



## **Recovery Programs**

Hilton Waikoloa Village supports a number of recycling programs. The resort has a contract with a local recycler, Atlas Recycling, to recover mainly cardboard, glass, aluminum and plastic. Two of the more consistent recovery programs include the cardboard and non glass recycling, and the new HI-5 program has shown great success.

### **HI-5 Beverage Container Recovery**

In April of 2005, Hilton Waikoloa Village implemented a HI-5 recycling program specifically for the resort in support of the State's beverage container recovery program. Satellite stations for HI-5 container recovery were installed at the following locations: Kona Pool, Kohala Pool, Amenities, Boat Landing Pavilion, Room Service, Malolo Lounge and Ke Ala Nui Tunnel. Other general locations include Kamuela Provision Company, Imari, Donatoni's, Palm Terrace and Boat Landing Pavilion. The signage posted throughout the property adds visibility and provide easy recognition of the stations. Recently, peel-off signs to label containers have been utilized. All signage and labels are produced internally by the resort's graphic artist. These stations recover mostly HI-5 plastic and aluminum. Centrally, the main kitchen station collects HI-5 glass, plastic and aluminum containers and non-HI-5 glass as well.

**Results:** From the beginning of the program to November 20, 2005 (approximately 8 months) these stations recovered 390 lbs of aluminum cans, 366.28 lbs of sorted plastic and 7,777.91 lbs of glass

### **Cardboard Recovery**

Four years ago Hilton Waikoloa Village invested in a bailing press for efficient cardboard recovery. The press has been used consistently to this date. The advantage of the press is that it is very user-friendly. Minimal staff training is required in order to operate this machine. In addition, the unit is installed at a central location, and it significantly speeds up the cardboard recovery process. Hilton Waikoloa Village averages at least 10,000 lbs of cardboard every month.

**Results:** As of October 1, 2005, approximately 90,000 lbs of cardboard have been recovered since January 2005.

### **Glass Recovery**

Glass is collected from five different restaurants daily. The glass is then removed from our tunnel and service landing stations with our utility vehicles and placed at the pickup station next to our loading dock. The main kitchen station captures recyclable glass from our banquet rooms. The number of beverage containers returned to the kitchen varies depending on the type and size of banquet functions. However, there are significant quantities of beverage containers that are being recycled. In the first quarter of the 2005 year, 18,000 lbs of glass was recovered. The second

quarter yielded 22,000 lbs, and the third quarter recovered 43,500 lbs of glass. As one can see, there is a steady increase in the recovery efforts.

**Results:** From January 2005 to October 1, 2005, Hilton Waikoloa Village has diverted 83,500 lbs of mixed recyclable glass.

## Conservation Efforts

Hilton Waikoloa Village encourages and employs the following practices, as well as many others, in order to conserve waste reduction, energy and water.

### **Waste Reduction**

- Previously used paper is stacked near printers and used for memos, scratch paper, drafts, etc.
- Printers have double side capacity which is required for reports
- Previous years unused holiday cards are recycled for current year
- Seven of the nine restaurants use reusable tableware and flatware and linen napkins, as opposed to disposable flatware and tableware, and kitchen employees wear reusable hats instead of single use disposable ones
- Hilton Waikoloa Village works with vendors to minimize product packaging -Used paper is shredded and utilized as packaging material
- Used white paper is reused to light up Kamehameha Court imu in preparation for the weekly luau
- Stained or old linens are reused as rags
- Landscaping efforts include “grasscycling”
- Recycling space is designated as indicated above in the HI-5 section for easy recognition and promotion

**Results:** Indicated above in Recovery Programs.

### **Energy Conservation**

- Installation of T-8 lamps with electronic ballasts in fluorescent light fixtures
- Installation of CFL (Compact Fluorescent Lights) in Guest Rooms
- Installation of VFD (Variable Frequency Drive) on cooling tower fans and on ballroom pre-cooler air handling units
- A booster heater is used for dishwashers and laundry equipment and plastic air curtains are installed over walk-in refrigerator doors
- Hot water heaters are set to the standard 125-130 degrees
- Tinting of guest room and Water’s Edge Ballroom windows
- In September 2005, a new dryer and ironer were installed in laundry to increase productivity and decrease fuel intake. Both the American dryer and Jensen Spread/Crossfold equipment are more energy efficient and use less gas to process more clothing and linens.

**Results:** In 2001, a total of 27,316,888 KWH (Kilo Watt Hours) were used, specifically 81.34 KWH per occupied room. In 2005, there was reduced electric usage, with a total of 24,766,400 KWH, specifically 69.29 KWH per occupied room. There was a 15 percent decrease in electric

usage from 2001 to 2005, with a total of 2,550,488 KWH saved, 12.05 KWH per occupied room saved.

### **Water Conservation**

- Low flow showerheads and ultra low flow toilets are installed
- The Milnor Continuous Batch Washer was installed in 1997 to replace the conventional main wash system. Eighty percent of the hotel linen (i.e. towels, napkins, sheets) is processed through the Milnor Continuous Batch Washer, averaging 8.9 million lbs of linen per year.

**Results:** The conventional washer uses 4.8 gallons of water per lb of linen, while the Milnor Continuous Batch Washer uses only 1 gallon of water per lb of linen, almost 5 times less! In addition to saving water, the Milnor Continuous Batch Washer is fast and efficient, which in turn helps minimize chemical usage and energy.

### **Team Member Participation**

The Hilton Waikoloa Village Na Lima Hana CARE Committee organizes programs to raise awareness in hopes of creating a culture of environmental responsibility among team members. In addition, several Hawaii Green Business standards are promoted and practiced by Hilton Waikoloa Village team members.

### **Adopt-a-Highway Program**

Hilton Waikoloa Village is responsible for a 2 mile stretch of the Queen Ka'ahumanu Highway. Twice a year team members help pick up garbage along the highway in efforts to keep the Big Island clean and beautiful. September 10, 2005, was the most recent Highway Clean Up. Participation is encouraged through prize give-aways.

### **Lagoon Clean Up**

Hilton Waikoloa Village team members along with vendors Red Sail Sports and Dolphin Quest annually clean up the four acre ocean fed salt-water lagoon and surrounding beach area to create a safe habitat for the tropical fish and rare green sea turtles.

### **Dolphin Quest**

Dolphin Quest, a vendor of Hilton Waikoloa Village, contributes to the stewardship efforts of Hilton Waikoloa Village in several ways.

### **Efforts of Dolphin Quest Hawaii**

- Earth Day and World Ocean's Day allow Dolphin Quest to demonstrate their commitment to be environmental stewards and citizens of the planet. The days are celebrated with environmental activities and booths with conservation information (i.e.

snorkeling tips, watchable wildlife guidelines) to educate the public and encourage participation in stewardship activities.

- Adopt-a-Highway Program
- Stewards of Hawaii's Resources: Hawaii Stranding and Response Group (HISRG). Dolphin Quest attends meetings and helps continue HISRG's growth by providing leadership, hosting training sessions, donating equipment and more.
- Dolphin Quest is a site leader for the Hawaiian Islands Humpback Whale National Marine Sanctuary whale count.
- Organized an impressive total of 202 community service and school programs for 5,420 participants in 2005.
- From October 2004 – September 2005, Dolphin Quest has conducted six activity booths in the community and touched over 1,000 hearts and minds of the Big Island students, teachers and parents.
- Participated in a one-day workshop, "Environmental & Natural Resource Conference", put on by the Kona-Kohala Chamber of Commerce.
- Teach conservation education, covering topics such as the 4 Rs of conservation (Reduce, Reuse, Recycle, Respect). Most of the Dolphin Encounter programs through Dolphin Quest have a central conservation message of "Respect" to help guests understand the laws that protect marine mammals such as spinner dolphins and endangered species such as honu. Examples from Hawaiian culture are also used, specifically their concept of malama'aina, respect for the earth. Even 1,000 years ago Hawaiians were practicing resource management through fish ponds and fishing methods that allowed for selection only of the median-sized fish.
- Dolphin Quest significantly expanded their recycling program with the improvements to community recycling. They regularly recycle and collect money for HI-5 cans, bottles and plastics, as well as white, mixed, cardboard, photo and newsprint papers and all glass containers, steel cans and plastics #1 and #2.
- International Coastal Cleanup: As part of the commitment to the coasts, the Ocean Conservancy and genuine concern for the health of the marine environment, DQ coordinates and participates in several beach cleanups.
- Six pack ring recycling: DQ works with schools to make this successful, and this program is helping reduce the impact of solid waste by helping students develop attitudes towards waste that will last a lifetime.

### **Future Initiatives**

- Installation of high efficiency chillers
- Development of new Building Management System
- Installation of CFL (Compact Fluorescent Lights) in ballrooms and meeting facilities
- Installation of digital guest room thermostats with occupancy sensors
- Installation of VFD (Variable Frequency Drive) high horsepower pump motors
- Conversion of tram drive systems from DC to AC motors