

A white van is parked on a sandy beach. In the foreground, a family consisting of a woman and two young boys are sitting on a large, dark, rectangular concrete block. They are facing away from the camera, looking out at the ocean. The woman has long blonde hair and is wearing a striped shirt. The two boys are wearing dark and light shirts respectively. The ocean is a vibrant blue with white waves crashing against the shore. The sky is a clear, pale blue.

2020 Global Eco Asia-Pacific Tourism Conference

Revolution, Driving Evolution

Kate Meldrum, COO, Tourism Holdings Australia

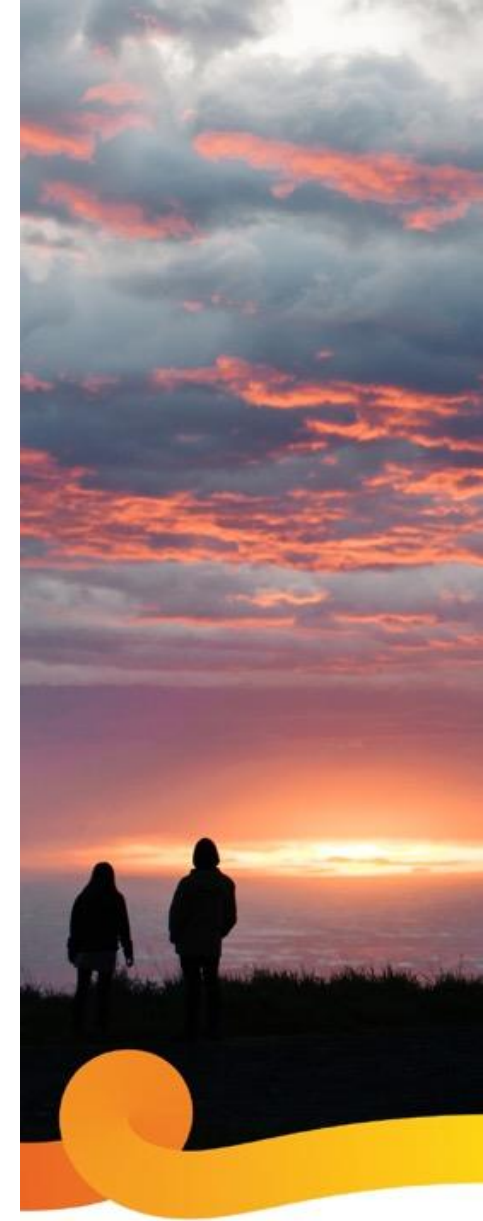
Antonia Nichol, Future-Fit Project and Engagement Manager - Global

Our Future-Fit Aspiration – A Compelling Vision



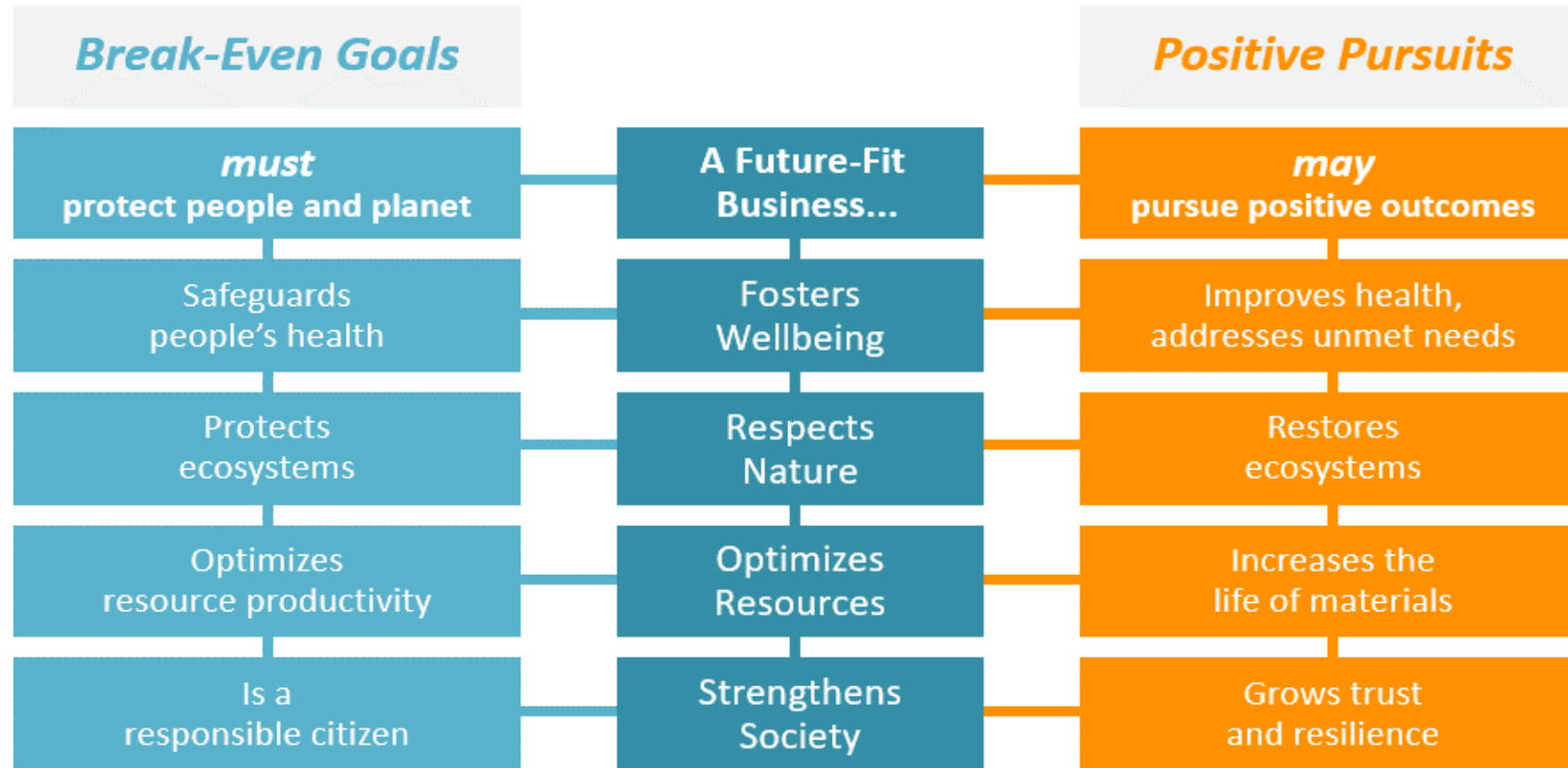
- A **Future-Fit Business** in **no way undermines** the well-being of people or the planet and is considered universally as **a force for good**, leading towards a **Future Fit Society**.

A **Future Fit Society** protects the possibility that humans and other life will flourish on Earth forever, by being **environmentally restorative, socially just, and economically inclusive**.



What does being a Future-Fit Business mean?

A unified framing – what *all* companies *must* do... and what *any* company *may* do



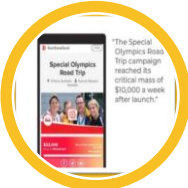
Sustainability Programme Focus Areas

Commitment to become Future-fit, embedding Future-Fit decision-making across everything we do.

Strategic Sustainability projects



Future-Fit Business Benchmark



Community contribution.



Promoting Responsible travel

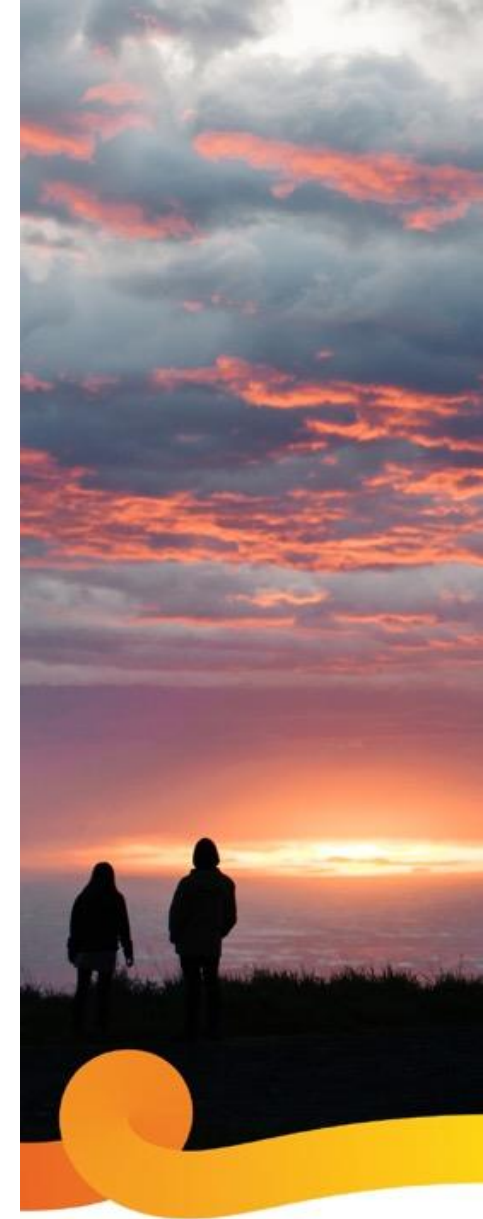
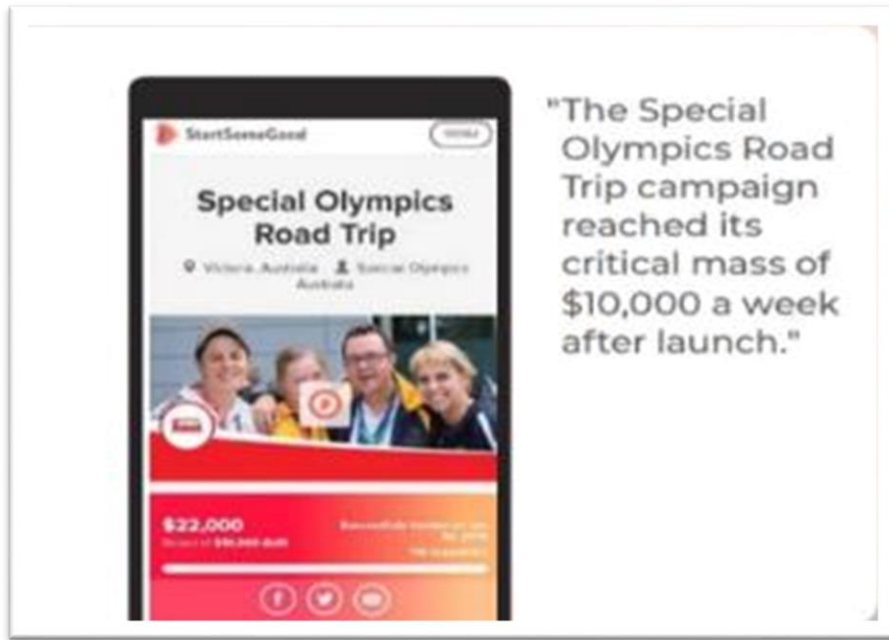


Branch Sustainability Action Plans.



Some Highlights

- E-RV fleet in New Zealand
- Promoting Responsible Travel
- Supporting communities



Case Study - Responsible Travel Programme

Britz and Maui have used telematics for over 4 years and today we can observe the returns and benefits of the use of telematics within our rental fleet.



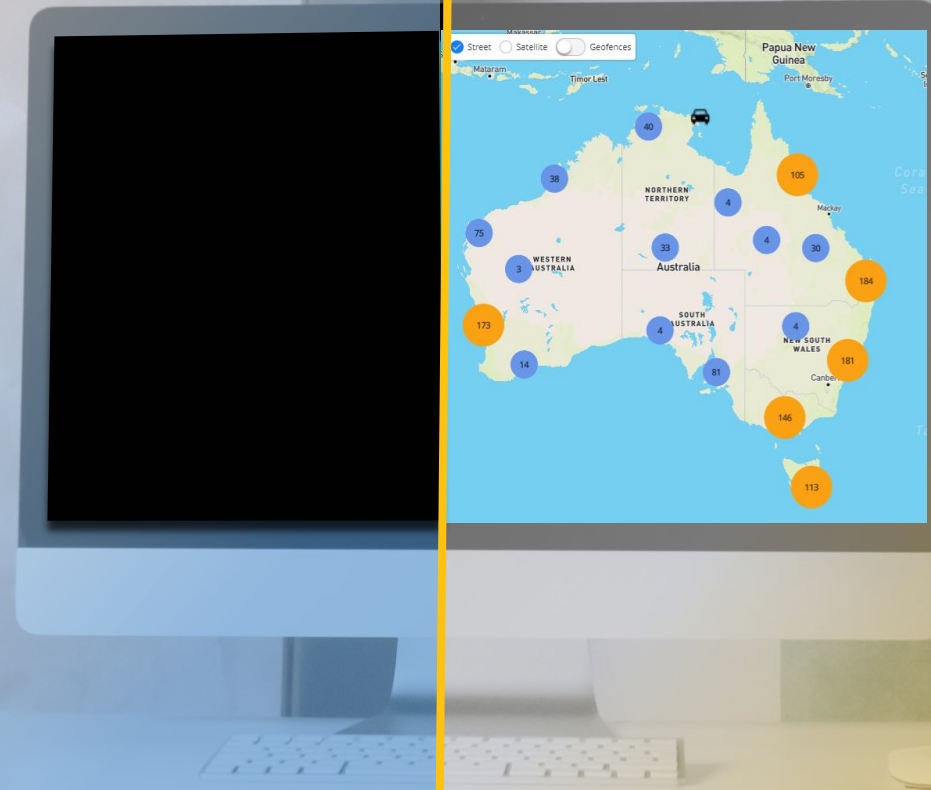
The Challenge



- Customer Safety
- Safety of other Road Users
- Vehicle Safety
- Reduced Vehicle Repair Costs



What we wanted to see



IN THE OLD WORLD

- Limited fleet awareness
- No driving information
- No remote mechanical details
- Limited remote safety management
- No knowledge of contract breach

IN THE NEW WORLD

- Full fleet visibility
- Real-time driving information
- Remote mechanical details
- Accident response
- Restricted areas entry alerts

Happy Customers AND a Return on Investment

What we Did

- Geofenced restricted areas
- Locate customers close to natural disasters
- Locate vehicle breakdowns
- Receive mechanical fault alerts
- Encourage improved driver behaviour
- Locate stolen vehicle

And there's more...

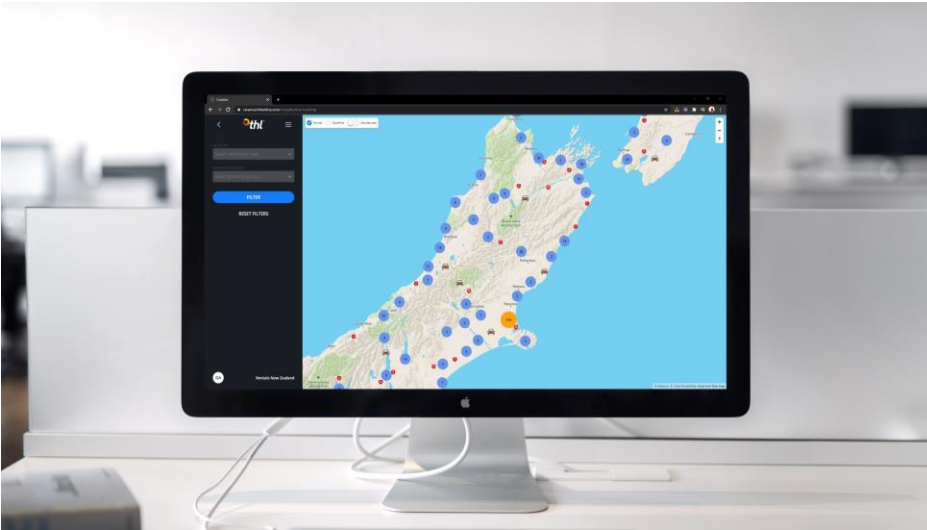
- Automation of vehicle stocktake
- Tracking of vehicles at external repairers
- Locating vehicles in the yard
- Tourism and BI reporting

Results

- Customers alerted during bushfires and floods – no one hurt
- 6 abandoned vehicles retrieved – 600K Lost customers in a rural area called ORC for help. They were over 1000km from where they thought they were.
- Speeding reduced by 75% over 3 years
- Road type breaches have reduced by 19.6%
- Reduction of R&M cost by \$360,694 comparing
- 2 stolen/long overdue vehicles retrieved, worth \$120K 2020



Future Enhancements



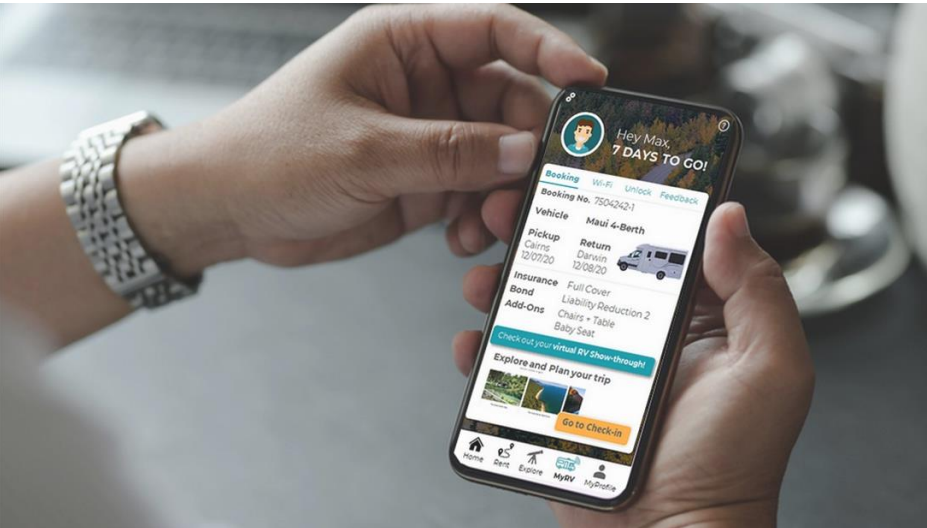
Remote lock and unlock



Stolen vehicle alerts and recovery



Data Analytics platform



Driver Application

- ✓ Easy to Self check-in/out
- ✓ Easy access to How-to Content
- ✓ Contactless pick up and

Thank you.

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