

AREAS	ACTION PLAN FOR 2009/2010 For Environmental Good Practices At Lancaster London
Everyone 2009/2010	<ul style="list-style-type: none"> <li>• Recycle mixed paper, mixed plastic, mixed glass</li> <li>• Recycle all clean cardboard</li> <li>• Print &amp; photocopy on both sides of paper</li> <li>• Reduce paper usage – read off the computer screen</li> <li>• Think before printing copies – (signatures at the bottom of emails.)</li> <li>• Reuse paper and card – adopt reuse culture</li> <li>• Switch off lights when you leave (posters situated around several areas around the hotel BOH).</li> <li>• Report dripping taps &amp; leaks (DM checklist.)</li> <li>• Collect hangers, give to Valet to reuse</li> <li>• Encourage staff to use the stairs instead of the lift.</li> <li>• Work out your own carbon footprint at: <a href="http://www.carbonfootprint.co.uk">www.carbonfootprint.co.uk</a></li> <li>• All departments to have their own Energy Saving Checklist</li> </ul>
<b>Purchasing</b>	<ul style="list-style-type: none"> <li>• Expand use of the Green Source Guide supplier, sources + practises.</li> <li>• Responsible disposal of redundant/replacement products i.e. beds, IT equipment, curtains or offering these equipments to charities that we have previously donated equipment to such as ‘Invisible Children’.</li> <li>• Consider and reduce number of deliveries made consistently.</li> <li>• Monitor costs/weights of recycling taken out of Landfill</li> <li>• Investigate food waste disposal.</li> <li>• Encourage use of recycled paper &amp; vegetable inks in new print.</li> <li>• All toners + cartridges recycled by ‘office green’ who then give a cheque for NSPCC</li> <li>• Investigate re-use of food packaging &amp; sending plastic back to suppliers.</li> <li>• Look at all products packaging, to try and minimise it &amp; to organise suppliers taking back the packaging i.e for office furniture.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Paper reduction initiatives - Investigate a secure</li> </ul>

	<p>management document system to take over from Power retrieve. - Introduction of Vision Opera which will export data from Opera to enable clients/customers to pay on this format instead of printing and posting invoices &amp; statements.</p> <ul style="list-style-type: none"> <li>• Encourage further recycling of paper, plastic, cartridges within the main Finance Office and General Cashiers/Wages Office in the Basement.</li> </ul>
<b>Front Office/Reception/Business Centre</b>	<ul style="list-style-type: none"> <li>• Dispose of all Guest confidential data in the shredding machine</li> <li>• Paper reduction initiatives – investigation an updated secure management document system</li> <li>• Reduction of faxes</li> </ul>
<b>Concierge</b>	<ul style="list-style-type: none"> <li>• To have available at all times a selection of brochures on local attractions which showcase “Green London”, such as; London Wetland Centre, Syon Park, Kew Gardens, London Zoo, and National Heritage destinations which promote London as a green destination.</li> <li>• Cycle Hire information and brochures available at concierge</li> <li>• Display and promote Lancaster London Jogging map, to encourage guests to walk to local destinations/attractions.</li> <li>• Work with limo &amp; taxi companies using hybrid vehicles (geo fuel) i.e. Green Tomatoes</li> <li>• Work with chauffeur companies who have an environmental policy and use cars with the lowest possible CO2 emissions and/or offset their carbon emissions by paying a carbon tax.</li> <li>• Offer reusable cotton RLH Newspaper wrapper to guests in order to reduce plastic bags</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Include environmental practices in Staff Induction</li> <li>• Conduct staff travel survey in November</li> <li>• Include articles on environmental awareness/ charities sponsored in Staff Newsletter, to send out the newsletter electronically. Investigate putting the newsletter onto the television in Bites Staff Restaurant.</li> <li>• Investigate sponsorship of new tree planting in Hyde Park for employee’s celebrations and special occasions.</li> <li>• To run workshops on Environmental Issues, and to</li> </ul>

	include presentations at the Month End Celebration Teas.
<b>Kitchens</b>	<ul style="list-style-type: none"> <li>• Investigate separating food waste from general</li> <li>• Turn off gas &amp; electricity when kitchens not in use, do not leave water running</li> <li>• Do not leave fridge doors open for long periods</li> <li>• Expand recycling done (inc. new bins etc.)</li> <li>• Old cooking oil collected for making bio fuel</li> <li>• Reuse containers, look at use of cling film</li> <li>• Sourcing local/UK foods as much as possible</li> <li>• Installing plumbed drinking water</li> </ul>
<b>Food &amp; Beverage</b>	<ul style="list-style-type: none"> <li>• Waiting Staff aware of origins and ethics of food &amp; wines they serve</li> <li>• Help promote local charities &amp; conduct new promotions such as; During London Restaurant Week events that raises money for "Help a London child" with lastminute.com donating 20p for every cover made and customers will be asked to pay a £1 donation which they can opt out of.</li> <li>• Sourcing &amp; offering guests European wines.</li> <li>• Tap water available to customers upon request</li> <li>• Monitor food waste, ensure all food in date</li> <li>• Switch off appliances &amp; lights when not in use</li> </ul>
<b>Meeting &amp; Events (Operational)</b>	<ul style="list-style-type: none"> <li>• Investigate further recycling all areas, purchase of different bins</li> <li>• Improve Training for the porters on disposal of recyclable items in the loading bay and use of recycling bins.</li> <li>• Ensure bottle bins are used for the events bars</li> <li>• Times for air con to be on all event orders –(1 hour prior to organiser’s arrival)</li> <li>• Training on events photo copier to ensure double sided use wherever possible</li> <li>• Ensure all used printer cartridges are returned back to purchasing to recycle</li> <li>• Ensure wire hangers are recycled by casuals from their jackets</li> <li>• Brief Casna on recycling of items after events, to ensure they are correctly disposed of.</li> <li>• Wine Order Forms to be fax/email version</li> <li>• Special Accommodation Rate Forms in email version</li> </ul>
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>• Introduce training sessions for all staff in recycling practices</li> </ul>

	<ul style="list-style-type: none"> <li>• Reduce the chemicals used that contains phosphates</li> <li>• Purchased 2 more environmentally friendly Ozone machines to remove smells from room uses very little electricity.</li> <li>• Re use one sided paper from Front Office and Finance in our printer for internal housekeeping paperwork</li> <li>• Check and turn off all unnecessary energy in guest bedrooms on a daily basis</li> <li>• Organize and run the Bring &amp; Buy Stall at the annual Green Day 15.09.09 to raise money for charity.</li> <li>• Reuse all plastic bags from new face cloths bathrobes for lost property items sent to Security</li> <li>• Reuse stage carpet left behind by functions to protect room carpet when redecorating is going on</li> <li>• All wire hangers collected and taken to the valet for reuse</li> <li>• Sponsor two children in Senegal with World Vision</li> <li>• Identity tags from Banqueting used as key chains for the maids</li> <li>• Re-use the following; guest key cards (return to reception), mobile phone chargers &amp; international adaptors (give to Business Centre).</li> </ul>
<p style="text-align: center;"><b>Engineering</b></p>	<ul style="list-style-type: none"> <li>• Continual replacement of energy saving light bulbs</li> <li>• Replacing of oil based paints with water based where practical</li> <li>• Replacing existing motors with energy efficient variety including inverter drive units on going.</li> <li>• Replacement of old refrigeration on going, the capital project for refurbishing the Main Kitchen will include energy efficient refrigeration, dish washers and cooking equipment.</li> <li>• Collection point for all staff to bring their used batteries and light bulbs is on going</li> <li>• Continue trialling LED lights for bedroom corridors and roll out into bedrooms.</li> <li>• Continue to control the air conditioning for events and Public Areas.</li> <li>• Fitting of aerators and flow restrictors to bedroom basin taps.</li> <li>• To fit occupancy sensors to switch lighting as far as practical</li> </ul>
<p style="text-align: center;"><b>Sales &amp; Marketing</b></p>	<ul style="list-style-type: none"> <li>• Update website with the latest Environmental</li> </ul>

	<p>Action Plan for 2009/10 once complete.</p> <ul style="list-style-type: none"> <li>• Add information on the website to increase awareness on local initiatives and charities we support.</li> <li>• Update website with all the accreditations and Green Awards we have won. To add link for their websites</li> <li>• Monitor web statistics; number of hits to the green pages – analyse the performance of these pages.</li> <li>• To investigate the reduction of collateral in guest rooms which encourage guests to help the environment to include: all information pages for In-Room Directory, promotions, advertising of our restaurants, Environmental Issues such as re-using towels by putting this information on the in house interactive television system.</li> <li>• Introducing an option on our reservation system (ihotelier) to allow guests to opt in to paying 0.46p in order to offset their carbon footprint.</li> <li>• Source printing and promotional gift companies that use recycled paper and vegetable inks for hotel collateral i.e. brochures or other promotional items.</li> <li>• Investigate promotions i.e. linked with Thames River and Grand Canal excursions</li> <li>• Work closely with Considerate Hoteliers, Carbon Clear and Green Tourism and other such organisations to implement better Environmental Practices in the hotel.</li> <li>• Enter the Lancaster London &amp; individual departments, (as appropriate) for environmental awards such as the Visit London Sustainable Tourism award which we won in 2008! To increase recognition of all ‘Green’ initiatives.</li> </ul>
<b>Stewarding/Back of House</b>	<ul style="list-style-type: none"> <li>• Continue with recycling of bottles, plastic, paper and cardboard</li> <li>• Investigate ways to expanding recycling practices</li> </ul>
<b>Office Wing</b>	<ul style="list-style-type: none"> <li>• Training on Photocopiers to ensure double sided printing when possible</li> <li>• Dispose of all confidential data using the shredding machine provided in the Photocopier Room.</li> <li>• Recycle mixed paper &amp; plastic</li> </ul>
<b>Environmental Team</b>	<ul style="list-style-type: none"> <li>• World Environmental Day 5<sup>th</sup> June 2010</li> <li>• Raise awareness of work of Energy &amp; Environmental Task Force through presentation at the Staff Celebrations Teas.</li> </ul>

	<ul style="list-style-type: none"> <li>• Consistently strive to meet all award entry requirements in order to raise our environmental profile as a team and as a company.</li> <li>• Plan 5<sup>th</sup> Green Day in September 2010</li> <li>• Plan Award scheme for the ‘Green Department of the Year’ to be awarded to the most deserving team by Dec 09.</li> <li>• Proceeds of Raffle held on Green Day 15.09.09 donated to St. Mary’s Hospital to an Adolescent Unit a room called The Colourful Place for Teenagers. Hotel matched amount raised cheque given for over £1000.</li> <li>• Exchange ideas from other Green Teams i.e. Hilton, Royal Garden, Langham and Cavendish</li> </ul>
<b>Security/Car park</b>	<ul style="list-style-type: none"> <li>• Collect guest lost property clothes for The Passage, car park attendant to deliver to various charities.</li> <li>• Continue all recycling to include batteries</li> <li>• Reuse both guest and staff door keys</li> </ul>

## LANCASTER LONDON