

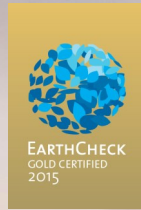


EARTHCHECK

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# THE LANGHAM, LONDON

The Langham, London is a five star luxury hotel located in the heart of London's West End. Established in 1865, The Langham was the city's first 'Grand Hotel' and is still one of London's most prestigious establishments. Once the largest commercial building in London, it is now Heritage Listed and admired for its 150-year-old history. The Langham's rich cultural history and Victorian appeal has established the hotel as a London icon and an English landmark.

The Langham, London is closely located to many London attractions such as Regent's Park and several popular shopping destinations. Well equipped with a range of facilities, the hotel consists of 380 guest rooms, 15 meeting rooms, Chuan Spa, fine dining restaurant Roux at The Landau and the dazzling Palm Court, the award-winning Artesian bar, and lounges.

As a leading London luxury hotel, The Langham is committed to providing world class services, while consuming minimal resources. Consequently, Langham Hotels & Resorts has developed a company mission that describes their aim "to be one of the most environmentally friendly and sustainable hotel groups in the world".

The Langham, London has undertaken many initiatives to improve its environmental performance. In doing this, the hotel recognised that not only will their environmental impact decrease, but business will improve due to the added appeal for environmentally conscious clients, and the cost savings associated with reduced consumption.

Analysis of The Langham, London's activities against the EarthCheck Company Standard indicates that they have consistently achieved results superior to others in their sector, and have made changes to their activities since 2009, which have resulted in:

**Saving enough power to support 1,085 typical London households**

**Reducing GHG emissions equivalent to taking 2,654 small cars off the road**

**Saving 27 Olympic sized swimming pools worth of water**

**Waste reductions equivalent to filling 53 shipping containers**

**Waste recycling rating superior to others in their sector**

**Community contributions rating superior to others in their sector**



# 6 STEP EARTHCheck PROGRAM: TOWARDS CERTIFICATION

## THE LANGHAM LONDON

### ABOUT THE LANGHAM, LONDON & EARTHCheck

The Langham, London ensures their Environmental Policy is displayed at reception for the guests to view, and a copy of the Policy is placed on the staff noticeboard.

A copy of the Policy is also sent to the heads of department to communicate it to their entire team. It is also available on The Langham, London's website, and in guest room information booklets.

The Policy is reviewed on an annual basis to ensure that the content remains up to date and relevant to the operations of the hotel.

The Policy has guided The Langham, London's activities, resulting in consistently achieving results superior to others in their sector in 5 of the key benchmarking indicators.

## 1. POLICY

The first key step towards becoming EarthCheck certified involves addressing the question: does your organisation have an Environmental and Social Sustainability Policy?

An Environmental and Social Sustainability Policy is a document which is given to the managers of your organisation, the suppliers and contractors servicing the hotel, and to staff and customers who work in and visit the hotel. The Sustainability Policy outlines the social, economic and ecological values to provide a framework for environmentally sustainable and responsible practises, activities and operations. The aim of the Sustainability Policy is to document the overall commitment to achieving sustainability. The Policy demonstrates leadership in sustainable development and works towards developing an organisation that will foster sustainability values. A Sustainability Policy is also produced and endorsed at the highest managerial level of the organisation. It outlines how The Langham, London will continually improve their activities in sustainability and benchmarking.

Benchmarking is a form of data analysis that allows organisations to compare their performance with other similar organisations in their local region, and also provides guidance for which areas of operation need improvement.

The EarthCheck Company Standard advocates The Langham, London to identify opportunities for local employment within their Environmental and Social Sustainability Policy. Annual reviews are also required under the Company Standard, which allows the Policy to be perfectly tailored to reflect the type of activities The Langham, London undertakes.

With EarthCheck's guidance, The Langham, London created:

- an Environmental and Social Sustainability Policy
- an Environmental Action Plan
- a Sustainable Procurement Policy and sustainable questionnaire to monitor the origin of products they use and to ensure they collaborate with suppliers who are conscious of their sustainability goals; and
- the Connect Activities Corporate Program, outlining environmental initiatives and planning

These documents have helped The Langham, London to manage their activities and has facilitated continual improvements, which is further aided by the second step of the EarthCheck program: Benchmarking.

## 2. BENCHMARKING

What sets EarthCheck apart from other certification organisations is our comprehensive data collection and analysis program. EarthCheck requires clients to annually submit data covering their performance against 10 Key Performance Areas (KPs).

Assessment against these 10 KPs demonstrates The Langham, London's performance against Best Practice levels, which are derived from data collected across their local region. The EarthCheck Company Standard requires The Langham, London to go through a process of ensuring their activities align with the EarthCheck Company Standard criteria, and then to benchmark their activities to demonstrate their performance.

The hotel collected benchmarking data from various sources:

- meter readings onsite
- working with waste collectors; and
- by reading electricity bills sent from their providers

The Langham, London is also required to keep records of their benchmarking reports to ensure they are monitoring their progress continually, and have done so for the minimum length of three years. They must also keep records of relevant regulations to monitor their progress, which forms the third step of the program: Compliance.



# 6 STEP EARTHCheck PROGRAM: TOWARDS CERTIFICATION

## 3. COMPLIANCE

In order to demonstrate The Langham, London's compliance to local and national regulations, The Langham, London compiled a regulation register with legislation relevant to their organisation. This identified all environmental, social, cultural, quality and health and safety requirements for legal operation.

Any licenses, leases, permits or agreements currently in use were also identified and recorded into the legislation register. The register helps The Langham, London ensure all their activities are in line with current regulations.

Examples of documents forming components of their legislation register include:

- details of their adoption of and compliance with international sustainability standards
- hazardous waste carrier licenses; and
- environmental permits

The previous steps combined guided the hotel to develop their risk assessment and action plans as part of the fourth step: Approach.

## 4. APPROACH

Step 4 of the EarthCheck program required The Langham, London to develop their Risk Assessment and Sustainability and Environmental Action Plan as part of their sustainability approach. The EarthCheck Company Standard requires the Risk Assessment to identify and assess actual or potential risks of The Langham, London's activities. Consideration of the views of internal and external stakeholders associated with The Langham, London's organisation allows fully effective identification and avoidance of any risks.

The Langham London's Environmental Action Plan ensures environmental, social and cultural harm is minimised. Targets and objectives for improved performance are also outlined as a requirement under the EarthCheck Company Standard. These documents allow The Langham, London to monitor and measure their performance against their Policy and benchmarking assessments. They also allow The Langham, London to make improvements towards targets which will enhance their activities and ultimately result in economic savings through reducing their use of energy, water and waste consumption.

The Sustainability Approach addresses and assesses all environmental risks faced by their business. Some organisations are also required to create an environmental management system (EMS) due to the impacts and scope of their activities. An EMS is a detailed sustainability approach to manage an organisation's social and environmental impacts. For example, if an organisation has actual or potential ecological or social impacts, is located within a culturally significant area or has over 500 guest rooms, they will be required to develop an EMS.

EarthCheck also required The Langham, London to appoint a member of their organisation as the EarthCheck Coordinator. A Green Team was also established, which ensures that the company continues to manage and monitor their performance in line with the Company Standard and effectively reports the resort's performance to management and key stakeholders.

## 5. PERFORMANCE

The fifth key step of the EarthCheck program asked The Langham, London whether they had implemented strategies to manage all applicable 10 Key Performance Areas (KPA) of the Company Standard. This step requires the hotel to measure and effectively manage their performance in areas such as:

- greenhouse gas emissions
- energy consumption
- water use
- social and cultural management
- sustainable paper purchasing and chemical use; and
- solid waste management.

The EarthCheck Company Standard promotes the value of sustainable use of resources, the use of efficient machinery and cultural awareness and respect as key components of performance monitoring through the EarthCheck program. The Langham, London has implemented savings programs, daily monitoring and adjustment initiatives and is keeping inspection records.

In 2014, the hotel set an objective to ensure that at least 420 hours of staff time is donated to local community events. The activities they undertake as part of this step are reflected in the sixth step of the program: Communication.

## 6. COMMUNICATION

As part of the sixth and final key step of the EarthCheck program, The Langham, London were required to communicate their Environmental and Social Sustainability Policy and achievements with staff, clients, suppliers and stakeholders. Performance reporting based on the hotel's benchmarking data is also communicated to key stakeholders, which facilitates active communication and engagement. This process shows stakeholders, such as suppliers and guests, how The Langham, London is performing and how the resort has improved the sustainability of their activities.

Additionally, The Langham, London created a complaints handling policy and procedure, which helps the hotel manage feedback effectively to improve their guests' experience.

The Langham, London also encourages customer and supplier participation in their environmental and social programs, which further aids valuing and understanding of the importance of sustainability management and monitoring. The feedback received from effective communication enables The Langham, London to make further changes to their activities which will improve their policies, performance, management and monitoring for future years.

## Water

The Langham, London recognises that water is a limited resource that must be managed efficiently. Initiatives undertaken by the hotel have resulted in low water consumption, making The Langham, London a leading organisation with regards to water management. The Langham, London has implemented the following initiatives:

- Thorough leak inspections are undertaken every month, with daily checks in all guest rooms.
- The hotel installed low/dual flush toilets and low flow tap and shower fittings in 220 refurbished rooms.
- The main water storage tank was replaced to ensure all equipment operates at optimal efficiency.
- The hotel promotes staff water management training using posters and water usage graphs.
- A monthly utilities report is sent to the Utilities Director to manage and monitor their consumption, and any excess usage is identified and discussed.

These changes and increased monitoring and management efforts enabled The Langham, London to achieve a potable water consumption measurement of 380.6 L per guest per night (2.4% better than average). Between 2008-2013, The Langham, London has saved 69,015,967.4 litres of potable water which is equivalent to 27 standard Olympic sized pools. The hotel also met 62.1% of their water savings rating target for 2014 (12.1% better than average).



Saved 27 Olympic sized swimming pools worth of water



Saved enough power to support 1,085 London households for 12 months  
Reduced GHG emissions equivalent to taking 2,654 small cars off the road

## Energy Efficiency and Green House Gas (GHG) emissions

The hotel arranged a Carbon Trust energy audit to be taken on property which was completed in 2009. Many recommendations were made for reducing energy consumption, some of which have already been implemented by the hotel. Initiatives included:

- Light bulbs changed in 70% of guest bedrooms, corridors and back of house areas to energy savings bulbs
- New chiller units and energy efficient hand dryers were installed
- Motion sensors were installed in storerooms and back of house areas to eliminate unnecessary energy usage
- The Langham has developed an Energy Management Plan that has installed sub-metering within The Langham Club, contributing to significant reductions in energy consumption
- The hotel also has a Building Management System (BMS) to assist with energy saving management. A BMS is a control system that manages and monitors the buildings electrical equipment and systems throughout the building
- The Langham installed a Combined Heat and Power (CHP) unit
- The hotel has endeavoured to improve staff awareness of energy efficiency practices, including implementing an energy program orientation for all new staff, awareness training, posters, and display of energy usage graphs
- A comprehensive maintenance schedule has also been implemented to ensure machinery is as efficient as possible

These initiatives have reduced energy consumption for The Langham, London, resulting in an energy consumption rating of 1.6% better than average. Between 2008-2013, The Langham, London has minimised 7,908,409.97 kg CO<sub>2</sub>-e in Green House Gas Emissions, which is equivalent of taking 2,654 cars of the road per year. The hotel also saved 64,089,714.4 MJ in Energy Consumption, enough to power 1,085 typical 4 person households for a year.



## Solid Waste Management

The Langham, London has excelled in minimising solid waste output, achieving consistently superior results to others in their sector. Many initiatives involving waste disposal have helped achieve this result. The hotel has:

- Installed a purified water bottling plant and acquired re-usable bottles for the bottled water supplied to conference and events guests. In the first year of operation the hotel made a savings of £3,651 through this system.
- Developed a waste segregation system to allow recycling of different materials. Paper, plastic, cardboard, shopping bags, and glass bottles from guest bedrooms are separated by housekeeping staff and disposed of in separate recycling bins.
- Increased usage of Envac food waste units. Envac buckets in the staff canteen, kitchens, and restaurants were made increasingly available for the disposal of food waste. A specialist company collects the food waste from the Envac tank to recycle into fertiliser.
- Ensured used cooking oil, batteries, light bulbs, and printer cartridges are disposed in separate containers for collection.
- During orientation, all new staff are trained in the recycling program.

The Langham, London ensures 100% of their waste is sent for incineration. This means that the hotel sends no waste to landfill. **Between 2008-2013**, The Langham, London has minimised 1,760 181.4 litres of landfilled waste which could have filled up 53 standard 20-foot shipping containers.



No waste sent to landfill

Comprehensive waste segregation system

Waste reductions equivalent to filling 53 shipping containers



Provides work experience and traineeships for students.

Sponsored the performing arts by hosting "Hotel Plays".

Community contributions rating superior to others in their sector.

## Social and Cultural Management

Community support is a major factor in the long term sustainability of an organisation. The Langham, London supports its community through a variety of programs. The hotel has:

- Supported its local community by purchasing all perishable goods from local origin and provided all service contracts to local contractors.
- Employed people from the local area. 88% of staff employed by the hotel live within 30km of the property. Additionally, all staff employed receive formal training on sustainability issues by the hotel.
- Encouraged staff to participate in community activities such as the cleaning of River Wandle and the Mad Hatters Walk in aid of cancer research.
- Used linen, staff clothing, cutlery and crockery are donated to charity groups such as the Passage Charity.
- Offered sustainable meetings for conference guests through the Connect Program
- Supported the Heart Foundation Run, the Red Cross Red Shoe Race and the London Hospice Big Fun Walk.
- Provided financial and moral support for Westminster Tree Trust to plant trees in local areas.
- Donated food to local charities through a partnership with "Plan Z Heroes".
- Provided work experience and trainee programs for students from local colleges and schools.
- Pledged 420 hours of staff time towards community engagement activities, but achieved 650 hours.

These efforts have resulted the hotel meeting their community contributions rating target for 2014, a result that is superior to other organisations in their sector.



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**EARTHCHECK**

## THE PLANET DESERVES MORE THAN HALF MEASURES

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