



2026 Awards (2026)

Excellence in Sustainability (Region: Far South Coast)

Business NSW - Excellence in Sustainability



gdYxxRxm

Entry details

Trading name: Business NSW

Name to be used on all promotional materials (publicity materials, certificates, trophies, presentations): Business NSW

Registered ABN: 63 000 014 504

How is your business structured? Company

Is your business classified as a not for profit? No

Main office address: Level 7, 8 Chifley Square

Suburb: Sydney

Postcode: 2000

Business trading commencement date: 2024-01-09

Number of employees: 50 to 99

What is the main industry your business operates in? Agriculture, Forestry and Fishing

Is your business primarily business to business or business to consumer? Business to Consumer

If Other industry, please specify Tourism and Agriculture

Describe your business, product/service you offer to the market or industry

Business NSW is an agriculture/tourism enterprise, located near Berry NSW. It operates as a working vineyard using the fully restored buildings from the original 1870 dairy farm. An integrated operation, it offers complementary services/facilities for a tourism experience including a Cellar Door (hosting local and international visitors); the South Coast Alpaca Centre (from the alpaca farm); a fromagerie and providore (selling local produce from over 50 local suppliers), boutique accommodation and conference facilities; award winning restaurant hosting a la carte as well as functions/weddings; and is a well known venue used for corporate product launches, location shoots and television production.

Please provide a 100 word biography for your business to be used for promotional purposes.

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Website: <https://www.businessnsw.com/>

PROMOTIONAL IMAGES

Please attach 2 hero images that best depict your entry. It could be a logo or team group photo.

Images will be used at the awards presentation and for Media for any promotions as required, (These must be no bigger than 10MB each in jpeg format – hi resolution, landscape format images).

PROMOTIONAL IMAGE 1

**BUSINESS
NSW**

[Download \(19 KiB download\)](#)

PROMOTIONAL IMAGE 2



[Download \(19 KiB download\)](#)

Full name: Business NSW
Position: Test Entry
Email: test@businessnsw.com
Phone: +61416457037

The business has been trading/
operating for a continuous period
of two years or more and is not
bankrupt or trading insolvent at the
time of entry. ✓

A representative of this business
has not been a judge in this
category in 2025. ✓

A representative of this business is
not a judge in the 2026 Business
Awards program. ✓

Excellence in Sustainability

Outline your business sustainability goals and objectives including measurable targets.

Business NSW has a core business goal of 'Better today than yesterday'. This 'mission' is used across all business operations and reflected in tracked KPIs.

With reference to sustainability, our objective is no net increase (using 2008 as a baseline) in:(i) energy usage(ii) water usage(iii) pesticide/herbicide usage(iv) waste water production(v) off-site waste production.

As of 2023/24 Business NSW generates 600% more product/sales of wine and 300% higher occupancy/visitation with no net increase in any of the five tracked operational goals. Specifically:

- . producing 100% of energy needs via renewables and in the event of shortfalls, renewable power is purchased
- . removing all town water/irrigation and utilising rain water harvesting and water saving initiatives across agriculture,winery, accommodation and restaurant services
- . treating all waste water on site for 'grey water', ensuring 100% recycling

- . comprehensive land management program (> 8 acres have been recovered - 20% of the land area) and over 3,000 native trees have been planted
- . offering carbon offsets/carbon credits to customers
- . 100% pesticide usage reduction; 80% herbicide reduction; 50% fuel usage reduction (real terms) – despite the growth rates outlined above.
- . reduction (to almost 0%) off-site waste through reuse of grape marc; crushed glass and green waste

Outline the initiatives you have implemented to achieve sustainable practices within your business.

As noted elsewhere in our entry, the core goal of 'Better today than yesterday' maps sustainability against five dimensions (energy, water, chemical, land management and waste (water and non-water) for all of our business operations.

To monitor progress against these dimensions, Business NSW has four areas of strategic focus (customers, employees, finances and environment) with defined objectives and measurable KPIs in order to embed sustainability into the business. This also allows us have a 'sustainable' business, not just an 'environmentally sustainable' one). All KPIs are monitored to ensure the outcomes either as part of the day to day operations or through the business cycle.

In recent times, we have undertaken a range of actions to support these outcomes including: building one of Australia's largest EV Charging Stations (16 vehicles at a time); pioneering the use of robotics and AI (robotic mowers; drones and laser guns); further reduction in consumables/energy usage in our supply chain through innovations such as crushed glass; grape marc reuse etc. as well as a substantial step up in education programs for consumers and students (over 1,000 participants in 2023/24).

A selection of examples for reference include:

Customer (3 KPIs tracked)

Example KPI - 10% repeat visitation

Results 2023/24 YTD 16%

Employee (2 KPIs tracked)

Example KPI - 90% high performing staff retention

Results 2023/24 YTD 95% 3 year rolling average

Financial (5 KPIs tracked)

Example KPI - 10% revenue growth pa

Results 2023/24 YTD Compound 11% pa since inception

Sustainability (5 KPIs tracked)

Example KPI - No increase in resource use 2008 baseline

Results 2023/24 60-100% reduction in electricity, water and fuel consumption

Describe your sustainability achievements over the past 12 months including environmental outcomes.

Of the most significance in the last 12 months is that BNSW is now expected to achieve 'Net Zero' by 2025; some 25 years ahead of UN/Australian goals. This has required a whole of business effort across the five key dimensions we think are necessary to achieve a sustainable, decarbonised business - financial, customer, employee, community and environment.

Financial - 11% pa compound growth to 2023/24 supports investment. In the last 12 months BNSW has:• Continued an end to end supply chain re-design that commenced in 2008 – expanding the reach of products and services to new segments; reduced waste, and optimised balance sheets. • Extended decarbonisation by expanding EV charging; implementing robotics including mowers, drones and lasers for land/crop management; and implementing AI across weather forecasting; customer engagement

Customer - Maintained top decile customer satisfaction to support sustainability messaging/activities. 2023/24 YTD• mystery shopping ranks the Estate No. 1 or 2 in terms of customer satisfaction with product; customer servicing etc. against a basket of similar operators• near 90% 'Favourable' intention for repeat visit and +ve NPS (supported by independent platforms)

Employee - BNSW has a strong team that implements, engages with and promotes sustainability. 2023/24 YTD:• 50% of staff have undertaken nationally recognised qualifications; and 100% of staff undertake structured, formal on the job training annually• 95% high performing staff retention with a diverse and inclusive staff mix including over 70s; under 18s, single parents; disabled staff etc.

Community - YTD 2023/24 BNSW has supported close to \$100,000 of donations for local, regional and national causes, including Illawarra/Shoalhaven groups such as Education Funds and DV Shelters. Additionally, it has hosted over 1,000 students across primary, secondary, HSC and Masters/PhD for environmental matters.

Environment - Discussed elsewhere in this submission - but of particular note is expansion of our EV Charging and the pioneering use of robotics and AI.

Describe how you involve your workforce and external stakeholders in your sustainability initiatives.

Staff and external stakeholders are crucial to the continued success of the environmental initiatives undertaken at the Estate, and are integral to ensuring that new initiatives are embedded into standard business practices. In addition to some of the factors outlined elsewhere in this submission, staff and all participants in the 'value chain' contribute to sustainability of the business by:

. 'Owning' sustainability by working within the business to establish new protocols to enhance sustainability in the business. A specific example of staff 'ownership' – where staff have identified and developed sustainable solutions – is the establishment of a local weather station at the Estate to monitor micro climatic conditions. By identifying suitable times for undertaking vineyard work (e.g. spraying; pruning etc.) fuel; herbicide/pesticide usage is at 2008 levels - despite production increasing almost six fold over that time.

. Being sustainability 'ambassadors' in building the emotional case for sustainability in the communities in which they live and work through advocacy of the initiatives undertaken by BNSW. Staff have advocated sustainable practices used at schools and other business – as well as on a daily basis for accommodation and cellar door guests. A specific example of being an 'ambassador' is that staff invited local schools to include a visit to BNSW in

their HSC curriculum for Geography, Economics and Environmental Studies, now undertaken multiple times a year – on average over 2,000 students per annum

. Undertaking formal 'Education' in sustainability by being trained in sustainability principles and activities. All staff are part of sustainability planning – forming action groups in staff updates and meetings (undertake bi-annually) or through undertaking formal training in; Love Food Hate Waste (a State based program incorporating housekeeping) or nationally accredited training for their specific job roles (including training in sustainability practices).

. Active 'Compliance' engagement with stakeholders also helps drive and embed change. The Estate reports to and engages with a range of regulatory/statutory bodies including Australian Wine Federation; Australia Bureau of Statistics; Australian Taxation Office; Office of Liquor and Gaming; PPCA; Department of Lands and Environment; Food Safety Authority, Shoalhaven City Council etc. BNSW has pioneered and then subsequently influenced adoption of specific sustainability initiatives with regulators/statutory bodies including social harms labelling; crushed glass waste stream reuse; and recycled paper labels all of which are now widely used nationally and internationally.

Detail measurable evidence explaining how your business sustainability practices have improved business operations, driven growth and contributed to the success of your business.

We were uncertain as how to answer this question, as initiatives/actions undertaken on our ongoing sustainability journey are outlined in prior questions, as have the specific benefits for the business. Specific outcomes not outlined elsewhere include:

. Promoting the local region via the many attractions and festivals held throughout the year (many of which are exclusively funded or heavily supported by BNSW and have sustainability focus including Winter in the Vines; Food and Wine Shows; Small Farm Field Days and the Berry Agricultural Show. This drives broader sustainability engagement and provides the social license to drive further environmental initiatives.

. Provision of education and training services, with BNSW now one of the larger agricultural 'trainers' in the region - with HSC students, University undergraduates; PhD students and traineeships all supported through the operations of the Estate with a specific focus on sustainability

. Directly increasing economic activity through employment (increased by over 4 times than 2008); localised purchasing policies (driving 5 times larger spend than 2008); and event delivery (a typical event held at BNSW such as a wedding or television production generates a further \$100,000 in economic activity in the region)

. Working with local suppliers to ensure their compliance or migration to sustainable practices. Where the supplier requires time to move to a more sustainable process, BNSW works with them to achieve the outcome and incorporate this into existing business processes (an example of a recent activity includes a first in Australia – the use of crushed wine bottles for road base. Working with our partners at Shoalhaven Recycling, BNSW has completed trials supported by the EPA and Department of Environment and Climate Change and this is now used for highway construction across N.S.W. This has been extended to the extension of the EV Charging Station – which has undertaken an Australian first – crushed glass; recycled plastic pavers and grassing.

. Provision of a helipad which is now an authorised and designated landing site for the following emergency services (i) Royal Australian Navy (ii) N.S.W. Air Ambulance Services (iii) N.S.W. Police Air Wing; and (iv) N.S.W. Rural Fire Service. Used for training exercises and emergency evacuations from the nearby Princes Highway, it is a significant support to these emergency services in the conduct of their emergency roles in the region or prior to

deployment in conflict zones. Some of these operations have a direct impact on the maintenance of bio diversity and carbon emission reduction

Log in to enter.businessnsw.com to see complete entry attachments.

The logo for Business NSW, featuring the words "BUSINESS" and "NSW" in a bold, white, sans-serif font, stacked vertically and centered on a solid black rectangular background.

BUSINESS NSW