



EATON HOTEL HONG KONG

Located on the Golden Mile of Nathan Road in downtown Kowloon, the distinctive Eaton, Hong Kong conveniently lies in the very heart of Hong Kong's tourist district and shopping areas.

The hotel is only steps from many of the city's favourite tourist attractions, including the Temple Street and Jade Market.

Eaton, Hong Kong offers a spirited hub for business and leisure travellers.

The hotel boasts a total of 465 rooms ranging from standard accommodation options to club and suite facilities for the more discerning guests. The hotel has six food and beverage outlets with a total seating capacity to cater for 590 guests, in addition to extensive meeting and banqueting facilities. The hotel also offers a fully equipped health club and outdoor pool facility for hotel guests.



Shark fin consumption is down by 90% at the Eaton because between 2010 and 2013, the hotel encouraged guests to make sustainable choices.



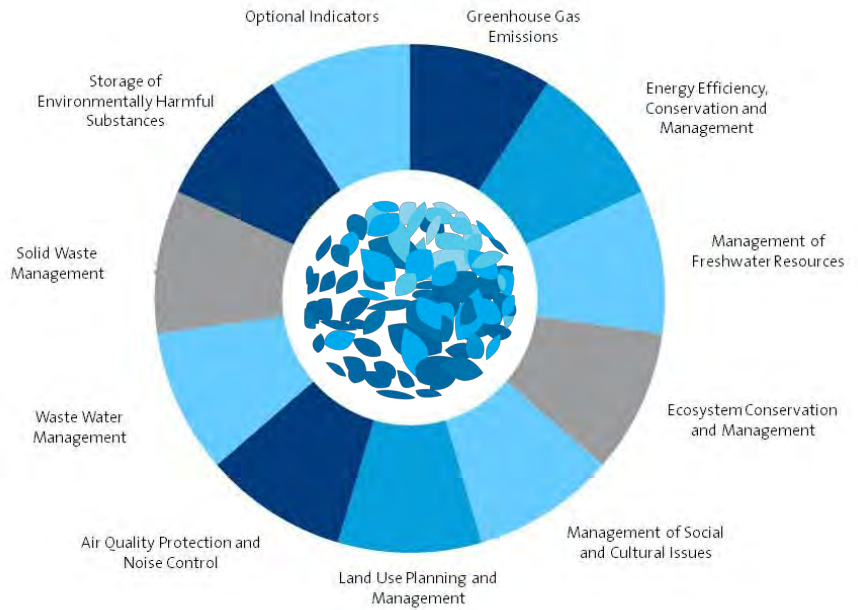
By installing water-cooled chillers, the Eaton Hong Kong saved 250,000kWh per year.

This is enough energy to power 137 households for 12 months.

The leading global
Benchmarking and
Certification program for
sustainable travel and
tourism

Based on the Agenda 21
principles for Sustainable
Development
Meets Global Sustainable
Tourism Criteria

MANAGING YOUR ENVIRONMENTAL AND SOCIAL PERFORMANCE WITH EARTHCheck



This case study compares the Eaton Hong Kong's environmental and social initiatives against the EarthCheck Company Standard.

Key facts:

- The hotel's Purchasing Policy and Tender Specifications prioritise sourcing energy efficient HVAC systems, lighting systems, and equipment.
- Eaton has developed an educational "Guests of the Earth" program specifically for hotel guestrooms.
- In 2010, Eaton was the first hotel in Hong Kong to install an indoor Green Wall. This has become one of their signature "green features", conveying a strong environmental message to the public.

BENCHMARKING



Energy Efficiency and Conservation

Eaton, Hong Kong is a large full service hotel with a range of facilities, all contributing to responsible energy consumption.

Eaton has signed up to Hong Kong's Environmental Protection Department's "Carbon Reduction Charter".

While maintaining a high-quality standard of service, Eaton has searched for innovative ways to reduce their energy consumption and greenhouse gas emissions. The hotel's Purchasing Policy and Tender Specifications prioritise sourcing energy efficient HVAC systems, lighting systems, and equipment.

HVAC systems can significantly increase hotel electricity consumption. To combat this problem, Eaton has replaced its four aging air-cooled chillers with three water-cooled chillers and one air-cooled chiller. Water-cooled chillers have much higher energy efficiency and consume much less electricity than air-cooled chillers. This investment has generated a 20% reduction in electricity use – a saving of around 250,000 kWh per year. The electricity savings will allow the project to pay for itself within eight years.

In a sub-tropical environment like Hong Kong, air conditioning use is high. In an effort to conserve energy, Eaton has installed a heat pump to transfer heat generated from the chillers and reuse it to heat water in the domestic hot water system.

Eaton uses a Building Management System (BMS) in order to monitor energy consumption and better control hotel climate conditions.

The hotel achieved a 2013 energy consumption level of 109.4 megajoules/Guest Night, which is 51.16% above the performance of the average hotel in Hong Kong. Eaton also surpassed the greenhouse gas emissions baseline level by 64.99% by reducing emissions to 15.3kg CO₂-e/Guest Night.

As lighting fixtures also consume a significant amount of energy, Eaton has created a detailed diagram of every light bulb type and location in the hotel. This diagram assists staff with prioritising and implementing energy efficient lighting measures. For instance, functional hotel areas that operate 24 hours a day have been tackled first. Fixtures in these areas were replaced with energy saving or LED lighting. These lighting options use 50 to 55% less energy than standard light bulbs or light tubes. Additionally, motion sensors and timer switches have been installed in storerooms and machine room to ensure that lights are not left on in these less frequented areas



The Eaton Hong Kong installed water-cooled chillers, resulting in a saving of 250,000kWh per year

This is enough energy to power 37 households for 12 months.



54% of toilets in the Eaton Hong Kong at dual flush or low flush.

Water Conservation

Freshwater is an essential resource for the hotel and tourism industry. Potable water supplies are mostly depleted by hotel bathrooms, kitchens, and cooling towers.

Eaton uses both "hardware" and "software" to reduce its water consumption. Thanks to the seawater flushing system in Hong Kong, large amounts of freshwater can be preserved for other purposes. Eaton has further contributed to this water-saving cause by gradually installing dual flush or low flush toilets. To date, 54% of the hotel toilets have made the switch, reducing the toilet flow from eight to six litres.

In addition, 92% of the hotel taps are low flow taps, with a nominal flow rate of less than six litres per minute. Solar powered taps and urinals equipped with auto sensors also conserve water by preventing taps from running unattended. 95% of guest bathrooms are also fitted with low flow showerheads.

Eaton has developed an educational "Guests of the Earth" program specifically for hotel guestrooms. In each room, a "green leaf" sticker has been placed in an eye-catching area, notifying guests that their bed linen will only be changed every three days unless otherwise requested. These stickers also remind guests to hang their towels on the bathroom rails if they do not need replacements.

These sustainable measures have resulted in a 2013 water savings rating of 79.4 points, which is 29.4 points better than the baseline level. Potable water consumption alone is down to an incredible 240.8L/Guest Night, which is 41.98% above baseline level, which reflects the average performance of hotels in Hong Kong.



Community engagement

Eaton regularly engages with different stakeholder groups on social and environmental issues and concerns.

Guests are invited to contribute to environmental conservation through their use of the fixtures and educational programs at the hotel.

In 2010, Eaton was the first hotel in Hong Kong to install an indoor Green Wall. This has become one of their signature “green features”, conveying a strong environmental message to the public.

Locally-made and environmentally-friendly souvenirs and gifts are also sold in the “Essential” Store in the hotel lobby. Products for sale include locally produced natural soap, and various items made from old hotel linen by a local charity group, such as passport holders and makeup bags.

In-room recycling bins encourage overnight guests to assist staff in optimising recycling efforts.

Single-use amenities such as hotel shampoo bottles have been replaced by refillable dispensers, reducing the significant amounts of plastic waste being generated by the hotel every day.

Eaton has organised two local cultural tours running on alternate days to show hotel guests the local Jade Market, temple, and night markets.

Eaton introduced a “Green Meeting” package for all MICE guests in 2013. During these Green Meetings, guests are served locally produced, low-carbon food, fair trade coffee, and in-house filtered and glass-bottled water.

Guests can also calculate their carbon footprint for each event and choose carbon offset options which are coordinated for them by the hotel.

Eaton actively participates in industry discussions about environmental issues, to stay informed about the latest green news and technology and to learn from other environmental pioneers.

Two employee committees have been formed to discuss hotel environmental issues. The first is the Green Management Committee, made up of senior management and responsible for strate-

gic planning of hotel environmental projects. The second committee is the Green Team Committee, comprised of representatives from different hotel departments.

As a socially responsible company, Eaton works with local NGOs and charities to support projects that protect the environment and improve the livelihoods of less fortunate community members.

Every month, Eaton organises diverse community service events for hotel staff, such as elderly home visits, beach cleaning, and preparing and distributing meals to the needy at community shelters.

With proper training and guidance, people with learning disabilities can be capable, loyal, and conscientious workers contributing to society. Working with a local support organisation, Eaton provides full-time job opportunities to people with learning disabilities to help them integrate into society.

Eaton also partners with local and international organizations to support other worthy initiatives. These include Earth Hour with World Wide Fund for Nature (WWF) Hong Kong, Tree Planting Challenge with Friends of the Earth, International Coastal Clean Up with Ocean Conservancy, daily donations of excess hotel food to two separate charities, and Chinese New Year gifts and mooncake transfer programs with St. James Settlement.

Knowing that the meat industry contributes significantly to greenhouse gas emissions, Eaton supports a local green campaign by providing meat-free menus in all hotel dining facilities every Monday. This initiative promotes a greener and healthier lifestyle to Eaton’s guests and staff.

In 2013, Eaton earned a 77% community commitment rating for their unwavering support of the local community. This rating is 17% better than baseline. Their community contributions rating was also 77 points, which is 27 points above the baseline level. These figures illustrate Eaton’s willingness to go above and beyond for their community.



In 2010, the Eaton was the first hotel in Hong Kong to install an indoor Green Wall (above).

It has become a signature green feature that conveys their commitment to the environment.



Waste management

Recycling bins for paper, plastic, and metal are available in hotel the lobby, café, concierge, and back of house areas to encourage guests and staff to separate and recycle waste properly.

Food waste is a critical issue in Hong Kong as it accounts for 40% of the waste sent to landfill daily. To deal with this issue, Eaton has signed the Food Wise Charter and is committed to promoting food waste best practice and encouraging behavioural changes at the hotel. Eaton donates any surplus food to local charities such as the Foodlink Foundation and Food Angel, reducing food waste and also helping disadvantaged local families. Additionally, Eaton sends spoiled food waste to a local recycling contractor, where the waste is converted into products like fertilizers, fish food, flower pots, and cat litter.

Cooking oil waste and glass waste can also be problematic. The former is known to pollute freshwater sources, and the latter takes up significant landfill space. Eaton segregates this waste from other hotel waste, sending it to recycling centres for transformation into useful materials like biodiesel and Eco-bricks.

In 2013, Eaton became the first hotel in Hong Kong to implement a water filtration and bottling system to produce its own glass-bottled water instead of purchasing plastic-bottled water for guestrooms and ballrooms. This scheme reduces plastic waste generated by the hotel by 350 000 pieces annually. It also reduces carbon emissions incurred during plastic waste production, transportation, and recycling.

Eaton has made great strides in waste management and waste reduction. In 2013, hotel waste sent to landfill came to 3.0L/Guest Night, which is a staggering 64.29% better than baseline level and an improvement on 2012 figures. The hotel's overall waste recycling rating was 67.6 points, which is 17.6 points above the baseline level.

The Eaton Hong Kong signed the Food Wise Charter and has pledged to encourage behavioural change at the hotel.

As part of this, the Eaton **donates surplus food to local charities like Food Angel.**



In 2009, the Eaton removed the endangered blue fin tuna from menus. Between 2010 and 2013, the Eaton has encouraged guests to make sustainable choices, as a result **shark fin consumption has gone down by 90%.**

Responsible Purchasing

Eaton recognises that sustainable and responsible purchasing is a key part of managing the hotel's direct environmental impact. Eaton has established a Responsible Purchasing Policy, which sets environmental purchasing criteria that must be fulfilled. Initiatives include:

- Removing the endangered blue fin tuna from Eaton's Japanese restaurant's menu in 2009. The hotel also moved the popular shark fin dish from a menu item in Eaton's Chinese restaurant and banquetting facilities to an on-request item in 2011, replacing it with other sustainable, high-end dishes. By encouraging patrons to make sustainable and educated choices, there was a 90% decrease in hotel shark fin consumption from 2010 to 2013.
- Prioritising the purchase of FSC certified paper products or paper products made with recycled content. By 2013, all hotel office paper, tissues, and toilet tissue products were 100% eco-labelled, helping to achieve a paper products rating of 85.6 points in 2013. This rating is 5.6 points better than best practice.
- Sourcing environmentally-friendly cleaning products whenever possible. In 2013, 100% of hotel interior surface cleaners were eco-labelled. As a result, Eaton achieved an annual cleaning products rating of 88.3 points, which is 8.3 points above best practice.
- Renovating some of using environmentally-friendly building materials. The walls of the hotel's Smart Rooms were constructed by Australian Eco Panels and made of PET, which is recyclable and contains up to 60% post-consumer content.
- Working with other hotels and industry forums remains important to ensure the hotel keeps abreast of new and innovative sustainable products coming to market.





EARTHCHECK

THE PLANET DESERVES MORE THAN HALF MEASURES

If you wish to find out more about how EarthCheck can assist your organisation, please contact us at:
PO Box 12149, George Street, Queensland, 4003, Australia
Phone: +61 7 3238 1900 Email: info@earthcheck.org
www.earthcheck.org

ATTRIBUTION

House by Jardson A. from The Noun Project
Drop by Wayne Tyler Sall from The Noun Project
Fish by Korokoro from The Noun Project