



Environmental Management at Grand Hyatt New York

Grand Hyatt New York manages a sustainability program that reduces its operational impact the property has on the environment. Our vision is to reduce our environmental impact now and through the future while continually providing the best hospitality and guest experience. Our goals include implementing actions and considering projects in the following: improving energy and water conservation, waste reduction and recycling, sustainable purchasing, green communication and education for guests and associates, and continuous program sustainability throughout each year.

Our motto is “Grand Hyatt New York cares about leaving our future generations with a healthier planet”.

Grand Hyatt New York will implement environmental management policies that are driven by the Environmental Development Manager and the Grand Hyatt Green Apple Environmental Committee. This Committee consists of over twenty green team members who are passionate about making changes for the good of the environment. All implementation and change applies and is coordinated throughout the different departments. The Management Committee and the Managing Director support all environmental policies. Hyatt Global Corporation aids and supports the property level environmental management.

We are enacting this policy as we care about leaving our future generations with a healthier planet and it is the right thing to do.

Grand Hyatt New York’s Environmental Policy

Subjects addressed in this policy:

1. Environmental awareness, education, and training for employees and guests
2. Waste reduction
3. Energy conservation
4. Water conservation
5. Sustainable Purchasing policy
6. Chemical use
7. Consultation and communication with the community
8. Commitment to continuous improvement
9. Certifications and Awards

1. Environmental awareness, education, and training for employees and guests:

Employees:

- Associate education on environmental responsibility is practiced on a continuous basis by pre-shifts, emails and signs.
- Associates are given the opportunity to recycle their cell phones properly at work. This results in recycling awareness and education of hazardous chemicals found in today's appliances
- All associates are provided with reusable drinking travel coffee mugs and stainless steel tumblers to reduce the amount of disposable cups.
- Tote bags have also been provided to reduce the amount of plastic bags used for everyday living.
- 'GO GREEN' bracelets were given from 2008-2009 to every associate to voluntarily wear as a message and a reminder to make environmentally conscious decisions.
- A corporate wide training program of Hyatt Earth will take place throughout the entire property by the end of 2009.
- A pin shaped as an apple with our Hyatt Earth logo is awarded to associates that take actions reflecting environmental awareness.
- To engage associates in the hotel's environmental achievements, we have an in-house newsletter called "Green Apple News." The publication is distributed by e-mail to associates at the Grand Hyatt New York and at the Andaz Wall Street. The newsletter will also be sent to associates at the Andaz 5th Avenue.
- The Grand Hyatt New York provides an in-house bicycle rack to encourage associates to ride their bicycle to work.

Guests:

- Grand Hyatt New York's Commitment to the Environment is shared with our guests and clients RFP's upon request.
- Upon request, meetings are set up between clients and the Environmental Development Manager to go over the sustainability program on property and Hyatt Hotels Corporations CSR.
- Our guests are given a chance to participate in our environmental program through the 'Conserve linen and towel program'. Signs for this are placed in all guest bathrooms.
- On Earth Day and Earth Hour we have communicated our initiatives to our guests through gifts, such as a bookmark stating ways to go green and verbal communication by our associates.
- Clients who are holding an on-property event can also choose to participate through the "Carbon Balanced Events Powered by EarthEra." The program provides renewable energy for associated event space and hotel rooms. Clients interested can obtain more information through their event manager.
- Beginning July 2010, we will offer PURE rooms for guests. PURE rooms are allergy friendly rooms with a cutting edge purification and allergen filtration system that removes up to 99% of pollutants from the air.

2. Waste Reduction:

There are several ways we have come to separate our waste streams. From recycling and reusing to donation.

We recycle the following items:

- Paper/Cardboard
- Plastic and aluminum bottles collected from internal offices
- Batteries
- Compact Florescent Light bulbs
- Cell Phones
- Computer Appliances
- Cooking Oil

We donate the following items:

- Toiletries; toilet paper, conditioner, shampoo, bruised soap
- Unwanted clothes/ lost and found items
- Unneeded stewarding equipment
- Unwanted linen
- Unwanted furniture
- Unwanted miscellaneous items
- Wine Corks

In late June 2010, the Grand Hyatt New York started composting. Whenever possible, organic material is emptied into separate composting bins. This collection of what was once garbage is diverted from the landfill and is used as a resource such as soil or fertilizer.

We also have adjusted the way we do some everyday tasks such as the following:

- When possible, using E-Fax instead of regular fax.
- Double sided printing.
- Using scrap paper whenever possible.
- Reusing or cycling office supplies through property before disposing/ donating.
- We are more vigilant of untouched food in banquets that can be brought to the cafeteria.
- Our uniforms and executive committee's suits are dry cleaned and returned without plastic.

Moving forward, we are always looking for new innovative ways in becoming a near to zero waste property. In the future we are striving to separate and recycle glass and aluminum. We

also look to reduce the amount of food waste from going into the landfill by composting or using a bio-digester.

3. Energy Conservation:

2010:

- Grand Hyatt New York participates in Con Edison's Demand Response program. This program is designed to enable the hotel to contribute to energy load reduction during load curtailment events called in by the company.

2009:

- In a year-to-year comparison of 2008 to 2009, the Grand Hyatt New York reduced electricity use by 6% (1,113,600 kilowatts), reduced steam use by 6% (3,400,000 mlbs), and reduced gas use by 42% (32,710 therms).

2008:

- 2008: Front and back of the hotel use all energy efficient light bulbs.
- 2008: Sensor lighting in offices.

2007:

- Replacement and installation of energy efficient chillers at a cost of \$4.8 million.
- Lighting dimmers in all public areas for control of energy usage.
- Electronic thermostats are in all guest rooms.
- Installation of a plate and frame heat exchanger, which helps the building maintain its interior temperature without using additional electricity.

4. Water Conservation

- Preventive maintenance throughout the hotel is conducted for leaks by our internal engineering staff.
- Low-flow aerators are placed throughout the property.
- Automatic faucet control in public bathrooms.
- We offer our clients water dispensers for meetings, upon request, eliminating the waste of bottled water.

5. Sustainable Purchasing

Below is Grand Hyatt New York's Environmentally Preferable Purchasing Policy (EPP)

A. SCOPE:

The Environmentally Preferable Purchasing Policy applies to all departments within The Grand Hyatt New York hotel's operation, maintenance and upgrades.

- These departments include but are not limited to the following:
 - Audio Visual, Banquet, Bell Desk Beverage Business Center, Cafeteria, Catering, Coffee Bar, Commodore Grill Restaurant, Concierge, Convention

Services, Culinary, Engineering, Executive Office, Finance, Fitness Center, Food and Beverage, Front Office, Guest Services, Housekeeping, Human Resources, Laundry, Mailroom. Management Information Systems, Meeting Concierge, Purchasing, Grand Club, Regional Office, Reservations, Room Service, Sales, Stewarding and Security.

For each department, the manager in charge of purchasing will be required to purchase sustainable products whenever feasible and/or requested through clients for their specific operations. Below are examples:

- All department offices: office supplies with recycled content, and work tools are ergonomic and contain post-consumer recycled material. All offices use 30% recycled content paper.
- Banquets: FSC pads are used for our clients, we switched from full size to half sized pads in December 2009. Lunch boxes for clients are made from recycled products and are reused.
- Beverage: Innovative mechanics applied such as natura water, which purifies tap water as well as adding carbonation when necessary.
- Catering and Sales: Green wedding services and green sustainable meeting promotions.
- Engineering department: Sustainable products and solutions to be used when searching for new carpeting, painting, maintenance and renovations. Energy Star compliant printers and appliances are used in the back of the house.
- Food and Beverage Operations: local organic ingredients, produce, meat, dairy, dry and frozen goods.
- Front Office: Key cards are made from 50% recycled plastics.
- Stewarding: cornstarch utensils in place of plastic ware and towel dispensers are used in bulk dispensing recycled napkins.
- Housekeeping: 40% of our products are labeled Eco-logic from Ecolab. Biodegradable bags are also purchased for entire property. Our amenity bottles are made from 100% recycled plastic bottles. The valet bags in all the rooms are made from biodegradable plastics.
- Outlets: Use smart candles for decoration. Use paper to-go bags. When possible, use local vendors to purchase products.

B. PERFORMANCE METRIC

- In order to measure the present quantity of sustainable purchasing taking place throughout the hotel, recent purchasing records of sustainable products have been gathered from all departments. Two of the hotel's top vendors, Corporate Express and Ecolab have supplied a list of sustainable items from their products. Currently 20% of the hotel's purchasing is sustainable. In order to maintain and progress in sustainable purchasing we will accurately take these past mentioned steps to measure and evaluate our new set policy on a quarterly basis.

C. GOALS

- The main goal for the Grand Hyatt New York is to reduce its carbon footprint by taking such measures as increasing the amount of sustainable purchasing throughout the hotel. The hotel's main purchasing company, Avendra, will help to meet the goals:

- Reducing our environmental impact
- Energy waste
- Water consumption

Hyatt is committed to the environment by applying different innovations and through continuous associate education, which will allow the property to become a more sustainable hotel.

Hyatt Earth, the environmental charter for Hyatt Corporation, will be supplying a list of vendors and products that are sustainable to support Hyatt's goal of reducing the amount of waste the hotel produces by decreasing the amount of disposable materials.

D. PROCEDURES AND STRATEGIES

- Training seminars will be established to educate all individuals within the hotel who are required to do purchasing for their respective departments. The training will include a list of vendors from Avendra, which carries sustainable products and certifications that meet our new environmental standards and most importantly, provide education about the content of the purchased product. Training seminars will be given twice a year to maintain consistency. Communication will be forwarded to the Directors of each department.

E. RESPONSIBLE PARTY

- The main individual that will be involved in sustainable purchasing will be the Environmental Manager of the property. The team involved in maintaining and enforcing this policy is the Grand Hyatt New York's Green Committee, including managers as well as associates.
- Environmental Manager's duties include:
 - Enforce sustainable purchasing throughout the property, with the support of upper management.
 - Work with, and in some cases lead and assist cross-functional departments in developing policies, metrics and standard work environment tools.
 - Advise the hotel on necessary actions to comply with applicable new and emerging regulations.
 - Provide necessary communications to agencies, guests, customers, and suppliers in support of company programs as necessary.
 - Develop measures to ensure continuous improvement with environmental impact and sustainability.
- There is a purchasing team whose key tasks are to monitor purchasing within the entire hotel's operation, with their help and support during new procedure training sessions and we continue to communicate sustainable purchasing throughout all departments.

F. TIME PERIOD

- This policy has been in effect as of October 1st, 2008.

6. Chemical Use

We presently buy all our products from EcoLab. The following are labeled as a green product under the standards for not just the chemical but also the packaging.

- Clean N Smooth
- Wash N Walk
- Oasis Pro 18G APC
- Oasis Pro 43 G Glass
- In stewarding we purchase Apex chemicals which reduce the environmental impact by doing the following:
 - Reducing rack counts lowers water and energy consumption.
 - Less packaging equals less waste.
 - Service and recommendations improve efficiencies to keep utility and production usage to a minimum.

7. Consultation and communication with the community

The Grand Green Apple Team is dedicated to inspiring others to begin green living through the concept of reducing, recycling and reusing. Our communication goes further than words and we strive not just our mother Earth but also to improve the environment our local community.

- ❖ *April 2010:* Participated in Kingsborough Community College's Green Trade Fair along with other well-established New York based companies who are environmentally friendly. The goal of the Trade fair was to educate the audience about the types of environmental careers that are present across a range of industries.
- ❖ *April 2010:* Took part in an Eco Festival at the YM & YWHA in Washington Heights and Inwood. Activities included helping kids learn about how to plant a green roof and making healthy snacks.
- ❖ *December 2009:* Built a partnership with the Council on the Environment of New York City (CENYC).
- ❖ *April 2009:* Worked to create a garden at Emmaus House Shelter in Harlem in 2009.
- ❖ *June 2009 to Present:* Weekly donations of previous tissue paper and miscellaneous items are donated to Grand Central Community, helping the homeless.
- ❖ *February 2009 to Present:* Collaborating with Waste Match to donate miscellaneous items for people in the community in need.
- ❖ *November 2008 to Present:* Collaborating with Material for the Arts to donate furniture and miscellaneous materials for Schools and non-profit city organizations.

We are involved and communicate with the community through participation. To mention some of the NYC events we have been part of:

- Earth Day 2008/2009/2010
- Earth Hour 2009/2010
- Sustainable NY Film Festival 2008

We support and encourage other organizations that fundraise for environmental sustainability. Below are some of the organizations we have donated a weekend night stay or a meal in our Commodore Restaurant:

- Film Biz NY
- Rock and Wrap It Up!
- Rainforest Alliance

We believe in transparency and are open to share information with our global community. You can find information and pictures of our Green Operations on:

- Facebook Fan Page under *Grand Hyatt New York Green Ops*.
<http://www.facebook.com/pages/New-York-NY/Grand-Hyatt-New-York-Green-ops/78237666707>
- Grand Hyatt New York website under news and events.
<http://grandnewyork.hyatt.com/hyatt/hotels/news-listings.jsp>
- Listed in I LOVE NY greenheart page as well as the Audubon International Green Hotel certification for high rating of 4 out of 5 leaves. <http://www.iloveny.com/What-To-Do/Reasons-To-Love-NY/green.aspx>
- Hyatt Earth network www.hyattearth.com
- The NYC Green Hotel Network: This is a social networking site that brings together NYC green hotel advocates to expand our efforts in improving our environmental initiatives in our properties, our city, and our planet. The site was created as a way for all NYC hotels to communicate and collaborate.
<http://nycghn.ning.com/>

8. Commitment to continuous improvement

Our associates drive our commitment towards our environmental stewardship. Through continuous communication and action we will sustain and improve our program. The Green Team and the Environmental Manager lead and sustain all that is implemented.

Our Mission is to incorporate environmental responsibility into our everyday operations. With the support and guidance of Hyatt Corporation's Environmental Program, *HYATT EARTH*, we are all together making a positive impact on the environment. Sustainability is a continuous practice that will reduce our carbon footprint now and in the future while we continually provide our guest with the best hospitality experience

Highlights of our Environmental Improvements at Grand Hyatt New York:

Back of House:

- 30 % recycled paper is purchased for office printing.
- Sustainable purchasing in all departments is practiced when feasible for office supplies and products.
- Ink cartridges are recycled.
- Our associate cafeteria uses reusable cutlery and dishware. Plastic cups are used for cold drinks and all napkins are from 100% recycled content.
- Associates are given the opportunity to recycle their cell phones properly at work .
- Grand Hyatt New York provides all associates with reusable drinking travel cups to reduce the amount of disposable cups in the cafeteria. Tote bags have also been provided to reduce the amount of plastic bags used for everyday living. In addition, in 2008-2009 'GO GREEN' bracelet's were given to every associate to voluntarily wear as a message and a reminder to make environmentally conscious decisions.
- A pin shaped as an apple with our Hyatt Earth logo is awarded to associates that take actions reflecting environmental awareness.
- We work together with local shelters and give associates the opportunity to donate clothes to the people in need in the New York community.

- We work with local schools to donate items and supplies no longer needed at the hotel.
- Associate education on environmental responsibility is practiced on a continuous basis by email, pre-shifts and signs.
- We follow our green meeting guidelines when conducting internal meetings.
- We have created a green tag line, to remind others to think about the environment before printing, it is placed on the bottom of all Grand Hyatt New York signatures.

Housekeeping/Rooms:

- Green Seal & Ecologic cleaning chemicals are used throughout the property.
- Purchases made are in bulk whenever possible from products to chemicals.
- The ‘Conserve’ program has been implemented in our guestrooms. Linens and towels are changed by the third day or only per guest request.
- Donation of leftover rolls of bathroom tissue to homeless shelters is done on a weekly basis.
- Eco-friendly bags are being utilized by our housekeeping staff to collect all garbage.
- We no longer place a newspaper in all rooms, only upon request.
- All our card keys are made with 50% recycled plastics.
- All our amenity bottles are made from 100% recycled plastics.
- We use tissue paper (including toilet paper, hand towel paper and facial tissue) made with post consumer recycled content.
- Green Garmento bags are used in all VIP rooms to reduce the amount of laundry valet bags that are produced from dry cleaning services.

Beginning July 2010, we will offer PURE rooms for guests. PURE rooms are allergy friendly rooms with a cutting edge purification and allergen filtration system that removes up to 99% of pollutants from the air.

Meeting Sales and Catering:

- Special green-labeled receptacles are placed in the conference rooms for our clients to recycle paper. Daily, we also have paper recycling receptacles in both the lobby and conference floors.
- Organic food is available on our banquet ‘green menus’ for catered events.
- Suggestions on how to host a ‘Greener Meeting’ are available upon request.
- Guests are given the chance to donate their meeting signs to NY schools to reuse for arts and crafts.
- Half sized FSC approved banquet pads, soda, and organic candy are used for our meeting rooms.
- Recycled and FSC approved paper will be purchased for our sales kits and marketing materials.
- Our box lunches provide Hyatt lunch totes that are washed and re-used. Therm-o-tote, made from recycled material, reusable and washable totes will be purchased beginning April 2009.
- Sustainable gifts are given to clients; biodegradable wine shipping box, seeded bookmarks, reusable tote bags.
- Clients who are holding an on-property event can also choose to participate through the “Carbon Balanced Events Powered by EarthEra.” The program provides

renewable energy for associated event space and hotel rooms. Clients interested can obtain more information through their event manager.

Outlets:

- Commodore Grill uses *Natura Water* that reduces waste while still providing purifying water.
- Our restaurant utilizes 100% recycled to go bags.
- Our Commodore Grill restaurant uses Smart Candles to place the candle light mood replacing the burning oil to having a rechargeable solution.
- We have removed linen from our restaurant tables.
- The MARKET uses local vendors from the five boroughs.

Stewarding

- Apex chemicals are now in place which reduce the environmental impact by doing the following:
 - Reducing rack counts lowers water and energy consumption.
 - Less packaging equals less waste.
 - Service and recommendations improve efficiencies to keep utility and production usage to a minimum.
- Stewarding purchases potato-starch utensils.
- Greenware plastic ware and Kraft Bio Pak is used for on the go items.
- Eco-friendly bags are being utilized for all stewarding refuse.
- Composting bins are being used to collect discarded food for composting pick up.

9. Certifications

Being certified a green hotel is a long process and we get closer everyday in meeting that goal. Grand Hyatt New York is pursuing the following certifications:

- Energy Star: EPA Program.
- LEED for Existing Buildings: Operations & Maintenance certification from the U.S. Green Building Council.

The following lists certifications we have obtained:

- Waste Wise EPA Program: Obtained Organization Partnership Certificate.
 - *August 2008.*
- Green Key Eco-Rating Program: Obtained a four out of five keys certification.
 - *January 2009.*



The following are Awards we have received for our Environmental Stewardship:

- Gold Travel Life award from Virgin Holidays.
 - *July 2009.*

The New York State Department of Environmental Conservation has launched a program to certify hotels as green for using environmentally sound and sustainable practices.

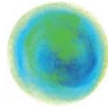
- One out of three in the city, Grand Hyatt New York made the initial list to this program launched in August 2009.

- *November 2009*; Awarded 4 out of 5 leaves.



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hyatt earth



Preserving Resources,
Preventing Waste



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Audubon Green Leaf™ Eco-Rating Program For Hotels

