

Serve 360: Doing Good in Every Direction guides how we plan to make a sustainable and positive impact wherever we do business.

2025 Sustainability and Social Impact Goals



SUSTAIN

Sustain Responsible
Operations

GOAL: Reduce environmental footprint by 15% | 30% | 45% | 50% across the portfolio by 2025 (from a 2016 baseline; for water/carbon/waste/food waste)

Water:	Reduce water intensity by 15%
Carbon:	Reduce carbon intensity by 30% Commit to analyse the opportunity to set a science-based target by 2018
Waste:	Reduce waste to landfill by 45%. Reduce food waste by 50%
Renewable energy:	Achieve a minimum of 30% renewable electricity use

London Heathrow Marriott Sustainability Initiatives

ENERGY

- **Hybrid Windmill & Solar Power System:** on the hotel roof harnessing wind and solar power to light the Marriott LED sign.
- **Greenhouse on the hotel roof:** supplying local produce to the hotel saving on transportation
- **LED lighting throughout the hotel and car park:** reducing energy and carbon emissions.
- **Cheetah Extractor Fan Control System:** automatic speed variation of extractor/supply fan when kitchen is not in use.
- **Triad Initiative 3.30pm-6.30pm daily:** Turning off all non-essential lights and equipment during peak times.
- **Entech Program:** specialist company, reporting and analysing consumption data to help reduce energy waste.
- **Kiwi Power Demand Reduction Strategy:** to reduce KWH loads at set times thereby reducing the load on the national grid at peak times.
- **CHP:** efficient way of producing heating and hot water than conventional boiler system, it also produces electricity.
- **Voltage Optimisation:** voltage lowered from 240 - 245 volt range to a more efficient 235 – 240 volt range.

WATER

- **GRANULDISK pot-wash system:** abrasive granules and blasting power uses less water, energy and chemicals
- **New taps fitted:** saves 3 litres in bath and 1 litre in sinks in all 393 bedrooms.
- **Smart metering:** to high use areas such as kitchen and Leisure areas with regular meter readings taken and feedback given on consumption and targets set to work towards each month.
- **Rain water harvesting:** for green house watering using water butts on the roof.
- **Automatic taps in restrooms:** self-closing taps turn themselves off after a set period of time preventing water.
- **MIQ high efficiency dishwasher:** new MIQ high efficiency main kitchen dishwasher.
- **New water flush system:** has 2 buttons (2 litres and 4.5 litres) to reduce flush volume in all 393 bedrooms to 50%
- **Smart planting of shrubs and bushes:** reducing the need for watering, minimal use of seasonal bedding plants.
- **Retaining water in bedding:** longer by using woodchip across the grounds.
- **800ml quick boiler energy saver kettle:** used in all guest rooms.
- **Onsite water filtration unit:** used for water bottles in meeting rooms eliminating the need to buy bottled water for meetings.
- **Hydrofinity washing machines:** provides sustainable water-saving laundry and fabric care. Unique spheres employ a gentle yet effective mechanical wash action, ensuring powerful stain removal results.

WASTE

- **Sustainable Waste Management on an online tracking system:** 100% of all waste from the hotel is recycled by the waste management company who recycle segregated waste so 0% waste goes to landfill.
- **Reduction of paper wastage:** paperless activities such as the Marriott apps for mobile devices. This includes mobile check-in/out apps and red coat direct apps for meetings, ipads for each department to eliminate unnecessary use of paper. Thermos printers are used to reduce print size reducing the size of paper used
- **Recycle toners** for all hotel printers
- **Reusable food service items** such as chinaware, cutlery, cloth table napkins and glassware.
- **VITO cooking oil recycling machine installed** to recycle used oil from deep pan fryers. Filters used cooking oil to reduce annual oil usage and labour costs.
- **Waste cooking oil is recycled** into fuel by the company 3663, collect every 100 litres. Becoming more seldom due to recycling by VITO.
- **Guardians of Grub programme to reduce food waste.** Use tracking tool that helps monitor waste. This programme will assist with Marriott International goal to reduce food waste by 50% by 2025.

COMMUNITY

The hotel takes part in an **important conservation projects with Hillingdon Council's Green Spaces to help plants and wildlife flourish** in local parks, by clearing local rivers and land from invasive species.

The hotel works closely with WWF's **annual event 'Earth Hour'** for awareness of climate change. Lights are turned off for an hour and a 'glow show' is put on for the local community. WWF value our contribution, sending a film crew to cover the event and feature us on their website.

We have also started **work with Green Corridor, London's leading learning organisation using horticultural based training to unlock potential in young people**. The charity links young people with the environments around them, engaging them in volunteering programmes.

We are **working with Project Search, providing a year round on property training with teachers and coaches for young people with learning disabilities**. We are the first Marriott hotel to offer the programme in the UK.

WeKnow sustainable transport: offering zero emissions car transfers using a fleet of luxury all electric Jaguar I-PACE's which provide our guests with airport transfers, meet and greet services plus transport for general travel needs.

We also provide:

- Electric Car Charging Stations
- Journey Planner on website
- Harlington Hospice's garden maintenance

London Heathrow Marriott Sustainability Awards



For more information about sustainability please visit:

<http://serve360.marriott.com/sustain/>