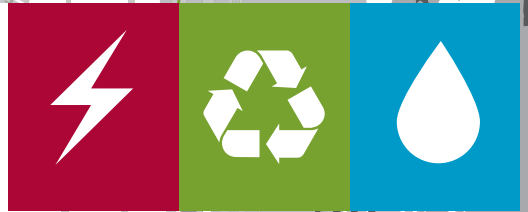


Crowne Plaza Melbourne

City of Melbourne - Green Hotels



The Crowne Plaza Melbourne

“Our hotel chain has become very aware of the advantages of being sustainable; they’ve just appointed a director of sustainability for the whole of Australia.”

The Crowne Plaza is a 383 room four and a half star hotel located on the site of the Melbourne Convention Centre on the banks of the Yarra River. The Crowne Plaza is part of the Intercontinental Hotels Group.



Benefits of Savings in the City

“Management likes to be seen to be green, but we do it for the environment, not the kudos. We’ve all got kids.”

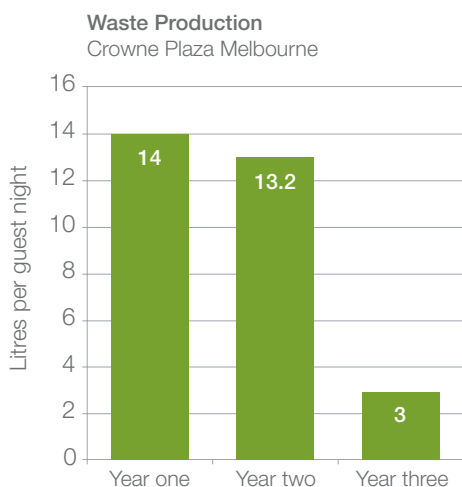
Savings in the City - Green Hotels is a program run in the City of Melbourne to help hotels make environmental improvements.

Staff at the Crowne Plaza said that the greatest benefit they get out of being involved in Savings in the City program is the contribution they are making to create a better environment for them and their children. The Crowne Plaza said that there are great cost benefits in reducing waste, water and energy but because they share their bills with the Melbourne Convention Centre it is hard to measure the true savings. Instead they choose to focus on the knowledge that they are making a real difference to the environment.



WASTE

“The old practice was just to chuck all the rubbish into one bin.”



The Crowne Plaza’s waste audit identified a whole range of initiatives to reduce the level of waste sent to landfill. The Crowne Plaza has:

- Purchased a new garbage compactor to better manage the waste and reduce the number of waste pick ups needed
- Introduced recycling all cardboard.
- Installed paper recycling bins for all desks.
- Conducted extensive staff education campaigns.
- Installed security cameras to assist and monitor staff recycling practices.

Tracking the savings

“We had to get really tough with staff to get them to recycle but now everyone does the right thing.”

The Crowne Plaza Melbourne shares its building with the Melbourne Convention Centre and under their leasing agreement the two businesses split their bills 50/50. This makes it hard to track exactly how much waste is being saved from landfill from the Crowne Plaza alone. Despite this, their data records an impressive 77% reduction in waste production, down from 13.2 litres per guest night to just 3 litres per guest night which far exceeds even best practice standards for waste efficiency in hotels.

The next step

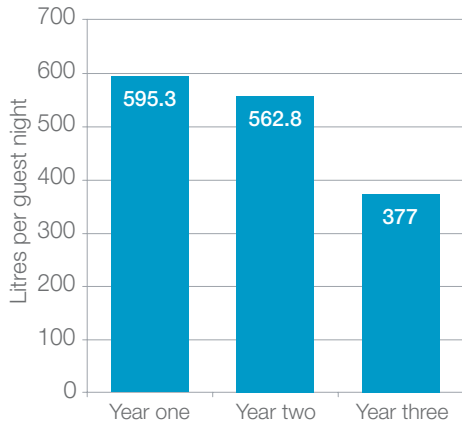
In 2009 the Melbourne Convention Centre will vacate the building, allowing the Crowne Plaza to improve their monitoring of waste sent to landfill. A long term project is being looked into to recycle fluorescent light tubes, as they contain mercury, a poison that can contaminate landfills and seep into the water table.



WATER

“We’re now charging the Chinese restaurant in our building for their water use. By sub-metering they now have incentive to measure and save water.”

Water Usage Crown Plaza Melbourne



Being a large luxury hotel the Crowne Plaza Melbourne uses more than 50 million litres of water a year and, as such, was required under State regulations to undertake a Water Management Action Plan. The hotel had already commenced water saving initiatives, and was able to improve on this to include:

- A water management system has been introduced to regulate water flows throughout the hotel.
- Upgrading to wall mounted toilet outlet valves which use 6 litres rather than 9.
- Reporting system for back-of-house taps to report leaks.
- All new kitchen appliances bought are low water use.
- Working with the management of the Chinese restaurant in the building to get them to reduce their water use.

Tracking the savings

The Crowne Plaza’s policies have had a noticeable effect with water use plunging from almost 600 litres per guest night in year one of the *Savings in the City* program to 377 litres per guest night in year three which is a fantastic result.

The next step

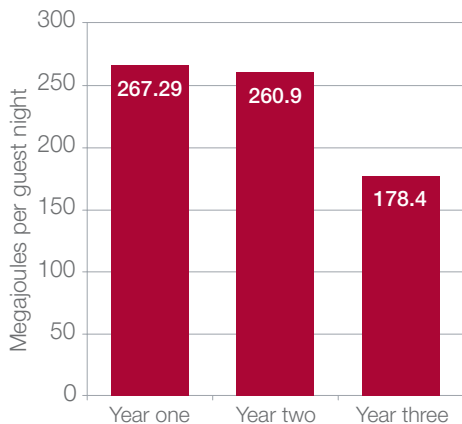
These results are set to get even better when the Convention Centre moves and water use will be easier to manage and monitor. Staff at the Crowne Plaza say that they are sure there is more they can do to further reduce their water use and are looking forward to working with the *Savings in the City* experts to achieve this.



ENERGY

“We used reverse psychology on our housekeeping staff to convince them not to run all the lights and air conditioners while they were cleaning rooms.”

Energy Usage Crowne Plaza Melbourne



Following their *Savings in the City* audit, staff at the Crowne Plaza have introduced some exciting new initiatives to save energy.

- Putting in a sensor driven automated building management system to regulate temperatures throughout the hotel.
- Installing variable speed drives on pumps so that they are not running at full speed when they don’t need to be.
- Installing dimmers on all hotel lighting.
- Conducting a controls audit on the air conditioning systems to ensure they are operating to design specifications - which decreases energy use.
- Replacing all incandescent globes with fluorescents.
- Training housekeeping staff to turn off the lights in guest rooms when cleaning.

Tracking the savings

Through their involvement in the *Savings in the City* program the Crowne Plaza’s initiatives have been able to reduce their energy usage by about 30%, down to 178.4 megajoules per guest night - a great improvement.

The Crowne Plaza is conscious that they are still a little above the best practice target of 140 megajoules, but the improvement is very good for a luxury hotel with high customer expectations.

The next step

Following these highly successful energy savings the Crowne Plaza is looking at ways to further increase the amount of energy they save and have recently obtained a State Government funding grant to support their energy saving initiatives.