



Hilton

Travel should take you places™

Hilton recognises its environmental responsibility and is committed to improving its performance towards a sustainable future.

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# Hilton Melbourne

## South Wharf

### Overall Sustainability Policy

While there is currently no global sustainability rating scheme for hotels, Hilton Hotels Corporation has a global sustainability policy that focuses on the operations of its hotels. The policy sets targets, measures, benchmarks and continually improves the operation of Hilton Hotels. By 2014, goals for the Hilton Family of Hotels are:

- Reduce energy consumption from direct operations by 20%
- Reduce Co2 emissions by 20%
- Reduce output of waste by 20%
- Reduce water consumption by 10%

In Australia, all operating Hilton Hotels are currently undergoing a sustainability audit of their operations to determine each hotel's carbon footprint. This information will be used to reduce the impact of the operations on the environment and participate in appropriate offset programs.

In addition to the global initiatives undertaken by the Hilton Family of Hotels, the Hilton Melbourne South Wharf is proud to be associated with the only six star, green star rated convention centre in the world.

In addition to the highest of environmental standards that the Melbourne Convention & Exhibition Centre has been designed to incorporate, the Hilton Hotel also integrates the following:

- A sustainable use of building materials
- 75% of all rubbish will be recycled
- Low VOC products to enhance indoor air quality
- Expansive glass facades to restaurant and lobby providing a high degree of natural sunlight to considerably reduce the reliance on artificial lighting.
- The highest quality insulation materials have been used throughout

A key element of the success when operating the property is to maintain active management of the environmental processes that have been engaged, thereby reducing our carbon footprint.

The Hilton Melbourne South Wharf is committed to this and will continue to develop and implement its sustainable strategy.

### Direct Sustainability Policy

#### Light globes

- Hilton Melbourne South Wharf (HMSW) is progressively changing all in-room light globes from incandescent to an energy efficient compact fluorescent type.
- Low voltage LED lights have also been extensively used in the ground floor lobby, bar and restaurant.

#### Televisions

- The televisions throughout our property are LCD TVs as they are more energy efficient when compared to plasma televisions.

#### Garbage Disposal

- HMSW have contracted KS Environmental to ensure that proper and sound environmental garbage disposal systems are implemented.

#### Shower Heads

- All shower heads installed in the property have a three star "WELS" rating.

#### Towels

- In order to reduce the amount of laundry detergent used by the hotel, guests are asked to re-use towels where possible. If they do not wish to do so, they are asked to place the dirty towels in the bath tub so the hotel only launders those towels.

#### Energy Saving

- A keycard is needed to activate electrical power in the rooms. This keycard is also used to disable lighting and air conditioning when the rooms are unoccupied.



## Hilton Melbourne Airport

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Hilton Melbourne Airport is acutely aware of local environmental issues and recognises its responsibility in improving practices to safeguard our future. We are committed to protecting the environment through continual improvement of its environmental performance. Our contribution is to make the earth a better place to live for us all.

Environmental protection at Hilton Melbourne Airport began in March 2001 (when the hotel first opened) when Hilton Melbourne team members suggested we investigate programs to assist the environment. This led to the development of our Environmental Management Plan, which covers four key areas: solid waste management, water preservation, energy saving and employee and guest education.

### **Solid waste management**

There is a recycling bin in all guest rooms (provided by Visy), which assists the collection of recyclable materials. Used cooking oils are collected by the oil supplier who converts it into Bio-Diesel to power their oil delivery trucks. Printer cartridges, newspapers, glass, plastics and metal cans are all recycled. And Finsbury Green, Australia's first carbon neutral printer has been appointed as our national printing supplier. Local manufacturer Visy provided Hilton Melbourne Airport with a cardboard compacting machine to reduce bulk.

### **Water conservation**

In 2007, Hilton Melbourne Airport and City West Water started working together to outline actions to improve water usage and efficiency in the hotel. We took actions that could be introduced quickly and that would save the company money. Once those actions were implemented it made it possible to move on to more complex actions that would have a longer term focus for implementation. Hilton Melbourne Airport uses The City West WaterMAP action plan matrix to monitor, track and ensure timely completion of activities. Actions that are currently in place include:

- Hand sensor taps in the hotel kitchen areas low-flow showers and taps in guest rooms, staff showers and guest showers in the gymnasium
- Loading bays are cleaned using a pressure steam cleaner
- Guests staying for more than one night have the option of having their bed linen changed every second day, which saves 100 litres of water.
- Guests can re-use their towels if they wish, which also saves water
- Dishwashing efficiency has been improved through automated, timed washes

### **Energy usage**

To reduce energy usage we installed instant water heating. This minimises water loss as guests no longer have to wait for water to reach optimum temperature. Where practical we use low-wattage lighting and lighting in all conference rooms is controlled by a sensor. The Energy Eye (Energy Management System) has been on trial since May 2009. This innovative solution will be used to manage heating and cooling of guest rooms. It allows the hotel to minimise energy consumption. Current figures show a reduction of between 20 and 40 per cent.

### **Employee and guest education**

As part of their induction, new staff learn about the hotel's environmental strategy and how it interacts with Melbourne Airport. Further training to do with environmental issues, such as recycling, takes place within individual departments. Guest education through in-room literature is available on recycled paper. Advice on water saving can be found in all guest rooms.

The Hilton Melbourne Airport's Healthy Wealthy and Wise committee, which includes team members from all levels and departments, ensures the sustainable message is spread throughout the hotel. On 18 September 2008, Hilton Melbourne Airport team members in conjunction with Melbourne Airport, Hume City Council and the local Landcare group participated in a tree planting event to help offset CO2 emissions. Ninety-nine per cent 99% of employees at Melbourne Airport drive to work, due to the lack of public transport. The tree planting event is one way of us offsetting the CO2 emissions.

### **Our strategy**

As a tenant of Melbourne Airport (APAM), Hilton Melbourne Airport is required to submit a comprehensive environmental report on an annual basis. To get a better idea of our emissions and assist with our continued improvement in this area, Carbon Planet has audited Hilton Melbourne Airport to measure the hotel's carbon emission and footprint. Knowing the facts, we established a strategy to:

- Understand the environmental issues associated with all our operations
- Incorporate environmental management into everyday business practice
- Work with our employees, suppliers, contractors and partners to minimise our impact on the environment
- Encourage environmentally friendly and, where possible, use local sources of products and services. Our motto in the kitchen is, "Cook local, think global".