

SAVING RESOURCES IN SERVICING SECTOR



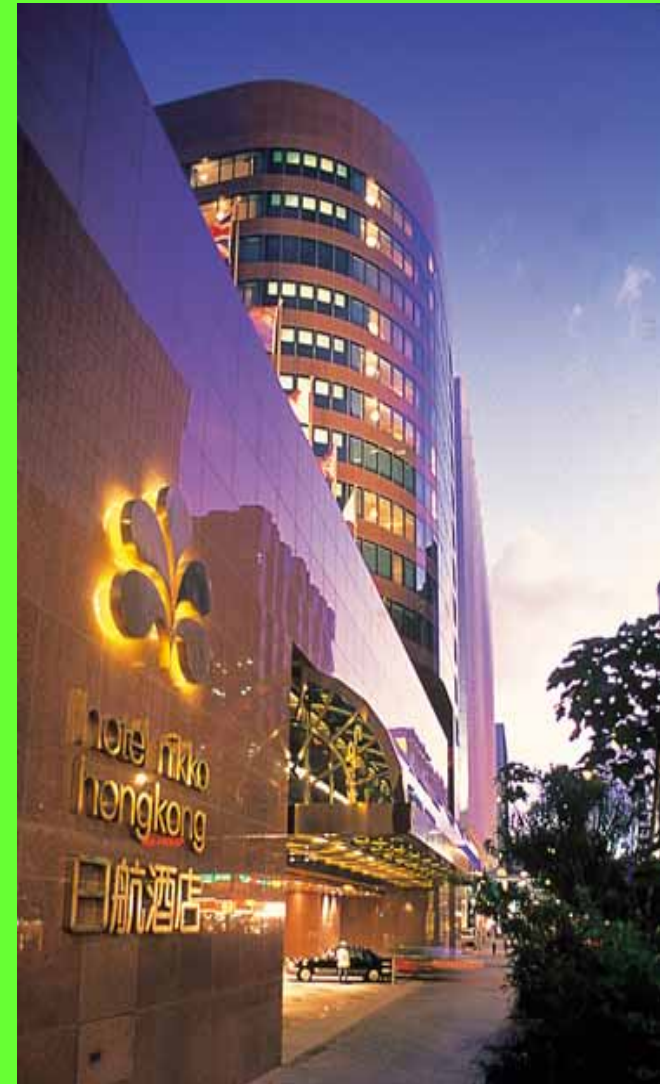
Alison Lam
Hotel Nikko Hongkong
11 December 2004

TOPICS TO BE COVERED

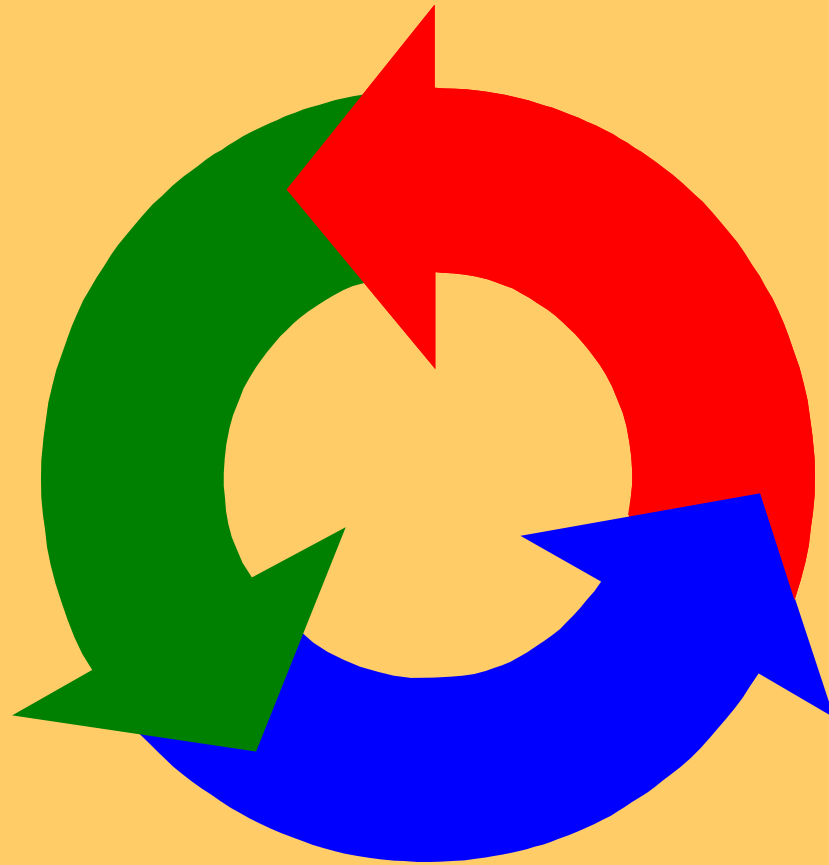
- Hotel Profile
- Journey to ISO 14001
- Green Initiatives
- Enhancement of Staff Awareness
- Training Activities
- Environmental Performance
- Experience Sharing

Hotel Nikko Hongkong

- Managed by Nikko Hotels International
- Opened Since 1988
- 462 Guest Rooms
- 7 Food & Beverage Outlets
- Health Club / Swimming Pool
- Business Centre
- Shopping Arcade
- Car Park



JOURNEY TO ISO 14001



1992 – 1995

- Experience from oil crisis in late 1970s
- Green practices started to be implemented in 1992
- Focus on energy and water conservation

WAYS TO ENERGY AND WATER CONSERVATION

- **Determination by Hotel Management**
- **Good Housekeeping Practices**
- **Motivating Staff**

ENVIRONMENTAL PARTNERSHIP



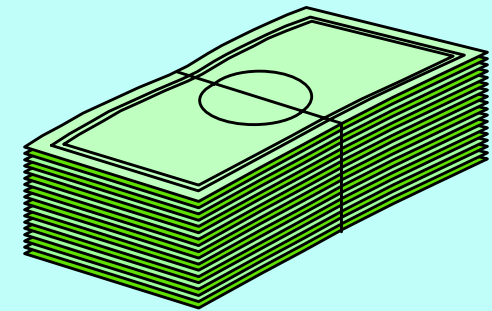
HONG KONG POLYTECHNIC UNIVERSITY – DEPARTMENT OF BUILDING SERVICES ENGINEERING

STUDENT RESEARCH PROJECTS

- **1993 - 2002**
- **Examples :**
 - **Water auditing in a hotel**
 - **Audit of air-side and water-side of hotel HVAC system**
 - **Indoor air quality study**
 - **Evaluation of a retrofit of water conservation system in a hotel**
 - **Performance appraisal and energy audit of boiler in a hotel complex**

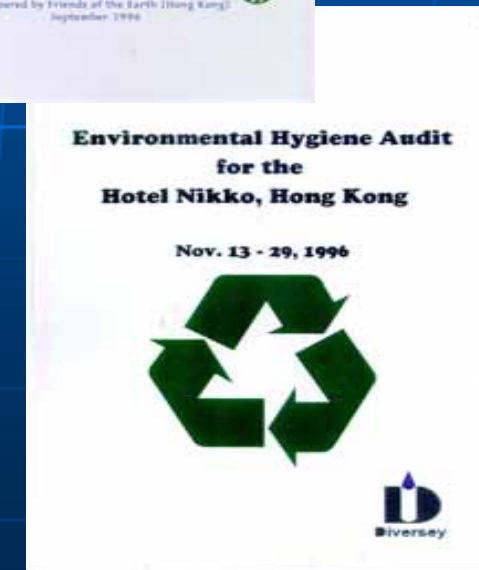
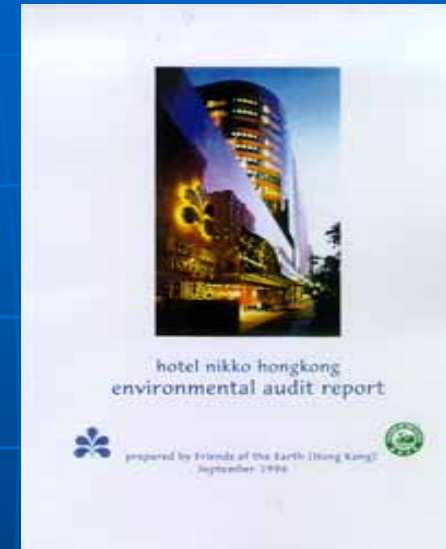
**TOTAL SAVINGS IN ENERGY
CONSUMPTION IN 1993**

HK \$ 512, 093. 20



ENVIRONMENTAL AUDIT 1996 - 1997

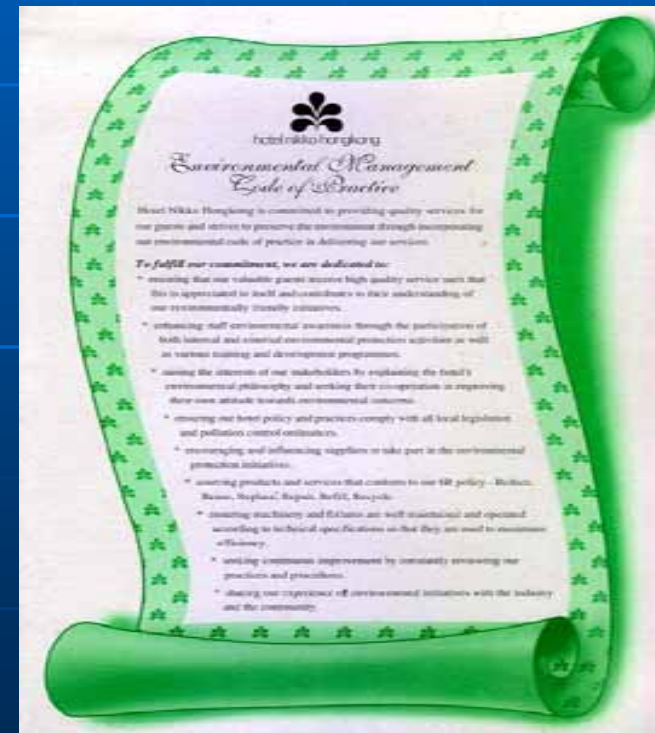
- Conducted Environmental audits
- Waste management audit was the fundamental part of the audits



DEVELOPMENT OF ENVIROMENTAL MANAGEMENT SYSTEM

1998 - 1999

- Hotel Nikko Hongkong was selected to work with HK PolyU to develop an EMS based on ISO 14001 standards
- The project was funded by the Service Support Fund of HKSAR and supported by the HK Hotels Assoc.



*Keeping Hong Kong's Hotel Industry Competitive
Into the 21st Century - Environmental
Management Systems for Hotels*
保持香港酒店業的競爭力至廿一世紀 –
酒店環境管理系統



www.bse.polyu.edu.hk



CERTIFICATE OF APPROVAL

This is to certify that the Environmental Management System of:

***Hotel Nikko Hongkong
Tsimshatsui East,
Kowloon, Hong Kong***

*has been approved by Lloyd's Register Quality Assurance
to the following Environmental Management System Standards:*

ISO 14001:1996

The Environmental Management System is applicable to:

Environmental management of hotel services.

*Approval
Certificate No: H992001*

Original Approval: 2nd September 1999

Current Certificate: 2nd September 1999

Certificate Expiry: 30th September 2002


on behalf of LRQA (Hong Kong)



This approval is carried out in accordance with the LRQA assessment and certification procedures and monitored by LRQA.
The use of the UKAS Accreditation Mark indicates Accreditation in respect of those activities covered by the Accreditation Certificate Number 001
001-001-01

GREEN INITIATIVES



GREEN PRACTICES - HIGHLIGHTS

Waste Management – 6R Policy (Reduce, Reuse, Replace, Repair, Refill, Recycle)



Encourage suppliers to take part in our environmental protection initiatives and to provide products and services that have minimum adverse impact on the environment.

Plastic Bottles Recycling Programme

- *Worked with HKHA to initiate Plastic Bottles Recycling Programme in 2000*
- *Participating Hotels increased from 12 to 44 hotels*
- *A total of 202,793 kg used empty bottles were recycled (2000 – 2003)*



GREEN PRACTICES - HIGHLIGHTS

- **Energy Saving Bulbs/
Electronic Ballast**



- **Timer Switch Installed
in Public Areas**



- **Regular Maintenance of Energy and Water
Consuming Systems**

- **Guestroom Master
Switch**



- **Platypus Water
Flow Control System**



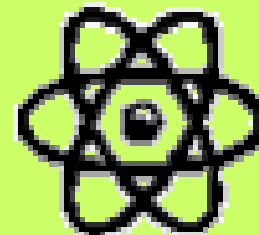
GREEN PRACTICES - HIGHLIGHTS

- **Indoor Temperature Monitoring**



- **Towel / Bed Linen Reuse Programme in Guestroom**

- **Posting the information in electronic form instead of paper base**



Enhancement of Staff Awareness



- Staff Newsletter



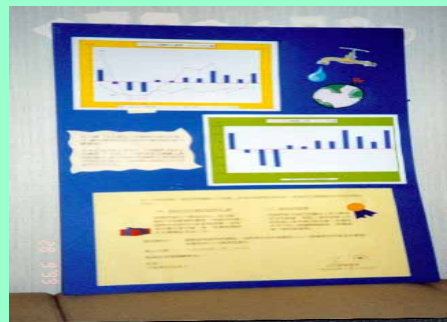
- Green Innovator Award



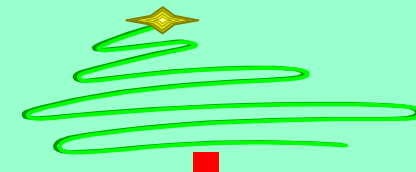
* Environmental Quiz



* Notice Board



- * Participating in Textile Collection and Used Bed Mattress / Linen Recycling Campaign / No Christmas Card Campaign



- Staff Children's Party



- Staff Recreational Activities



(Beach Clean-up)



(Tree Planting)



TRAINING ACTIVITIES

- EMS Internal Auditor Training
- ISO 14001 Awareness Training / Refresher Training



- Fire Prevention Talk / Fire Drill

- Chemical Leakage/Spillage Drill
- Chemical Handling Training





ENVIRONMENTAL PERFORMANCE





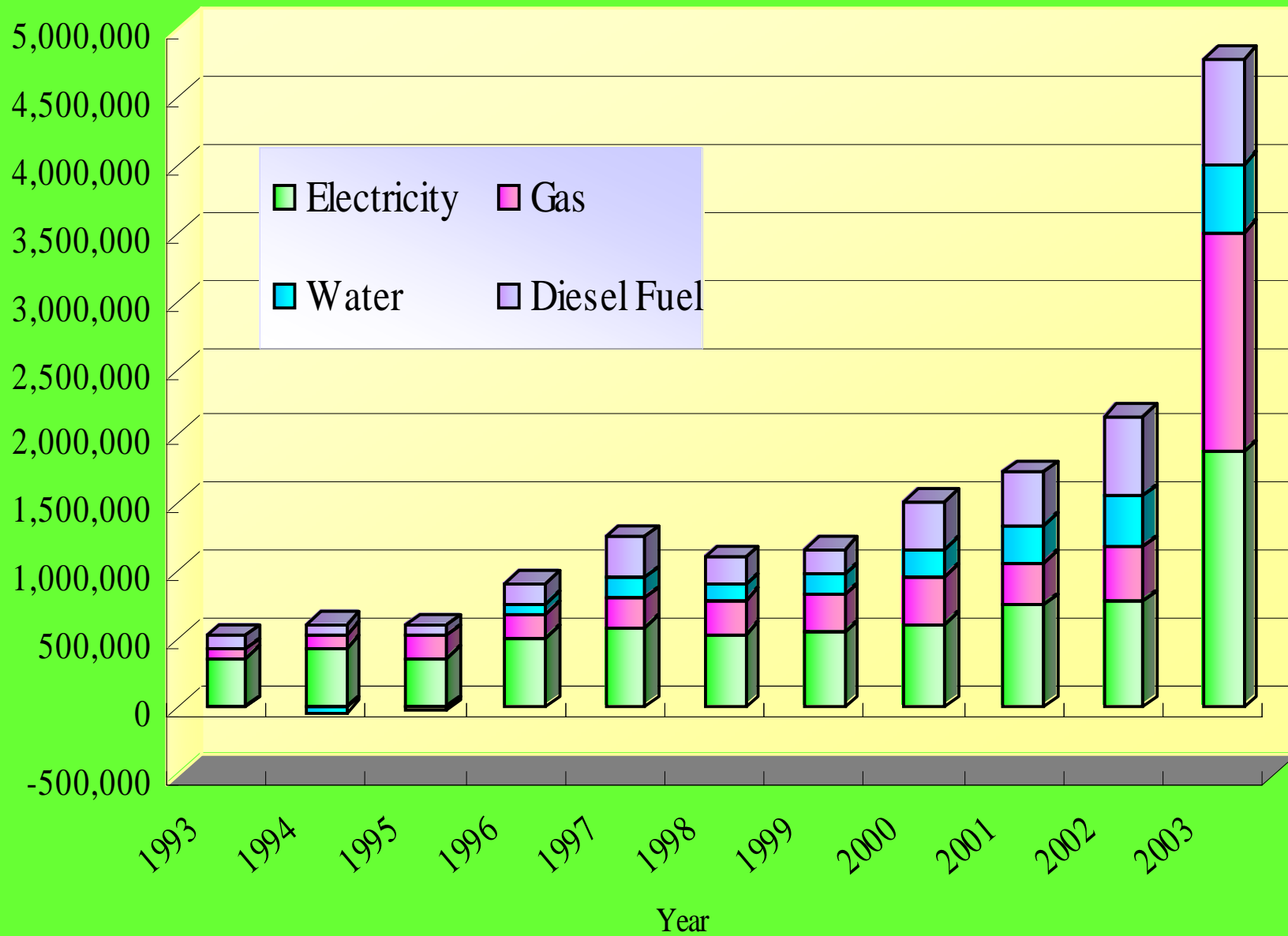
**TOTAL SAVINGS IN
TOWEL / BED LINEN
REUSE PROGRAMME
1998 - 2003**

267,948 kg

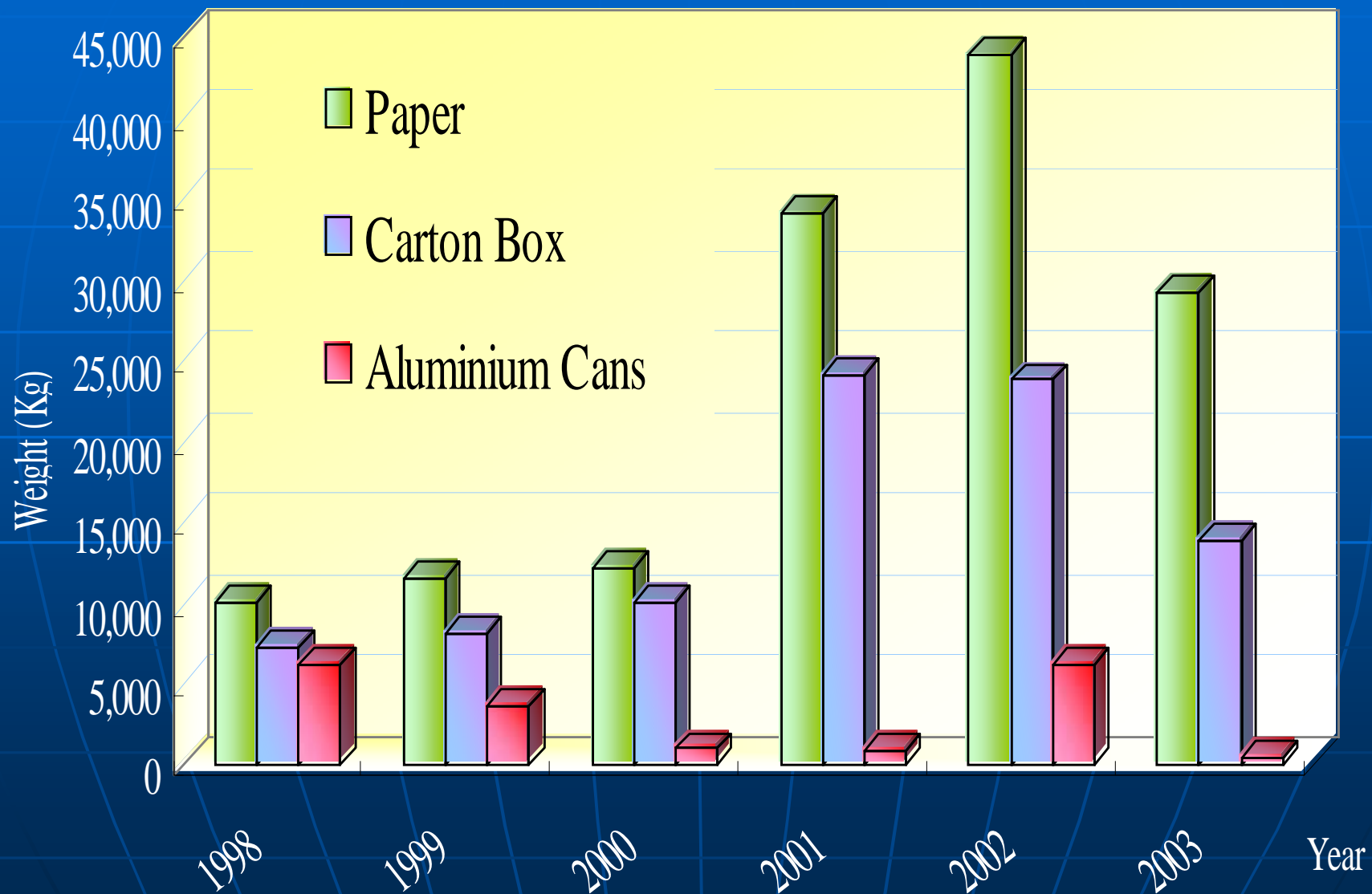


Energy Cost Saving over 1992

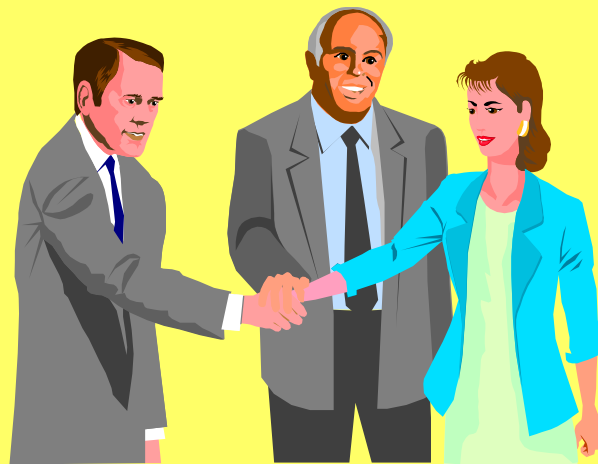
Cost (HK\$)



Waste Recyclables Collected 1998 - 2003



EXPERIENCE SHARING



Promote energy and water conservation practices to members of hotel industry

Training Video – Learning the Green Way



A Guide to Energy & Water Conservation in Hotels

Arrange hotel visit to students of education institutes, hotel industry members and interested parties of other industries



Hotel Nikko Hong Kong Prize

awarded to

***(Final year student of the
BEng (Hons) course in
Building Services
Engineering)***

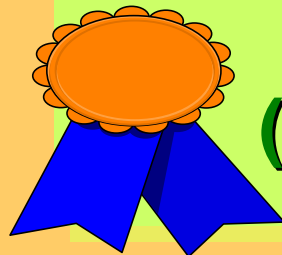
of

**The Hong Kong Polytechnic
University**

**in recognition of outstanding
efforts**

**to improve environmental
performance**

(1995/1996 – Present)



GREEN AWARDS

- ✦ **Best Practice Award for Environmental Management**
(*Best Practice Management Magazine*)
- ✦ **2000 Hong Kong Eco-Business Award – Certificate of Merit for Best Environmental Reporting**
- ✦ **1999 Hong Kong Eco-Business Award – Green Retail Grand Award”** (*EPD of HKSAR*)
- ✦ **Green Globe Recognition Award 1997**
(*World Travel & Tourism Council*)
- ✦ **The Energy Efficient Building Award 1997**
(*Planning, Environment & Land Bureau of HKSAR*)
- ✦ **Earth Award 1996 – Green Hotelier**
- ✦ **The Most Practical Award 1996**
(*Friends of the Earth and Shell Better Environment Awards*)
- ✦ **Corporate Green Hotelier of the Year 1995**
(*The International Hotel & Restaurant Association*)

THANK YOU

