



EARTHCHECK

BENCHMARKING ASSESSMENT REPORT

ACCOMMODATION - BUSINESS HOTEL BENCHMARKING
(REVISED ASSESSMENT)

LANGHAM HOTEL AUCKLAND
AUCKLAND, NEW ZEALAND



REPORT DATE: 18 October 2011

Benchmarking Data Collection Period: 1 September 2009 – 31 August 2010

The planet deserves more than half measures

OVERVIEW

This annual assessment of **Langham Hotel Auckland** was undertaken against EarthCheck benchmarking indicators and checklists developed for EarthCheck and listed below. ¹ They have been carefully selected to track performance in key areas of environmental and social performance impact. Their outcomes which are presented in this report are used by EarthCheck to evaluate whether the operation has reached the standards necessary to pass the benchmarking requirements, as stated in the EarthCheck Benchmarking Policy. ²

	Indicator Measure (Benchmark)
1 Policy	Policy is produced and in place
2 Energy	Energy Consumption (MJ / Guest Night)
	Renewable Energy Used (%) ³
	Total CO ₂ -e Produced (kg CO ₂ -e / Guest Night)
3 Water	Potable Water Consumption (L / Guest Night)
	Recycled / Captured Water (%) ³
	Water Savings Rating (Points)
4 Waste	Waste Sent to Landfill (L / Guest Night)
	Recycled / Reused / Composted Waste (%) ³
	Waste Recycling Rating (Points)
5 Community	Community Commitment (%)
	Community Contributions Rating (Points)
6 Paper	Paper Products Rating (Points)
7 Cleaning	Cleaning Products Rating (Points)
8 Pesticides	Pesticide Products Rating (Points)

¹ Refer to the EarthCheck Sector Benchmarking Indicator (SBI) document for more information. For frequently asked questions (FAQs) about benchmarking or specific help, please log on to 'My EarthCheck' and visit your EarthCheck Benchmarking software.

² To meet the requirements stipulated in the EarthCheck Company Standard, the benchmarks for all the submitted EarthCheck indicators need to be at, or better than, the Baseline level. Baseline and Best Practice performance levels are set with reference to the type of activity (registered sector/s) and appropriate national and international data which take into account social, geographical and climatic impacts.

First-time benchmarking operations that fail to meet the minimum requirements (Baseline performance or better) for up to two submitted EarthCheck indicators (with a third indicator within 10% of the Baseline level), will be permitted to pass benchmarking. The operation is however, given a maximum of 12 months to improve performance in at least one of the indicators to Baseline performance or better. If on the next submission this is not achieved without substantiated evidence that the situation was beyond the control of the operation (e.g., occurrence of a natural disaster), then the right to use the appropriate EarthCheck logo will be withdrawn.

As a standard policy, all EarthCheck indicators are continuously reviewed, along with the performance levels which operators have to achieve in order to meet the requirements of the Company Standard. This review takes into account "business-as-usual" changes in practices and equipment, and is used to update where appropriate Baseline and Best Practice levels.

³ These indicators are for guidance only and do not affect the overall benchmarking evaluation.

EarthCheck® is a registered trademark of Earthcheck Pty Ltd.

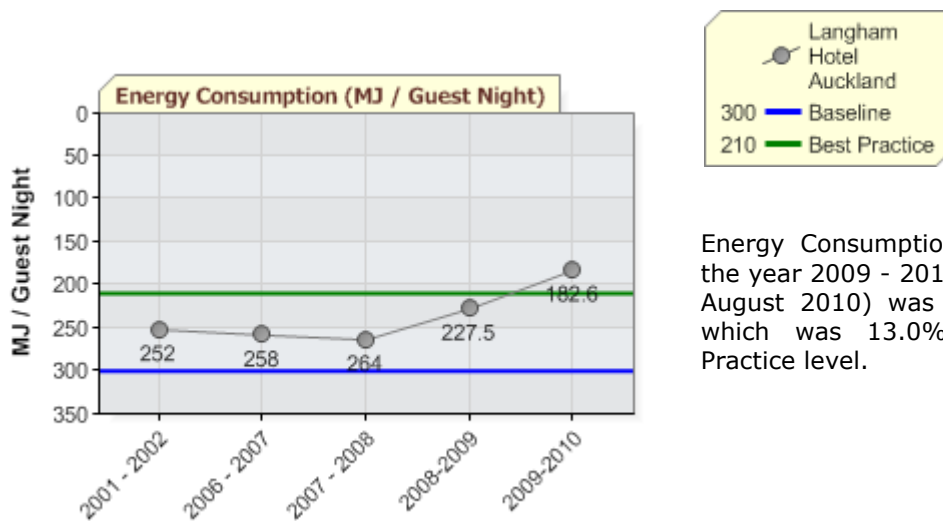
ACCOMMODATION - BUSINESS HOTEL PERFORMANCE BENCHMARKS

Current performance: Below Baseline ✖ At or above Baseline ✔ At or above Best Practice ★

1. Policy ★

2. Energy

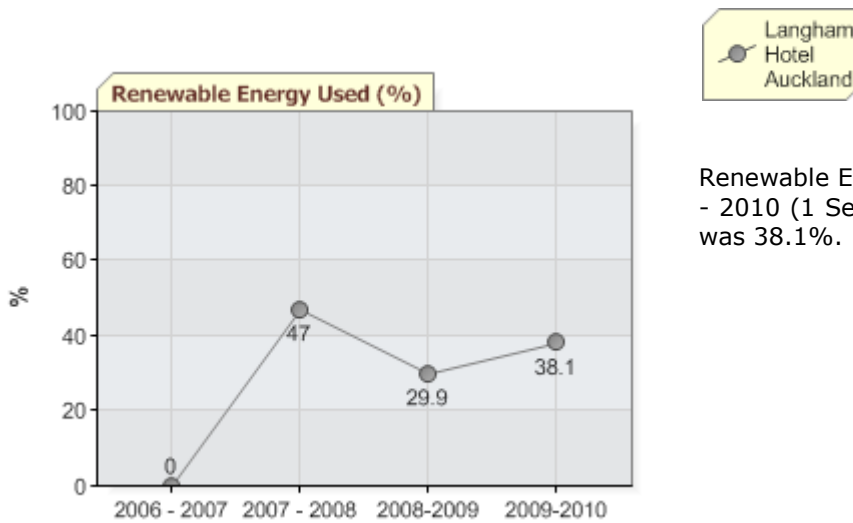
Energy Consumption (MJ / Guest Night) ★



Energy Consumption (MJ / Guest Night) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 182.6 MJ / Guest Night, which was 13.0% better than the Best Practice level.

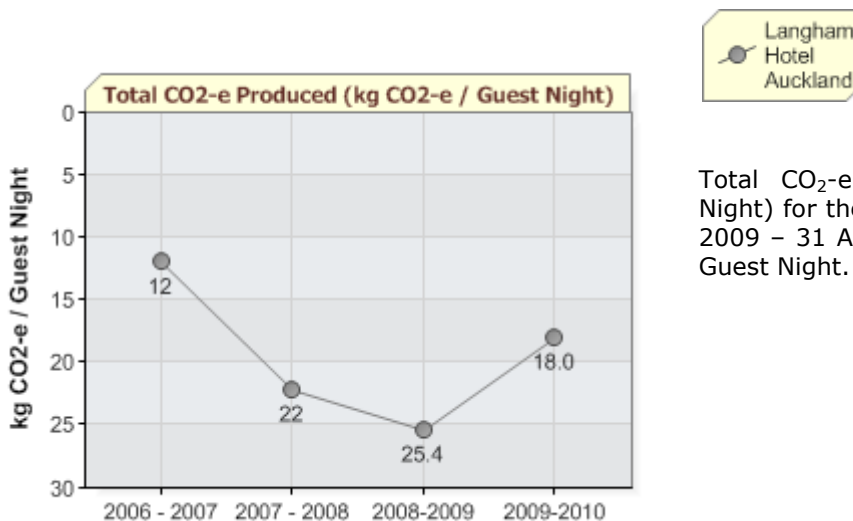
Source	Quantity	Unit	Energy Consumption (MJ)	Total CO ₂ -e Produced (t CO ₂ -e)
Hydro - Grid	1855438.2	kWh (kilowatt hour)	6679577.5 MJ	0.0 t CO ₂ -e
Wind - Grid	1123783.4	kWh (kilowatt hour)	4045620.2 MJ	0.0 t CO ₂ -e
Natural Gas - Grid	4845730	kWh (kilowatt hour)	17444628.0 MJ	2774.8 t CO ₂ -e
		Totals:	28169825.8 MJ	2774.8 t CO₂-e

Renewable Energy Used (%)



Renewable Energy Used (%) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 38.1%.

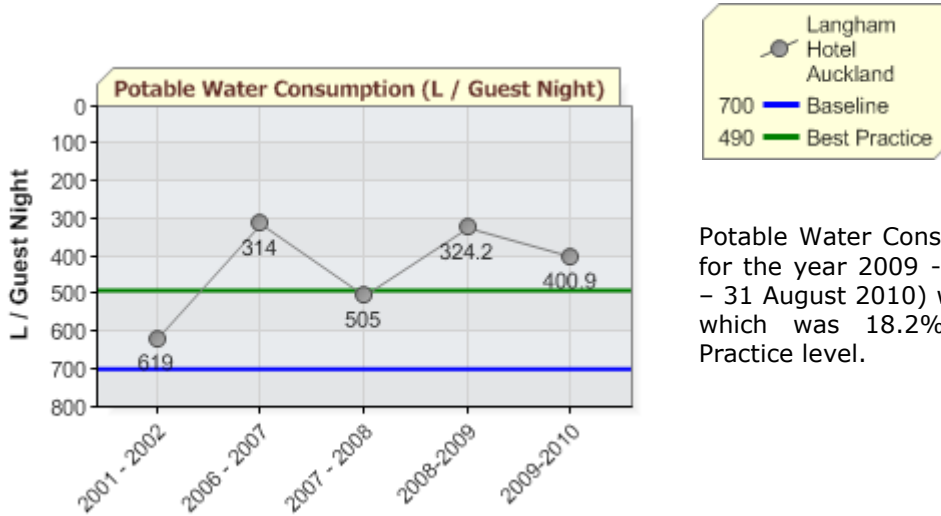
Total CO₂-e Produced (kg CO₂-e / Guest Night)



Total CO₂-e Produced (kg CO₂-e / Guest Night) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 18.0 kg CO₂-e / Guest Night.

3. Water

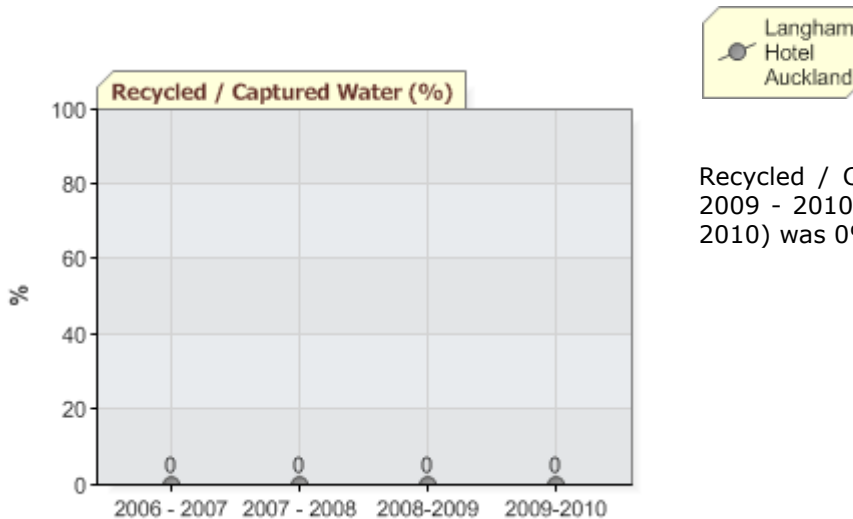
Potable Water Consumption (L / Guest Night) ★



Potable Water Consumption (L / Guest Night) for the year 2009 - 2010 (1 September 2009 – 31 August 2010) was 400.9 L / Guest Night, which was 18.2% better than the Best Practice level.

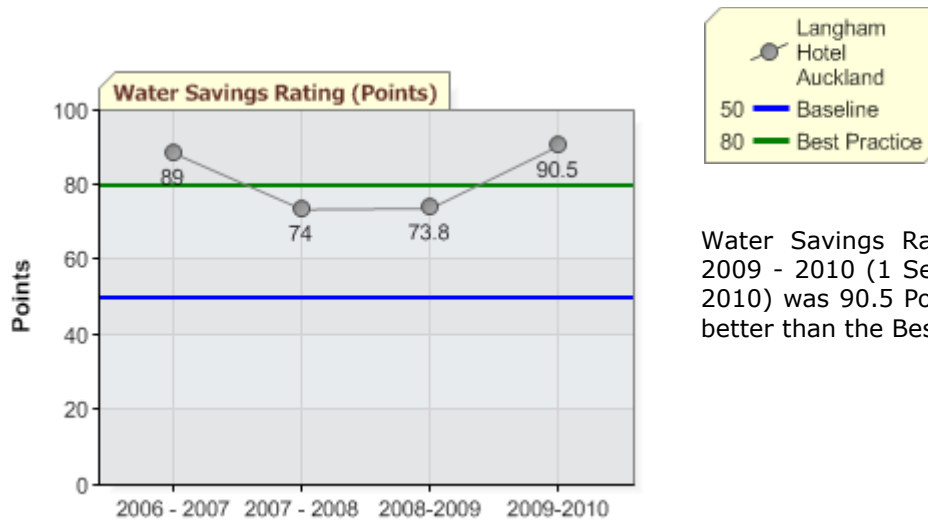
Quantity	Unit	Potable Water Consumption (kL)
61846.27	cubic metres	61846.3 kL
	Totals:	61846.3 kL

Recycled / Captured Water (%)



Recycled / Captured Water (%) for the year 2009 - 2010 (1 September 2009 – 31 August 2010) was 0%.

Water Savings Rating (Points) ★

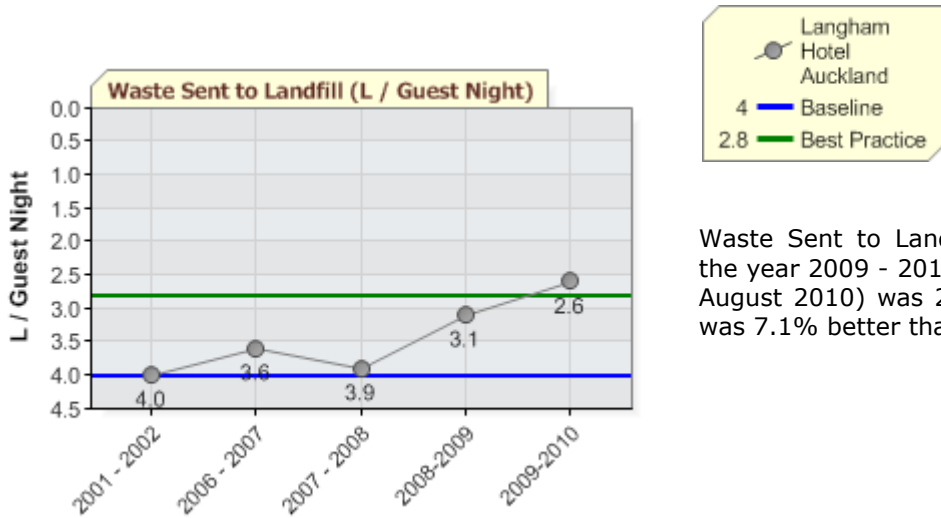


Water Savings Rating (Points) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 90.5 Points, which was 10.5 Points better than the Best Practice level.

Water Savings Measures	Frequency / Percentage Rating	Water Savings Rating (Points)
Check for leaks	Every week	100.0 Points
Low/dual flush toilets	100%	100.0 Points
Low flow tap fittings	80-99%	88.9 Points
Low flow shower fittings	100%	100.0 Points
Water sprinklers used after dark	80-99%	88.9 Points
Minimal irrigation landscaping	40-59%	65.1 Points
Use of recycle/grey/rain water	Not Relevant / Not Available	-
	Overall Rating:	90.5 Points

4. Waste

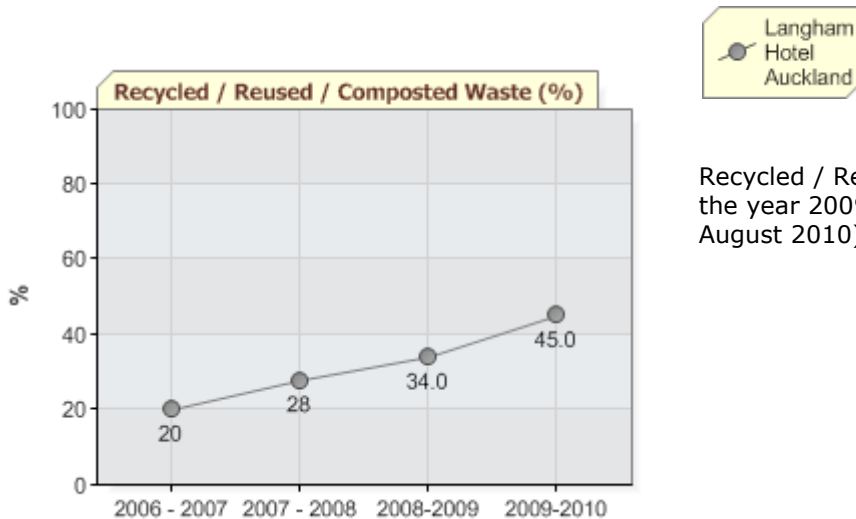
Waste Sent to Landfill (L / Guest Night) ★



Waste Sent to Landfill (L / Guest Night) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 2.6 L / Guest Night, which was 7.1% better than the Best Practice level.

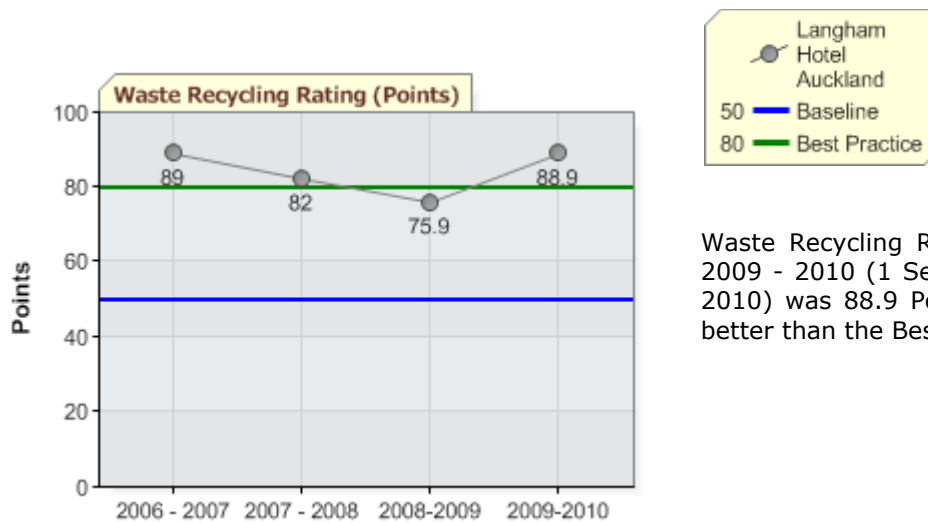
Quantity	Unit	Waste Sent to Landfill (m ³)
257.07	tonnes (compacted)	395.5 m ³
	Totals:	395.5 m³

Recycled / Reused / Composted Waste (%)



Recycled / Reused / Composted Waste (%) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 45.0%.

Waste Recycling Rating (Points) ★

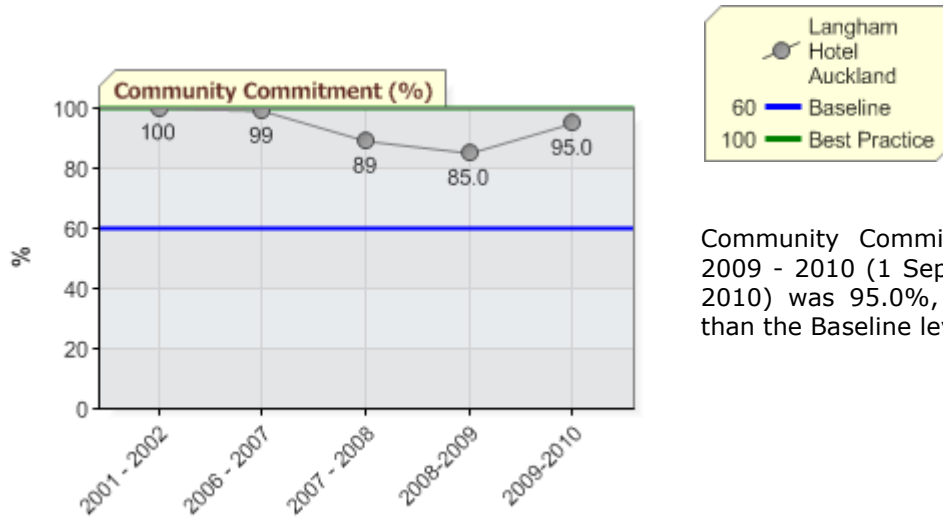


Waste Recycling Rating (Points) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 88.9 Points, which was 8.9 Points better than the Best Practice level.

Waste Recycling Measures	Frequency / Percentage Rating	Waste Recycling Rating (Points)
Glass	80-99%	88.9 Points
Paper/card	80-99%	88.9 Points
Iron & steel (ferrous metals)	Not Relevant / Not Available	-
Other metals (non-ferrous)	Not Relevant / Not Available	-
Plastics	80-99%	88.9 Points
Rubber	Not Relevant / Not Available	-
Green waste	80-99%	88.9 Points
	Overall Rating:	88.9 Points

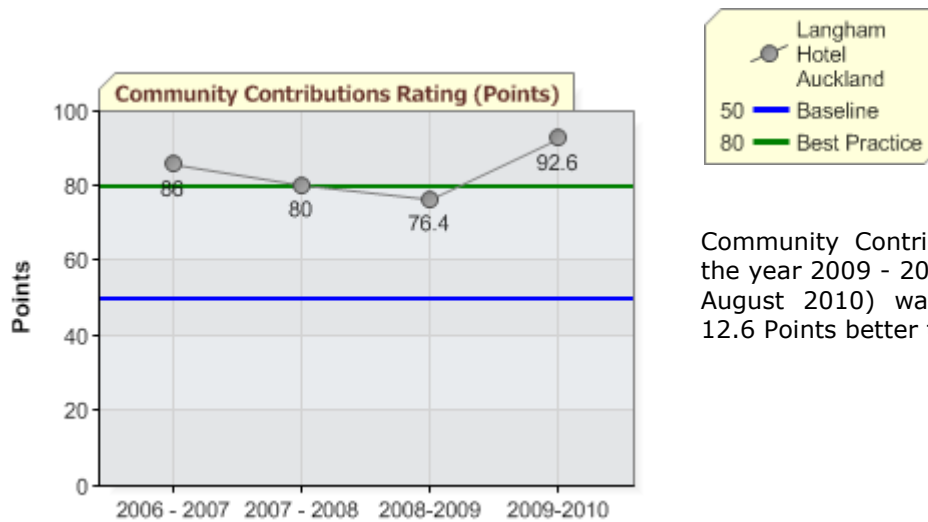
5. Community

Community Commitment (%) ✓



Community Commitment (%) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 95.0%, which was 35.0% better than the Baseline level.

Community Contributions Rating (Points) ★

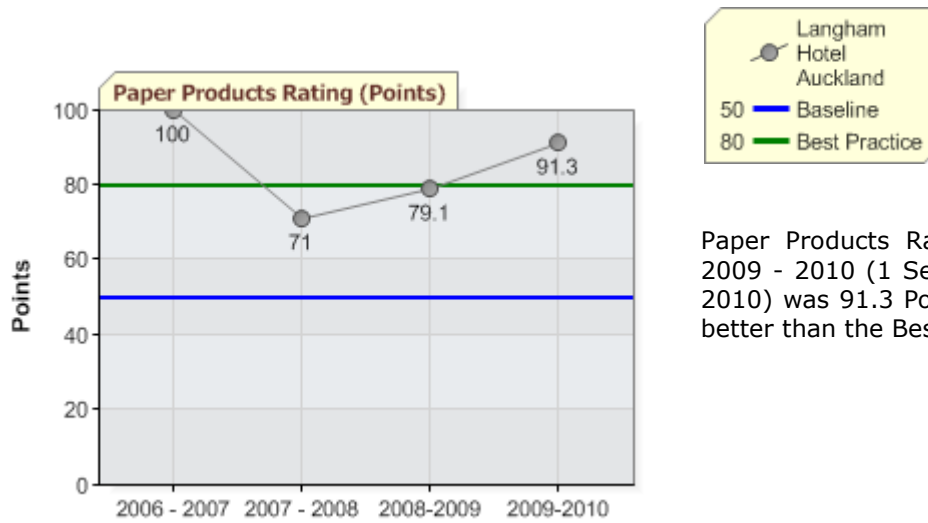


Community Contributions Rating (Points) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 92.6 Points, which was 12.6 Points better than the Best Practice level.

Community Contributions Measures	Frequency / Percentage Rating	Community Contributions Rating (Points)
Net income spent on sustainability programs	Not Relevant / Not Available	-
Perishable purchased goods that are of local origin	80-99%	88.9 Points
Service contracts given to local contractors	80-99%	88.9 Points
Staff received training on sustainability issues	100%	100.0 Points
	Overall Rating:	92.6 Points

6. Paper

Paper Products Rating (Points) ★

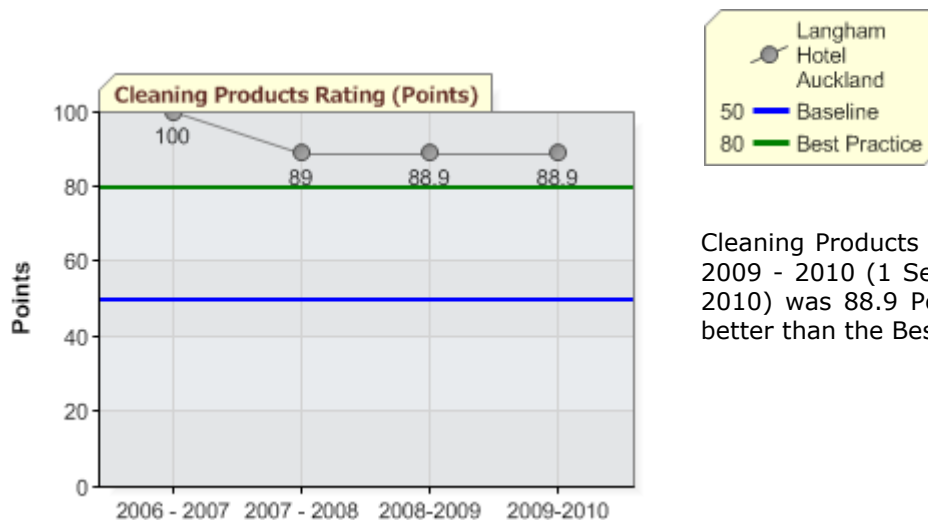


Paper Products Rating (Points) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 91.3 Points, which was 11.3 Points better than the Best Practice level.

Paper Products Measures	Frequency / Percentage Rating	Paper Products Rating (Points)
Office paper	100%	100.0 Points
Serviettes	Not Relevant / Not Available	-
Tissues	100%	100.0 Points
Toilet tissue	100%	100.0 Points
Paper towels	40-59%	65.1 Points
	Overall Rating:	91.3 Points

7. Cleaning

Cleaning Products Rating (Points) ★

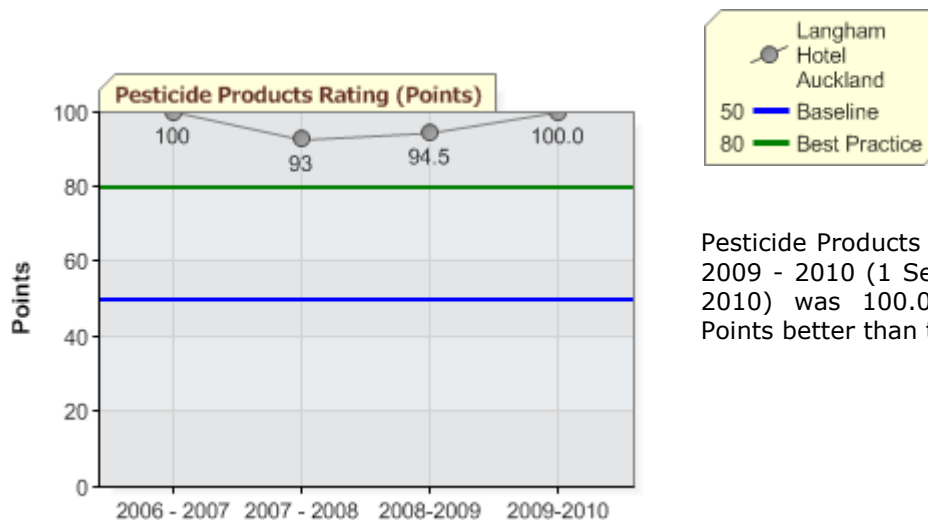


Cleaning Products Rating (Points) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 88.9 Points, which was 8.9 Points better than the Best Practice level.

Cleaning Products Measures	Frequency / Percentage Rating	Cleaning Products Rating (Points)
Hard floor cleaners	80-99%	88.9 Points
Carpet cleaners	80-99%	88.9 Points
Interior surface cleaners	80-99%	88.9 Points
External surface cleaners	80-99%	88.9 Points
Glass cleaners	80-99%	88.9 Points
Detergents	80-99%	88.9 Points
Personal hygiene	80-99%	88.9 Points
	Overall Rating:	88.9 Points

8. Pesticides

Pesticide Products Rating (Points) ★



Pesticide Products Rating (Points) for the year 2009 - 2010 (1 September 2009 - 31 August 2010) was 100.0 Points, which was 20.0 Points better than the Best Practice level.

Pesticide Products Measures	Frequency / Percentage Rating	Pesticide Products Rating (Points)
Weed killers	100%	100.0 Points
Fungal killers	100%	100.0 Points
Rodent killers	Not Relevant / Not Available	100.0 Points
Insect killers	100%	100.0 Points
	Overall Rating:	100.0 Points

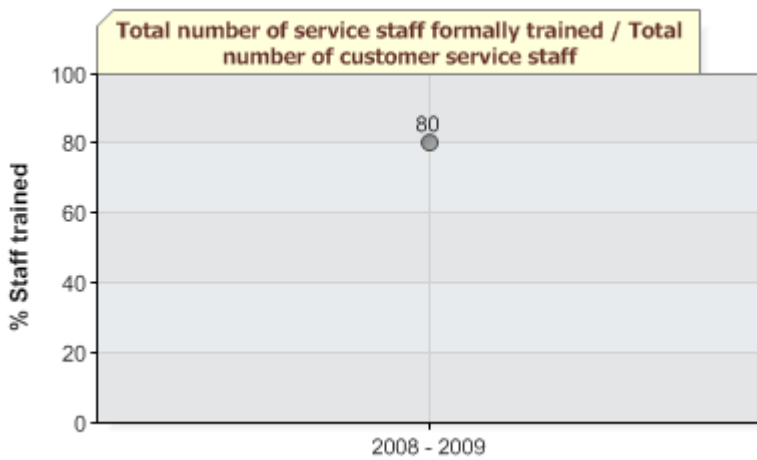
OPTIONAL BENCHMARKING INDICATORS

The **Langham Hotel Auckland** has also nominated optional Operation Selected and Specified Indicators that they consider relevant to their specific operation and locality. The Operation Selected and Specified Indicators do not form part of the formal annual benchmarking exercise.

Selected Indicators

Selected Indicators are from a supplied list of EarthCheck indicators.

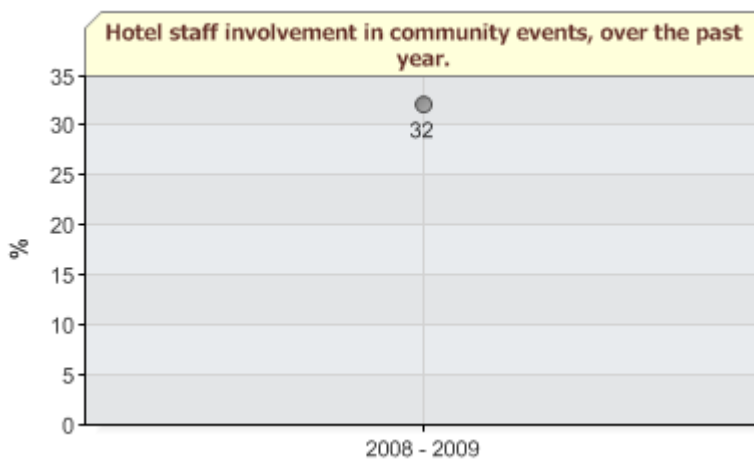
Total number of service staff formally trained / Total number of customer service staff



Specified Indicators

Specified Indicators are devised by the operator for local and/or internal performance assessment.

Hotel staff involvement in community events, over the past year.



*The supplied data has been compiled by **Langham Hotel Auckland** in the prescribed manner, authorised by a senior executive of the company and submitted for an annual assessment.*

CONCLUSION AND RECOMMENDATIONS

Congratulations, **Langham Hotel Auckland** has passed the requirements to be recognised as an EarthCheck Benchmarked Accommodation - Business Hotel.

In addition to having a Sustainability Policy in place, ten of the assessed EarthCheck indicators are at or above the Baseline level. From the benchmarking data provided, nine indicators, *Energy Consumption, Potable Water Consumption, Water Savings Rating, Waste Sent to Landfill, Waste Recycling Rating, Community Contributions Rating, Paper Products Rating, Cleaning Products Rating* and *Pesticide Products Rating*, are at or above the Best Practice level, which is a world-class achievement to be very highly commended.

Improvements in all the EarthCheck indicators will not only help the environment, but can also help reduce operational costs. Due to the positive commitment that **Langham Hotel Auckland** has demonstrated to the environment, the assessors are confident that they can maintain their very high standards and remain a leader in environmental performance. In line with EarthCheck Policy this would enable the **Langham Hotel Auckland** to continue to meet the benchmarking requirements of the EarthCheck program.

APPENDIX

BENCHMARKING POLICY

A member benchmarking for the 4th time (and subsequent assessments) is not permitted to fail any EarthCheck™ indicators (excluding supplementary EarthCheck™ indicators). **A member benchmarking for the 5th time (and subsequent assessments) is not permitted to fail any EarthCheck™ indicators (excluding supplementary EarthCheck™ indicators)**

WASTE SENT TO LANDFILL

The **Langham Hotel Auckland** advised:

"Please update the Langham's Benchmarking Data for 'Waste sent to Landfill' to be 257.07 Tonnes, not the 236.06 Tonnes originally calculated.

The attached report from Wastemanagement includes all waste sent to landfill, including Skip bins (highlighted in yellow) which as the below e-mail from Wastemanagement states, were for the removal of the construction waste of the Ballroom upgrade project, happening at the time.

On behalf of TPI (Waste Management) I can confirm that the 22 x 9m Gantry bins ordered between Oct 2009 and August 2010 were for the construction refurbishment of the Ballroom."

As advised the Benchmarking Assessors have revised the *Waste Sent to Landfill* as below:

Quantity	Unit	Waste Sent to Landfill (m ³)
257.07	tonnes (compacted)	395.5 m ³
	Totals:	395.5 m³

The submitted value of 257.07 tonnes (257 070 kg) of waste (specified by the operator as compacted waste) has been converted into a volume by using the standard conversion of: 1 kg (compacted waste) = 0.00153846 m³ or 1.53846 L (i.e. 257 070 kg x 0.00153846 = 395.5 m³ or 395 492.3 L). (If the waste is uncompacted, then the standard conversion is: 1 kg = 0.00333333 m³ or 3.33333 L).

This equates to 2.6 L per Guest Night.



EARTHCHECK

Benchmarks Assessed by EarthCheck

SUMMARY OF SUPPLIED BENCHMARKING DATA

Activity Measures

Guest Nights	154264
Area Under Roof	30902

Supplied Benchmarking Data

Energy

Energy Consumption (MJ / Guest Night)

Supplied	28169825.8 MJ
Calculated	182.6 MJ / Guest Night
Baseline	300 MJ / Guest Night
Best Practice	210 MJ / Guest Night
Difference	13.0% better than the Best Practice level

Renewable Energy Used (%)

Supplied	38.1%
Calculated	38.1%

Total CO₂-e Produced (kg CO₂-e / Guest Night)

Supplied	2774818.0 kg CO ₂ -e
Calculated	18.0 kg CO ₂ -e / Guest Night

Water

Potable Water Consumption (L / Guest Night)

Supplied	61846270.0 L
Calculated	400.9 L / Guest Night
Baseline	700 L / Guest Night
Best Practice	490 L / Guest Night
Difference	18.2% better than the Best Practice level

Recycled / Captured Water (%)

Supplied	0%
Calculated	0%

Water Savings Rating (Points)

Supplied	90.5 Points
Calculated	90.5 Points
Baseline	50 Points
Best Practice	80 Points
Difference	10.5 Points better than the Best Practice level

Waste

Waste Sent to Landfill (L / Guest Night)

Supplied	395492.3 L
Calculated	2.6 L / Guest Night
Baseline	4 L / Guest Night
Best Practice	2.8 L / Guest Night
Difference	7.1% better than the Best Practice level

Recycled / Reused / Composted Waste (%)

Supplied	45.0%
Calculated	45.0%

Waste Recycling Rating (Points)

Supplied	88.9 Points
Calculated	88.9 Points
Baseline	50 Points
Best Practice	80 Points
Difference	8.9 Points better than the Best Practice level

Community

Community Commitment (%)

Supplied	95.0%
Calculated	95.0%
Baseline	60 %
Best Practice	100 %
Difference	35.0% better than the Baseline level

Community Contributions Rating (Points)

Supplied	92.6 Points
Calculated	92.6 Points
Baseline	50 Points
Best Practice	80 Points
Difference	12.6 Points better than the Best Practice level

Paper

Paper Products Rating (Points)

Supplied	91.3 Points
Calculated	91.3 Points
Baseline	50 Points
Best Practice	80 Points
Difference	11.3 Points better than the Best Practice level

Cleaning

Cleaning Products Rating (Points)

Supplied	88.9 Points
Calculated	88.9 Points
Baseline	50 Points
Best Practice	80 Points
Difference	8.9 Points better than the Best Practice level

Pesticides

Pesticide Products Rating (Points)

Supplied	100.0 Points
Calculated	100.0 Points
Baseline	50 Points
Best Practice	80 Points
Difference	20.0 Points better than the Best Practice level

DETERMINATION OF BASELINE AND BEST PRACTICE LEVELS

General

The values for the Baseline and Best Practice levels for each indicator are derived from extensive worldwide research into available and appropriate case studies, industry surveys, engineering design handbooks, energy, water and waste audits, and climatic and geographic conditions.

National and regional data for per capita energy use, greenhouse gas and other emissions, wastes to landfill and water consumption, where available provide background data for normalisation of the expected performance values for per customer or employee, and/or overall performance of an enterprise being benchmarked. They are used to gauge the regional or national situation and environmental performances that an enterprise is based in, and hence what are reasonable levels to expect the enterprise to achieve.

A benchmarking result at, or above, the Baseline level demonstrates to all stakeholders that the enterprise is achieving above average performance. A result below the Baseline level indicates that an enterprise can and should carry out actions that will make beneficial improvements in performance.

Consideration of Climate

A major determinant of energy consumption in some sectors, primarily those centred on buildings such as accommodation, visitor centres and administration offices will be the dominant climatic conditions in which the enterprise is located. In general, to maintain the same level of indoor comfort, enterprises operating in hot or cold climates will consume more energy than those in temperate climates.

Similarly, it is recognised that in certain sectors a major determinant of potable water consumption will be the climate in which an enterprise is located, in particular those with large grounds and/or significant water-based facilities or activities. That is, enterprises located in hot climates are more likely to consume more potable water than equivalent ones located in cooler climates. Factors that are likely to lead to a higher level of potable water consumption, for example in the accommodation sector, include increased evaporation rates of swimming pools, personal bathing and irrigation demands of grounds. In consideration of this factor, Baseline and Best Practice levels can vary in relation to country location.

Waste Sent to Landfill

The benchmark indicator used for Waste Sent to Landfill is given in litres as waste bins are usually calibrated by volume, and it has been found that the majority of operations do not have access to the weight of material disposed of. However, if a weight is supplied, standard factors are used to convert from weight (e.g., kilograms (kg)) to volume (e.g., cubic metres (m³) or litres (L)). These are: 1 kg (uncompacted waste) = 0.00333333 m³ or 3.33333 L and 1 kg (compacted waste) = 0.00153846 m³ or 1.53846 L.

Operations should make note of the level of compaction when submitting data for assessment by EarthCheck.

Review of Performance Levels

The Baseline and Best Practice performance levels for EarthCheck indicators are continuously reviewed and are likely to change over time. This review by a team of international experts, takes into account "business-as-usual" changes in practices, equipment and facilities, as well as regulations and general improvement trends in performance and procedures. This review is used to update the levels of Baseline and Best Practice, and provides useful feedback to the user of the indicators.

The list below summarises the basic generic rules used to determine Baseline and Best Practice levels for EarthCheck indicators.

- If relevant enterprise sector specific case studies are not available for a type of activity in a designated region, then national averages will be used to ascertain the Baseline level. In this case, the Best Practice level will be set at a minimum of 30% better performance than the Baseline.
- If case study or national data are not available for a specific indicator, then the first enterprise that benchmarks will have its results set as 15% better than Baseline (i.e., half way between Baseline and Best Practice).