



### **Mission Statement**

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## **Waikiki Beach Marriott Resort & Spa**

Enchanting Waikiki evokes images of romance and adventure in what was once regarded as the playground for Hawaiian royalty, including the beloved Queen Lili'uokalani, Hawai'i's last reigning monarch in 1891. At Waikiki Beach Marriott Resort & Spa (WBMR), the resort hotel preserves and perpetuates the Queen's legacy, with each day unfolding the magical splendor of Hawai'i.

The land on which the resort hotel now stands was once the site of the Kuekaunahi Stream, which ran through the Queen's property called Hamohamo. On the property were two summer homes called Paoakalani and Ke'alohilani. In honor of the Queen, Waikiki Beach Marriott Resort and Spa renamed its two guest towers after her summer cottages. This Hawaiian sense of place and feeling is carried throughout the resort, where friendly associates welcome guests and residents alike in the true tradition of the Queen's gracious Hawaiian hospitality.

Within the airy, open feel of Waikiki Beach Marriott Resort & Spa, the resort's five and a half acres of Waikiki beachfront is an oasis of garden courtyards depicting a miniature nursery of island trees and flora, creating a delightful tropical setting.

This 1,310-room oceanfront paradise is located across from exciting, and newly restored, Kuhio Beach and is in the pulse of Waikiki. It offers the choicest cuisines, nightly live Hawaiian entertainment, full service spa, surf school, two freshwater and heated swimming pools, whirlpool, 24-hour fitness facility, business center with 24-hour internet access, shops and boutiques, and Hawaiian cultural activities.

The resort hotel is also within walking distance to some of the best visitor attractions such as Diamond Head, Honolulu Zoo, Waikiki Aquarium, Kapi'olani Park, International Marketplace, Sunset on the Beach for outdoor movie screenings and Brunch on the Beach.

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### **Environmental Commitment**

The Waikiki Beach Marriott Resort & Spa firmly believes in upholding the environmental commitment of its management company, Marriott International. This includes understanding the role it plays in protecting the environment, working in partnership with its hotel owners and franchisees to implement sustainable environmental practices, including conservation of natural resources, protection of indigenous wildlife, and reducing and recycling waste wherever possible. The resort's practices reflect the environmental interests and concerns of hotel guests, associates, business partners and communities.

To help champion the various environmental programs, the Waikiki Beach Marriott Resort & Spa has created an *Energy Management Committee* that is fully committed to promoting the daily practices in energy conservation and recycling awareness.

The environmental committee includes a representative from key departments, including engineering, housekeeping, food and beverage, purchasing and laundry.

The role of the representatives is to:

- Set a positive example concerning the conservation of resources
- Set objectives and targets for the environmental program

- Work with the committee chair to review current practices, achieve objectives and audit program results
- Help identify solutions to any immediate environmental problems
- Ensure that appropriate suggestions from associates are evaluated

## *ECHO: Environmentally Conscious Hospitality Operations*



Marriott International hotels and business offices around the world strive to be good corporate citizens and responsible neighbors in every community in which they operate. The companywide Environmentally Conscious Hospitality Operations (ECHO) program provides guidance to the properties in five key areas:

- Water and energy conservation
- Respecting and preserving wildlife
- Clean air initiatives
- Waste management
- Clean-up campaigns

Marriott International recognizes April as “Environmental Awareness Month” to communicate and celebrate the company’s commitment to environmentally responsible operations, raise awareness of environmental issues, and increase associate participation in environmental activities.

### *Conserving Precious Resources: Water and Energy*

Marriott works hard to minimize consumption of water and energy at its hotels, without sacrificing guests’ comfort. Many Marriott properties honor requests from guests who want to reduce the volume of laundry by reusing towels and linens. Hotels have also installed energy-saving systems for heating and cooling and diligently monitor thermostat settings in public and unoccupied spaces.



At the Waikiki Beach Marriott Resort & Spa, the resort associates work closely to minimize the consumption of water and energy. The resort has installed more energy-efficient fluorescent lighting and water flow-restriction devices. It also collects and uses rainwater and “grey” water for to nurture the lush greenery that forms the resort’s landscaping beauty.

Other accomplishments include:

- Reduction of utilities consumption (year-to-date as of December 2008):
  - Reduced electrical consumption by 5.5%
  - Reduced water consumption by 9%
  - Reduced natural gas consumption by 8%
  - Actively maintained recycling program
  
- Development of awareness programs and commitment from committee members to be an active participant in the programs:
  - Published energy savings tips in Associates' monthly newsletter
  - Established Energy Awareness Bulletin Board displaying energy saving tips for daily practice and tracking of monthly recycling tonnage.

The resort actively explores and pursues new and innovative methods of energy conservation. Past successful initiatives included replacing chillers and refrigeration equipment with new units that contain environmentally friendly refrigerants as well as replacing aging air conditioning units with newer energy efficient units.

The resort also installed variable frequency drives to larger horsepower motors to reduce consumption; upgraded air handling pumps, supply fans and exhaust fan motors with premium energy efficient motors; and upgraded the Energy management system, adding more systems on and expanding load shedding of systems to control demand spiking.

With an investment of over a million dollars in four new chillers and energy efficient lighting fixtures, the resort recorded an annual savings of \$350,000. In addition, the resort received over \$220,000 in rebates from Hawaiian Electric Company (HECO) as part of the company's Energy\$olutions for Business Program.

In recognition of its superior energy performance, the Waikiki Beach Marriott Resort & Spa has been awarded the Energy Star seal of approval for the third consecutive year, distinguishing it as one of the top 25 percent of environmentally efficient buildings.

The award was presented by the United States Environmental Protection Agency (EPA), acknowledging the resort's accomplishment as a top energy performer and recognizing its role in environmental leadership. Marriott International, Inc (NYSE:MAR) which assumed hotel management of the 1,310-room property in 2000 was also named Energy Star partner of the year, emerging as the only lodging company to receive EPA's highest honor.

"At the Waikiki Beach Marriott Resort & Spa, our associates from various departments have worked closely to conserve energy and protect the environment, while ensuring the additional comfort of our guests," said Chris Tatum, the resort's general manager. "This award truly recognizes the cohesive efforts of the resort to achieve energy efficiency."

### **Protecting Our Native Habitats**

Marriott strives to be a good steward and responsible neighbor by seeking ways to minimize our impact on native habitats. Individual properties tailor their activities and programs to protect and preserve wildlife and their natural surroundings. Many hotels encourage guests to appreciate the unique and fragile aspects of the local environment by sponsoring educational events.

### ***Protecting The Air We Breathe***

Many of our hotels have helped reduce greenhouse gases by replacing existing heating, ventilation and cooling equipment with more efficient systems, often in partnership with local utilities.







### **Waste Management: “Reduce, Recycle, Reuse”**

Marriott embraces the popular “reduce, recycle, reuse” philosophy when it comes to handling waste and excess. Many of our hotels have been recycling glass, plastic and other materials since opening day, and have developed creative ways to cut back on unnecessary packaging and paper consumption. We also donate extra food and supplies to charitable organizations to benefit local communities.

As part of the an ongoing commitment to maintain and preserve the environment, the Waikiki Beach Marriott Resort & Spa has several programs in place including a laundry reuse towel and linen program. In addition, used kitchen oil of approximately 2,600 gallons is recycled monthly to be converted to alternative fuel.

### ***Putting Litter Where It Belongs***

Marriott loves to pitch in...by picking up litter. Whether it is done on its own or as part of the organized “Spirit to Serve” campaigns, cleaning up the streets, parks, beaches and other public spaces is one of their favorite ways to contribute to the communities in which they live and work.



Led by the resort’s general manager Chris Tatum, the associates at the Waikiki Beach Marriott Resort & Spa actively participate in the quarterly Waikiki Beach Clean-Up campaigns organized by the Waikiki Improvement Association.

These and more activities are planned and implemented by the team at the Waikiki Beach Marriott Resort & Spa. Hundreds of its associates show their commitment to the environment by participating in the various environmental campaigns: *cleaning-up waste from public places, recycling precious resources, and educating themselves and others about the benefits of a healthy environment.*





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## Energy Conservation: Smart Business

By Elaine Terry



There's no doubt that hotels are among the largest users of energy. (According to the U.S. Environmental Protection Agency, U.S. hotels spend close to \$4 billion on energy each year.) It's the nature of the business. Operating 24 hours a day, many of Hawaii's hotels feature open air porte cocheres that release air-conditioned breezes out into the world, and guests are not always concerned about their impact on energy consumption. As one man in the energy conservation business put it, "They'll leave their lights on, the air conditioning at the coldest setting and be out for 12 hours while they're on a tour of the other side of the island."

### Green Business Program

Only other Energy Star hotel in Hawaii is the Waikeke Beach Marriott Resort and Spa. (The Energy Star program is overseen by the U.S. Environmental Protection Agency and recognizes the top 25 percent of environmentally efficient buildings.)

The property's energy conservation success is guided by Gerald Okamoto, the hotel's director of engineering. "Most projects, they put the entire back of the house and front of the house under one budget and go forward. But we were able to convince them to extract part of the mechanical (budget) and allow us, the property, to run with those projects," Okamoto explains. "We were able to do, in our initial renovation, our chiller plants and our hot water heaters, our hot water tanks — not only electricity but the propane side, the gas side, to get new equipment, more energy efficient equipment."

Prior to retrofitting, the hotel's equipment was running at full speed. A key measure of the new equipment is its ability to use only what is needed. Variable frequency drives are attached to most of the equipment, and those drives regulate the amperage for each motor. For example, at the Kealahilani Tower, one air handler unit is used to cool the corridors. (Air conditioning is typically the biggest use of electricity.) The hotel replaced the coils and changed the motor to a 65-horsepower energy-efficient motor with a variable frequency drive. "Ever since we did that, it never ran full," Okamoto says. "It ran max three-quarters, you know, but it's always between 60 percent and 80 percent."