

Sustainability Action Plan

Vision

At Crystal Castle and Shambhala Gardens, we are dedicated to fostering a harmonious connection between people and nature, ensuring our operations enhance environmental health, support our community, and inspire sustainable practices for future generations.

Our commitment to sustainability

At Crystal Castle and Shambhala Gardens in the lush hinterland of Byron Bay, we recognise the vital role of sustainability in preserving the natural beauty that draws nearly 100,000 guests annually to our property. Our team is committed to minimising our ecological footprint while enriching community ties and promoting awe-inspiring experiences founded on peace and reconnection with nature.

We will do this by:

- partnering with local farmers and suppliers to source sustainable plants and cafe ingredients, aiming to compost all organic waste and achieve 50% local sourcing within 50 km by 2027
- collaborating with local Traditional Owners to deepen our understanding of First Nations cultures, incorporating respectful storytelling and native plantings in our gardens and guest experiences
- transitioning to 100% renewable energy sources, including solar installations, to power our retail spaces, cafe, and attractions by 2030
- maintaining a 100% self-sufficient water supply
- engaging with local schools and environmental groups providing training opportunities for students
- implementing comprehensive waste reduction programs, including recycling stations
- regularly reviewing and updating our sustainability action plan, assessing risks, performance, and guest feedback quarterly to drive continuous improvement

Sustainability area: environment and climate – energy use

Objective	Baseline	Target	Actions	Responsible	Benefits
Reduce Annual Energy Usage Through Efficient Lighting Upgrade	40,000 kWh annual energy use for lighting across offices, retail rooms, and exterior features	100% LED coverage with 20% reduction in lighting energy use by mid 2026	Install LED lighting to replace all remaining old technology bulbs Conduct staff training on energy-efficient practices; Integrate timers and sensors for automatic shut-off in low-traffic areas	Grounds & Maintenance Manager	8,000 kWh annual energy use savings Lower carbon footprint by approximately 5.6 tonnes of CO2e emissions
Solar System Upgrade	Current solar production at 20 kW, contributing to 19% of site energy needs, with total site consumption estimated at 150,000 kWh annually	Install two new solar systems totalling 16.5 kW on warehouse and retail building, bringing total to 36.5 kW and aiming for a 20% reduction in grid energy use by early 2026	Conduct site assessment and install panels. Secure government rebates Monitor production via smart meters for results & optimisation	General Manager	25,000 kWh annual grid savings Lower carbon footprint by approximately 17 tonnes of CO2e emissions Improve site resilience and reduce blackout frequency due to overload on grid electricity

Sustainability area: environment and climate – water use

Objective	Baseline	Target	Actions	Responsible	Benefits
Improve Water Efficiency	500,000 litres annually for garden irrigation and facilities	20% reduction in overall water usage by mid 2026 through efficient systems	<p>Upgrade to drip irrigation throughout Shambhala Gardens</p> <p>Install low-flow fixtures in restrooms and cafe</p> <p>Train grounds team on water-efficient practices</p>	Grounds & Maintenance Manager	<p>Conserved resources in drought-prone region and maintain 100% self reliance on water supply, even during droughts</p> <p>Healthier plant growth with reduced overwatering, minimising disease and replacement costs by 10%</p>
Tori Pond Water Minimisation	150,000 litres annually for pond maintenance, including evaporation and leak refills	80% reduction in Tori Pond water usage by late 2026 by reducing size and fixing leaks	<p>Reduce pond size to 100 m² through redesign and liner reinforcement</p> <p>Install natural filtration with native plants to minimise evaporation</p> <p>Conduct regular audits and seal detected leaks with specialised products</p>	Grounds & Maintenance Manager	<p>Enhanced biodiversity and aesthetic appeal for guests</p> <p>Lower maintenance time for grounds team</p> <p>Conserved resources in drought-prone region and maintain 100% self reliance on water supply, even during droughts</p>

Sustainability area: environment and climate – waste

Objective	Baseline	Target	Actions	Responsible	Benefits
Cafe Biodegradable Upgrade	20,000 units of biodegradable crockery and cutlery used annually during quiet seasons, contributing to higher manufacturing energy footprint	40% reduction in cafe consumables waste by late 2026 by switching to traditional crockery and cutlery during quiet periods, while retaining biodegradable for peaks	Switch to reusable traditional crockery and cutlery in quiet seasons Invest in efficient dishwashing systems to offset water use Educate cafe staff on hybrid usage to balance sustainability	Cafe Manager	Reduced environmental impact as biodegradables are retained only for high-capacity needs Savings on lower per-unit cost of reusables vs biodegradables over time.

Sustainability area: environment and climate – greenhouse gas emissions

Objective	Baseline	Target	Actions	Responsible	Benefits
Building Efficiency Emissions Cut	10,000 kWh annual usage from warehouse heating/cooling	15% reduction in building-related emissions by early 2026	<p>Insulate the onsite warehouse with high-R-value materials to reduce heating/cooling needs</p> <p>Install seals on all doors and windows</p> <p>Conduct an energy audit to identify further efficiencies</p>	Grounds & Maintenance Manager	<p>1,500 kWh annual grid savings</p> <p>Improved team comfort and productivity in warehouse</p> <p>Lower overall site emissions, supporting 2030 renewable goals</p>
Cafe Suppliers Emissions Reduction	5 tonnes CO2e annually from cafe supplier deliveries	20% reduction in cafe supplier transport emissions by late 2026 through optimisations and offsets	<p>Optimise cafe supplier deliveries to fewer trips by consolidating vendors and selecting local suppliers</p> <p>Offset through new tree-planting in gardens (aiming for 300 trees dedicated to this initiative)</p>	Cafe Manager	<p>Sequestered 2.5 tonnes CO2e via trees</p> <p>Reduced supply chain emissions</p> <p>Supporting local economy</p>
Guest Transport Emissions Reduction	10 tonnes CO2e annually from guest transport (estimated from visitor vehicle emissions)	20% reduction in guest transport emissions by early 2027 through shared transport and offsets	<p>Contract a shuttle bus service from Gold Coast and Byron Bay during summer holidays, targeting 10% of guests using shared transport</p> <p>Offset through new tree-planting in gardens (aiming for 300 trees dedicated to this initiative)</p> <p>Promote carpooling and public transport options via website and signage</p>	General Manager	<p>Reduced guest emissions by promoting shuttles</p> <p>Sequestered 2.5 tonnes CO2e via trees</p> <p>Indirect savings through lower site traffic congestion and parking needs</p>

Sustainability area: community

Objective	Baseline	Target	Actions	Responsible	Benefits
Community Engagement	Zero structured volunteer days annually, with ad-hoc community involvement in rainforest restoration	Host 4 volunteer days annually in the gardens for community members to learn about plantings and contribute to the seventh stage of Big Scrub rainforest restoration	Partner with local environmental groups to organise events Provide tools, education sessions, and refreshments Promote via social media and website to attract participants	Marketing Manager	Increase in community ties and volunteer hours Boosted staff morale and guest satisfaction through visible restoration efforts
Increase Gifts to Local Charitable Causes	Value of \$60,000 annually in donations to local causes	Increase to \$80,000 annually in donations within by mid 2026	Allocate additional funds and stock for giveaways Partner with charities for targeted giving Track impact through annual reports	Accounts Manager	Stronger local partnerships Support local organisations and charities to raise money for meaningful causes
Create a Summer Charity Concert at Crystal Castle	Zero annual charity concerts hosted	Host one summer charity concert annually, donating all profits to a local cause	Secure venue setup, performers, and marketing Sell tickets with all profits donated Collaborate with local artists and sponsors for cost-sharing	Marketing Manager	\$10,000+ in donations Increased community engagement and site visibility Potential for repeat events building long-term support
Create an “Evening with the Gyuto Monks of Tibet” Fundraising Night	Zero cultural fundraising nights annually	Host one “Evening with the Gyuto Monks of Tibet” event during their next Australia visit, engaging the community with cultural activities and education on Tibetan Buddhism	Coordinate with monks for performance Handle ticketing, venue setup, and operations Donate proceeds to Tibetan causes	General Manager	\$10,000+ raised for causes Enriched guest experiences with unique cultural insights Promoting peace and diversity, attracting new demographics