

CROWNE PLAZA MELBOURNE

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Water Management

Being a large luxury hotel, Crowne Plaza Melbourne uses more than 50 million litres of water a year and, as such, was required under State regulations to undertake a Water Management Action Plan. The hotel had already commenced water saving initiatives and was able to improve on these to include:

- A Water Management system has been introduced to regulate water flows throughout the hotel
- Introduction of Desert Cube waterless urinal system
- Reporting system for back-of-house taps to report leaks
- Continued employee training, awareness and participation is to ensure our current and future initiatives are successful
- All new kitchen appliances purchased are low water use
- Introduction of paint capturing system using recycled water to prevent paint from entering waterways, and reducing water required to clean paint brushes.
- Methven 9Ltr per minute shower heads installed in all 383 rooms
- All rooms are also fitted with “Jemflo” water saving devices to all basin taps and back of house tap ware
- Crowne Plaza Melbourne has joined with City West Water to plan and implement a management action plan to reduce water usage. Stickers have been introduced in back of house areas to raise staff awareness
- About to work on implementing waterless urinals.

Crowne Plaza Melbourne’s policies have had a noticeable effect with water use plunging from almost 600 litres per guest night to 469 litres per guest night. This is 6% below benchmark levels.

Waste Management

Crowne Plaza Melbourne has worked with Great Forest to conduct a waste audit of the property, identifying areas for improvement in Waste Management. The hotel now recycles 87% of cardboard and paper waste. All cans, glass bottles and milk cartons are now recycled. All offices are also recycling all paper waste.

Crowne Plaza Melbourne’s waste audit identified a range of initiatives to reduce the level of waste sent to landfill. Crowne Plaza Melbourne has:

- Significantly reduced waste to landfill with the introduction of a new waste and cardboard compacting system.

- Introduced co-mingled bulk bins to handle recycling and reduce waste to landfill
- Installed paper recycling bins for all desks
- Conducted extensive staff education campaigns
- Installed security cameras to assist and monitor staff recycling practices
- Worked with charities to redistribute partially used toiletries and linen
- Worked with suppliers to reduce wasteful packaging.

An impressive reduction in waste production has been recorded, down from 13.2 litres per guest night to just 4.7 litres per guest night. This is 52% better than the benchmarked best practice level for waste efficiency in hotels. A fluorescent light tube recycling program is being introduced as the tubes contain mercury that can contaminate landfills and seep into the water table.

Energy Management

Crowne Plaza Melbourne has made significant inroads into improving its Energy Management. By installing the InnCom room Energy Management system (which controls air-conditioning and lighting) into all rooms, the hotel has seen energy savings of 25-30% per room. A new building management system has also been fitted along with VSDs to all major AHUs throughout the hotel. All incandescent lighting has been removed and new LCD lighting technology is about to be fitted.

Following their Savings in the City audit, staff at Crowne Plaza Melbourne have introduced some exciting new initiatives to save energy:

- Trialling of an innovative LED based lighting system for public areas to replace halogen lighting. Each LED reduces energy consumption from 6.5 kilowatts per unit to 1.1 kilowatts to achieve the same light output.
- Installation of an automated public areas management system to regulate temperatures throughout the hotel
- Installing variable speed drives on pumps so that they are not running at full speed when they don’t need to be
- Introduction of InnCom in-room Energy Management system, resulting in a dramatic 26% drop in energy use per room
- Conducting a controls audit on the air conditioning systems to ensure they are operating to design specifications which decreases energy use
- Replacing all incandescent globes with fluorescents
- Training housekeeping staff to turn off the lights in guest rooms when cleaning.

Following these highly successful energy savings, Crowne Plaza Melbourne is looking at ways to further increase the amount of energy it saves and has recently obtained a State Government funding grant to support its energy saving initiatives.

Programs currently participating in

- Savings in the City (which has just ended)
- Green Globe
- Green Engage (IHG environmental program)
- IHG Corporate Responsibility Program.

Strategies Implemented

- The hotel's main aim is to recognise where old, outdated building technology needs to be replaced with modern energy efficient means. The hotel's owners are very progressive in this area and are keen for any new ideas. The hotel also relies heavily on staff to help in any way they can
- A green team has been formed and meets each month to come up with new green initiatives and further educate all staff
- The hotel owners and Intercontinental Hotel Group take environmental responsibility and management very seriously and best practices are shared and implemented in the group's hotels across Australia and other countries
- Crowne Plaza Melbourne has developed a comprehensive environmental policy to ensure the hotel's continued long-term environmental improvement and best practice. The hotel chain has become very aware of the advantages of being sustainable; they've just appointed a Director of Sustainability for Australia.

Accolades Received

- Green Globe - Bronze Level
- Australian Hotel Association (AHA) Environmental Best Practice Hotel of the Year 2009 (National Finalist)
- Australian Hotel Association (AHA) Environmental Best Practice Hotel of the Year 2009 (Victorian State Winner)

Projects to be Completed

Replacement of halogen lighting in the hotel's foyer/staircase with new LED style. This has a very quick ROI of 1.25 years for an investment of \$24k. It will take an area that currently costs \$18.5k PA to just over \$800 PA. The hotel recognises the financial benefit of pursuing green initiatives, as well as the importance of taking these steps to protect the environment.