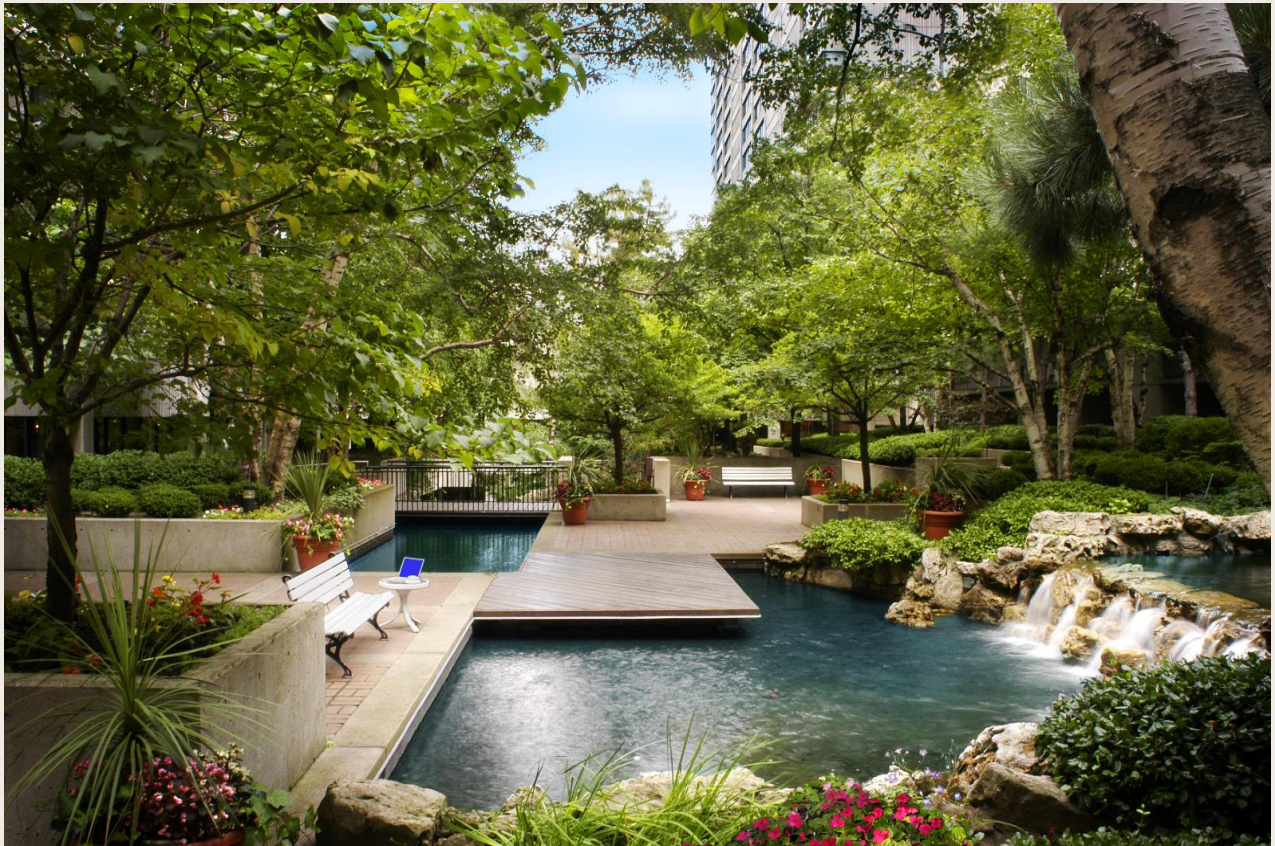


SHERATON CENTRE TORONTO GREEN INITIATIVES HANDBOOK



SHERATON
Centre Toronto Hotel

Sheraton Centre Toronto Hotel
123 Queen Street West, Toronto, ON M5H 2M9
T 416 361 1000 F 416 947 4873
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The Sheraton Centre Toronto Hotel has received a 4 (out of 5) Green Key Rating based on the Corporate Environmental Management section of the Green Key Audit.

The Green Key Audit was designed by the Canadian Hotel Association to evaluate facilities' policies and procedures as they relate to sustainable hotel operations. This includes any action plans that have been developed and their impact on management, employees, guests, and local community.

Here are the highlights and accomplishments for each operational department of the hotel.

Leadership Team

- There is senior management/executive level buy-in and a signed endorsement of policies
- A formal, written action plan exists that addresses policy commitments
- The action plan is reviewed/revised at least once a year
- 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
- Communications strategies regarding environmental initiatives and practices for staff have been implemented
- 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
- Employees are given the opportunity to volunteer their time and services towards various environmental events and campaigns, even during regular working hours

Housekeeping

- Guestrooms are equipped with tent cards/signage which give guests the option to reuse items instead of having them replaced daily
- Standard set-points are used for all guestroom thermostats and communicated to Housekeeping staff
- Light fixtures are regularly cleaned and dusted
- Motion sensors and timers are installed in Housekeeping closets to ensure that lights are turned off when necessary
- 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
- Un-used toilet paper rolls are collected for reuse in staff washrooms
- In-room recycling options include recycling bins in all guestrooms
- 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. EnergyStar/EnerGuide certified) high priority
- Chemical pesticide/insecticides are rarely used in guest rooms
- Pesticides/insecticides are only applied by trained/licensed staff or licensed contractors
- 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 bio-hazardous (e.g. needles, medication etc.) wastes
- Housekeeping staff are instructed not to leave faucets running while cleaning guestrooms
- 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/staff



- Procedures are in place that allow Housekeeping staff to report actions that harm the environment and share their ideas on eliminating impacts

Conference & Meeting Services

- The hotel's HVAC system in the meeting and conference area is controlled by a programmable thermostat(s) set to function schedules
- 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
 - 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, buses etc)
 - Untouched food items are directed to the staff cafeteria or local food bank
- 75% of individual servings (butter, jams, creamers, etc.) have been replaced with bulk purchases served in reusable containers
- 50% of note pads, napkins, office paper, and other paper products are purchased with a minimum of 30% recycled content
- Other waste management practices are in place
- Conference schedules, menus, contracts, etc. communicated via e-mail to clients
- Reusable white boards are available to eliminate the need for flip charts
- Reusable linen napkins replace disposable paper napkins
- 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
- Clients are educated about local ecosystems, culture, and heritage issues while attending conference and events at the hotel when requested



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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
- When feasible, foods are cooked in smaller steam convection ovens instead of conventional ovens
- Higher energy efficiency appliances (i.e. EnergyStar/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 employees 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 directed to the staff cafeteria for consumption or 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)

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- 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
- Some organic produce and/or herbs are grown on-site (i.e. roof top herb gardens)
- 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
- Annual use and (purchase) costs of utilities and materials are being for the purpose of reducing supply year over year.
- 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
- The hotel has a comprehensive maintenance programs for its vehicles to reduce emissions
- Elevators and/or escalators are taken off-service during slow times to conserve energy

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- 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. EnergyStar 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, and 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
- 100% of ozone-depleting (halon) fire extinguishers have been replaced with code compliant, environmentally preferable alternatives
- The location of all asbestos is known, monitored, and contained and a phase out plan is underway
- A written plan is in place to deal with indoor air quality (IAQ)
- The hotel is designated as a non-smoking environment

Save a tree. Print this only if necessary. Please recycle if you do.

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