

SUSTAINABILITY REPORT 2025

PREPARED FOR PIHOPA RETREAT





AGENDA

01\ NAU MAI - WELCOME FROM THE OWNERS

02\ ABOUT PIHOPA RETREAT

03\ OUR SUSTAINABILITY APPROACH

04\ HEALTH & SAFETY

05\ BUSINESS SYSTEMS & GOVERNANCE (MANA WHAKAHAERE)

06\ ENVIRONMENT (TE TAIAO)

07\ PEOPLE (TE TANGATA)

08\ COMMUNITY & CULTURE (HAPORI ME TE AHUREA)

09\ SUMMARY OF 2025/26 SUSTAINABILITY GOALS

EVERYTHING WE DO AT PIHOPA RETREAT HAS THE AIM OF HAVING AS LOW AN IMPACT AS POSSIBLE ON OUR SURROUNDINGS TO ENSURE THAT IT STAYS BEAUTIFUL FOR THE VISITORS OF THE FUTURE.



Pihopa  Retreat

NAU MAI



KIA ORA,

AT PIHOPA RETREAT, WE ARE PRIVILEGED TO CARE FOR A VERY SPECIAL CORNER OF WHAKATŪ NELSON - SIX SPACIOUS SUITES SET IN 5.5 ACRES OF GARDENS, AT THE FOOT OF THE GRAMPIANS AND JUST MINUTES FROM THE CITY.

EVERY DAY WE SEE HOW MUCH THIS PLACE MEANS TO OUR GUESTS, OUR TEAM AND OUR WIDER COMMUNITY.

OVER THE PAST YEAR WE'VE CONTINUED TO ASK OURSELVES A SIMPLE QUESTION: HOW CAN WE DELIVER AN EXCEPTIONAL, DEEPLY PERSONAL LUXURY EXPERIENCE WHILE LEAVING AS LIGHT A FOOTPRINT AS POSSIBLE?

THIS REPORT IS OUR ANSWER - A SNAPSHOT OF WHERE WE ARE NOW, WHAT WE ALREADY DO WELL, AND WHERE WE ARE PUSHING OURSELVES TO GO FURTHER.

NGĀ MIHI NUI,
SARAH & SAM MELLOR
OWNERS, PIHOPA RETREAT



HIGHLIGHTS FROM THE LAST 12 MONTHS INCLUDE:

- CONTINUING TO OPERATE AS A CARBON-POSITIVE RETREAT, MEASURING OUR FOOTPRINT AND FUNDING MORE THAN WE EMIT THROUGH NATIVE FOREST REGENERATION PROJECTS, INCLUDING RESTORATION OF THE PAKURA STREAM.
- PLANTING A NATIVE TREE FOR EVERY STAY, AND EXPANDING OUR ONSITE PLANTING PROGRAMME TO STRENGTHEN HABITAT FOR BIRDS AND INSECTS.
- FURTHER EMBEDDING SAFE365 AND OUR HEALTH & SAFETY SYSTEMS ACROSS THE TEAM, WITH TOOLBOX TALKS, INCIDENT REPORTING, AND ONGOING TRAINING.
- UPDATING OUR HR AND INDUCTION PROCESSES TO FOCUS ON WELLBEING, MENTAL HEALTH AND FAIR WORK PRACTICES.
- DEEPENING RELATIONSHIPS WITH LOCAL GROWERS, ROASTERS, WINEMAKERS AND MAKERS SO MORE OF WHAT OUR GUESTS ENJOY IS PRODUCED IN TE TAUIHU (TOP OF THE SOUTH ISLAND & AOTEAROA).
- SHARING OUR STORY THROUGH NATIONAL AND INTERNATIONAL RECOGNITION, INCLUDING CONDE NAST READERS' CHOICE AWARDS AND TRIPADVISOR "BEST OF THE BEST" STATUS - PROOF THAT SUSTAINABILITY AND LUXURY CAN ABSOLUTELY GO HAND IN HAND.



WE KNOW THERE IS MORE TO DO. IN THE YEAR AHEAD WE WILL:

- REFRESH OUR CARBON CALCULATIONS AND REDUCTION PLAN,
- FORMALISE A SUSTAINABILITY ACTION PLAN ACROSS THE QUALMARK PILLARS,
- COMPLETE A REFORESTATION PROGRAMME PLANTING 3000 NATIVE TREES ON THE PROPERTY
- CONTINUE TO LISTEN - TO OUR TEAM, OUR GUESTS, MANA WHENUA, NEIGHBOURS AND PARTNERS - ABOUT HOW PIHOPA RETREAT CAN CONTRIBUTE POSITIVELY TO THIS PLACE WE CALL HOME.

ABOUT PIHOPA RETREAT



THE PROPERTY

- LOCATION: 225 WAIMEA ROAD, NELSON, AOTEAROA NEW ZEALAND
- BOUTIQUE LUXURY RETREAT WITH SIX SELF-CONTAINED SUITES IN VILLA-STYLE BUILDINGS
- SETTING: 5.5 ACRES OF LANDSCAPED GARDENS, HERITAGE TREES, VEGETABLE BEDS, ORCHARD PLANTINGS AND LAWN AREAS
- FACILITIES:
 - SUITES WITH SEPARATE LOUNGE, BEDROOM, BALCONIES AND LARGE BATHROOMS WITH RAIN SHOWERS AND SPA/JACUZZI BATHS AND BALCONIES
 - THE CHAPEL - BREAKFAST AND SMALL-EVENT SPACE
 - OUTDOOR POOL AND SPA, WALKING PATHS AND QUIET SEATING AREAS
 - EV CHARGING AVAILABLE FOR GUESTS

OUR EXPERIENCES & SERVICES

- CHEF-PREPARED BREAKFAST IN THE CHAPEL, FEATURING LOCAL PRODUCE AND HOMEMADE ITEMS.
- EVENING DRINKS AND CANAPÉS, HIGHLIGHTING NELSON TASMAN WINES AND ARTISAN PRODUCTS.
- THOUGHTFUL IN-ROOM AMENITIES, INCLUDING AFTERNOON TEA, LOCAL TREATS AND REFILLABLE BATHROOM PRODUCTS.
- ONSITE AMMEN ITIES, INCLUDING HEATED SWIMMING POOL, SPA TREATMENTS, HOT TUB, BICYCLE USE, PETANQUE COURT & CROQUET LAWN
- CONCIERGE SUPPORT FOR HIKING, CYCLING, ART, WINE AND FOOD EXPERIENCES ACROSS NELSON, TASMAN AND THE NATIONAL PARKS.



OUR STAKEHOLDERS

- OWNERS: SARAH AND SAM MELLOR
- DIRECTOR: SARAH MELLOR
- TEAM: HOUSEKEEPING, KITCHEN, GUEST SERVICES, GARDENING AND MAINTENANCE TEAMS
- GUESTS: DOMESTIC AND INTERNATIONAL VISITORS SEEKING SMALL, INTIMATE, HIGH-SERVICE ACCOMMODATION
- SUPPLIERS: LOCAL FOOD & BEVERAGE PRODUCERS, WINEGROWERS, TRADES, ARTISANS
- COMMUNITY: NELSON RESIDENTS, NEIGHBOURS, TOURISM PARTNERS AND REGIONAL ORGANISATIONS
- REGULATORS & PARTNERS: QUALMARK, TOURISM INDUSTRY AOTEAROA, B&B ASSOCIATION, NELSON CITY COUNCIL, ITOS, IBOS, INSURERS AND H&S PARTNERS



OUR SUSTAINABILITY APPROACH

OUR VISION
TO BE AOTEAROA'S MOST LOVED
SMALL LUXURY RETREAT, KNOWN
FOR GENUINE CARE, DEEP
CONNECTIONS TO PLACE AND
PEOPLE, AND AN UNWAVERING
COMMITMENT TO OPERATING IN A
WAY THAT IS REGENERATIVE - NOT
EXTRACTIVE.





GUIDING VALUES

- MANAAKITANGA - CARE AND HOSPITALITY
 - WELCOMING GUESTS AS WE WOULD VISITORS TO OUR HOME, WITH GENEROSITY AND ATTENTION TO DETAIL.
- KAITIAKITANGA - GUARDIANSHIP
 - TAKING RESPONSIBILITY FOR OUR LAND, WATER, BIODIVERSITY AND CLIMATE FOOTPRINT.
- WHANAUNGATANGA - RELATIONSHIPS
 - BUILDING LONG-TERM, TRUST-BASED RELATIONSHIPS WITH GUESTS, STAFF, SUPPLIERS AND COMMUNITY PARTNERS.
- EXCELLENCE
 - CONTINUALLY RAISING THE BAR ON SERVICE, SAFETY AND SUSTAINABILITY, INSPIRED BY WORLD-CLASS HOTELS YET GROUNDED IN OUR OWN PERSONALITY.



FRAMEWORK & STANDARDS

WE ALIGN OUR WORK WITH:

- QUALMARK SUSTAINABLE TOURISM BUSINESS CRITERIA ACROSS THE PILLARS OF HEALTH & SAFETY, ENVIRONMENT, PEOPLE, COMMUNITY & CULTURE, AND BUSINESS SYSTEMS.
- TOURISM INDUSTRY AOTEAROA'S TOURISM SUSTAINABILITY COMMITMENT AND ITS 12 COMMITMENTS.
- NEW ZEALAND HEALTH & SAFETY LEGISLATION AND BEST PRACTICE.
- OUR OWN INTERNAL SUSTAINABILITY ACTION PLAN AND KPIS

OUR APPROACH





A black and white photograph of a desk. On the desk is a lamp with a glass globe, a notebook with binoculars resting on it, a magnifying glass, and a pen. A business card for 'Phopa Retreat' is also visible on the notebook. The background shows a wooden chair.

HEALTH & SAFETY

OVERVIEW

THE SAFETY OF OUR GUESTS, TEAM, CONTRACTORS AND VISITORS IS NON-NEGOTIABLE. AS A SMALL PROPERTY, WE CAN RESPOND QUICKLY TO RISKS, MAINTAIN HIGH STANDARDS OF CLEANLINESS AND MAINTENANCE, AND ENSURE EVERY TEAM MEMBER UNDERSTANDS THEIR RESPONSIBILITIES.

SYSTEMS & PROCESSES

- HEALTH & SAFETY POLICY ENDORSED BY THE OWNER AND REVIEWED ANNUALLY AND REVIEWED BY INDEPENDENT SPECIALIST EVERY 2ND YEAR.
- USE OF SAFE365 TO MANAGE OUR H&S SYSTEM, TRACK ACTIONS AND EVIDENCE COMPLIANCE.
- HAZARD & RISK REGISTER COVERING:
 - SLIPS, TRIPS, FALLS AND POOL SAFETY
 - MACHINERY AND CHEMICAL USE (GARDENING, CLEANING)
 - FIRE SAFETY, GAS AND ELECTRICAL SYSTEMS
 - LONE WORKING, FATIGUE AND MANUAL HANDLING
- EMERGENCY MANAGEMENT PLAN INCLUDING:
 - FIRE, EARTHQUAKE AND SEVERE WEATHER RESPONSE
 - MEDICAL EMERGENCIES AND FIRST AID RESPONSE
 - EVACUATION PROCEDURES, ASSEMBLY POINTS AND GUEST INSTRUCTIONS
- CONTRACTOR MANAGEMENT:
 - CONTRACTOR INDUCTION SHEET AND SIGN-IN PROCESS
 - REQUIREMENT FOR APPROPRIATE QUALIFICATIONS, INSURANCES AND SAFETY PROCEDURES
- TRAINING:
 - INDUCTION TRAINING FOR ALL STAFF INCLUDING HAZARD AWARENESS, INCIDENT REPORTING AND EMERGENCY PROCEDURES
 - TOOLBOX TALKS DURING THE SEASON ON TOPICS SUCH AS CHEMICAL HANDLING, PPE, MENTAL WELLBEING AND FATIGUE
- MONITORING:
 - REGULAR INSPECTIONS OF SMOKE ALARMS AND FIRE EXTINGUISHERS BY AN INDEPENDENT SPECIALIST
 - POOL AND SPA TESTING AND DOCUMENTED CHECKS BY AN INDEPENDENT SPECIALIST
 - INCIDENT AND NEAR-MISS REPORTING, WITH CORRECTIVE ACTIONS TRACKED THROUGH SAFE 365



2024/25 INITIATIVES & HIGHLIGHTS

- | | |
|---|---|
| <ul style="list-style-type: none">• Refreshed staff induction materials in a digital format, to be clearer and more visual, Cloud based enabling easy updates and 24/7 access for staff. | <ul style="list-style-type: none">• Signage installed throughout the property reinforces awareness for both guests and staff, handrails and anti-slip grit paint added to all stairs and high-traffic areas to prevent incidents. |
| <ul style="list-style-type: none">• Introduced a wellness questionnaire to gauge staff stress, workload and support needs. | <ul style="list-style-type: none">• Security enhancements include 15 CCTV cameras and an electrified boundary ensuring guest and staff safety at all times |
| <ul style="list-style-type: none">• Updated emergency contacts list and displayed it in key back-of-house locations. | <ul style="list-style-type: none">• Guest safes in each room support guest security and peace of mind. |
| <ul style="list-style-type: none">• Introduced Safe365 online app for all Health & Safety hazard, risk & incident reporting | <ul style="list-style-type: none">• Health & Well being Policy incorporated into the induction program and available 24/7 through the online team portal, outlining our commitment to physical and mental wellbeing, communication and work-life balance. |
| <ul style="list-style-type: none">• Completed the Health & Safety Essentials for Small Business Course through the NCC, ensuring leadership maintains current, professional H&S competency. | <ul style="list-style-type: none">• Flexible rostering where possible |
| <ul style="list-style-type: none">• Public Liability Insurance and external WorkSafe Smart consultancy reviews demonstrate governance accountability and independent oversight. | |



2025/26 HEALTH & SAFETY GOALS

- Ensure staff hold or refresh first aid certification within the next 12 months.
- Ensure all team are trained on the use of Safe 365 for near-miss reporting and review trends quarterly.
- Regularly update the in-room safety guide (earthquake, fire, pool, spa and local hazards).
- Include mental health and fatigue management as standard topics in performance catch-ups.



BUSINESS SYSTEMS & GOVERNANCE (MANA WHAKAHAEERE)

RESPONSIBLE GOVERNANCE

- OWNER-OPERATED STRUCTURE WITH CLEAR DECISION-MAKING AND ACCOUNTABILITY.
- CONTINUOUS INSIGHT GATHERING THROUGH REGULAR REVIEW OF:
 - FINANCIAL PERFORMANCE, COMPANY ACTION PLAN & KPI'S
 - HEALTH & SAFETY REPORTS
 - GUEST FEEDBACK (ONLINE REVIEWS, LEAVING QUESTIONNAIRES, DIRECT FEEDBACK, AGENT REPORTS)
 - SUSTAINABILITY METRICS (ENERGY, WASTE, PURCHASING WHERE DATA IS AVAILABLE).
 - TOURISM SUSTAINABILITY COMMITMENT ACTION PLAN
- STRONG AGENT RELATIONSHIP & PROFESSIONAL CHANNEL COMMUNICATION
 - PROFESSIONAL SOCIAL MEDIA MANAGEMENT
- STRATEGIC BALANCE OF GUEST MIX, CREATING RESILIENCE AND MINIMISING RELIANCE ON ANY SINGLE MARKET SEGMENT, SUPPORTING LONG TERM SUSTAINABILITY



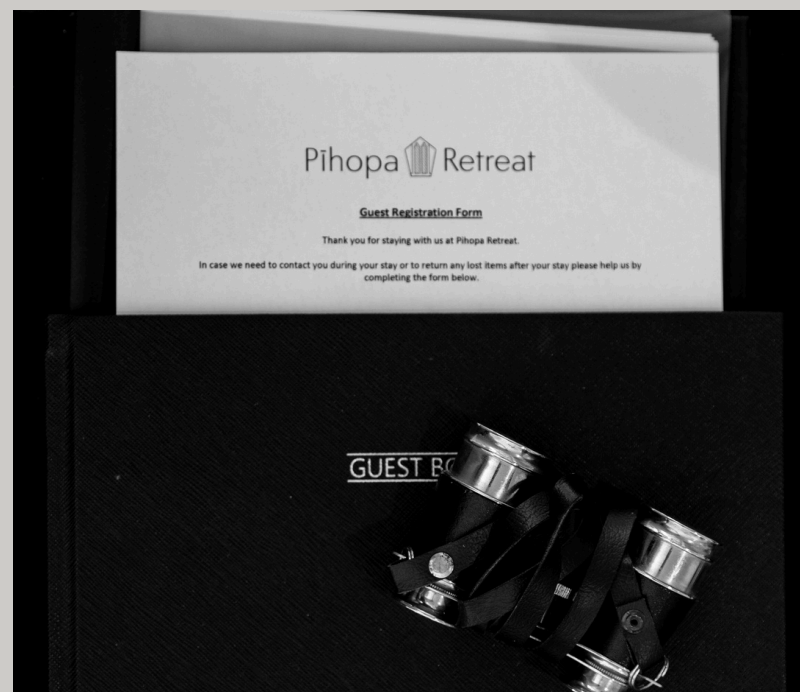


RISK MANAGEMENT & COMPLIANCE

- INSURANCE COVERAGE THAT REFLECTS OUR SCALE AND UNIQUE HERITAGE TREES/BUILDINGS.
- RECENTLY ADDED BUSINESS INTERRUPTION INSURANCE.
- DOCUMENTED POLICIES FOR:
 - PRIVACY AND DATA HANDLING
 - COMPLAINTS AND FEEDBACK
 - STAFF CONDUCT, CONFIDENTIALITY AND SOCIAL MEDIA USE
- PARTICIPATION IN QUALMARK ASSESSMENTS AND OTHER EXTERNAL REVIEWS TO BENCHMARK PERFORMANCE.

SUSTAINABLE PROCUREMENT

- PRIORITISING LONG-LIFE, REPAIRABLE ASSETS AND PREVENTATIVE MAINTENANCE TO REDUCE WASTE.
- USING TOTAL COST OF OWNERSHIP (NOT JUST UPFRONT PRICE) WHEN CHOOSING EQUIPMENT LIKE APPLIANCES, LIGHTING AND HEATING.
- PREFERRING SUPPLIERS WHO:
 - ARE LOCAL AND/OR NZ-OWNED
 - DEMONSTRATE ENVIRONMENTAL OR SOCIAL CREDENTIALS
 - MINIMISE UNNECESSARY PACKAGING



2025/26 BUSINESS SYSTEM GOALS

- UPDATE THE SUSTAINABILITY ACTION PLAN & KPI'S COVERING ALL QUALMARK PILLARS.
- MAP KEY SUPPLIERS AND IDENTIFY OPPORTUNITIES TO INCREASE LOCAL/REGIONAL AND MĀORI-OWNED PURCHASING.
- REVIEW AND UPDATE THE HR HANDBOOK TO EMBED SUSTAINABILITY, WELLBEING AND DEI COMMITMENTS.
- LOOK INTO NEW OPPORTUNITIES TO PROMOTE PIHOPA RETREAT - THROUGH TRADE SHOWS SUCH AS LUX EXPERIENCE OR KIWILINK
- CONTINUE TO LOOK FOR OPPORTUNITIES TO GET EXPOSURE THROUGH INFLUENCERS
- ENSURE CONSISTENT BRAND VOICE, TONE AND VISUAL IDENTITY IS KEPT ACROSS ALL PLATFORMS
- USE ADVANCED ANALYTICS TO OPTIMISE POSTING SCHEDULES, AUDIENCE TARGETING AND ENGAGEMENT
- CONTINUED STRUCTURED MARKET RESEARCH THROUGH ANNUAL VISITS OF LEADING LODGES IN AOTEAROA

AWARDS & RECOGNITIONS FOR 2025

CONDÉ NAST TRAVELER READERS' CHOICE AWARDS (AUSTRALIA &
SOUTH PACIFIC - TOP RESORTS)
#2 NZ; #7 AUSTRALASIA
LISTED AMONG TOP 20 RESORTS 2025.

CONDÉ NAST TRAVELLER UK READERS' CHOICE (AUSTRALASIA)
#1 NZ; #8 AUSTRALASIA
LISTED AMONG TOP 20 RESORTS 2025.

HM AWARDS FOR HOTEL & ACCOMMODATION EXCELLENCE
FINALIST/NOMINEE
LUXURY HOTEL CATEGORY

TRIPADVISOR EXCELLENCE AWARDS
BEST OF THE BEST
TOP1% OF HOTELS WORLDWIDE

APAC INSIDER BUSINESS AWARDS
WINNER
BEST LUXURY URBAN RETREAT ACCOMMODATION - SOUTH ISLAND.







ENVIRONMENT (TE TAIAO)

CLIMATE & CARBON

PIHOPA RETREAT IS COMMITTED TO OPERATING AS A CARBON-POSITIVE RETREAT - MEANING WE MEASURE OUR EMISSIONS AND SUPPORT PROJECTS THAT REMOVE MORE CARBON FROM THE ATMOSPHERE THAN WE EMIT EACH YEAR.

CURRENT ACTIONS INCLUDE:

- PURCHASING VERIFIED CARBON CREDITS THAT SUPPORT NATIVE REFORESTATION, SUCH AS THE PAKAKURA STREAM PROJECT.
- PLANTING A NATIVE TREE FOR EVERY STAY AT PIHOPA, WITH GUESTS INVITED TO PERSONALISE A TAG PLACED BENEATH A TREE PLANTED ON THEIR BEHALF DURING PLANTING SEASON.
- GUESTS ENCOURAGED TO PURCHASE A TREE AS AN ADD ON WHEN PURCHASING A STAY ONLINE
- PREFERENCE FOR LOCAL SUPPLIERS WHERE OPTIONS EXIST.
- PROMOTION OF THE TIAKI PROMISE TO OUR GUESTS

PLANNED IMPROVEMENTS:

- REFRESH OUR CARBON FOOTPRINT CALCULATION ANNUALLY.
- CONTINUE TO PUSH FOR 'CARBON POSITIVE' TO COMMENCE PLANTING IN THE TOP OF THE SOUTH.
- INVESTIGATE WHERE RECYCLING IN OUR REGION GOES TO ENSURE WE ARE CONTINUING TO DO THE BEST POSSIBLE IN OUR RECYCLING EFFORTS.

PIHOPA RETREAT'S ENVIRONMENTAL APPROACH IS DEEPLY GUIDED BY KAITIAKITANGA - THE MĀORI PRINCIPLE OF GUARDIANSHIP, CARE AND RESPONSIBILITY FOR THE NATURAL WORLD. FROM THE VERY BEGINNING, OUR ETHOS HAS BEEN TO REDUCE, REUSE, RECYCLE AND BUY LOCAL WHEREVER POSSIBLE ENSURING EVERY OPERATIONAL DECISION RESPECTS THE LAND AND PROTECTS IT FOR FUTURE GENERATIONS

ENERGY & WATER

CURRENT PRACTICES	PLANNED INITIATIVES
<ul style="list-style-type: none">• Energy-efficient lighting (e.g., LEDs) and modern appliances in suites and back-of-house - replacing all old lighting with LED when needing updating.	<ul style="list-style-type: none">• Investigate solar PV and/or solar hot water feasibility for the property.
<ul style="list-style-type: none">• Timers and controls for outdoor and security lighting where appropriate.	<ul style="list-style-type: none">• Begin basic utility tracking (monthly electricity, gas/LPG, water, waste) to understand trends.
<ul style="list-style-type: none">• Regular servicing of heating and hot water systems for efficiency and safety.	<ul style="list-style-type: none">• Explore potential rainwater harvesting for gardens.
<ul style="list-style-type: none">• Guest information encouraging towel and linen reuse.	<ul style="list-style-type: none">• Remain a carbon positive business by continuing to hold an independent carbon certification.
<ul style="list-style-type: none">• Pool and spa managed to balance guest comfort with responsible energy use. Pool covered nightly to conserve heat.	<ul style="list-style-type: none">• Irrigation on timers and rain control.

WASTE, CIRCULARITY & PURCHASING

CURRENT PRACTICES

- Segregation of recycling and general waste; using local recycling services where available.
- Non use of single-use plastics where practical
- Community Redistribution & Re-use initiatives including donating or repurposing furniture, linen and equipment where possible rather than sending to landfill.
- Choosing bulk and refillable products in back-of-house and guest amenities when high-quality options exist.
- Choosing compostable products and local products where possible.

PLANNED INITIATIVES

- Introduce simple waste audits (e.g., once per season) to identify reduction opportunities.
- Work with kitchen team to minimise food waste.
- Share information with guests on how they can support reduction (e.g., choosing menu items that use local/seasonal ingredients, refill water bottles, etc.)
- Implement team questionnaire to encourage thought and sharing of knowledge on new ways to reduce or recycle
- Composting of all raw foods and green-waste. Food scraps sent to feed chickens off sites. Excess food sent to Victory Community Centre.

BIODIVERSITY & LAND STEWARDSHIP

- PROGRESSIVE REPLACEMENT OF EXOTIC LANDSCAPING WITH NATIVE SPECIES TO IMPROVE HABITAT AND REDUCE WATER AND CHEMICAL USE.
- PROTECTING AND MONITORING HERITAGE TREES, WORKING WITH EXPERTS TO ENSURE THEIR LONG-TERM HEALTH AND SAFETY.
- AVOIDING HARMFUL HERBICIDES/INSECTICIDES WHERE POSSIBLE; USING TARGETED, LOWER-IMPACT PRODUCTS AND CORRECT PPE WHEN NEEDED.
- ENCOURAGING BIRDLIFE AND POLLINATORS THROUGH PLANTING PLANS.

2025/26 ENVIRONMENTAL GOALS

- COMPLETE UPDATED CARBON FOOTPRINT AND SET AT LEAST THREE MEASURABLE REDUCTION ACTIONS
- COMPLETE PLANTING OF WAIMEA ROAD SIDE OF PROPERTY- 3000 NATIVE TREES & SHRUBS.
- USE TOOLBOX MEETINGS TO BRAINSTORM ADDITIONAL WAYS OF WASTE REDUCTION ONSITE.
- IMPLEMENT BASIC WASTE AND RECYCLING SIGNAGE FOR STAFF AND GUESTS TO IMPROVE SEPARATION.





PEOPLE (TE TANGATA)

OUR TEAM

PIHOPA RETREAT OPERATES WITH A SMALL, CLOSE-KNIT TEAM. WE AIM TO BE AN EMPLOYER WHERE PEOPLE FEEL VALUED, SUPPORTED AND PROUD OF THE WORK THEY DO.

KEY FOUNDATIONS:

- CLEAR EMPLOYMENT AGREEMENTS, JOB DESCRIPTIONS AND ROSTERS. WORKING WITH EXTERNAL COMPANY TO REVIEW AND UPDATE TO ENSURE THESE COMPLY WITH NZ EMPLOYMENT REGULATION STANDARDS
- FAIR, MARKET-ALIGNED PAY AND TRANSPARENT HANDLING OF TIPS AND INCENTIVES.
- REGULAR ONE-ON-ONE CHECK-INS AND SEASONAL PERFORMANCE DISCUSSIONS.
- POLICIES WITHIN THE TEAM HANDBOOK COVER KEY VALUES, WELLBEING, EQUAL OPPORTUNITY, HARRASSMENT PREVENTION AND COMMUNICATION PROTOCOLS
- HEALTH & WELLBEING POLICY OUTLINES OPEN COMMUNICATION, FAIR WORKLOADS WITH REGULAR INFORMAL WELLBEING CHECK-INS





TRAINING, DEVELOPMENT & WELLBEING

- STRUCTURED INDUCTION PROGRAMME COVERING:
 - PIHOPA VALUES AND GUEST SERVICE PHILOSOPHY
 - HEALTH & SAFETY AND EMERGENCY PROCEDURES
 - SUSTAINABILITY AND ENVIRONMENTAL EXPECTATIONS
- ACCESS TO ROLE-SPECIFIC TRAINING, E.G., BARISTA SKILLS, HOUSEKEEPING STANDARDS, FOOD SAFETY, FIRST AID.
- WELLNESS POLICY AND QUESTIONNAIRE TO UNDERSTAND STAFF NEEDS.
- ENCOURAGING USE OF COUNSELLING OR LOCAL SUPPORT SERVICES WHERE AVAILABLE.
- TEAM CELEBRATIONS AT KEY POINTS IN THE SEASON; RECOGNITION OF OUTSTANDING EFFORT.
- ACCESSIBILITY TRAINING AND GUEST AWARENESS HAVE BEEN INCORPORATED INTO INDUCTION MATERIALS

DIVERSITY, EQUITY & INCLUSION

- COMMITMENT TO A WORKPLACE FREE FROM DISCRIMINATION, BULLYING AND HARASSMENT.
- OPEN RECRUITMENT PROCESSES THAT FOCUS ON ATTITUDE, CAPABILITY AND ALIGNMENT WITH VALUES.
- RESPECT FOR TE AO MĀORI, CULTURAL PRACTICES AND INDIVIDUAL BELIEFS.
- FLEXIBILITY WHERE PRACTICAL FOR FAMILY RESPONSIBILITIES AND LIFE COMMITMENTS.
- A DOCUMENTED PEOPLE STRATEGY HAS BEEN INCORPORATED INTO THE BUSINESS PLAN OUTLINING GOALS FOR STAFF RETENTION, WELLBEING & DEVELOPMENT



2025/26 PEOPLE GOALS

- BUILD ON THE INDUCTION TO INCLUDE TRAINING ON SAFE 365
- RUN A WELLBEING INITIATIVE (E.G., MENTAL HEALTH WORKSHOP, GROUP ACTIVITY IN NATURE).
- MAINTAIN OR IMPROVE STAFF RETENTION YEAR-ON-YEAR (WHERE FEASIBLE GIVEN SEASONAL ROLES).
- UPDATE ROLE-SPECIFIC TRAINING PLANS OUTLINING CLEAR RESPONSIBILITIES AND EXPECTATIONS FOR EACH TEAM MEMBER





COMMUNITY AND CULTURE ARE AT THE HEART OF
PIHOPA RETREAT'S IDENTITY.

OUR APPROACH REFLECTS THE GUIDING
PRINCIPLES OF MANAAKITANGA (CARE AND
HOSPITALITY), KAITIAKITANGA (GUARDIANSHIP),
AND WHANAUNGATANGA (CONNECTION AND
COMMUNITY). WE ACTIVELY INTEGRATE THESE
MĀORI VALUES INTO OUR OPERATIONS, GUEST
EXPERIENCE, AND TEAM CULTURE, ENSURING THAT
EVERY ASPECT OF OUR BUSINESS REFLECTS
RESPECT, INCLUSION, AND GENUINE CARE FOR
PEOPLE AND PLACE.

PIHOPA RETREAT IS NOT ONLY A LUXURY
DESTINATION BUT ALSO A CUSTODIAN OF
NELSON'S HERITAGE AND A PROUD CONTRIBUTOR
TO ITS CULTURAL AND COMMUNITY FABRIC

COMMUNITY & CULTURE (HAPORI ME TE AHUREA)

LOCAL PARTNERSHIPS & GIVING

PIHOPA RETREAT IS PROUD TO BE PART OF THE NELSON TASMAN COMMUNITY.
CURRENT CONTRIBUTIONS INCLUDE:

- PROMOTING AND BOOKING LOCAL OPERATORS - FROM GUIDED WALKS AND BOAT TRIPS TO RESTAURANTS, TAXIS AND WINERIES - ENSURING GUEST EXPENDITURE BENEFITS LOCAL BUSINESSES.
- PURCHASING FROM LOCAL ARTISANS AND PRODUCERS: HONEY, CHOCOLATE, OLIVE OIL, COFFEE, WINES, FRESH PRODUCE AND MORE. WE SUPPORT LOCAL ARTISTS BY SHOWCASING THEM IN OUR LITTLE SHOP AND LOCAL BUSINESSES BY USING THEIR PRODUCTS IN OUR SUITES FOR GUESTS.
- SUPPORTING LOCAL CAUSES THROUGH:
 - DONATIONS OR VOUCHERS FOR CHARITY AUCTIONS AND EVENTS
 - PARTICIPATION IN LOCAL FUNDRAISING ACTIVITIES WHEN TIME ALLOWS.
 - ANNUAL DONATION TO HELPING FAMILIES NELSON - \$5 PER STAY. ONLINE ABILITY FOR GUESTS TO DONATE FURTHER TO THIS CAUSE.
 - EXCESS FOOD IS DONATED TO THE VICTORY COMMUNITY CENTRE AND WE REPURPOSE SOAPS THROUGH THE MEN'S SHED INITIATIVE.
- INTEGRATION OF THE TIAKI PROMISE

FUTURE FOCUS:

- MAINTAIN OUR COMMUNITY PARTNERSHIPS BUT CONTINUE TO MONITOR THESE TO ENSURE THEY ARE THE BEST FIT FOR US.
- TRACK AND REPORT COMMUNITY CONTRIBUTIONS (FINANCIAL AND IN-KIND) ANNUALLY.

MĀORI PARTNERSHIPS & TE AO MĀORI

- ACKNOWLEDGING MANA WHENUA AND THE HISTORY OF THE AREA IN GUEST INFORMATION.
- INCORPORATING TE REO MĀORI INTO SIGNAGE AND COLLATERAL WHERE APPROPRIATE.
- SEEKING GUIDANCE ON APPROPRIATE USE OF LOCAL STORIES, NAMES AND CULTURAL ELEMENTS.
- EXPLORING OPPORTUNITIES TO PARTNER WITH MĀORI-OWNED BUSINESSES AND GUIDES.

GUEST ENGAGEMENT & STORYTELLING

- EVERY GUEST EXPERIENCE IS BUILT ON WARMTH, SINCERITY AND ATTENTION TO DETAIL.
- PROVIDING IN-ROOM AND ONSITE INFORMATION ABOUT:
 - OUR NATIVE PLANTING PROGRAMME AND CARBON-POSITIVE APPROACH.
 - HOW GUESTS CAN SUPPORT OUR EFFORTS (E.G., DONATIONS, OPTING FOR GREEN SERVICING, REUSING TOWELS, JOINING PLANTING DAYS IF TIMING ALIGNS).
 - LOCAL HISTORY, GEOLOGY AND ECOLOGY TO DEEPEN APPRECIATION OF PLACE.
 - THE CHAPEL AT PIHOPA RETREAT PROVIDES AN AUTHENTIC AND EDUCATIONAL WINDOW INTO THE SITE'S ANGLICAN AND COLONIAL HERITAGE - DISPLAYS WITHIN THE CHAPEL SHARE THE STORY OF THE BISHOPDALE ESTATE AND ITS SIGNIFICANCE TO THE LOCAL COMMUNITY.
- SHARING SUSTAINABILITY STORIES THROUGH OUR WEBSITE, SOCIAL MEDIA AND DIRECT COMMUNICATIONS

2025/26 COMMUNITY & CULTURE GOALS

- UPDATE OUR COMMUNITY & CULTURE PLAN REVIEWING OUR KEY PARTNERSHIPS OR INITIATIVES.
- UPDATE THE GUEST COMPENDIUM TO HIGHLIGHT LOCAL STORIES, TE REO MĀORI AND SUSTAINABLE EXPERIENCES.
- HOST OR SUPPORT AT LEAST ONE COMMUNITY OR CONSERVATION EVENT PER YEAR ON THE PROPERTY OR NEARBY.

· WE GREET EACH GUEST PERSONALLY AND ADAPT EXPERIENCES TO INDIVIDUAL NEEDS, PREFERENCES, AND INTERESTS.

· OUR TEAM EMBODIES MANAAKITANGA, UPLIFTING THE MANA (DIGNITY) OF EACH VISITOR THROUGH THOUGHTFUL GESTURES AND RESPECT.



SUMMARY OF 2025/26 SUSTAINABILITY GOALS

BELOW IS A SNAPSHOT OF OUR KEY GOALS FOR THE COMING YEAR:

HEALTH & SAFETY

- STAFF FIRST-AID TRAINED OR REFRESHED.
- ENSURE ALL TEAM ARE TRAINED ON THE USE OF SAFE 365 FOR NEAR-MISS REPORTING AND REVIEW TRENDS QUARTERLY.
- REGULARLY UPDATE THE IN-ROOM SAFETY GUIDE (EARTHQUAKE, FIRE, POOL, SPA AND LOCAL HAZARDS).
- INCLUDE MENTAL HEALTH AND FATIGUE MANAGEMENT AS STANDARD TOPICS IN PERFORMANCE CATCH-UPS.

BUSINESS SYSTEMS & GOVERNANCE

- UPDATE THE SUSTAINABILITY ACTION PLAN & KPI'S COVERING ALL QUALMARK PILLARS.
- SUPPLIER MAPPING COMPLETED; IDENTIFY OPPORTUNITIES TO INCREASE LOCAL/MĀORI PROCUREMENT.
- HR HANDBOOK REFRESHED WITH WELLBEING AND DEI CONTENT.
- PROMOTE PIHOPA RETREAT - THROUGH TRADE SHOWS
- LOOK FOR OPPORTUNITIES TO GET EXPOSURE THROUGH INFLUENCERS
- ENSURE CONSISTENT BRAND VOICE, TONE AND VISUAL IDENTITY IS KEPT ACROSS ALL PLATFORMS
- USE ADVANCED ANALYTICS TO OPTIMISE POSTING SCHEDULES, AUDIENCE TARGETING AND ENGAGEMENT
- CONTINUED STRUCTURED MARKET RESEARCH

ENVIRONMENT

- UPDATED CARBON FOOTPRINT.
- ADDITIONAL NATIVE PLANTING ONSITE; MAINTAIN ONE-TREE-PER-STAY MODEL.
- TOOLBOX BRAINSTORMING & USE OF SIGNAGE FOR MORE WAYS TO IMPROVE OUR SUSTAINABILITY EFFORTS.

PEOPLE

- BUILD ON THE INDUCTION.
- RUN A WELLBEING INITIATIVE.
- MAINTAIN & IMPROVE ON STAFF RETENTION.
- UPDATE ROLE-SPECIFIC TRAINING PLANS

COMMUNITY & CULTURE

- COMMUNITY & CULTURE PLAN IN PLACE.
- GUEST COMPENDIUM/STORYTELLING UPDATED.
- AT LEAST ONE COMMUNITY OR CONSERVATION EVENT DELIVERED.





Pīhopa Retreat

CONTACT US

+64 22 390 4463
225 WAIMEA ROAD,
BISHOPDALE, NELSON, NEW
ZEALAND, 7011
WWW.PIHOPARETREAT.NZ
[@PIHOPARETREAT](https://www.instagram.com/PIHOPARETREAT)