

HOTEL GREEN PRACTICES

1. Water Conservation:

Guest bathrooms were renovated to encourage water conservation. Upgrades included low-flow toilets, low-flow showerheads, smaller basins and a 50% decrease in overall water consumption—all without impact on a guest's experience. We also implement water conservation by letting our guests know that housekeeping will change towels and sheets every 3rd day unless guests specifies differently, thus conserving gallons of water and energy that would normally go into daily laundering.

2. Lighting:

Guest room light bulbs were replaced with compact fluorescent light bulbs (CFLs) in all guest rooms, which use one-third the energy of traditional incandescent light bulbs and last ten times as long. When installed in all rooms, the hotel conserves 153,272 kilowatts continually for a total estimated saving of \$1,600 per month. The hotel was previously spending \$4,000 per month on light bulbs alone, a cost that is expected to decrease dramatically with the longer-lasting CFLs. All departments were changed to fluorescent in 2007.

3. Energy & Water Management

Hilton Portland & Executive Tower is working to achieve superior energy management with the replacement of mechanical equipment and energy retrofits. This includes replacing the current HVAC cooling tower with a state-of-the-art, highly efficient cooling tower, replacing all "steam-to-hot-water" converters with high-efficiency heat exchangers and switching to 85 percent high efficiency natural gas boilers. Guest bathrooms were renovated to encourage water conservation. Upgrades included low-flow toilets, low-flow showerheads. Eighty percent of guest rooms received electronic "smart" thermostats that operate by motion sensor, turning the heat or air conditioning to a predetermined conservation setting when guests exit the room. One hundred percent of guest rooms are expected to have "smart" thermostats by the end of 2007.

4. Recycling Best Practices

The hotel increased recycling capabilities throughout the facility with receptacles present in guest rooms and hotel lobby.

Toilet paper with greater recycled content is now being purchased and in use.

Partially used shampoo and conditioner bottles are donated to a local homeless shelter, along with older furnishings, linens, curtains, dishware and bedding.

Through best practices, we ensure that recycling occurs by educating our staff and implementing signs, posters, educational meetings, and proper receptacles throughout the hotel and office. We also have deployed team members from our Green team on property to do periodic spot checks on areas that need more attention.



5. Saving Additional Energy

The internal escalator is turned off between the late hours of 11 p.m. to 6 a.m. When meeting rooms are not in use, all lights are turned off including air-conditioning/heat. Recycling bins are also provided in meeting rooms. We have separate bins for plastic, and for aluminum cans.

6. Hotel's Green Team

The hotel's "Green Team," comprised of hotel executives, managers and staff, meets regularly to continue the development of eco-friendly operations. This internal network infiltrates Green Seal standards into all aspects of hotel operations and is now a component of new employee orientation.

7. Environmental Certification

The ongoing efforts of the Hilton Portland & Executive Tower—one of the country's first hotels to "green" its operations and the largest hotel in Oregon—have been recognized by Green Seal with the coveted Green Seal Lodging Properties certification. In 2005, Hilton Portland & Executive Tower turned its attention to "greening" hotel operations. Both Towers was awarded the Green Seal Certification. Hilton Portland & Executive Tower also developed an ambitious four-year schedule detailing energy conservation improvements from 2006 through 2010.

8. Donation of Conference supplies

We recycle any left over or discarded materials (if they are recyclable) or coordinate these materials to send off to local schools in the area. This is still an ongoing progress for us.

9. Food Composting

The hotel also incorporated a rigorous food composting program which has dramatically decreased waste. In fact, over the past 40 weeks, 72 tons of material that would have journeyed to the landfill was composted; and the hotel aims to triple this figure over the course of this year.

10. Purchasing Practices

Traditional cleaning chemicals were swapped out for the purchase of eco-friendly products. Toilet paper with greater recycled content is now purchased and in use. Partially used shampoo and conditioner bottles are donated to a local homeless shelter, along with older furnishings, linens, curtains, dishware and bedding. Paper, Plastic, and Aluminum Products and Food products can be composted or donated to a food shelter/bank. A certification can also be provided.

In addition, we purchase and offer glassware, china and metal beverage urns, all used as reusable items.

11. Organic Food Products

Depending on the type of group and what their needs are, the hotel is able to order and purchase organic food products through local farms by working with our contracted purveyors. Prices vary but are typically a little higher than non-organic related items. Caesar

Salad, dressing, croutons, certified organic is an example of organic food purchased. We also do two organic events a year for Portland business journal. IN addition, 80% of our food items are purchased fresh with very few processed food items on our menus.

12. Purchasing/Other

All of our paper products are green, we offer composting in kitchen, recycling plastic, recycling oil from fryers, and cans, decreased deliveries to 2 times/week for fish, for meat 3 x's a week, as opposed to 7 days a week, this helps our environment to save fuel from deliveries, which in turn creates less pollution.

13. Food and Beverage/Service

All efforts have been made to switch to pitchers for creamers and bowls for sugar. We can serve food family style without garnishes if the client specifically requests this. We are able to serve all other condiments e.g. ketchup, jelly, butter, etc. in serving containers as well.

14. Food and Beverage/Vegetarian or Vegan Options

Our menus offer a healthy and creative selection of vegetarian and even vegan options. Depending on the needs of the group, we can also offer customized ideas and options for the client.

15. Food and Beverage/Reusable Items

As we strive for service excellence and adhere to Hilton brand policies, we implement and offer reusable items such as cloth napkins, tablecloths and ceramic/china for meal service.

16. Additional Best Practices

We work with local farms and vendors to provide fresh sustainable ingredients in our foods and will order seasonal fruits and vegetables. We also will not automatically serve water unless requested by a hotel guest or group (e.g. water glasses will not be pre-set or filled) Excess food is also donated to the local meal collection program, "Fork It Over," which is then given to city food banks.

17. Guest Services In-Room Amenities

In order to comply with Hilton Standards, our guestrooms do not have soap/shampoo dispensers, however our shampoo bottles come in compact size, and any partially used shampoo and conditioner bottles in guestrooms are donated to a local homeless shelter. (William Temple House) Every Tuesday morning at 8:30 am as well as partially used toilet paper rolls are donated and picked up.

18. Guest Services/In-Room Products and Amenities

We provide our hotel guests with glassware and coffee mugs in each guestroom. Our to-go cups and lids will be 100% recyclable because they are created from potato by-product (Taterware). Our towel/linen program is also clearly stated on guest room cards in all of our rooms therefore reducing water usage and energy usage on laundry. In addition, any left over amenities will get donated to local homeless shelters.



19. Linen and Towel Reuse Program

This program has been implemented at this hotel- mandatory to be changed every 3 days to comply with our Health codes. Cards indicating this program are placed in each of our guestrooms.

20. Guest Services for Checking in and Checking out

We offer our guests paperless check-in service. Video check-out service is also an option for our hotels guests on each television set.

21. Office and Business Center Practices

Recycled paper is used in all printers and copy machines settings are defaulted to print double-sided. All ink has been replaced to Soy based ink. Newspapers are delivered only to guests staying in-house. For example: if we only have 200 or 782 rooms in use, we will only order 200 newspapers for guest floors.

22. Paperless Practices

Human Resources will begin using paperless job applications this year. In addition, the purchasing department uses a new system for purchase orders which involves approval through email and less internal paperwork being routed.

