SAVING RESOURCES IN SERVICING SECTOR

Alison Lam

ISO

14001

Hotel Nikko Hongkong

1 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





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





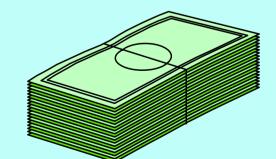
HONG KONG POLYTECHNIC UNIVERSITY – DEPARTMENT OF BUILDING SERVICES ENGINEERING

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



hotel nikko hongkong environmental audit report



Environmental Hygiene Audit for the Hotel Nikko, Hong Kong

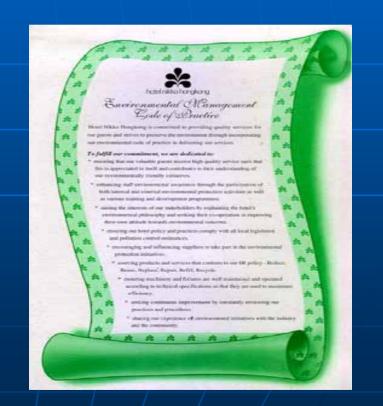
Nov. 13 - 29, 1996



DEVELOPMENT OF ENVIROMENTAL MANAGEMENT SYSTEM

l <mark>998 - 19</mark>99

- 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 apprend is correct out in numbers with the LRQA assessment and correlations procedures and eccentered by LRQA. The use of the LRAB Accorditation Mark address Accorditation is request of those activities converting the Accorditation Correlation (0). Markov 40

GREEN INITIATIVES



GREEN PRACTICES - HIGHLIGHTS

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

* hotel nikko hongkong

heat Supplier

BE: ENVIRONMENTALLY OURSELY PROMINTS

As a sensible of the Asia Pacific Bords Environment Influeive (APRE) - an association of unvironmentally concerned Head Gaugas, Band Nilain Hanglong is an active sequence of this paties. Every sensitive of staff is the Newl is monoing at the "GREEN MINIME".

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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



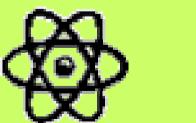
GREEN PRACTICES - HIGHLIGHTS

• 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





TRANNG ACTIVITES

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





• Fire Prevention Talk / Fire Drill

- Chemical Leakage/Spillage Drill
- Chemical Handling Training





ENVRONMENTAL PERFORMANCE

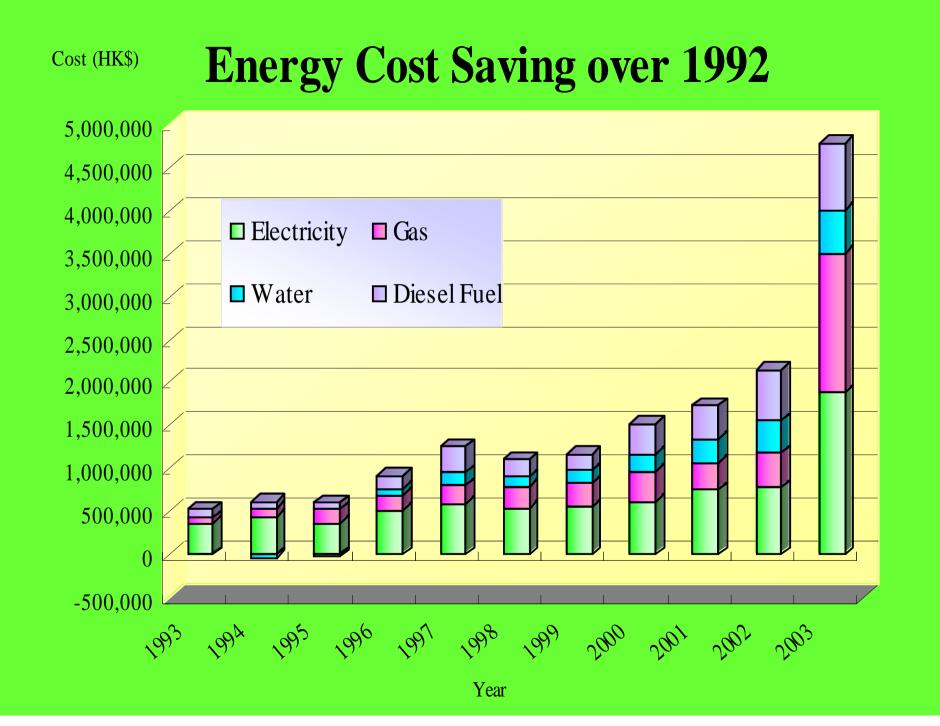


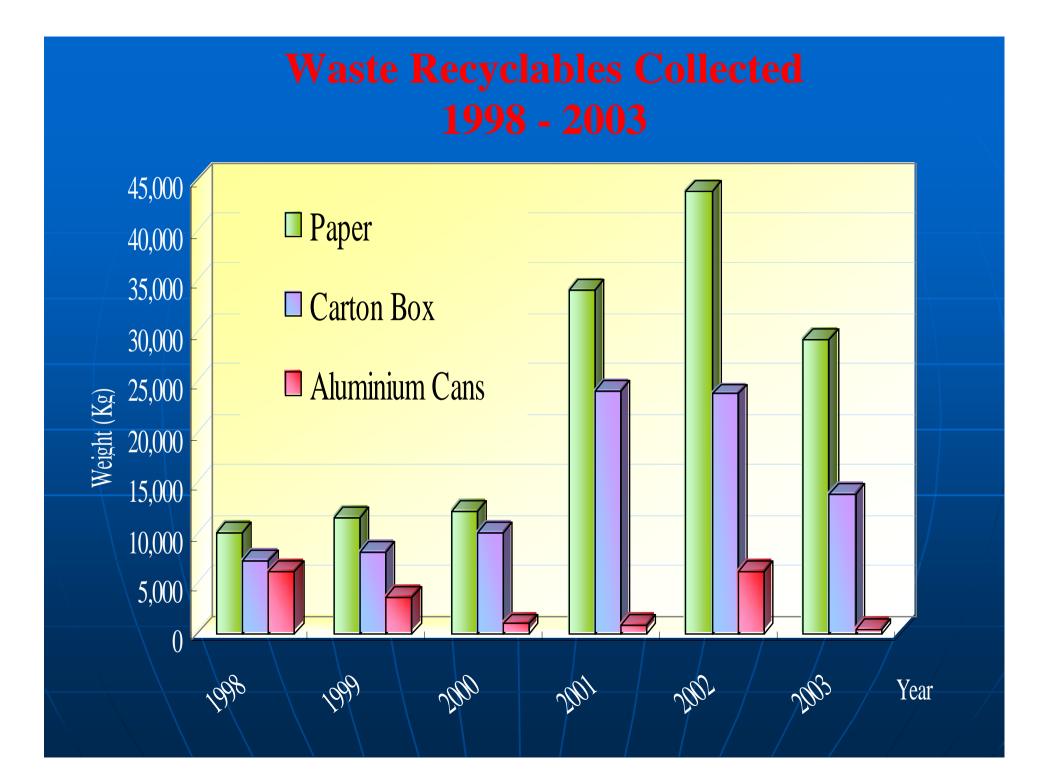


TOTAL SAVINGS IN TOWEL / BED LINEN REUSE PROGRAMME 1998 - 2003

267,948 kg





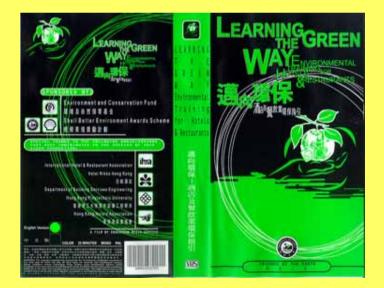


EXPERIENCE SHARING



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

