential harmful substances Chemical register kept at Reception and MSDS (material safety data sheets) maintained on the Environmental page on TEQ's intranet 	Unlikely	Minor	Low	Minimise the likelihood of chemicals in the environment	Review chemical register annually Zero instances of staff/visitors being harmed by chemicals	<ul style="list-style-type: none"> Record all harmful substances in the Chemical Register Review the Chemical Register every 3 months and report outcomes to the WHS Committee Maintain the MSDS (material safety data sheets) on the Lobby re. how to dispose correctly of any substances 	∞ Ongoing
Wildlife Interaction		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Risk of TEQ promoting tourism operators and experiences that cause disturbance and/or detrimental damage to local wildlife, resulting in reputational damage to TEQ	<ul style="list-style-type: none"> TEQ does not directly handle or interact with wildlife. Tourism operators must comply with the Exhibited Animals Act and other regulations. TEQ will consider the ethical treatment of animals by tourism operators and experiences before inclusion in campaigns and promotions 	Likely	Minor	Moderate	Minimise any detriment to individual animals or species	Zero complaints received about wildlife interactions in Queensland	Proposed guidelines for promotion of ethical wildlife tourism to be presented to Exec for endorsement in Oct/Nov 2021.	Underway

Statement of Intent:

TEQ acknowledges that its operations have an impact on the environment and recognises that all staff have a responsibility to play their part in reducing our environmental impact.

We will work toward this by:

- Developing effective waste management and recycling practices
- Promoting and encouraging sustainable procurement practices
- Minimising carbon emissions and conserving natural resources for future generations through improvements in energy efficiency
- Increasing awareness of environmental responsibility among
- Considering environmental factors in facilities management
- Striving to continually improve our environmental performance

Sustainability Team

Current Members 2020-2021			
Name	Team	Department	Notes
Keith Phillips	Project Leader ICT	Coproate	Chair
Diana Mulholland	Partnerships Specialist	Events	
Kelly Reynolds	Planning Specialist	Corporate	
Sophie Black	Lifestyle Events Leader	Events	
Laurel Rigoni	Sports Events - Leader	Events	
Amanda Zaryc	Procurement & Facilities Specialist	Corporate	Coordinator
Henry Tuttiet	Media and Communicaions Director	Corporate	
John Drummond Montgomery	Events Group Executive	Events	
Rebecca Sykes	Website and Emails Platform Leader	Marketing	
Brendan Power	Finance Serices Leader	Corporate	