This Activity received funding from the Department of Industry as part of the Energy Efficiency Information Grants Program.
Most opportunities to improve energy efficiency and reduce energy costs are within the control of the people that work in the business. Changing equipment to more energy efficient equivalents will reduce energy cost but the most cost-effective actions are those undertaken by the people that use that equipment.

This guide identifies the actions that different people across the business can take to play their part in a comprehensive approach to energy management.

BEHAVIOUR LEADING TO ENERGY INEFFICIENCIES IS COSTING YOU MONEY

If your business is just embarking on a program to improve energy efficiency then there will be many activities currently undertaken in the business that drive up energy consumption, for example:

- Not having an organisational commitment to energy efficiency or a system to drive a reduction in business energy use.
- Leaving equipment (e.g. lights, computers, radiant heaters) on when they’re not in use or won’t be used for reasonable period of time.
- Faulty equipment (e.g. lighting, thermostats) not reported or repaired in a timely manner.
- Heating and cooling set-point temperatures are changed and not reset to their original set-point.

TECHNIQUES TO IMPROVE ENERGY EFFICIENCY BEHAVIOUR

These techniques are explored in more detail in the following sections together with the delivery responsibility of different roles within the business.

- Make an organisational commitment to energy efficiency and communicate the commitment to all staff.
- Establish an Energy Management System with an allocation of appropriate resources develop and implement and manage the plan.
- Undertake training and educational programs to raise awareness of energy efficiency, the value to the business, and the actions that will reduce energy consumption.
- Develop and implement energy efficient operating procedures for systems and equipment through the business.
- Encourage staff to engage with the energy efficiency objectives of the business e.g. suggesting ideas to reduce energy use.
ROLE OF MANAGEMENT

Management have a critical leadership role to identify and drive the achievement of the business’ energy efficiency objectives. To support the achievement of these objectives they should establish an Energy Management System, oversee the development of operating procedures that support energy efficiency, ensure that all staff are aware of the energy efficiency objectives, and provide staff with the training to support achievement.

Energy Management System

- Create and endorse an energy management policy.
- Clearly communicate commitment to energy efficiency objectives to all staff.
- Appoint an Energy Champion to develop, implement, manage and monitor an Energy Management System.
- Oversee the development, implementation and management of the Energy Management System.
- Review Energy Action Plans and sign-off on projects for implementation where they demonstrate a robust business case.
- Ensure Energy Action Plans are implemented and review energy consumption trends.
- Develop and report energy intensity performance indicators so that energy consumption can be trended and reported.

Operating Procedures

- Ensure that operating procedures are in place to encourage energy efficient operation of infrastructure and equipment.
- Install signage around the building to indicate how to operate the equipment more efficiently including the desired standby state.

Training

- Provide training to the Energy Champion and Energy Team members to enhance their understanding of an Energy Management System and enable them to identify simple energy efficiency opportunities.
- Deliver regular energy efficiency training programs to enhance staff awareness and understanding energy management and the opportunities to reduce energy cost around the business.

Inspection

- Regularly walk around the building, both back and front of house, to ascertain the extent to which energy efficiency procedures are being adhered to, whether maintenance is required and to investigate any reported issues.

ROLE OF STAFF

Staff have an instrumental role to play in the delivery of a business’ energy management objectives. The way you behave and operate equipment has a direct impact on the energy consumed.

Training

- Actively participate in energy efficiency training programs.

Energy Management System

- Volunteer to be part of the Energy Team or as the Energy Champion.
- Keep an eye open for opportunities to reduce energy use in all areas of the business.
- If you see or think of an opportunity to improve energy efficiency pass it onto the Energy Champion.

Heating and cooling

- Observe all signage and protocols for operating heating and cooling.
- Ensure heating and cooling thermostats are set to the specified temperatures for the specific area – not all areas are supposed to be at the same temperature.
- If you do change a thermostat setting, return it to its specified setting as soon as possible.
- Wear seasonally clothing before using the heater in winter or the air-conditioning in summer.
- Use a local fan instead of turning on/down the air-conditioner.
- Ensure that all windows and doors are closed if you are using a local air-conditioner.

Lighting

- Switch off lights when you leave an area unoccupied.
- Report faulty lamps to maintenance and ensure they are replaced.

Equipment

- Switch off equipment after use or if you are leaving it for an extended period of time (e.g. computers, monitors, fans, lights) – only switch the equipment on for the minimum possible period.
- Report faulty equipment to maintenance and ensure it is fixed.
PARTICIPATION OF PATRONS & GUESTS

Patrons and guests can be motivated to reduce energy use through display signage (stickers) on energy and the hotel’s commitment to be energy efficient and environmentally sensitive.

Also, do not underestimate the information guests can provide. Actively collecting feedback from guests helps to build a picture of energy demand as well as bringing up any issues (e.g. hot spots, lighting failures, draughts). This information is very valuable when considering plans to improve energy efficiency and reduce energy use.

ROLE OF CONTRACTORS AND SERVICE PROVIDERS

Contractors and service providers have an important role to play in identifying areas where operational or maintenance procedures may be leading to energy inefficiency. They are also valuable sources of information when it comes to identifying areas where efficiency may be improved.

For example:

• Ensuring that equipment is operating at peak efficiency and using as little energy as possible.
• Ensuring that faulty equipment is identified and fixed in a timely manner.
• Identifying equipment that can be replaced with more efficient equivalent at a cost that provides an appropriate business return on investment.
• Suggesting alternative operating approaches that will enhance energy efficiency.

It can be useful to ensure that contractors understand the energy efficiency objectives of your business so that they can assist where relevant. Providing the relevant contractors with a copy of these guides may be a useful first action.

EXAMPLES OF GOOD BEHAVIOUR THAT CAN INFLUENCE ENERGY EFFICIENCIES

Demand for energy depends on individual choices and preferences (for example turning the heater up as high as it can go to quickly heat an area). Although these may not always be the correct action to take, influencing what people do (customers, staff, contractors etc.) can have a significant impact on how much energy your business consumes.

Many behaviours are formed into habits which can become automatic and routine-like, however the following examples should assist you to influence good behaviour for energy efficiencies:

• Providing regular feedback not only about energy use but what influence energy saving measures have had on individual areas and overall consumption.
• Encouraging small changes across a range of activities and frequent reminders as to what effect this has had on overall consumption.
• Rewarding good behaviour.
• Providing positive reinforcement for more efficient practices related to energy efficiency goals
• Designing programs and strategies designed to overcome any barriers that may exist.

MORE INFORMATION


ABOUT THE PROGRAM

In response to rising energy costs the AHA has developed a range of targeted resources to assist small and medium businesses to improve energy efficiency and reduce energy costs. These resources were developed with support in the form of an Energy Efficiency Information Grant from the Australian Government.

This program has been designed to assist small to medium businesses to understand where and how energy is used, carbon emissions that result from the use of energy, and to understand and communicate the opportunities for reduction and resource efficiencies.

The resources, tools and information available under the program identify energy efficiency improvements that can be incorporated into day-to-day operations and factored into future capital expenditure budget.

For more information please visit www.aha.org.au/energy