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# 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 2020



# 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 (TBC)
- 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 2020
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"> <li>• Regular updates on staff intranet via All TEQ TEAM on <i>MS Teams</i> with sustainability messages</li> <li>• Regular inclusion from Sustainability Team into weekly staff newsletter</li> <li>• Key dates relating to environmental, social and cultural sustainability added to staff corporate calendar</li> <li>• Environmental initiatives are communicated clearly to all staff (e.g. introduction of new recycling system)</li> <li>• Staff participation on the Sustainability Team working group (group of approx. 6 staff members)</li> <li>• Inclusion of Sustainability into staff induction program</li> </ul>	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"> <li>• 1-2 posts per month</li> <li>• At least 6 staff members on the Sustainability Team (with each department represented)</li> <li>• Inclusion of TEQ's Sustainability initiatives within staff induction</li> </ul>	<ul style="list-style-type: none"> <li>• Roster of staff to provide Weekly Wrap and Teams content</li> <li>• Environmental dates added to corporate calendar each year</li> <li>• Ensure latest initiatives are communicated to WHS officer who delivers staff induction</li> </ul>	Ongoing
Greenhouse Gas Emissions and Air Quality		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Potential ozone depleting substances released into the atmosphere	<ul style="list-style-type: none"> <li>• Company car (1 vehicle for the organisation) is serviced regularly and energy efficient</li> <li>• Air conditioners serviced regularly by building maintenance</li> <li>• All refrigerators recently upgraded to most environmentally friendly option</li> <li>• <b>Update to Travel Policy to reflect minimising travel where possible and offsetting necessary travel</b></li> </ul>	Likely	Minor	Low	Minimise the greenhouse gas emissions produced by TEQ as much as possible	<ul style="list-style-type: none"> <li>• <b>This needs a travel - related target</b></li> </ul>	<ul style="list-style-type: none"> <li>• Investigate carbon offset for travel options for inclusion in TEQ policies</li> <li>• Service air conditioning every 3 months in meeting rooms in addition to building maintenance</li> <li>• Service vehicle regularly</li> <li>• *TBC upon consultation with TEQ Exec</li> </ul>	Ongoing
Energy Conservation		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status

Potential Impact/s	Risk Minimisation/Mitigation	Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status as of March 2020
Energy through electricity use depletes natural resources	<ul style="list-style-type: none"> <li>Turn-off lights policy in place for meeting rooms</li> <li>Lights not left on overnight</li> <li>Staff encouraged to turn off monitors when not in use</li> <li>Energy-efficient bulbs used (by building maintenance)</li> <li>Air conditioning used only when personnel are in the building</li> <li>Use of natural light across entire office where possible</li> <li>All refrigerators recently upgraded and energy efficient</li> <li>Minimum use of television screens</li> <li>Energy-efficient dishwashers used in kitchen areas</li> </ul>	Likely	Moderate	Moderate	Reduce annual energy consumption through use of lighting	<ul style="list-style-type: none"> <li>10% reduction in energy use by June 2020</li> </ul>	<ul style="list-style-type: none"> <li>Install control system for lighting including sensors and timers;</li> <li>Install LED lights in all areas;</li> <li>Signage for switching off lights when not in use;</li> <li>Promote use of natural lighting in all public areas.</li> </ul>	Ongoing
Fresh water use and waste water		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
Depletion of freshwater resources, and volume and character of wastewater into the environment	<ul style="list-style-type: none"> <li>Connected to Brisbane City water – approved by the relevant government authority</li> <li>Dishwashers purchased for the staff kitchens are energy and water efficient – staff advised to use the shortest cycle only.</li> <li>No storm water monitoring or separating currently exists</li> <li>100% of wastewater is connected to the sewerage treatment plant</li> <li>Accidental and emergency situations have been considered with fresh and waste water use</li> </ul>	Likely	Minor	Low	Conserve consumption of fresh water resources	<ul style="list-style-type: none"> <li>10% reduction by June 2020</li> </ul>	<ul style="list-style-type: none"> <li>Continue to monitor water use</li> </ul>	Ongoing
Source of products		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
Detrimental damage due to manufacture of products used as merchandise and paper usage	<ul style="list-style-type: none"> <li>Merchandise is purchased with a preference for locally made produce by authorised vendors</li> <li>Small amounts of merchandise used for specific purposes only</li> <li>Removal of printer with communication on reduction of paper usage and ability to sign documents electronically to reduce printing</li> </ul>	Unlikely	Minor	Low	Ensure products used are as sustainable as possible	<ul style="list-style-type: none"> <li>Use 100% recycled paper for internal printing</li> <li>Reduction in printing by 10% YOY</li> </ul>	<ul style="list-style-type: none"> <li>Introduce sustainable items into the merchandise suite</li> <li>Investigate glass keep-cups</li> <li>Sourcing gifts from Queensland</li> <li>Staff training on using electronic signatures instead of printing and scanning.</li> </ul>	Completed and ongoing
Waste generation and minimisation		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
Volume of waste to landfill impacts the environment	<ul style="list-style-type: none"> <li>Recycling program in place for paper and cardboard</li> <li>Recycling program in place for plastic, aluminium, glass etc.</li> <li>Recycling program in place for batteries and e-waste</li> <li>Composting program in place for food scraps</li> <li>Containers for Change program in place for recycling appropriate containers and donating any funds to charity</li> <li>Waste disposal organised by building maintenance</li> <li>Purchasing policy in place to assess the need for new items</li> <li>Packaging minimised on office consumables where possible</li> <li>Accidental and emergency situations have been considered with waste generation and minimisation</li> </ul>	Likely	Moderate	Moderate	Minimise the quantity of waste to landfill	<ul style="list-style-type: none"> <li>10% reduction by Jun 2020</li> </ul>	<ul style="list-style-type: none"> <li>Reduce, Reuse and Recycle Program in place</li> <li>Ongoing communication required about which recycling program to use to encourage correct behaviour.</li> <li>Waste audit to verify amounts of waste (possibly annual)</li> </ul>	Ongoing
Social and cultural impacts		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Staus
Adverse social effects on local communities	<ul style="list-style-type: none"> <li>Tourism surveys are undertaken in local Queensland communities for perception of tourism effects. Appropriate responses provided</li> </ul>	Possible	Moderate	Moderate	Increase TEQ's social responsibility including cultural awareness	<ul style="list-style-type: none"> <li>Approval of RAP or integration of TEQ in the Whole of</li> </ul>	<ul style="list-style-type: none"> <li>Reconciliation initiatives such as acknowledgement of country on emails/website</li> </ul>	Underway

Potential Impact/s	Risk Minimisation/Mitigation	Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status as of March 2020
	<ul style="list-style-type: none"> <li>Including social responsibility in action plan for positive initiative for staff awareness</li> <li>Cultural awareness training 2020</li> </ul>					Government (Queensland) RAP	<ul style="list-style-type: none"> <li>Guidelines + Fact sheets for acknowledgement of country/welcome to country developed</li> <li>Promote ethical product ranges to staff via Weekly Wrap</li> <li>Promote Queensland-based merchandise and mementos via the Memento Procurement Guide in Industry News.</li> <li>Year of Indigenous Tourism 2020 (TBC exact initiatives)</li> </ul>	
Harmful Substances		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Detrimental damage due to harmful substances	<ul style="list-style-type: none"> <li>Minimal harmful substances kept on site and always stored in appropriate areas</li> <li>Spill Kits kept in kitchen areas for immediate access for potential harmful substances</li> <li>Chemical register kept at Reception</li> </ul>	Unlikely	Moderate	Moderate	Minimise the likelihood of chemicals in the environment	Review chemical register annually Zero instances of staff/visitors being harmed by chemicals	Record all harmful substances and chemicals, including how to dispose correctly of any substances	Completed
Wildlife Interaction		Likelihood	Severity	Risk Evaluation	Objective	Target	Action	Status
Detrimental damage to wildlife	TEQ does not handle or interact with wildlife, however needs to consider the promotion of tourism operators who do.	Likely	Minor	Moderate	Minimise any detriment to individual animals or species	TBC	Discussion paper to be presented to the TEQ board on appropriate handling of wildlife and promotion of attractions that include this as part of tourism offering.	Not yet started

Areas deemed not applicable to our office-based business:

- Erosion and Siltation
- Storm water
- Ecosystem disturbance

## 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

Team members at inception (Dec 2015) include:

- Brendan Power
- Amanda Zaryc
- Diana Mulholland
- Laurel Rigoni
- Iman Behzadian
- Sophie Black
- Lachie Rogers

Current Members 2019 - 2020			
Name	Team	Department	Notes
Lizzie Weigh	Experience Strategy Leader	Marketing	Chair
Diana Mulholland	Partnerships Specialist	Partnerships	
Kat Morton	Strategic Partnerships Leader	Partnerships	
Scott Russell	Aviation & Trade Specialist	Partnerships	
Sophie Black	Lifestyle Events Leader	Events	
Laurel Rigoni	Sports Events - Leader	Events	
Amanda Zaryc	Procurement & Facilities Specialist	Corporate	Coordinator
Henry Tuttiet	Media and Commuicaions Director	Corporate	
John Drummond Montgomery	Events Group Executive	Events	
Jess Ward	Media and Partnerships Leader	Marketing	
Brendan Power	Finance Serices Leader	Corporate	
Steve Allen	Information Technology Services Director	Corporate	

For feedback on our Risk Management and Action Plan, please email [green.team@queensland.com](mailto:green.team@queensland.com)