



EARTHCHECK

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As a major hotel in Hong Kong, Eaton Hotel understands their responsibility to understand, reflect upon and change processes and policies that have the potential to inflict harm on the environment, communities and future generations.

Although there are many challenges, they see that climate change also comes with opportunities to demonstrate leadership, innovation, continual improvement, cost savings, operational efficiency, productivity, stakeholder engagement and improved community relations with guests and suppliers.

Eaton Hotel acknowledges the risks associated with 'Green Washing' and the ramifications this can have on business and customer confidence. To reduce this risk, the hotel signed up to EC3 Global's EarthCheck Program to ensure effective environmental communications and performance reporting.

Key achievements to date include:

Energy Consumption is 69.1% better than Best Practice

Potable Water Consumption is 53.9% better than Best Practice

Water Savings Rating is 7.5 points better than Best Practice

Waste Recycling Rating is 24.9 points better than the Baseline Level

Replaced all 60W guest room corridor incandescent lighting with 11 watt energy saving bulbs

Implemented an ongoing Community Service program with the Home of Love in Sham Shui Po through the Foodlink Foundation

# EATON HOTEL, HONG KONG

Located on the Golden Mile of Nathan Road in downtown Kowloon, the distinctive Eaton Hotel Hong Kong conveniently lies in the very heart of Hong Kong's business district and shopping areas.

This smart Hong Kong hotel is only steps from many of the city's favourite tourist attractions, such as the Temple Street and Jade Markets.

The surprising and convenient accommodations in this hotel in Hong Kong are cleverly equipped with everything you will need. Eaton Hotel Hong Kong is the spirited hub for business and leisure travellers.

The hotel features a unique and easily assessable range of facilities and efficient, streamlined operations that ensure an effortless and engaging hospitality experience for today's frequent traveller.

The hotel has a total of 465 rooms ranging from standard accommodation options to club and suite facilities for the most discerning of guests. The hotel has six food and beverage outlets with a total seating capacity to cater for 590 guests in addition to meeting and conference facilities. The hotel also offers a fully equipped health club and outdoor pool facility for leisure travellers.

## KEY PERFORMANCE AREAS

### REDUCING THE USE OF FRESHWATER AND WASTEWATER GENERATION

Freshwater is an essential resource for the hotel and tourism industry, for food preparation, cleaning, hygiene, guest comfort and recreation. Hotels also depend on suppliers of fresh produce and beverages; none of whom could function without access to sufficient, clean water.

Water accounts for around 10% of a hotels utility bill, so it literally pays to use it wisely. Saving water also reduces the amount of wastewater that needs to be treated, thereby lessening the risk of water pollution.

In its 2009 EarthCheck Benchmarking assessment for July 2008 to 30 June 2009, Eaton Hotel achieved 53.9% better than the Best Practice for Potable Water Consumption (L/ Guest Night) and 7.5 points better than Best Practice in the EarthCheck Water Savings Rating.

#### INITIATIVES:

Installed solar functioning taps in public rest rooms and individual sensor urinals and flush toilets improving water conservation

Fabricated aqua locks to improve water savings in existing shower heads from 18 Litres per minute down to 12 Litres per minute, a 33% savings on consumption with zero complaints from guests

Used cooking oil is collected and recycled by a local contractor to be made into bio fuel, promoting resource recovery while reducing loading of the wastewater

Aqua locks installed in all kitchen volume taps reducing the water flow from 35-40 down to 15 litres' per minute, a 37.5% saving

Hotel vehicles are washed down with a bucket rather than using high volume hose pipes.

The driveway and entrance is now swept down with the frequency of water blasting limited to once per month to minimise storm water contamination.

## ENERGY EFFICIENCY AND REDUCING GREENHOUSE GAS EMISSIONS

Eaton Hotel achieved 69.1% better than the Best Practice for energy consumption in its EarthCheck Benchmarking assessment for July 2008 to 30 June 2009. Eaton Hotel has achieved energy efficiency and greenhouse gas reductions through implementing the following initiatives:

#### Green House Gas Emissions:

A chemical waste recycling program for batteries, light bulbs and redundant paint

Partner of the Hong Kong Carbon Audit Scheme and signed the Environmental Protection Departments Carbon Reduction Charter

Using water based paint with minimal VOC

Using an environmentally friendly, low emission vehicle Nissan Serena shuttle van

#### Energy Efficiency Conservation Management:

Using low loss electronic ballasts (with a higher energy efficiency than traditional magnetic ballasts)

Installation of double parabolic reflectors in high efficiency lighting tubes for back of house lighting

A Computerised Building Management System is in place to control air-conditioning (HVAC) and lighting throughout the facility

Automatic controls for air conditioning in meeting and function rooms and the ability to preset ambient ranges

Installation of an energy efficient water-cooled chiller system

Using heat pumps to recover heat from chillers to pre-heat the hot water system

Installation of short term individual metering on select equipment to determine areas of inefficiency for potential upgrade and future planning

A suspend service for selected lifts during off peak hours to further conserve energy

Energy conservation labels on all office equipment to promote staff awareness

In room televisions have been replaced with the Sharp Aquos LED LCD flat screen saving over 35% in energy consumption over previous models

#### Lighting Projects:

Retrofitted all 50 watt halogen bulbs with 4 watt LEDs in four out of six guest lifts

Retrofitted all 60 watt incandescent wall lighting with 11 watt energy saving lamps in guest corridors

Replaced 100 watt Halogen canopy lighting with 50 watt energy saving lamps above Nathan Road

Removed one 36W Philips fluorescent tube light from triple light fittings in all offices on Basements 3 and 4

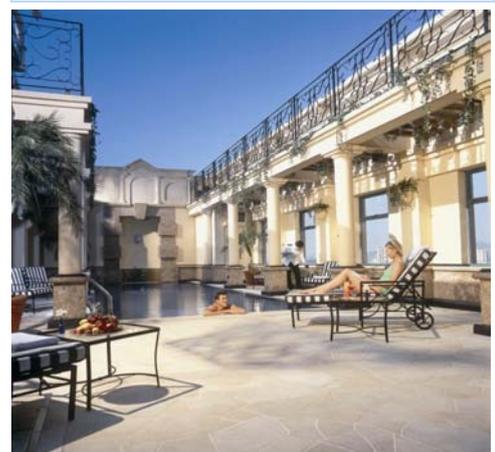
Installed Philips Dynalite lighting control systems in B/F, 2/F s, 1/F and B2/F.

Installed electronic ballast in floors 5-20

Installed electronic ballasts and T8 lighting in all three staff lifts

Installed electronic ballasts in fire staircases and fluorescent light fittings. This resulted in an energy savings of 112kw/day (\$96 per day). Total material and installation costs: HKD\$44,725. The estimated payback period for this was 15.5 months

Installed electronic ballasts in Basement 4-21st floor. This resulted in an additional savings of 54kw/day. Upfront cost were HKD\$38,695, with an estimated payback period of 28 months



## COMMUNITY SUPPORT AND EMPOWERMENT

In addition to managing operational risks, operators also have a responsibility to ensure they are managing potential environmental and social risks to the local community.

As an ethical operator committed to building 'sustainable communities' Eaton works alongside local council, community trusts, local NGO's and aid organisations to maximise support for community based projects which seek to protect the environment and enhance the livelihood of less fortunate members of our community.

In its 2008-2009 EarthCheck Benchmarking assessment, Eaton Hotel achieved 31% better than baseline for its contributions to the community, and 3.0 points better than Best Practice for its overall community contributions rating.

### INITIATIVES:

Developed an ongoing partnership with the Hong Kong Foodlink Foundation to collect and donate leftover food to the Home of Love Community Shelter. The hotel donates in excess of 20 containers per week to help alleviate hunger in the community

Once a month a designated department attends voluntary community service at the Home of Love community shelter to help prepare meals and package and distribute food to the centres beneficiaries. This hands-on community service approach provides colleagues with an opportunity to provide direct assistance whilst also benefiting from valuable team building exercises

Colleagues, friends and family members came together in October 2009 where the hotel held a family BBQ and clean up day at Lung Kwu Tan beach to support Ocean Conservancy International Beach Cleanup

The Green Team Committee developed an EarthHour display in the hotels lobby in 2010 to engage guests as to the impacts of Climate Change and how the hotel has responded with its initiatives

Removed BlueFin Tuna from our hotel menu in support of WWF Hong Kong's Sustainable Seafood campaign and to highlight the importance of this endangered species

## SOLID WASTE REDUCTION

In Hong Kong, local waste management contractors seldom provide weight reports. This makes quantifying waste volumes a challenge requiring regular internal audits. From this data, additional loading in the region of 10-15% must also be added to account for seasonal fluctuations in Food and Beverage outlets in addition to day guest patronage. Therefore setting and monitoring hotel waste reduction targets can be challenging to quantify in terms of reduction in volume.

### INITIATIVES:

Recycled over 74.522 tons of material between July 2008-February 2010

Recycling plastic bottles, iron cans, aluminium cans, cardboard, glass and office paper from occupied rooms and back of house areas

Incentivised recycling by giving the stewarding department 50% of the recycling credit issued by the contractor

Registered with Environmental Protection Department to recycle chemical solvents, light bulbs, paint and used batteries

Ink and print cartridges are recycled by contractors as a HR initiative

Eliminated plastic bags that are used to transport guest laundry from back of house to guest rooms. The hotel now uses cane baskets and plain paper to wrap clothes



Paper is recycled in all offices and double sided printing is encouraged where feasible

Partnered with the Hong Kong Hotel Association and Environmental Protection Department to drive the Glass Bottle Recycling Programme with 11 participating hotels-recycled glass bottles is made into paving bricks used in local building and construction sites



## PURCHASING SUSTAINABLE PRODUCTS

The Eaton recognises that sustainable procurement is a key part of managing the direct environmental effects from the hotel. This helps to influence the environmental behaviour of its suppliers which in turn helps to shape a more sustainable way of life for everyone.

Although some suppliers may be concerned that supply chain management programs may impact negatively on their bottom lines; in many cases sustainable initiatives driven by customers have a positive financial effect on suppliers, particularly through resource and packaging savings and the creation of less waste.

The hotel has undertaken the following initiatives:

### INITIATIVES:

Formed a group partnership with Ecolab and Johnson Diversey to consolidate chemical purchasing (ISO14001 and Green Seal Certified)

Sourced 100% certified sustainable paper products as part of 2010 commitment

Replaced unsustainable Bluefin tuna with seasonal alternative species in Yagura

Working with corporate office to secure a certified eco friendly amenity range for use in all guest rooms

As part of the Eaton rebranding all collateral is currently being replaced with 100% recycled paper stock as per the updated brand guideline