




# green handbook

the westin harbour castle



"Lobby and Chartroom Bar"



This is how it should feel.<sup>SM</sup>

We, at The Westin Harbour Castle believe that economic growth and the well-being of society are inextricably tied to the health of the environment. Accordingly, we embrace our responsibility for the environmental stewardship and are committed to integrating leading environmental practices and sustainability principles into our core business strategy.

Through collaboration with our hotel owners, suppliers and business partners, we actively work to reduce the environmental impact of our business activities and strive to improve on practices aimed at:

- conserving natural resources
- minimizing waste and pollution
- enhancing indoor environmental quality
- establishing and reporting on key environmental performance indicators
- raising environmental awareness among our associates, guests and communities

We acknowledge that, in many ways, we, like the global community we serve, are only in the early stages of developing and implementing the many changes that will be necessary to achieve these vital goals. Nonetheless, we strongly believe that our efforts to support a healthy environment serve the interests of both current and future generations and constitute the foundation for enduring success.

*Our aspirations are our possibilities - Robert Browning*

## leadership team

- The Lobby and Chartroom Bar are bullfrogpowered with 100% green electricity. Bullfrog Power comes exclusively from emission-free generation sources such as wind and low-impact water power. By choosing clean, renewable power for this site, the Westin will reduce its carbon footprint, help clean up our air quality, and support the development of renewable energy.
- There is senior management/executive level buy-in and a signed endorsement of policies
- An Environmental Committee has been assigned responsibility for directing and coordinating environmental initiatives within the hotel
- Training and education in environmental awareness/behavior is provided
- Communication strategies regarding environmental initiatives and practices for guests are in place
- The hotel participates in associations, networks, or other affiliations that provide information regarding environmental practices, products, and/or services relating to the lodging industry
- The hotel sponsors, celebrates, and/or participates in local, national, and/or international environmental events
- Materials/supplies that no longer meet guest standards are collected and donated to local charitable organizations on a regular basis
- Untouched food items are collected and donated to food banks and other charitable organizations on a regular basis
- Associates are given the opportunity to volunteer their time and services towards various environmental events and campaigns, even during regular working hours

## housekeeping

- Guest rooms are equipped with tent cards/signage which give guests the option to reuse items instead of having them replaced daily
- Each guest room is equipped with a digital temperature control
- Light fixtures are regularly cleaned and dusted
- Housekeepers are trained to ensure windows and doors are closed when heating or cooling systems are in use
- Housekeepers are instructed to check that lights, radios, and televisions are turned off in unoccupied rooms
- Mini-bars are maintained by dusting the refrigeration coils
- Barely used bars of soap, individual shampoos, and other amenities are collected for donation to various charities and/or staff
- Unused toilet paper rolls are collected for reuse in associate areas of hotel
- In-room recycling options include recycling bins in all guest rooms
- Disposable batteries are used and collected for special disposal and/or recycling
- 75% of pressurized aerosol cans have been eliminated and replaced with hand pump dispensers refilled from bulk/concentrated solutions
- When replacing old equipment, there is a policy in place to give energy efficient equipment (e.g. Energy Star/Energy guide certified) high priority
- Chemical pesticide/insecticides are rarely used in guest rooms
- Pesticides/insecticides are only applied by trained/licensed staff or licensed contractors
- CFL lightbulbs have been installed in the guestrooms which consumes 75% less power than incandescent bulbs
- All guestrooms hallway lights have been changed to CFL which results in 40% energy saving

- 25% of chemical cleaners have been phased out and replaced with biodegradable/vegetable-based and/or non-toxic alternatives
- A policy and procedure in place to ensure that housekeepers properly handle and dispose of hazardous (e.g. cleaning chemicals) and biohazardous (e.g. needles, medication etc.) waste
- Housekeeping staff are instructed not to leave faucets running while cleaning guest rooms
- Housekeepers are trained to report all dripping faucets and leaking equipment to the Maintenance department
- Linens, towels, and other items that no longer meet guest standards are donated to local charities
- Housekeeping staff are trained to report actions in the workplace that harm the environment and share their ideas on eliminating impacts

## conference and meeting services

- The hotel is a 100% smoke free facility
- The hotel's HVAC system in the meeting and conference area is controlled by a programmable thermostat(s) set to function schedules
- Any event at the Westin Harbour Castle can be powered with 100% green electricity including meetings, conferences, weddings, galas, holiday parties, etc. Bullfrog Power will inject green power onto the Ontario electricity grid to match the amount of power used by the event. Additional charges apply based on electricity requirements of the event.
- 50% of lighting in conference/meeting room(s) uses higher efficiency bulbs (i.e. compact fluorescent)
- The hotel's energy demand is reduced by:
  - Specific staff asked to turn lights on and off in a timely manner when meeting rooms are not in use
  - Dimmer controls in meeting rooms
  - Different functions are scheduled in rooms served by the same space conditioning systems
  - Draperies and shades are kept closed in unoccupied function rooms
- Information is provided to Meeting Planners and guests on sustainable transportation options to/from the hotel (public transportation)
- Blue Recycling bins are available for all meeting rooms and larger bins are positioned in foyer areas
- Untouched food items are directed to local food bank and shelters
- Reusable linen napkins replace disposable paper napkins
- 50% of note pads, napkins, office paper, and other paper products are purchased with a minimum of 30% recycled content
- Organic waste from banquet events are taken to Waterdown Meadows for composting
- Conference schedules, menus, contracts, etc. communicated via e-mail and/or e-proposal to clients
- Reusable white boards are available to eliminate the need for flip charts

- Decorative centre pieces are reused or donated to staff, charity, etc.
- Water-based markers and pens provided instead of permanent ink markers
- The hotel's environmental policies and programs are communicated to meeting planners and guests before or during events when requested

## business centre

- All cartridges, drums, fusers and toner bottles from photocopiers, fax machines and laser printers are collected daily from all departments, packed and sent via Canada Post to Xerox's recycling depot
- Most of internal forms are printed on the recycled paper
- All photocopiers (including high volume), fax machines and printers are set to execute a power save mode
- 75% of product packaging (boxes, bubble wrap, spacers etc.) is reused
- Motion sensor is installed in the Business Centre to ensure that lights are turned off when necessary
- Unclaimed Lost and Found items are collected and donated to charitable organizations
- Any leftover paper from printing jobs are collected and recycled

## food and beverage services

- Appliances/equipment are regularly cleaned and serviced (including air filters, air ducts, fans and burners)
- Exhaust fans are sized to meet code requirements (i.e. not oversized) and regularly cleaned
- Air-miser hoods are installed that incorporate heat exchangers for outside make-up air
- Dishwashers have built-in hot water boosters
- Dishwashers are always filled to capacity
- Hot water tanks flushed at least every six months
- When feasible, foods are cooked in smaller steam convection ovens instead of conventional ovens
- Higher energy efficiency appliances (i.e. Energy Star/EnerGuide certified) and/or equipment have been purchased during the past 12 months
- Minimized opening and closing times for walk-in freezer/refrigerator doors to conserve energy
- Freezer/refrigerator motors, thermometers, and other equipment are regularly checked, serviced, and defrosted to ensure efficient operation
- 30% of the lighting in the restaurant and food services areas are high energy efficiency light bulbs (i.e. compact fluorescents)
- 50% of lighting in the restaurant and food services areas use higher energy efficiency equipment (i.e. ballasts, controls)
- Flexible light switching arrangements (i.e. sectional controls) are in seating areas and restaurant seating is done section by section
- Dimmer controls are used in dining areas
- Tap water consumption levels are reduced
- Kitchen associates are instructed not to waste water and energy by thawing frozen food under running water

- Over 75% of products are purchased in bulk (where appropriate) to reduce cost, packaging, and waste disposal fees
- Recycled paper products (minimum 30% post consumer) are used in the kitchen, restaurant, and/or lounges
- Surplus food items are donated to charitable agencies/food banks
- 51-75% of product packaging is recycled
- 20% reduction in hazardous materials and chemicals in the kitchen/dining areas (through the purchase of environmentally friendly alternatives)
- Over 90% of pressurized aerosols have been replaced with reusable hand pump dispensers
- Cooking oils/grease are separated and disposed of/recycled as special waste
- Grease traps are regularly treated with a biodegradable cleaner
- Old refrigeration equipment is properly disposed of to prevent the release of ozone depleting CFCs
- Locally grown produce are used wherever possible
- Chemical insecticides are not used in restaurant and food service areas
- Chemicals to treat pests are only applied by trained/licensed staff or contractors

## engineering and maintenance

- Performance audits for energy and water consumption are regularly carried out
- Maintenance and adjustments to heating, ventilation and cooling systems are made on a regular schedule. The following practices/modifications have been made to conserve energy:
  - Scheduled checks by trained personnel
  - Control systems (e.g. timers, motion sensors)
  - Variable speed drives
  - Heating and cooling levels are set by a computer control system
- HVAC equipment modifications have been made in the last 12 months to improve energy efficiency
- Advanced insulation measures have been taken
- Blinds or curtains have been installed on windows to reduce solar energy gains
- Water heaters are newer, high-efficiency models
- Elevators and/or escalators are taken off-service during slow times to conserve energy
- High efficiency light bulbs (e.g. compact fluorescent, light-emitting diodes (LED) and/or High Intensity Discharge (HID) have been installed wherever possible
- Outdoor lighting (building exterior, signage, parking garage and/or security lighting) use timers
- The hotel has a comprehensive lighting maintenance program that includes replacing burnt out bulbs and yellow lenses
- Energy efficiency is taken into consideration when purchasing new appliances and equipment (e.g. Energy Star certified, EnerGuide ratings etc.)
- Water conserving equipment has been installed in guestrooms
- Water conserving equipment has been installed in public washrooms
- A preventative maintenance program is in place to monitor and fix leaking toilets and taps in guestrooms and public areas

- Landscaping irrigation is controlled automatically or by sensors to avoid over-watering
- A regular maintenance program is in place for dishwashers to ensure that water is not being wasted
- The hotel's recycling program includes the following items: office paper, newspaper, colored glass, clear glass, plastics, cardboard, batteries, toner cartridges, fluorescent light bulbs, kitchen grease
- Discarded furniture and equipment is reused and diverted from landfill through donations/sales to staff, liquidator, scrap dealers, donations to local charities
- The hotel uses a waste compactor or commercial bailer to reduce the volume of waste going to disposal
- Oil based paints have been phased-out and replaced with safer water based alternatives in 100% of the paints used in the hotel
- The location of all asbestos is known, monitored, and contained and a phase out plan is underway

*I have found that there is a tremendous joy in giving.  
It is a very important part of the joy of living - William Black*

