

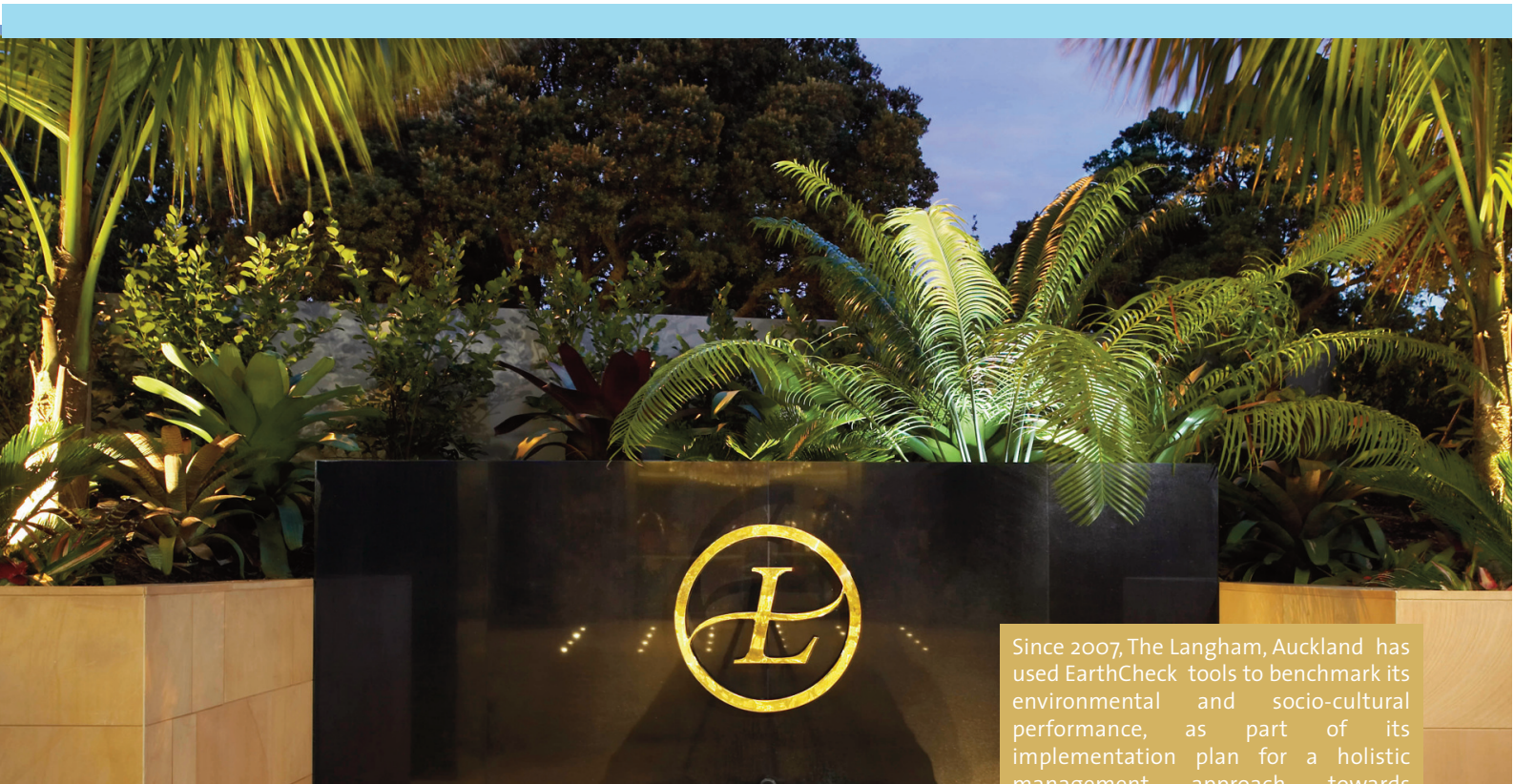


EARTHCHECK

For more information about how EarthCheck can help your business, please email: andre.russ@earthcheck.org

EarthCheck Pty Ltd
PO Box 12149
George Street
Queensland 4003
Australia

P: +61 7 3238 1902
E: andre.russ@earthcheck.org
W: www.earthcheck.org



THE LANGHAM, AUCKLAND NEW ZEALAND

The Langham, Auckland is part of Langham Hotels International (LHI), a company that owns and manages hotels and hospitality interests in Hong Kong, China, Thailand, North America, England and Australia.

The Langham, Auckland, a 5-star luxury hotel with 410 rooms, features a spa and health club, which include state-of-the-art health and fitness facilities and a 12.36 metre outdoor swimming pool and gymnasium.

For meetings, functions and weddings, The Langham offers 16 function rooms including two ballrooms. The Great Room at The Langham boasts a function space (1171 square metres) capable of seating up to 900 people banquet style or 1,400 theatre style, making it New Zealand's largest pillar-free ballroom.

In 2007, Dr K S Lo, Chairman of LHI, The Langham, Auckland's parent company, announced his company was committed to becoming the most sustainable hospitality company in the world by 2010.

LHI uses The Langham, Auckland, one of its flagship properties, to continuously develop, trial and implement new and proven environmental initiatives, plans and policies, before they are implemented in properties worldwide.

Even though New Zealand enjoys abundant rainfall, management and staff at The Langham carefully monitor and continuously strive to reduce the amount of water used at the property.

Since 2007, The Langham, Auckland has used EarthCheck tools to benchmark its environmental and socio-cultural performance, as part of its implementation plan for a holistic management approach towards sustainability, which won't compromise guest experience or service quality.

The result: In 2008, The Langham, Auckland won the *Ministry for the Environment Green Ribbon Award* and was named New Zealand's most sustainable business. In 2010, The Langham won the NZ Hotel Council *Innovation in Sustainability Award*.

KEY ACHIEVEMENTS:

Since 2007, the hotel has **reduced energy consumed per guest per night by 14%**

During 2008-2009, the property sourced **30% of its energy from renewable sources**

Since 2002, the hotel has **reduced potable water consumption per guest per night by 48%**

Since 2002, the hotel has **reduced guest waste sent to landfill sites by 22.5%**

The Langham replaced petrol limousines with fuel-efficient, hybrid Lexus limousines; **reducing petrol costs by 40%**

The Langham formed sustainability partnerships with suppliers.

REDUCING THE USE OF FRESHWATER AND WASTEWATER GENERATION

Water is a precious natural resource that needs to be carefully managed. Supplying water to the hotel and treating waste water costs money and impacts upon the natural environment.

By installing water-efficient equipment and fixtures and volume reducing devices, as well as involving staff in water conservation, the hotel's water usage has dropped by 17% since 2006.

Small measures, such as turning off running taps when not in use and only running dishwashers when full, have led to large savings in total water consumption.

INITIATIVES TO REDUCE WATER CONSUMPTION:

Water-efficient taps with aerators have been installed in guest bathrooms, public toilets and back of house areas. There are **flow restrictors in water pipes** in all guest bathrooms, restaurants, bars and back of house.

Dual-flush cisterns have been installed in guest bathrooms and **urinal cisterns have motion sensor controls** so that they only flush when in use.

Climate-sensitive, night sprinkler systems irrigate the hotel garden, only when needed.

Native plant species suited to Pacific Rim growing conditions are used in landscaping, requiring little assisted watering.

A new commercial dishwasher has **reduced total water usage by 12%** and significantly reduced the energy consumption.

ENERGY EFFICIENCY

Langham staff plot monthly energy consumption against hotel occupancy rates and compare this with their EarthCheck energy benchmark. The result is an average **energy consumption of 227.5 MJ for each guest night, which is 24.2% better than Baseline** for the hotels in that region.

To ensure energy consumption is kept to a minimum, a Building Management System controls cooling, heating and lighting for all areas. The system was upgraded to better manage, and effectively reduce, the energy used for heating and maintaining swimming and spa pools, and the sauna, as well as central lighting, the mains water pumps and peak-electrical-demand load shedding.

Incandescent bulbs have been replaced with compact fluorescent lamps in areas that might need light anytime, such as guest rooms, corridors, and the hotel lobby. Motion and photo sensors control outside lighting such as stairs.

Kitchen exhaust fans have been equipped with timers to minimise operation, with half-speed fan settings added to reduce energy use.

INITIATIVES TO REDUCE GREENHOUSE GAS (GHG) EMISSIONS:

LHI's *Guests of the Earth Program* now features a carbon offsetting option for guests.

The Langham, Auckland purchased three fuel-efficient, hybrid Lexus vehicles for their limousine fleet.

The hotel converted the refrigeration plant in the main hotel and kitchens to low ozone-depleting refrigerant gas and has reclaimed R12 refrigerant (a potent GHG) from refrigeration plants not in use.

A safe and secure bicycle rack was installed, enabling staff to cycle to work. During setup and turn down, staff reduce the lighting in function rooms by 50% to conserve energy.

COMMUNITY SUPPORT AND EMPOWERMENT

The Langham, Auckland has formed a charitable partnership with The Hearing House; an organisation that teaches deaf and hearing impaired children to speak.

The hotel provides financial and practical support to The Hearing House for their family-focused learning centre, which provides auditory-verbal therapy for families to help their children develop spoken language; crucial care following cochlear implant surgery.

Hotel staff apply their collective skills to participate in fundraising events such as Loud Shirt Day, which gives hotel staff the opportunity to fully embrace the spirit of the day.

SOLID WASTE REDUCTION

The Lanham has prioritised waste minimisation, and diversion of organic wastes to landfill, as a major operational focus. All departments follow a waste management hierarchy policy to reduce, reuse, recycle and recover.

Management invested in compacting equipment and this has reduced the amount of space required as a recycling area, as well as frequency of collections. The

result is a reduction in noise pollution and recycle collection fees.

Staff carefully segregate solid waste for recycling into glass bottles, cardboard, paper, plastic bottles and containers, Styrofoam and cans. Each category is compacted to reduce volume.

The hotel invested in a cardboard baler, a plastic bags and strapping's baler, a can crusher, an X-press for general waste, and a Styrofoam extruder that chips waste Styrofoam into pellets to be heated and moulded into solid bricks.

All baled material and Styrofoam bricks are sold back to recyclers. Oil and fat from deep fryers is collected onsite and processed by contractors to be made into biofuel and cosmetic products.

Used cooking oil is collected from the hotel converted into biofuel. Silt and grease traps have been installed to prevent any contamination of waste water.

Empty chemical containers for cleaning agents are rinsed and returned to the supplier for reuse and recycling.

During hotel upgrades, used furniture and carpets are sold or donated to charitable organisations for reuse. Worn bed linen is donated to the local private hospital for reuse.

PURCHASING SUSTAINABLE PRODUCTS

The Langham, Auckland developed a Sustainable Procurement Policy that lists preferred product characteristics for improved sustainability.

For example, the hotel purchases biodegradable products rather than plastics. Plastic cups and utensils have been replaced by a corn starch alternatives and polyethylene bags have been replaced by biodegradable PPA bags.

Staff developed a suppliers' questionnaire to assess 'green' integrity. All suppliers must now demonstrate their environmental credentials for the company, its services and products.

The hotel has contracted Koru Cabs for staff to use, as they operate a hybrid fleet, which cuts fuel costs and GHG emissions.

All volatile organic compounds, CFCs and toxic products have been banned in accordance with The Langham, Auckland's Sustainable Procurement Policy.

Cleaning chemicals are biodegradable and sourced from Ecolab.