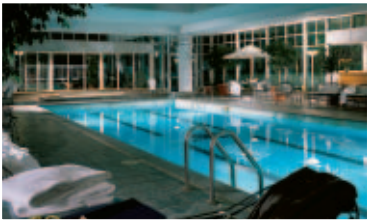


# Case Study

## Hospitality: Fairmont Hotel Vancouver



THE *Fairmont*  
HOTEL VANCOUVER

The Fairmont Hotel Vancouver is situated in the heart of the city. The hotel has 556 rooms and suites, 12 meeting rooms, two restaurants, a health club, pool, spa and retail shops.

Both costs and environmental impacts of hotel operations are reduced by the Green Partnership Program, an initiative of Fairmont Hotel & Resorts.

National Geographic Traveler calls the Green Partnership Program one of the most comprehensive environmental programs in the North American hotel industry.

### Green Partnership Program Phase I: Action Plan

The goal is to demonstrate environmental stewardship in the four key areas of waste management, energy efficiency, green purchasing and water conservation. Key program elements were identified:

1. Set a baseline to focus efforts and measure success.
2. Determine staff support.
3. Set specific attainable goals.
4. Elect a Green Team to run the program.

### Waste Reduction & Recycling

- Delivery of poultry, seafood and bread in reusable food totes has reduced cardboard waste by about 75 per cent.
- Reduction or elimination of individual sugar packages and creamers, condiment containers and disposable cups in food service operations.
- Recycling of all paper, cardboard, cans, glass, plastics, kitchen grease, organic waste, batteries, fluorescent bulbs and coat hangers.
- Composting of food waste. Organic composting has resulted in a 50 per cent reduction in overall material weight. Combined with a lower fee for compost pickup, the result is an annual saving of \$5,280.
- Donation of used items including beds, furniture, amenities, linens etc. to charitable organizations. Leftover food is given to local shelters and food banks.
- Blue boxes for collection of recyclable materials placed in all guest rooms.

### Hazardous Waste Management

The hazardous waste management program includes: (1) phasing out of equipment containing chlorofluorocarbons (CFCs) and polychlorinated biphenyls (PCBs), (2) properly storing and maintaining fuel storage tanks, (3) removal of paint sludge by a licensed waste management contractor and (4) recycling batteries and fluorescent lamps.

### Success Story - Reducing Hazardous Chemical Use

A saline pool sanitation system that is less harmful to guests and the environment was installed, eliminating the need to purchase concentrated chlorine. Chlorine is now generated by applying an electrical current to a baking soda/salt solution. Prior to installing this system, the hotel spent \$2,700 a year to purchase chlorine granules as compared to \$750 for rock salt and baking soda, an annual net saving of \$1,950, or 72 per cent.



Fairmont Hotel & Resorts, BC have clearly defined themselves as leaders in electricity management. Since 1999, their energy conservation actions have avoided emitting up to 7,800 tonnes of greenhouse gases into the atmosphere.



Larry Bell  
Chair and CEO of BC Hydro

## Energy Efficiency

- Incandescent bulbs (80 watt) replaced with 13 watt fluorescent bulbs in guest bathrooms and hotel exteriors.
- Standard temperatures set for all domestic hot water tanks to 49-54°C (120-130°F), saving the hotel money without sacrificing guest service.
- Combination occupancy sensors/door switches installed in rooms to lower the temperature setting in unoccupied rooms.
- Energy tip posters and energy saving suggestion boxes placed in staff areas.

## Green Purchasing

- Corporate policy encouraging the purchase of environmentally friendly products, including paper (unbleached and/or recycled content), ozone-friendly aerosol products, re-refined motor oil and re-inked printer cartridges.
- An environmental cleanup clause added to conference, trade show and exhibition contracts to encourage material return.
- Suppliers requested to generate fewer packing slips.
- Styrofoam generally banned as a packing material. Styrofoam chips used for packaging fragile supplies (such as glass china) typically reused as planter drainage materials by gardeners.
- Purchase of locally grown and organically grown food.

## Water Conservation

- Low-flow shower heads and taps retrofitted or installed in all guest rooms.
- Toilet dams mandatory in all toilet tanks that use more than two gallons per flush.
- Optional towel and sheet exchange services available to help conserve use of water energy and detergent.

## Green Partnership Phase II

Phase II of the program builds on the most successful initiatives in Phase I. An operational change demonstrating a long-term environmental impact qualifies for expansion under Phase II of the program.

One example is the development of a program (Eco-Meet Green Conference Planning) to assist in planning reduced-waste conferences. Options include vegetarian cuisine menus, meeting room recycling stations, disposable-free food and beverage service and eco-tourism activities for meeting delegates.

**For more information please contact:**

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## Information

Fairmont Hotel & Resorts created "The Green Partnership Guide" (A Practical Guide to Greening Your Hotel – 2nd Edition 2001) as a comprehensive handbook for employees and all those who wish to promote sustainable business practices in the hotel industry.