

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.
- **Winnow System:** an innovative fully automated system to reduce food wastage in the kitchen by 50%
- **Reduction of paper wastage:** moving towards paperless activities such as the Marriott apps for mobile devices. This includes mobile check-in/out apps and red coat direct apps for meetings. 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.

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.

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/>