



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

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



NOVOTEL SYDNEY ON DARLING HARBOUR

Novotel Sydney on Darling Harbour in Pyrmont, Australia is part of the Accor Hotels Group that operates in 90 countries with more than 4,000 hotels.

Novotel Sydney on Darling Harbour is a 4 star business and leisure hotel with 525 standard, superior and executive rooms. The Hotel also has a plenary room that holds up to 150 delegates and has 4 breakout rooms, a restaurant, bar, swimming pool, tennis court and fitness centre.



The Novotel Sydney on Darling Harbour is constantly working to improve its environmental and social sustainability and has been using the EarthCheck tool to benchmark its progress since 2006.

The Hotel has a dedicated staff member to manage its Environmental Management System and help implement the Accor Hotels Group Environment Charter. Strong support is provided from senior management, by holding regular environmental meetings where resource consumption including water, energy, waste, chemical and paper use are constantly reviewed. Findings from the meetings are communicated back to staff via email and dedicated “Environmental Awareness” notice boards.

The Novotel Sydney on Darling Harbour encourages all staff to take simple steps to help reduce their own environmental impact. Actions such as, turning off lights in unoccupied rooms, are regularly communicated to staff and heads of department are responsible for their application. Signage is also used to remind staff where appropriate.

The Hotel’s major achievements to date include:

40% reduction in water consumption

27% reduction in energy consumption

2.4L per guest night of waste sent to landfill, a 33% reduction

Scoring 83 points out of 100 for community contributions using the EarthCheck ratings checklist

KEY PERFORMANCE AREAS

REDUCING THE USE OF FRESHWATER AND WASTEWATER GENERATION

Novotel Sydney on Darling Harbour has reduced its water consumption by 40% over three years with current water consumption levels at 180.4 litres per guest night.

The Hotel believes a significant percentage of this water saving can be accredited to regular water monitoring. Water consumption is measured daily and correlated with guest occupancy rates to determine daily benchmarks. Spikes in daily water use are investigated and the problem immediately rectified.

The Hotel is also installing a 24 hour monitoring system using data loggers that take readings every 10 minutes, enabling the site to get an even more accurate picture of its water usage and possible areas to improve water use efficiency.

Other initiatives instigated include:

Installing water efficient fixtures:

Low flow shower roses (9 litres/min) and 4 minute timers installed in all guest rooms

Low flow taps (6 litres/min) and 3/6 litre, dual flush toilets installed in all guests rooms

Information provided to guests in guest rooms about conserving water ('Every drop counts')

Reducing water requirements:

Laundry requirements have been reduced by giving guests the option to reuse their towels and linen instead of washing daily.

The Hotel is also participating in the 'Plant for the Planet: Billion Tree Campaign', and along with 1,000 other Accor Hotels, has pledged to donate 50% of the savings achieved on laundry costs towards this important reforestation project that is designed to finance seven tree-planting projects around the world, in Association with the United Nations Environment Program.

Outsourcing all of its laundry requirements to a commercial laundry capable of achieving greater water efficiency

Water use has also been reduced in their air conditioning system by:

- Replacing one of the Hotel's two cooling towers used for air conditioning with an air cooled system. Previously, on hot days the cooling towers were consuming up to 30% of the Hotel's total water consumption. Although very efficient, any increase in energy consumption by the air cooled system has been recouped in water, maintenance and chemical savings. The remaining cooling tower is connected to the air cooled chiller and now only cuts in during hot weather when demand is high
- Installing a conductivity probe to ensure blowdown water is only purged from the system when predetermined levels of dissolved solids have been reached saving both water and staff time

The Hotel's small garden is hand watered weekly by a contractor who measures the soil moisture before applying water

Implementing maintenance schedules:

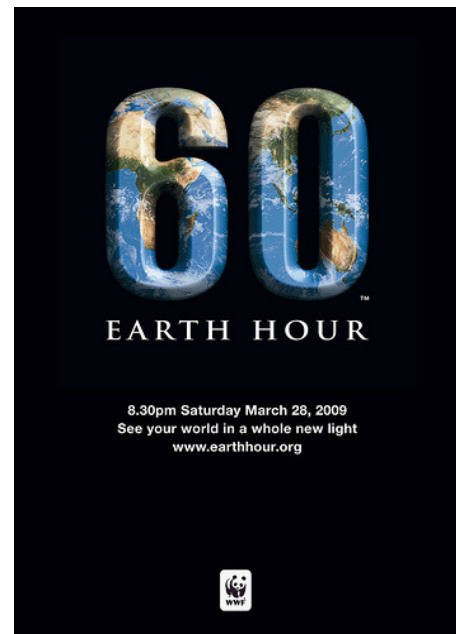
Computerisation of maintenance schedules so all relevant departments have easy access to monitor their preventative maintenance programs and to identify regularly reoccurring faults or water leaks

ENERGY EFFICIENCY AND REDUCING GREENHOUSE GAS EMISSIONS

Novotel Sydney on Darling Harbour has been able to reduce energy consumption by 27% over three years. The Hotel participated in Earth Hour 2009, involved each department developing and implementing an action plan to reduce their power usage. The action plan contained ideas for the hour, for the entire night and some that can be maintained on a daily basis.

Guests were informed of the Hotel's participation in the event and were encouraged to participate also.

To ensure abnormalities in energy use are promptly identified, energy use is measured and monitored on a daily basis.



Other energy efficiency initiatives include:

Optimising equipment operation:

To reduce unnecessary energy consumption Novotel Sydney on Darling Harbour has reduced the operating hours of equipment by installing timers and sensors on lighting in public areas and signs.

Operating hours of other equipment has reduced by:

- Installing timers on kitchen exhaust fans to ensure exhaust motors are not operating when kitchens are not in use
- Installing photo electric sensors on all outdoor lighting to ensure lights are not operating during daylight hours
- Utilising electronic key tags that disconnect power to guest rooms when not in use so lighting and air conditioning are automatically turned off when the guest exits the room

Loss of air conditioned air in guest rooms is managed by installing self closing balcony doors and preventing windows from being opened. To reduce heat ingress, all glass windows and doors are double glazed, covered in a reflective film and fitted with black out blinds

Replacing inefficient equipment:

The hotel replaced its boilers with a gas Rotex hot water heating system at a cost of AUD \$110 000 with a payback period based on energy savings of 3 years. The Rotex utilises waste heat from the site's air conditioning condenser to preheat water, reducing gas consumption by 30%



Installing energy efficient lighting:

Novotel Sydney on Darling Harbour is part of the Accor Hotels Group which encourages hotel refurbishment to achieve an 80% improvement in energy efficiency. With this in mind, when the Hotel undertook its guest room refurbishment four years ago it removed its 50W dichroic halogen light fittings and replaced them with 11 -13W compact fluorescent bulbs. Not only are these lights more efficient but also last up to five times longer. The entrance and hotel bar which were previously fitted with 50W halogen light fittings have also been replaced with more efficient 20-35W halogen bulbs

Reducing greenhouse gas emissions:

Guests are encouraged to use public transport to reduce their emissions whilst staying at the Hotel. Staff provide guests with information and timetables regarding public transport options which are all within walking distance of the Hotel

GREEN PROCUREMENT AND REDUCING SOLID WASTE

The Novotel Sydney on Darling Harbour has reduced the amount of waste it sends to landfill to only 2.4 litres per guest night by focusing on green purchasing and waste reuse and recycling. For example the site previously received 10-15 cardboard boxes every week holding groceries and meat which are now supplied in collapsible plastic containers that can be returned to the supplier for reuse.

Green procurement initiatives:

Novotel Sydney on Darling Harbour is concerned about the impacts of potentially hazardous products and has chosen to work with Ecolab because of their total impact approach to supplying chemical and cleaning products. In addition to standard issues such as product formulation and effectiveness, Ecolab also investigates the products impact on natural resource consumption (such as energy and water), the impact of the products packaging and safety issues for the end user

All weed, fungal, rodent and insect killers purchased and used by the Hotel are 100% eco-labelled and biodegradable. The Accor Hotels Group also provides a list of recognised ecolabels which is made available through the hotel's intranet to assist purchasing decisions



ECOLAB APPROACH TO SUSTAINABILITY



Waste reuse and recycling:

To reduce waste sent to landfill, the Novotel Sydney on Darling Harbour segregates its waste for recycling into glass, paper, cardboard, aluminium cans, iron and steel cans, light bulbs and ink cartridges for collection by certified commercial waste recyclers

Furniture or linen that is to be replaced or upgraded is offered to charities or other hotels

Waste management practices are maintained through staff induction training programs which review waste segregation and management practices. Staff must also complete yearly online Accor Hotels Group environmental training module

COMMUNITY SUPPORT AND EMPOWERMENT

Novotel Sydney on Darling Harbour's community support and empowerment initiatives have a strong Indigenous focus. The hotel held an 'Indigenous Job Ready Food & Beverage Training Program' for Indigenous job seekers. The participants were involved in a five day program to equip candidates with the appropriate skills and knowledge to commence within Food and Beverage operations (breakfast shifts or conferences and events). From this program the Hotel employed three new Indigenous employees. The Hotel also held a *National Aboriginal Islander Day Observance Committee* week celebration with an Indigenous didgeridoo performer and speaker to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people.

The Hotel also won *Disability Services Australia* Employer of the Year 2009, recognising the hotels continual support and dedication to their employees with disabilities. The Novotel Sydney currently has four employees with a disability.