



# HOW TO START SAVING MONEY IN YOUR BUSINESS





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# WELCOME TO CCIQ ECOBIZ



Congratulations on taking the first step toward saving money in your business.

As Queensland's most respected business organisation, delivering the ecoBiz program is a natural extension of our desire to power business potential in our State.

For 150 years, we've been working for business, from advocacy and policy influence at all levels of government right through to training, partnerships, networks and advice.

With CCIQ ecoBiz, we are increasing Queensland business productivity and growth through sustainable, cost-saving ideas. Combining our real-life, practical business experience with a proven program developed and tested by the Queensland Government, we are making a lasting and sustainable difference to business.

Enjoy your ecoBiz journey.

Stephen Tait  
CEO

# GETTING STARTED

The CCIQ ecoBiz program will help you save money in your business.

ecoBiz was originally developed by the Queensland Government in 2001, with the aim of driving cost savings to businesses by reducing their power, water and waste costs.

Since 2013, CCIQ has delivered the program, in partnership with Australian Business Training Solutions and University of Southern Queensland's Australian Centre for Sustainable Business and Development.

Whether you're a new ecoBizness or an ongoing ecoBiz partner, this program will help you save, on average:



**19%** OF YOUR  
ELECTRICITY COSTS



**31%** OF YOUR  
WATER COSTS



**39%** OF YOUR  
WASTE MANAGEMENT  
COSTS

That's a lot of money that can stay in your business.

## FOR NEW ECOBIZNESSES

Every business that completes an online application is called an ecoBizness.

Throughout the next 12 months, you'll be invited to register for a number of events, which are opportunities for you to learn about saving money in your business. Depending on how you like to learn and your availability, you can register for webinars and workshops. If you miss a webinar, you can catch up with the content online.

The next 12 months will also be about recording your power, water and waste bills via your online dashboard, and putting together a practical, achievable action plan for change.

## FOR PREVIOUS PARTICIPANTS

Businesses who previously participated in ecoBiz can continue to do so, and we'll recognise your prior experience and achievements.

Throughout your continuing time as an ecoBizness, you can access our online resources of webinar recordings, fact sheets and videos. As well, through your online dashboard, you'll be able to continue measuring your progress, and save.

Remember, the CCIQ ecoBiz team is always available on phone and email to help. Phone **1300 731 988** or email **ecobiz@cciq.com.au**

## WHAT'S FIRST?

CCIQ ecoBiz is designed to fit around time-poor businesses.

So it's up to you when you participate in our webinars, workshops, site survey or coaching.

Your first step, though, should be to benchmark your business: going online and logging your first round of electricity, water and waste bills. This essential benchmark will help you identify the savings you'll make in your business.

## HOW CAN ECOBIZ HELP MY BUSINESS?

- 1 SAVE MONEY:** Every year, CCIQ ecoBiz participants save thousands of dollars through the program.
- 2 LESS FEES:** All three-star ecoBiznesses are entitled to a 10 per cent discount on their Environmental Related Activity (ERA) fees. Go to [www.ehp.qld.gov.au/licences-permits/business-industry/pdf/is-bi-summary-of-fees-eras-em389.pdf](http://www.ehp.qld.gov.au/licences-permits/business-industry/pdf/is-bi-summary-of-fees-eras-em389.pdf).
- 3 GREATER EFFICIENCY:** Feedback from past participants has overwhelmingly pointed to their businesses working more efficiently by putting in place ecoBiz practices. Businesses that work cheaper also work smarter.



## HOW DOES CCIQ ECOBIZ WORK?

CCIQ ecoBiz helps businesses save money by learning more about sustainable practices and putting them into practice.

The minimum length of involvement is 12 months. This allows participants to record a whole year of water, waste or electricity costs, and measure their savings. It also allows enough time for participants to learn about better sustainable practices in business, and to put this knowledge into practice through a site survey, coaching and action plans.

Because every business has different needs, we have divided the program into four different achievement levels.



### ECOBIZNESS

Every business that fills out an online application form is accepted as an ecoBusiness.

#### ★ ONE-STAR PARTNERS

One-star businesses measure only one metric of their choice – power, water or waste – and attend the CCIQ ecoBiz information sessions, including webinars and workshops. These businesses put into place one action plan, including steps to help implement the longer-term actions.

#### ★★ TWO-STAR PARTNERS

Two-star businesses measure two metrics of their choice – power, water or waste – and attend the CCIQ ecoBiz information sessions, including webinars and workshops. These businesses put into place two action plans, including steps to help implement the longer-term actions.

#### ★★★ THREE-STAR PARTNERS

Three-star businesses are called champions. They measure three metrics of their choice – power, water and waste – and attend the CCIQ ecoBiz information sessions, including webinars and workshops. These businesses put into place three action plans, including steps to help implement the longer-term actions.

	LEVEL OF ACHIEVEMENT			
	ecoBizness	★	★★	★★★ ecoBiz Champion
Complete online application	✓	✓	✓	✓
Complete site survey		✓	✓	✓
Complete 1, 2 or 3 metrics (water, waste or power)		1	2	3
Cut 10% off metric bill		1	2	3
Attend workshop		1	1	2
Attend webinars		5	5	5
Complete action plan		1	2	3
Download resource kit		✓	✓	✓
Follow on Twitter		✓	✓	✓
Follow on Facebook		✓	✓	✓

## WHAT SERVICES CAN HELP MY BUSINESS?



Benchmarking is the first step in the CCIQ ecoBiz program.

We'll give you a secure, online portal login to log and track your program data. Through this portal, you can log your data at every utility bill cycle and download reports.



An important part of the CCIQ ecoBiz program is the site survey.

Our detailed site walk-through checklist gives you plenty to consider in your business and helps you identify what you could change. The site survey is at: [www.cciqecobiz.com.au/tools/site-visits-and-coaching/](http://www.cciqecobiz.com.au/tools/site-visits-and-coaching/)



Every ecoBizness receives two hours of free coaching during the year.

The coach, an expert in business sustainability, can come to your business and help you in any way you choose – from one-to-one coaching and education through to helping you develop your action plan. Talk to our ecoBiz team about booking your session.



## WHAT SERVICES CAN HELP MY BUSINESS?



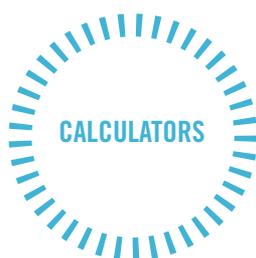
The action plan arises from what you learn about sustainability and discover in your business.

You're in charge of developing this action plan, and matching it to your budget and timeline. You'll discover that many power, water and waste-saving measures are, in fact, very low in cost to implement or completely free. For longer-term actions or investments intended to bring more value to your business, you'll identify implementation steps as part of your plan.



Throughout the year, we'll let you know about free workshops running in your region.

You'll need to attend one of these as part of your one-, two- or three-star achievement.



We will continue to add to the online calculators we offer online.

Go to [www.cciqecobiz.com.au/tools/calculators/](http://www.cciqecobiz.com.au/tools/calculators/) to find out more.



Every year, we run a series of webinars.

To register for the 2014 webinars, go to [www.cciqecobiz.com.au/events/](http://www.cciqecobiz.com.au/events/).

Recordings of past webinars are under the Resources tab: [www.cciqecobiz.com.au/resources/ecobiz-webinars/](http://www.cciqecobiz.com.au/resources/ecobiz-webinars/).

## CCIQ ECOBIZ CASE STUDIES



**More than 1000** Queensland businesses have successfully completed the CCIQ ecoBiz program, which means they've **cut at least 10 per cent** from their water, waste and power bills.

Depending on your type of business and your industry, becoming an **ecoBusiness** can help you save many thousands of dollars every year.

[www.cciqecobiz.com.au/resources/case-studies/](http://www.cciqecobiz.com.au/resources/case-studies/) At this link, we are constantly updating case studies on our ecoBiz partners. Keep checking back regularly, as our list of case studies continues to grow.

### SHERATON NOOSA

Annual savings from CCIQ ecoBiz



**\$23,700**  
ELECTRICITY



**\$16,500**  
WATER



**\$80,000**  
WASTE

.....  
**TOTAL SAVINGS**  
**\$120,200**

### CASE STUDY

### SHERATON NOOSA

Sheraton Noosa Resort and Spa wanted to reduce the amount of waste it produced through its operations, as well as develop an eco-efficiency plan to improve its energy and water efficiency.

Project owner Richard Phillips said the management team could see the importance of improving resort operations, which is one of the largest on the Sunshine Coast.

In the kitchen, the resort began separating food into wet waste bins, which was then put into a bio bin. The special bin, with a bio filter and an air circulation system, quickly decomposes the contents into mulch collected and used by a local nursery.

Richard said huge exhaust fans in the basement had been running 24 hours a day, a massive power drain.

"Now we've connected the fans to variable speed drives which talk to sensors in the car park," he said.

"These pick up gas levels in the car park and adjust the fan speed accordingly.

**“We've seen great financial savings with that, of around \$6500 a year.”**

The final major initiative was perhaps the simplest. Every room in the resort has a spa bath, and previously the resort was cleaning every spa after a guest left.

"We now have a little proprietary system in place, where our room attendants place a sticker across the spa bath start button and the plug.

"If that sticker's been disturbed, we know we need to sanitise and clean the spa bath after the guest checks out.

"If it hasn't been disturbed, then we know we don't need to do that because it hasn't been used."



## CCIQ ECOBIZ CASE STUDIES

### PEREGIAN BEACH SLSC

Annual savings from  
CCIQ ecoBiz



**8%**  
ENERGY SAVINGS



**28%**  
WATER SAVINGS



**12%**  
WASTE SAVINGS

.....  
**TOTAL SAVINGS**  
**\$5,320**

#### CASE STUDY

### PEREGIAN BEACH SLSC

It takes a lot of bar and kitchen service to make \$5000 in profit. But that's exactly what Peregian Beach Surf Lifesaving Club did in 2011, when they began implementing ecoBiz changes in their business.

Project owner Steve Kinny said changing halogens to LED downlights at their entrance immediately cut \$500 off their annual power bill.

Downstairs, where the club's plant and equipment is stored, industrial fans were costing the club \$500 to run a year. By lifting rolladoors, the compressors are naturally cooled by the sea breezes.

"There's \$500 gained, just by turning off the fan – and it cost us nothing to lift the door."

The club also started capturing water in tanks to use in the toilets and wash-down facilities, saving the club around \$1200.

“It takes a lot of turnover in the bar and kitchen to make a profit of \$1000, so that's big savings to us.”

#### CASE STUDY

### COLD ROCK SPRINGWOOD

You can imagine Cold Rock stores, with their bench-top freezer slabs, would be heavy on electricity bills.

The Springwood store, however, found it was able to make significant power changes – just over \$12,000 a year – by introducing mostly cost-free changes.

Free ideas to implement included running the blast freezer for longer, with only full loads and during off-peak times, and to decommission bare batten fluoros.

Stickers outside the cold and freezer rooms advised staff to close the doors tightly and reduce door-opening.

Air-conditioning was turned on just 30 minutes later and off 15 minutes earlier, and even then only used when necessary.

A few of the ideas needed some investment – but only a little. The store replaced halogen downlights with LEDs, replaced door seals on the freezer and cold room doors, and rewired switches to give staff better control and choice over power use.

Quotes and facts have been taken with permission from Sunshine Coast Regional Council's ecoBiz Business Assist DVD. To watch the DVD, go to [www.sunshinecoast.qld.gov.au/sitePage.cfm.code=ecobiz-sc](http://www.sunshinecoast.qld.gov.au/sitePage.cfm.code=ecobiz-sc). Thanks to the council for its support.

### COLD ROCK SPRINGWOOD



**\$12,735**  
POWER BILL  
SAVINGS

## WORKPLACE RESOURCES

CCIQecoBiz has developed information and resources to help you spread the sustainability message to your staff, customers and suppliers.

### EMAIL SIGNATURES

Cut and paste the contents to include one of these ecoBiz sustainability messages with your email signature.



We're part of the ecoBiz program. We're reducing our water, waste and power use to help our business grow and succeed. Help your business, too. Please print only if necessary, and recycle.



We are a proud participant in the CCIQecoBiz program, saving money by reducing our water, waste and power. Please be green, and keep this email on screen.

### ADDING EMAIL SIGNATURES TO:

#### EMAIL

1. In the main Gmail window, click the **cog** in the top right corner.
2. Select **Settings**.
3. Scroll down to the 'Signature' section and paste your CCIQ ecoBiz signature in the text box.
4. Click **Save changes** at the bottom of the page.

#### MICROSOFT OUTLOOK 2007, 2010 AND 2013

1. Open a **new message**.
2. On the **Message** tab, in the **Include** group, click **Signature**, and then choose **Signatures** from the drop-down menu.
3. On the **Email Signature** tab, click **New**.
4. Type a name for the signature, and then click **OK**.
5. In the **Edit signature** box, paste your CCIQ ecoBiz signature.
6. Click **OK**.

#### MICROSOFT OUTLOOK 2003

1. From the main Microsoft Outlook window, find **Tools** in the menu, then click **Options**, and then the **Mail Format** tab.
2. Under **Signatures**, click **Signatures** and then click **New**.
3. Enter a name in the **Enter a name for our new signature** box.
4. Select the option you want under **Choose how to create your signature**.
5. Click **Next**.
6. In the **Signature** text box, paste your CCIQ ecoBiz signature.
7. Click **Finish**.

#### THE OUTLOOK WEB APP IN OFFICE 365

1. In Outlook web app, click **Settings → Options**.
2. In **Options**, click **Settings → Mail**.
3. Under **Email signature**, in the text box, paste your CCIQ ecoBiz signature.
4. If you want your signature to display at the bottom of all of your outgoing mail, then select **Automatically include my signature on messages I send**. If you don't select this option, you can manually add your signature at any time.
5. Click **Save**.

To view and download all of these workplace resources, go to [cciqecobiz.com.au/resources/downloads](http://cciqecobiz.com.au/resources/downloads).



# WORKPLACE RESOURCES

## ECOBIZ LOGOS

Download the logo that matches your level of participation, and how you'd like to use the logo – on web and email, or in print.

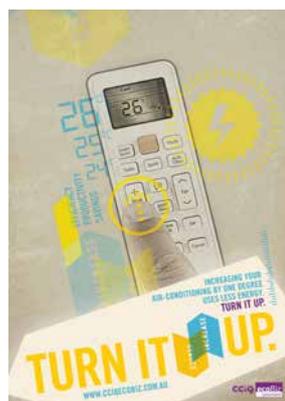


## A3 WALL POSTERS

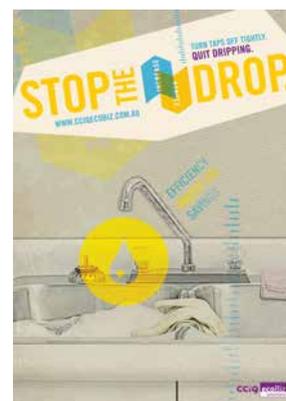
Print these posters to help spread the ecoBiz message in your workplace.



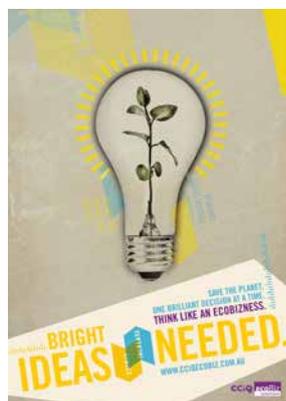
**SWITCH OFF.**  
Lights and computers left on overnight waste power. **Turn them off.**



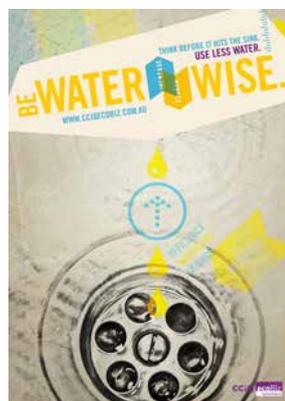
**TURN IT UP.**  
Increasing your air-conditioning by one degree uses less energy. **Turn it up.**



**STOP THE DROP.**  
Turn taps off tightly. **Quit dripping.**



**BRIGHT IDEAS NEEDED.**  
Save the planet, one brilliant decision at a time. **Think like an ecoBiz.**



**BE WATER WISE.**  
Think before it hits the sink. **Use less water.**



**GO PAPERLESS WHEN YOU CAN AND RECYCLE WHAT YOU USE.**  
Millions of trees can't be wrong.

To view and download all of these workplace resources, go to [cciqecobiz.com.au/resources/downloads](http://cciqecobiz.com.au/resources/downloads).

# WORKPLACE RESOURCES

## A4 POSTERS

These posters can be printed out in A4 and A5, and are simple reminders of positive workplace actions. They'll help your team remember that every ecoBiz action they take will help.

Is there another ecoBiz message that you'd like to shout out to your workplace?

Let us know at [ecobiz@cciq.com.au](mailto:ecobiz@cciq.com.au).



**GOOD NIGHT?**  
TURN OUT THE LIGHTS.



**LAST ONE STANDING?**  
TURN THIS MACHINE OFF.



**STOP THE DROP.**  
TURN TAPS OFF TIGHTLY.



**LOAD IT UP.** RUN THE DISHWASHER WHEN IT'S FULL.



**BE WATER WISE.**  
USE LESS WATER.



**PRACTICE REINCARNATION.**  
PLACE RECYCLABLES HERE.

To view and download all of these workplace resources, go to [cciqecobiz.com.au/resources/downloads](http://cciqecobiz.com.au/resources/downloads).



## CONTACT US

### THE ECOBIZ TEAM IS ALWAYS AVAILABLE TO HELP YOU.

Talk to us about anything you need – from interpreting your bill and entering data, through to the right time to access coaching and implement action plans.

We'd love to help.

**PHONE** 1300 731 988

**EMAIL** [ecobiz@cciq.com.au](mailto:ecobiz@cciq.com.au)

**WEBSITE** [www.cciqecobiz.com.au](http://www.cciqecobiz.com.au)

### FIND US ON SOCIAL MEDIA

Following us is part of your qualification to become an ecoBiz partner.

**TWITTER** [@ecoBizQld](https://twitter.com/ecoBizQld)

**FACEBOOK** [www.facebook.com/ecobizqld](http://www.facebook.com/ecobizqld)



**INCREASE**  
**REDUCE**



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**AUSTRALIAN BUSINESS**  
Training Solutions



**Queensland**  
Government