THE Fairmont ROYAL YORK

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 Royal York:

- Refillable water jugs are used instead of water bottles.
- Milk and cream are served in bulk.
- China is used instead of disposable items.
- Organic beverages such as tea and wine are available. Fairmont's Tea Collection was created by the Metropolitan Tea Company. They were the first North American member of the Ethical Tea Sourcing Partnership, with a commitment to sustainable production adhering to all social and environmental laws.
- Seafood choices are sustainable, and vegetarian options are available.
- Dishes are prepared with herbs from the hotel's rooftop garden, in season.

- Organic kitchen waste is composted.
- If disposables cannot be avoided, they are replaced with biodegradable or recyclable items.
- Leftover food is donated to Second Harvest, a Toronto-based organization that collects perishable food, which would otherwise go to waste, and distributes it to 230 social service programs in the Metro Toronto area.
- Environmental education materials are made available to meeting planners and delegates: the Fairmont Corporate Environmental Policy, Green Partnership Brochure, Press Materials and Guide.
- Hotel-specific information on environmental initiatives is available in delegate guest rooms.
- Dedicated TV channels are available to provide information and updates to delegates.
- Electronic paperless check-in/check-out is used.
- Newspaper delivery will be stopped, upon request.
- Email contracts will be utilized, where possible
- Recycling stations/bins are placed in meeting rooms.
- Whiteboards are used instead of paper flip charts.
- If flip charts are required, the paper used is high post-consumer content paper (80% minimum).
- Promotional collateral will be minimized, where possible.
- Emissions from the event will be offset through the purchase of Renewable Energy Certificates (RECs or green tags).

Carbon Management Program
Fairmont has introduced an Energy and Carbon Management Program in support of our Climate Change Strategy, which 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 that 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.

At The Fairmont Royal York, naturalization projects include:
The Fairmont Royal York has partnered with Fatal Light Awareness Program (FLAP) in an effort to save the lives of thousands of birds flying through Toronto every year. Migrating birds become confused by bright lights at high altitudes, and of the 10,000 that fly into buildings yearly, more than half never return to flight. The hotel rewired its roof and installed a split circuit lighting system on the roof to eliminate any chance that reflected light could cause birds to fly into the hotel or nearby buildings.

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 Royal York, cuisine initiatives include:

- An apiary of three beehives was established in the rooftop herb garden. In the first season, the bees produced more than 300 pounds of honey.
- Partnered with Vancouver's Ocean Wise program.
- EPIC restaurant has eliminated endangered fish options, such as Chilean Sea Bass, Orange Roughy and Shark.
- All "catch of the day" menu items are sustainable choices.
- Dedicated to purchasing locally wherever possible.
- Purchases 10,000 kilograms of local onions per year
- Local organic eggs, peppers, cooking oils, lemon balm, cabbage, and Ontario lamb are purchased fresh from local farms.
- The rooftop herb garden holds seventeen custom designed four-poster beds. The garden grows a variety of herbs and vegetables to be used in recipes that are featured in restaurants throughout the hotel.

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.

Waste Management initiatives at The Fairmont Royal York include:

- An average waste diversion rate of 67% from landfill.
- Recycling Bins are located in every guestroom and public area throughout the hotel.
- Less than 20% of hotels waste is made up of organics, as most is diverted to the compost bins located in the rooftop herb garden.
- Sales gifts are distributed in reusable gift bags.
- Redistribution of used computers to recycle or salvage.
- 2008 purchase of new centralized printers has limited paper consumption.
- "Duplexing" of printers – all printing is double sided.
- Colleagues use scrap paper to send faxes.
- Cooking oil is purchased in bulk and delivered by tanker to a kitchen storage silo, eliminating excess packaging.
- Redistribution of household goods to Interval House women's shelter for transitional housing.
- Daily redistribution of untouched food products in partnership with Second Harvest.

Water and Energy 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 two 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 Royal York, water and energy conservation projects include:

- Water-saving showerheads
- Electronic sensors
- Flush-o-metre system
- Sheet and towel exchange program

- Switched 7000 incandescent bulbs over 1997 to 2002 to compact fluorescent bulbs, saving 712,500 kilowatt-hours annually.
- Temperature controls have been installed in public meeting rooms.
- The East Entrance exterior canopy lights have been changed to three-watt bulbs.
- Dimmer controls for several of our main ballrooms are being retrofitted with motion sensors.
- Over 60% of the meeting rooms have dimmers and motion sensors.
- Building management system capacitors upgrade was implemented.
- Variable frequency drives to ensure that HVAC energy load controls are matched to occupancy levels.

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 the community. On a local level, The Fairmont Royal York partners include:

- Toronto Beekeepers Cooperative
- City of Toronto (Clean & Beautiful)
- Presentations to Community groups
- Salvation Army – Toy Mountain
- One Million Acts of Green
- Children's Wish Foundation
- Second Harvest
- Interval House, shelter for women and children
- YMCA Adelaide House

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 Royal York has received the following certifications/ratings:

- Hotel Association of Canada Green Key Eco Rating - 4 Green Keys

The Fairmont Royal York has received the following awards:

- Fairmont Hotels & Resorts Green Hotel of the Quarter (Q4 2008)
- Recycling Council Of Ontario Waste Minimization Award – Bronze 2008
- Recycling Council Of Ontario Waste Minimization Award – Bronze 2007
- Royal Agricultural Winter Fair – Second Place for Amber Category Honey 2008
- In April 2005, The Fairmont Royal York became the first commercial property in the City of Toronto to be awarded a financial credit for its efforts to reduce water use, under the new ICI WaterSaver Program. The award stemmed from saving 476,000 litres of

commercial water softener that reduced water use in the laundry to one wash and one rinse water per day (enough water to supply 500 homes).

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