THE Fairmont HOTEL VANCOUVER

Fairmont Hotels & Resorts' Green Partnership Program

In 1884, Fairmont Hotels & Resorts was founded on an enduring connection to the land and communities where we do business. In 1990, we proactively launched our industry-leading Green Partnership program, a comprehensive approach to reducing our impact on the environment. This commitment to minimizing our hotels' footprint on the planet is a key component of our operating philosophy, which is formalized in our Environmental Policy.

The Green Partnership allows Fairmont to meet and exceed guest expectations of operational sustainability and responsible tourism, because the environment isn't just something that's "out there"—it's where we live, work and play each day.

Fairmont's Green Partnership focuses on improvements in the areas of energy and water conservation, waste management, and innovative community outreach programs involving local groups and partnerships—please read below for this hotel's initiatives that operate under the Green Partnership program.

Leadership Through Innovative Programs

Eco-Meet: Fairmont's Eco-Meet program offers planners the opportunity to minimize the ecological footprint of meetings and events through the reduction of waste and conservation of valuable resources. The program can be tailored to the individual needs of the client through four key components—Eco-Accommodation, Eco-Cuisine, Eco-Service and Eco-Programming.

At The Fairmont Hotel Vancouver:

- Meeting planners can request food leftovers are donated to a local charity such as the food bank or the Union Gospel Mission
- Office supplies that are left behind after meetings are used by the hotel rather than discarded

Carbon Management Program: Fairmont has introduced an Energy and Carbon Management Program in support of our Climate Change Strategy, that allows us to monitor, track, and report on our progress toward achieving significant CO2 reductions at all of our locations worldwide. We also partner with like-minded companies who provide products and services that improve our operational efficiencies. These proactive steps will reduce carbon output and help mitigate the effects of global warming.

Greening our Greens: All Fairmont-managed golf courses are enrolled with Audubon International Cooperative Sanctuaries, an organization which sets guidelines for an international system of wildlife and environmental conservation. Through our participation, we have developed an extensive integrated management plan for ongoing improvements to our golf courses called "Greening Our Greens". The program offers practical ways for our courses to make positive changes, while working toward the larger goal of achieving certification from Audubon International.

Green Cuisine: Fairmont is committed to purchasing local, organic, Fair Trade and sustainable food products wherever possible, including utilizing organic or biodynamic wines, local purveyors and on-site herb gardens.

At The Fairmont Hotel Vancouver:

- Chefs make use of a small herb plot located on the 2nd floor terrace.
- Griffins Restaurant and 900 West Lounge are proud members of the Vancouver Aquarium's Ocean Wise program, providing guests with sustainable seafood choices
- Left-over soup is frozen on a daily basis and donated to a local food shelter on a weekly basis
- In partnership with Rodney Strong Vineyards, organic wine options are on offer for restaurant guests
- Griffins Restaurant guests have the option to order Omega 3 or certified organic eggs
- Behind the chefs at Fairmont are an army of local farmers, fishermen, cheese makers and more, whose passion and dedication ensure guests enjoy the freshest of flavors. Increasingly, not only is it important that items are delicious, but are also sourced, where possible, from purveyors that share Fairmont's commitment to sustainable operations. The secrets to the fresh and earth friendly cuisine found at The Fairmont Hotel Vancouver are the many local partners

Waste Management

Paper, packaging and garbage are a reality of our lives, and of any business. Fairmont has consistently cut these side effects of our operations. While effective waste management comes with challenges, such as operating in communities without recycling facilities, we continue to reduce and divert waste and identify other eco-friendly opportunities.

Initiatives at The Fairmont Hotel Vancouver include:

- Recycling Bins are placed throughout hotel, including guest rooms, meeting rooms, public spaces and back spaces
- Approximately 22, 000 kilos of organic waste is recycled each month
- On average 10,400 lbs of cardboard, 1,680 lbs of plastic and tin, 8,000 lbs of paper and 63 lbs of batteries are recycled each month
- 720 litres of grease from the deep fat fryers are recycled on a monthly basis
- Gently used linens are donated to various organizations (The Society of Saint Vincent De Paul, Developmental Disabilities Association, SPCA, Warriors Against Violence Society, Rotary World Help Network)

- Linens past the "donation stage" are turned into rags for use in housekeeping
- Gift bags left in guestrooms, and plastic bags, are saved and made available to staff
- Wire hangers, elastic bands and other laundry delivery items are returned to our laundry company so they can be reused. The hotel only purchases wooden hangers
- Bubble wrap and foam chips that our suppliers use when they send goods are reused
- Guest room soap and shampoo is donated to the universal aide society
- Managers use reusable dry-cleaning bags

Energy and Water Conservation

To conserve energy and cut greenhouse gas emissions, Fairmont has introduced compact fluorescent light bulbs where possible. Most hotels now have water-efficient showerheads and tap aerators, and we continue to replace all toilets that have a flush capacity over 2 gallons (7.6 liters). Guests can do their part by choosing to participate in the towel and sheet exchange program offered at all Fairmont properties.

At The Fairmont Hotel Vancouver, energy and water conservation projects include:

- Recognition as an original "Power Smart" leader, a program set up by BC Hydro to recognize companies for investing in creating more energy efficient operations. Fairmont was the first hotel company in Vancouver to receive this recognition
- A 3.5 million dollar retrofit that started in 1999 to reduced our energy use from 11 million kilowatt/year to 8 million kilowatt/year. This is a 27% energy reduction, which has resulted in a savings of approximately $589,000 per year. This has reduced our environmental impact by about 1,300 tonnes of CO2 annually, equivalent to 12,000-15,000 acres of trees per year
- 70% of hotel lighting is energy efficient (compact florescent, halogen etc.)
- Computer-based energy management controls are in place. This is an integrated guest system that knows when a room is occupied and how many bodies are in the room and adjusts heat or air-conditioning accordingly
- Replacement of old valves in washrooms for water efficiency
- Guestrooms have low flow shower heads
- HVAC- heat recovery & retrofits. The hotel reclaims all heating and cooling from exhausted air. Systems are in place to capture condensate (steam that has been condensed back into water) from domestic hot-water tanks, for use in preheating incoming city water
- Boiler plant with pumps, automated valves and a high efficiency gas boiler
- Existing ozone depleting chillers were replaced with ozone-friendly chillers
- City water is used via plate heat exchanger in the winter to cool tenant spaces, eliminating the need for cooling tower fans and condenser water pumps
- Novex, our courier company, is dedicated to the environment. On an annual basis they save 88 tons of C02 emissions using hybrids, natural gas and Biodiesel
- All new colleagues go through a two-day orientation session that includes an environmental stewardship component
- An internal Environmental Team has been in place for almost twenty years. This is a committee of 10 colleagues from various departments who meet on a monthly basis to work to make the operations in the hotel more environmentally responsible

Partnerships and Affiliations

Our affiliations highlight our commitment to the environment, and also help promote unique Fairmont eco-experiences. The growing number of partners and associations who share our vision include The World Heritage Alliance for Sustainable Tourism, WWF (Climate Savers Program), The International Tourism Partnership, The Prince Albert II of Monaco Foundation, The United States Environmental Protection Agency (ENERGY STAR® program), The Hotel Association of Canada (Green Key Eco-Rating Program) and the National Geographic Society.
Local projects are tailored to address environmental issues specific to the hotel's location, and showcase each Fairmont 's unique environmental strengths and connection to their community.

On a local level, The Fairmont Hotel Vancouver partners include:

- British Columbia Hydro Power Smart Member
- Vancouver Aquarium Ocean Wise Program
- Union Gospel Mission
- Second Mile Society
- Vancouver Food Bank
- Purchase of Local/Organic food through Hazelmere Farm, Vary Bary and other suppliers

Awards & Accolades

Fairmont Hotels & Resorts' Green Partnership Program continues to be recognized by a number of international organizations including the World Travel and Tourism Council (WTTC), World Tourism Organization (UNWTO), *Ad Age* and *Strategy* magazines.

The Fairmont Hotel Vancouver has received the following certifications/ratings:

- HAC Green Key Eco Rating (4 Green Keys)

The Fairmont Hotel Vancouver has received the following awards:

- Appeared in the *Condé Nast Traveler* Gold List, a directory of the world's best hotels and resorts, in 2007, 2006, 2005.
- Recognized on *Travel + Leisure* magazine's T+L 500 World's Best Hotel List in 2009.

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Explore Fairmont's responsible tourism activities or request our *Green Partnership Guide* book at www.fairmont.com/environment.