

“Green” Hotels Association®

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GREENING NEWSLETTER

ALLY MEMBER SUCCESS STORIES

As our green programs are tweaked, we're reminded more and more that none of us can be really green without the green products and services offered by green vendors. GHA continues to encourage and support our Ally Members, and to bring you news of their successes—new products, new ideas, new techniques, recent awards, new contracts, etc. So, each July/August issue of this newsletter brings you new and refreshing stories about our Ally Members' successes. Here we go . . .

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Anderson Chemical Company's INTEGRA Program®

ALLY MEMBER Anderson Chemical Company's INTEGRA Program® continues to add to their line of products that are recognized for safer chemistry by the EPA's Design for the Environment (DfE) with the release of the High Performance Green (HPG) Foodservice products in late 2011. Whether it is kitchen, laundry or housekeeping needs, the INTEGRA Program® offers one of the deepest lines of DfE recognized cleaning products on the market. The HPG product family—Auto Dish, Rinse, Oven & Grill, Delimer, Presoak, Pot & Pan and Foaming Hand Soap—joins INTEGRA®'s Total Impact Program (TIP®)—DfE's first recognized institutional laundry program in 1997—for laundries, along with five DfE recognized housekeeping products.



The INTEGRA Program®'s focus is not only on green products, but also on providing programs that affect the sustainability of operations, working to reduce the amount of energy, water and waste that is produced from cleaning. The INTEGRA Program® recently received feedback from a hotel general manager, her housekeeping staff as well as hotel guests regarding the use of DfE cleaning products. The general manager prefers to have their staff cleaning with safer products, the housekeeping staff prefers to handle safer products . . . that perform and the guests have indicated that the use of INTEGRA®'s DfE recognized products would positively influence their decision to stay at the same property again.

For more information about the INTEGRA Program®, go to theintegraprogram.com/products, e-mail integra@acomm.com or call 800/366-2477 TODAY!

HOSPITALITY BATTERY HOLDER SAVES!

ALLY MEMBER Hospitality Battery Holder currently offers nine different battery holders designed to fit the different electronic locking systems for SafeLock, Ilco, AD Schlage, SecureLock, TimeLock and Wingfield brands—all of which can be used with alkaline or rechargeable batteries. The goal is to save hoteliers the cost of buying expensive battery packs every year for their electronic door lock systems. The systems no longer require the purchase of expensive battery packs when fitted with these battery holders, and can easily use alkaline or

recyclable batteries purchased in volume at a much lower cost. Recent installations include:



- ▶ The luxurious Mandarin Oriental Geneva Hotel located on the River Rhone recently purchased battery holders for their 198 guestroom doors' SafeLock 5000 series locks and expects to save more than \$2,600 within five years. The decision has also enhanced the staff's personal interests in responsible ecology.
- ▶ Likewise, the Courtyard King Kamehameha Kona Beach Hotel has replaced the 452 guestroom SafeLock 6000 series electronic locking systems' battery packs with Hospitality Battery Holders. They expect to save more than \$6,238 over five years by not having to purchase battery packs every year. 452 battery packs will no longer be disposed of each year.
- ▶ Also, Ramada Philadelphia Airport Hotel has replaced their 294 guestroom SafeLock MT series electronic locking systems with Hospitality Battery Holders using recyclable batteries instead of expensive battery packs.

Check out hospitalitybatteryholder.com or call 407/401-6733 to learn how much your property can save!

BUSCH SYSTEMS RULES!

Proud to be a new ALLY MEMBER of GHA, Busch Systems manufactures the world's largest, most complete line of recycling, waste and compost containers. As part of their commitment to the community and the environment, they engineer their containers to use fewer natural resources and to ship far more effectively, thereby avoiding large volumes of carbon emissions. All of Busch Systems' products contain recycled content, are 100% recyclable and are proudly made in North America.



Busch Systems develops more new molded recycling, waste and compost containers than all other manufacturers combined, and their recycling systems are specifically manufactured to be easy to use in order to prevent contamination and generate the cleanest possible stream of recyclables. They will also assist and support customers in creating recycling programs in their companies and communities. With over 100 years of combined recycling program experience, the Busch team of recycling consultants will be pleased to share their expertise and make your program a great success. Do not wait; contact your friendly representative today at buschsystems.com or 800/565-9931 TODAY! Busch Systems is Recycling Made Simple.

IMPACT ENTERPRISES WINS TOO!

ALLY MEMBER Impact Enterprises offers custom binder covers, presentation folders, menu covers and other custom products to enhance your business' image.



Congratulations to Paramount Pictures and Nickelodeon Movies! Their animated feature movie, Rango, won a 2011 Oscar for "Best Animated Feature." Impact Enterprises manufactured the binder covers that held the script. Impact is proud to have been asked to produce these environmentally responsible binder covers.

These environmentally responsible binder covers are solid Blue Pine, the 'Greenest' of 'Green' solid woods. Blue Pine inventory is provided by nature, rather than through man's sustainable forests programs. Blue Pine is a Lodgepole Pine that has been attacked by the Mountain Pine Beetle. We harvest these trees before they fall, and the processing treatments render these trees free of all beetle infestation. The integrity of the wood is essentially the same as that of solid woods harvested from Verified Sustainable Forests. Blue Pine binder covers and guest directory covers have become favorites for Live Nation Entertainment, Marriott, as well as resorts, fine restaurants and spas. To learn more, visit impactenterprises.com or call 866/370-0340 TODAY!



CASCADES TISSUE GROUP BESTOWS AWARD TO 27 FIRMS

ALLY MEMBER Cascades Tissue Group announced that 17 US and 10 Canadian distributors have received achievement awards honoring their strong partnerships and dedications to furthering environmentally preferable products. By offering their commercial and industrial customers tissue paper products made from 100% recycled fiber, instead of virgin fiber, these distributors collectively conserved 255,700 trees (the equivalent of 638 American football fields of paper) and avoided emissions of greenhouse gases equivalent to 12,785 cars off the road for one year.



Approximately 20% of the distributors' total greenhouse gas savings were achieved through the sales of Cascades Tissue Group's North

River products, which use Green-e certified renewable energy credits to offset 100% of the electricity used in their production. Cascades Tissue Group's annual 20,000 MWh of wind energy credits are sourced from the Charles City Wind Farm located in northern Iowa.

Cascades Tissue Group, a division of Cascades, ULC, is the fourth largest manufacturer of tissue paper in North America. Founded in 1964, Cascades produces, converts and markets packaging and tissue products that are composed mainly of recycled fibers. See ctgebiz.cascades.com/BrandsRange.aspx?Brnid=NOR&Lanid=2 to learn more.

Colgate Receives Recognition from the US EPA

ALLY MEMBER Colgate has been recognized by the US EPA through their Design for the Environment Safer Detergent Stewardship Initiative (SDSI) program for our use of safer surfactants in personal care and home care products. DfE, or Design for the Environment, is a US EPA standards program designed to recognize and encourage industry use of cleaning products that incorporate environmentally preferable chemistry. Through the SDSI, the EPA's Design for the Environment Program recognizes environmental leaders who voluntarily commit to the use of safer surfactants in detergents. Safer

surfactants break down quickly to non-polluting compounds and help protect aquatic life in both fresh and salt water. Colgate is being recognized as a Champion, the highest level of recognition offered under SDSI.



A sampling of Colgate's DfE products are Murphy® Oil Soap, Palmolive® Dishwashing Liquid, Softsoap® Brand Green Forest™ Foaming Hand Soap, Ajax® Glass and Multi-Surface Cleaner, Fabuloso® All Purpose Cleaner and Ajax® High Performance Degreaser. To learn more, check out colgatecommercial.com/Solution-Center/DFE-Products.aspx.



CONTINENTAL GIRBAU CUTS LAUNDRY WATER

The Westin Riverwalk Hotel—located in drought-laden San Antonio, Texas—recently reinvented its on-premise laundry to save 300-350,000 gallons of water per month. The remake involved the removal of water-guzzling washers for more efficient ALLY MEMBER Continental Girbau models and a complementing water reclamation system.

To combat 2011's record Texas drought, San Antonio's water districts dangled water-conservation incentives to commercial businesses. Faced with skyrocketing water costs, the hotel moved to remake its laundry and captured a \$29,000 rebate while dramatically cutting water costs.

Water meters were attached to every washer to determine which ones used the most water and reveal accurate numbers regarding water usage per pound. With removal of less efficient washers and installation of Continental Girbau water-conserving models, The Westin's laundry features two 130-lb. capacity Continental E-Series soft-mount washers; a 55-lb. capacity E-Series soft-mount washer; and three 125-lb. L-Series hard-mount washers. Both the L-Series and E-Series washer models offer superior efficiency, performance and programmable controls. Everything from water temperature, wash action and fill levels, cycle time, delayed start, automatic cycle advance, automatic chemical injection and extract speed are programmable to properly clean a variety of fabrics. The washers are programmable to cut utility costs and bolster laundry productivity, and both models are engineered to use fewer gallons of water per load.



To curb water usage further, a water reclamation system and Continental recovery tank were installed. The system reuses washer rinse water and condensate from the air conditioning system. The Westin's laundry went from using three gallons of water per laundry pound to just one gallon per laundry pound—an impressive savings! Its Continental washers also deliver a higher quality clean in less time. See continentalgirbau.com to learn more TODAY!

AWARD WINNING INDIE LEE & CO. BEAUTY PRODUCTS

ALLY MEMBER Indie Lee & Co.'s award-winning, botanically-based luxury skin and hair care products are:

- Enjoyable – your guests will love how the products make them feel
- Safe – Indie Lee uses no parabens, sulfates or synthetic fragrances

- Humane – We never test on animals
- Environmentally friendly – No chemicals down the drain
- Easy to offer in a novel and fun way



And that's why we're the proud winners of TWO awards: *Healing Lifestyles & Spas 2012 Beauty Award Winner for Best Body Scrub and Shecky's Beauty At Its Best 2011 Beauty Award Winner for Best Body Oil*

Let Indie Lee & Co. enhance your property's other touch points by including our products in your spa, fitness center, restrooms and in-room showers and sinks. For more information about our all-natural products, visit indielee.com TODAY!

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Banning Disposable Plastic Bags

As of July, 2015, Hawaii will become the first US state to ban the "modern day tumbleweed" known as disposable plastic bags. The move by Honolulu County bans non-biodegradable plastic bags at checkout, along with paper bags that aren't at least 40% recycled.

Honolulu's restrictions passed after a two-year campaign by the Sierra Club, and come as the Scripps Institution of Oceanography reports that the amount of plastic debris in an area of the Pacific Ocean known as the "Great Pacific Garbage Patch" has grown a hundredfold over the past four decades.

SeaWorld recently announced it will eliminate plastic shopping bags at its 10 theme parks within the next year. An estimated 1.4 billion tons of trash, including plastic bags, enters the ocean each year. Marine animals such as sea turtles often mistake plastic bags for jellyfish, one of their favorite foods.

Bly, Laura, "Hawaii will be first state to ban disposable plastic bags," USA Today, May 17, 2012

Low-carb conferences: New tool to cut carbon from corporate events

Hotel operator Accor has created a calculator designed to help corporate events organizers track the carbon impact of conferences, based on the number of participants, the number of nights they stay, and even what type of food is served. The company said the interactive **Carbon Optimizer** allows customers to choose menus and tailor events based on their carbon footprint, encouraging them to adopt more responsible choices.

A number of hotel chains offer customers the chance to offset the carbon impact of events, but Accor claims to have taken a more granular approach to measuring the footprint of an event based on the embedded as well as direct emissions of a conference. Using the data in Accor's environmental footprint report, the Carbon Optimizer can give the carbon footprint of not just emissions from production processes and energy consumption of hotel equipment, but also waste treatment, paper production and food, while also factoring in how big the rooms used are and whether meals are buffet or table-served.

The company, which owns the Ibis and Novotel hotel chains, developed the tool after a survey it ran in six countries found 84% of business customers are sensitive to sustainability and

57% take it into account when choosing a hotel. Both figures were higher for corporate clients than regular visitors.

The tool forms part of the company's Planet 21 sustainability program, which commits Accor to achieving 21 targets by 2015, including carbon cuts of 10%, ensuring 10% of hotels use renewable energy and certifying 21 new or renovated hotels as sustainable buildings.

"The Carbon Optimizer, an innovative tool packed with completely new calculation variables, is a step in that direction. It will allow us to work with our professional customers on sustainable offers for meetings and seminars in our hotels."

<http://www.greenbiz.com/blog/2012/06/01/accor-carbon-optimizer-corporate-events>, reprinted from BusinessGreen.com

INTERIOR GARDENS HIT THE WALL

"Living walls"—artfully arranged plants growing out of concealed trays or pockets anchored to the wall—are cropping up as a creative decorating alternative. A wall garden can provide a dramatic focal point, a visual break on a large wall or a reflection of the outdoors.

In public spaces, they can be big, like the two 21' high walls filled with thousands of tropical plants in Lincoln Center, or the 50' green wall at Vancouver International Airport. Meanwhile, Atera, a tiny New York restaurant specializing in foraged food, has an 8'x8' wall planted with 150 herbs and other fragrant plants that scent the dining area.



Incorporated into a sleek interior, a green wall lends unexpected freshness and some appealing contrast, designers say. "It gives an otherwise smooth, straight, linear design some texture," says Jason Lempieri, a 41-year-old industrial designer in Philadelphia. Mr. Lempieri's recently remodeled 1920's brick row house has an open floor plan and a sleek, black-and-white interior. Recalling plant-filled walls he had seen in Europe, Mr. Lempieri installed a wall garden in the dining room, on a partial-height wall 13' wide by 8' high with a skylight 30' above. He used a system of felt-like pockets filled with soil and, working with Philadelphia-based designer Peter Smith, came up with a palette of ferns and tropical plants. Total cost: \$1,000.

Wall systems are often modular, with stackable cells of plants that can be arranged in customized displays. Irrigation can be an old-fashioned watering can, or a hidden computerized watering system on timers. Plants may require soil, or they may be fed hydroponically, through chemical-nutrient mixtures in water.



People may forget to set the timer on an irrigation system. Yet with automatic irrigation systems, there are risks of mold problems and overwatering, designers say. Manufacturers say their systems are safe, but many have been on the residential market for less than five years—not exactly a test of time.

Consumers with deep pockets will find wall-garden systems that are elaborate and high-tech. GSky Plant Systems Inc., of Vancouver, sells a ProWall system that holds plants without soil in 1' square stainless-steel units, watered through an automated drip system. Bright Green, of Hartland, MI, creates living walls from plastic trays of 10 or 45 cells, which hold plants in soil at an angle so they don't fall out when mounted on a wall. Woolly Pocket, of Los Angeles, offers a system of 2'



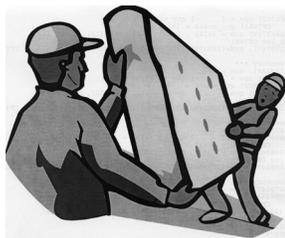
wide planters filled with soil. Each pocket has a plastic-coated mesh liner that is both a moisture barrier to protect walls and a reservoir, focusing water onto plant roots.

Chaker, Anne Marie (anne-marie.chaker@wsj.com), "Interior Gardens Hit the Wall But Don't Forget to Water Them," *The Wall Street Journal*, May 30, 2012

CHOOSING A MATTRESS From an ex-mattress salesperson

Once upon a time I sold mattresses—all the major brands: Simmons, Serta, Sealy, etc. The brand is not important. I am not going to discuss brands, but I am going to tell you how to buy a mattress in the real world. All of the major companies make a decent mattress. They each claim to have some sort of system that makes theirs a better mattress, but they all make a decent mattress.

To start, even before I explain how to choose a mattress, I should tell you that the system is designed to confuse you. Most of the major brands have a system wherein they change the names of the SAME mattress at each different chain store so that you cannot price shop. What is the Simmons "Royale" at Macy's will be the "Regency" at Penny's. You cannot price shop by name or color of the cover. You can only price shop by specifications. If the "specs" of one Simmons mattress is that it has a wool cover and a certain number of coils, then that is all that you can use to comparison shop.



As a mattress salesperson for almost 10 years, I could never keep track of the coil count stuff, and I don't expect you to either. Each company makes certain "levels" of mattresses. There is the cheapo, the decent cheapo, the good one and the better one. With each company, they usually have 2 tiers. With Simmons, the "top line" is the Beauty Rest. With Serta, it is the Perfect Sleeper, for instance. Well, who cares? Here's the deal: with mattresses, you get what you pay for. A cheapo mattress is about 10% material—foam, steel, padding, whatever and about 90% air. A middle-of-the-line mattress is about 40% material and 60% air. And so on.

Go in the mattress store and start lifting up the corners. Some are heavy, some are light. Now look at the price tags. Surprise! **Weight in a mattress is directly proportional to how well it will hold up in the long run.** Weight ON the mattress is also proportional to how long it will hold up. When I slept alone and weighed a 100 lbs., I could not wear out a cheapo mattress. Buy a cheapo, lightweight mattress for the guest room, if it is not often used. Buy it if you are a student and going to throw it out in a year or two. But, if you are heavy and have a heavy spouse, you head right over to the heaviest, most solid mattresses in the place.

But don't buy a pillowtop. I shock everyone by saying this. A pillowtop mattress is a normal mattress with a layer of extra padding on top. It will wear out and flatten down, long before the actual mattress will begin to show a dent. But it is sewn on! And you pay an extra 100 bucks for it! Buy a mattress pad instead. Pay 40 bucks, and throw it away when it mashes down. Then get another one. It's cheaper than a new mattress.

Now for the rest of it. Lie down on the mattress in the store. Roll around. If you sleep on your side, lie on your side. Hang

out for awhile on it. Now lie on your back. Place your hand under the curve of your back. There should not be a space. The mattress should be conforming to the curve of your back. Very hard mattresses will not conform, and there will be a big gaping space between your back and the surface.

You will toss and turn all night. A too-hard mattress will cause you to lose circulation in parts of your body, and your sleep will be broken due to your turning to alleviate this. Each company makes an outrageously hard mattress, but even the companies themselves tell the salespeople to discourage the sale of these to anyone over 60 or with circulation problems. But there are those who feel that they can't sleep on anything else. So, don't blame me if you are always tired.

Determine what level of mattress you need. Do you need the one that will hold up for 10 years? Are you heavy? Is this for your 60 lb. child? Are you going to get married one of these days and dump the twin-sized? This gives you your price range.

Now go try a few. Some you can reject immediately, the too expensive, the pillowtops or the ones too obviously hard or soft. This will give you 4 or 5 to truly test. Spend an hour on them. One or two will feel right. Then you can go ask about coil counts or warranties, if you must. But, trust me, you can always tell by the weight of the mattress.

<http://www.epinions.com/hmgd-review-5A40-272FFE9B-3A21B6F6-prod5?sb=1>

Innerspring Mattresses

Innerspring mattresses are still by far the most widely used. They support you with coil springs, and in most built today, each coil is individually enclosed. This helps the bed weather years of use and prevents the coils from popping out of the mattress. On top of the coils are a wide variety of materials added for comfort, from pillow to latex to memory foam. It's all a matter of preference.

<http://www.webmd.com/sleep-disorders/features/how-to-pick-your-perfect-mattress>

HUGE WIN! "One of the most toxic chemicals on earth" pulled from US market

Pesticide Action Network and partners recently won a 6-year effort to stop methyl iodide. Despite aggressive pesticide industry attempts to introduce the cancer-causing pesticide, science and common sense held sway.

Arysta Lifescience, the largest privately held pesticide company in the world, first secured US EPA approval of its product, methyl iodide, in 2007. Because strawberries were the largest market for the pesticide, California was key for Arysta—85% of the nation's strawberries are grown there. During California's review process, Dr. John Froines, chair of the state scientific panel invited to evaluate methyl iodide, called it "one of the most toxic chemicals on earth."

The panel found that its use would be "difficult, if not impossible, to control" and raised grave concerns about the potential for harm to health and ecosystems. Despite these scientific findings, the Schwarzenegger administration approved the chemical in December 2010, the governor's last month in office. EarthJustice and California Rural Legal Assistance filed suit on behalf of PAN, UFW, Californians for Pesticide Reform and others, charging both the State of California and Arysta with trampling on laws intended to protect our health and environment.

The lawsuit surfaced documents that exposed how the government adjusted its approval to meet industry's needs rather than protect us. As opposition grew in Monterey and Santa Cruz counties, where significant amounts of the pesticide would be used, and the lawsuit and public campaign across the country gained momentum, the writing was on the wall for methyl iodide. On March 20, Arysta pulled it from the market.

Strawberries are grown successfully without methyl iodide. Farmers took time from their fields to testify in Sacramento about how they have succeeded with alternatives to hazardous chemicals.

PAN's lawsuit is moving forward despite Arysta's motion to have it declared moot. It could set precedent in requiring that safer alternatives be considered alongside any new pesticides. While PAN sees the court case through and promotes alternatives at home, they're working with partners in other countries in which Arysta has secured approval for methyl iodide, including Mexico and Guatemala.

"Huge Win!," Pesticide Action Network News, panna.org/strawberries, Spring 2012

THE BENEFITS OF LINEN TRACKING

Laundering linens is a big expense for any property when it is accomplished on-site (OPL or On-Premise laundry) or if it is sent off-site. Even when laundry is done on-site, there must be steps in place to control costs and ensure a quality product. In any case, the cost issue should be addressed.

One of the first things a consultant would ask when evaluating the effectiveness of a laundry operation is **"How many pounds of linen are being processed?"** In many cases, there is no answer because the time has not been taken to weigh or count the items, so no one has any idea as to how much material is being processed. It is impossible to determine if the laundry is cost-effective without this information. One of management's many responsibilities is to ensure that each area is cost-effective, and the only way to do this is to have the information needed to make an informed decision. Without such data, the cost per pound of processed linen is impossible to know.

When an outside vendor is used for processing linen, the billing is typically done by the pound or a combination of pounds and pieces. When deliveries are made, there may be a delivery ticket or manifest showing the number of pounds, carts or quantity. These are translated into invoices. It is interesting that when a delivery is made with 12 cases of a product, the receiving department counts the cases to ensure that the proper number of items is received. However, when a delivery is made with 12 carts of linen, the operator may count the carts if the delivery ticket shows the number of carts, but in most cases, there is no check on which is being received.

When the cost of linen processing is calculated, it's found to be a very expensive process for a property. For example, a 200-unit hotel that has 60% occupancy and uses 10 pounds of linen per room, with a linen processing cost of 50 cents per pound, will spend \$219,000 per year on linen service. The figure does not include other issues such as lost linen or lack of linen due to production problems. These issues can lead to lost room revenue due to lack of linen to prepare the rooms.

When considering tracking linen, you'll need to look at the options to figure out the best way to approach it. One obvious way is to count the items as they move out and back in to the property. While this may seem desirable, it is quite impractical

due to time constraints and problems with handling quantities of soiled linen. So, most laundries use scales to track the linen, and in most cases, to do the bulk of the billing.

Using scales to track linen works well because it is quick and accurate. When a property is billed on the number of clean or soiled pounds, it provides a record that can be used for billing and that both entities can control. Many laundries also use these weights to ensure that all the linen goes back to the correct customer. If a laundry picks up 1,000 pounds of soiled linen and returns 900 pounds of clean linen, there is a soiled factor of 10%. Generally, that is considered a reasonable factor to use when considering the amount of dirt and moisture that is taken out of the soiled linen. If the factor goes much higher, measures must be taken to determine what the problem might be.

Perhaps every property has problems with linen shrinkage—misuse, theft and worn out linen require replacing linen. With a tracking system in place, each area of the property can be held accountable for what it uses, as does the on-site or off-site laundry.

Many properties track their linen to ensure proper billing is achieved. The most basic and cost-effective way of doing this is to use a basic floor scale and weigh the carts as they leave and return to the property. The cost of a typical floor scale with a ramp is about \$2-2,500. Of course, each cart must be weighed, and the figures must be entered into a spreadsheet to give management the figures they need to justify the expense.



Many properties are using software designed to input the weight of the cart after the operator has identified where the cart is coming from or going to. The contents of the cart are recorded and the weight is automatically input from the scale, so no hand entry is necessary. With this information, a pickup ticket will be ready for the outside laundry that will list each cart and the total weight for the entire load.

Managers may not see the need for tracking when they manage their own laundry. However, the need for tracking can be critical. For example, the MGM Grand Hotel and its Las Vegas properties' laundry still track all the pounds that move in and out of the laundry. Among the many reasons is the need to ensure a steady supply of linen as well as having the ability to plan linen needs. Management reports that a room that cannot be rented for any reason costs the hotel an estimated \$1,000 to \$1,400. The room rents for an average of \$180 per night, but the associated meals, activities and gambling bring in much more revenue than just the room cost. A linen tracking program ensures that the lack of linen has never been the reason the property has had unavailable rooms.

Another reason the MGM Grand uses a linen tracking program is because it allows tracking the linen use for different areas of the property. Each restaurant, floor or department can have its linen use tracked so management can see what areas are efficient in linen use and which ones need attention. Since systems allow the retrieval of historic data, pounds and quantities can be compared with previous periods.

Housekeeping managers must have the best information to determine their laundry supply is being met in a timely and cost-effective manner, and tracking systems ensure that.

Bettis, Bruce, "The Benefits of Linen Tracking," Executive Housekeeping Today, May 2011, p. 9, 12, 17

New features give PTACs a fresh spin

While many vendors have discontinued their lines of PTACs, others are increasing innovation.

"We added some features to our PTACs which had always been optional, such as energy-management system devices," said AJ Bhimji of Carrier ACW. "We have now built all these in. You could probably get most of the stuff you need without buying any additional energy-management units."

At a time when owners are strapped for cash, the built-in technology can allow them to operate their property with a smaller technology investment. "It gives the hotel owners more flexibility for customizing the room temperatures at which they want units to run, and saves energy without adding additional components that cost \$300 each," said Bhimji. "It was cheap and easy for us to add components to the unit to be able to give better benefits to our customers. You can add a wall thermostat, wired or wireless, or front-desk controls as well."



Government regulations mean that PTAC technology will become even more advanced in the near future. "The word is out there from the EPA, but nothing concrete has yet come out," said Bhimji. "The government is looking at three different things: One is looking to add fresh air into hotel rooms via a traditional wired PTAC unit; for now it's a manual thing. Two, the government is thinking of adding a motorized unit requirement. All the manufacturers are probably trying to figure out how to get that done. The government also wants the efficiency higher."

Sheivachman, Andrew, <http://www.hotelmanagement.net/technology/new-features-give-ptacs-a-fresh-spin-16171>

GARBAGE PICKUP EVERY TWO WEEKS!

In a first for any large American municipality, Portland last fall abolished weekly trash pickups, switching to once every two weeks. At the same time, it increased collection of "green" waste—lawn cuttings and other backyard debris mixed in with compostable food scraps—to once a week. By picking up unsorted trash less often, Portland wants to divert waste from landfills and churn this leafy city's considerable volume of vegetation into compost.

In the first quarter of 2012, Portland collected just under 13,000 tons of residential garbage, down from 23,000 tons during the year-earlier period. Counted in garbage truckloads, that's 1,800 fewer per quarter, or 25 fewer truckloads daily. Volume to the landfill is down 44%. "It's just a remarkable decrease," says Bruce Walker, Portland's Bureau of Planning and Sustainability. Compost collection is nearly three times what the city expected, he adds. Those are the numbers that excite municipal waste watchers. Delegations from places like San Antonio; Santa Fe, NM; and California's Marin County have come by to pick through garbage data to study Portland's success.

Portland is expected to save money over time, because the cost of disposing "green" trash can be as much as \$40-per-ton cheaper than processing landfill trash. With their trash collection reduced to every other week, Portland households have had to hone their recycling skills or pay more for bigger garbage cans. That's because Portland has long operated under

what the industry terms a "pay-as-you-throw" plan, charging consumers by volume of waste placed at curbside.

As residents' recycling has improved, however, many of those jumbo carts have rolled back to the warehouse. Now every week, residents put out a large container that contains their yard waste mixed with food scraps they collect during the week in a smaller, city-issued pail many store under the kitchen sink or on a porch.

Eventually, the mixture of rotting food and garden waste arrives at two Portland collection centers. From the transit centers, the green waste goes to a composting yard. There it bakes under tarps as what site manager Jon Thomas calls "a happy biological community of microbes" turns Portland's organic waste into a spongy, black loam for local growers.

Diverting kitchen waste to the covered pails proved to be a tricky transition. At first, residents were wary, mainly of odor. Portland opened a phone line to offer advice and fielded nearly 8,000 calls in its first four months. Fliers—in Spanish, Russian and Vietnamese—admonished households to "Include the Food" with yard waste. Nuances emerged: Pizza boxes are compostable (acids in grease and tomato-sauce residue break down cellulose). So are cardboard egg cartons.



"People in the field find that any change generates some push-back," says Jerry Powell, a Portlander who publishes the trade journal *Resource Recycling*. "For some 70 year-old who has put out his trash the same way for 50 years, it's startling."

Millman, Joel, "Portland Puts New Twist on Trash Pickup," *The Wall Street Journal*, June 27, 2012

MEMBER NEWS

The Greenporter Hotel's Cleaning

At The Greenporter Hotel, Greenport, NY, (4-year Partner Member) Deborah Pitorino, owner, said her all-encompassing green cleaning program is derived from a personal commitment to sustainability. "It all began when I wanted to stop using chemicals in the restaurant kitchen," she said. As a result, the property created its own house-blended organic cleaning solution for floors, surfaces and windows derived from melting down partially-used organic amenity soaps, and mixing them with a blend of natural essential oils known to have antibacterial properties such as eucalyptus and lavender.

The process not only enables the hotel to recycle all of its soaps, but also provides significant savings by cutting down on purchasing. "Customers also really like the way the hotel smells because our cleaner is really fragrant," Pitorino said.

In addition, the property began recycling older linens such as sheets and towels that have been pulled out of rotation into cleaning rags. "Torn sheets work great for windows and towels for the rest of the property," Pitorino said.

Staffers were recently trained to clean rooms using minimal electricity, water and cleansers; and more and more guests are also opting to reuse towels and sheets during their stay.

The Greenpoter's efforts don't stop at housekeeping. The property used leftover materials from a renovation to build a small greenhouse to grow herbs and vegetables for its restaurant, Cuvee Bistro. In addition, the hotel gets a nominal fee for used cooking oil.

Shipping and packaging is another area that got a second look by The Greenporter. The hotel recently committed to baking its own pastries for guest breakfasts, buying local wines for the restaurant, acquiring dry goods in bulk and using only local produce. Other measures include using a thermos instead of a hot plate to keep coffee warm, and using "to-go" containers made from recycled materials.

Pittorino said it has become easier to find and buy green products for her hotel in the last few years. She has also found that mainstream hotel suppliers are offering more green products than ever.

GRAND HYATT DENVER'S GREENING

5-year Partner Member Grand Hyatt Denver's Green Team is charged with consistently seeking improvements in operations. The team recently addressed guestroom cleaning processing. Staffers were retrained to clean rooms "in the most efficient way possible," using not only environmentally-friendly cleaners, but also a minimum amount of water, electricity and linens. The property also recently spent more than \$1 million upgrading its laundry facilities with high-efficiency machines.

The property retrofitted all bulbs in guestroom lamps with fluorescents, installed light sensors in offices, restrooms and associate work areas, recaulked the building for better energy control and installed low-flow showerheads, sinks and toilets.

The hotel also offers discounted passes for mass transit to staff to cut down on single-person commuting. Items such as retired blankets are donated to local shelters. "We don't just want to be a green hotel. We want to be a good citizen, and believe it pays to do so," says Brian Smith, executive assistant manager, rooms division.

McMullen, Shanon, "Hotels take holistic approach to green cleaning strategies," HotelManagement.net, April 9, 2012, p. 28-30.

RECYCLING TEXTILES II

By Patricia Griffin, President, GHA

The massive, yet invisible, textile recycling business is one of the oldest businesses in the world. It works differently in many parts of the world, and is commonly a family business.

Traditionally in India it has been a business based on trade directly with homemakers. A company representative would have a route going door to door to homes collecting clothing, fabrics and textiles and trading for steel cups, bowls, plates, etc. There is no connection with charities.

In Canada textile recycling companies often have neighborhood routes for collecting textiles. Some go door-to-door leaving a collection bag at each home with the message that they'll come back in a week to pick up the bag with any clothing or fabrics which homeowners may wish to contribute to benefit a charity. So, on a regular basis the collectors move through neighborhoods picking up clothing and textiles.

In the US it has become traditional that charities are in almost total control of recycling textiles. Because it has become so common to contribute almost all clothing and linens to charity-

based organizations, the charities, especially GoodWill and the Salvation Army, have become powerful in the industry.

Of course, there are a small number of for-profit retailers who buy and sell used clothing. Buffalo Exchange is one of few US chains buying and selling secondhand clothing. A phone call informed me that they determine a price at which they believe they can sell an item. The seller is then paid 35% of the expected price. There are also small specialty resale shops selling perhaps vintage, baby, large size, men's, etc. clothing items. However, the vast majority of used clothing items recycled in the US is donated to charities.

The US wholesale recyclers dealing with used textiles are generally buying and selling textiles that are available after charities or resale clothing shops have made an effort to sell the items in the US. These wholesalers are divided pretty clearly into two groups: 1. Used clothing and related items and 2. Wiping cloths and rags. The wholesale companies are generally purchasing massive one-ton bales of mixed fabrics from the charities and paying by the pound. The price will depend upon whether the items have been picked through or are untouched. The charities all expect to be paid when the bales are picked up.



Used clothing is sorted into about 300 categories, baled and sold overseas by the pound where it will all be resold. The recycled textile companies in Africa or Korea, for instance, may contact a US company and order a bale (generally 100 lbs.) each of men's shirts, women's dresses, baby clothing, etc. The African or Korean company has no idea of the value or exactly what the bale might contain except for their main specification. The US wholesaler prepares the order and sends it via ship to its destination. It can take 3 months or more for the shipment to arrive, and payment is not made until the shipment does arrive. That means paying upfront for what they buy and a long wait for payment.

When a US wholesale recycling company receives a one-ton bale of mixed clothing items from a charity, the bale must be sorted carefully "using eyes and hands," as they say. The sorting can be semi-automatic or automatic, but can only be done using eyes and hands. The semi-automatic version means the large bales are opened and the items are moved by conveyor belt through a group of employees. Each employee has an assignment of what items they should pull into their barrels or bins. Every item is always checked twice to confirm it is in the correct category and is not blemished with oil, paint, etc. The automatic systems begin in the same way, but when each employee determines the category of the item, computer buttons are pressed as the item is dropped on a second conveyor belt which has many large wood, plastic or metal bins or cages along its 100'+ length. When the categorized items move along the conveyor belt and reach the bin of choice, a blast of air pushes the item off into the correct bin. When a bin is full and orders have been received for that type of item, the bin is moved to the baling area where bales are compressed and prepared for shipment. Once all the bales for a particular order are prepared, they are moved to a container going to that area of the world and then trucked to a port for shipment. As you can understand, the business requires many employees, huge warehouses (30-100,000+ square feet of covered space), expensive equipment and lots of cash to accomplish their work.



Wiping cloths or rags are cut from clothing deemed not wear-

able, and made from absorbent fabrics or cotton such as T-shirts, sweatshirts, flannel pajamas, terry towels, etc. They are sold almost exclusively to US manufacturing and service businesses as cleaning and polishing cloths. There are about 70 categories of wiping cloths or rags based on the type and weight of the fabric. Once used by businesses, most will end up in the landfill because they'll be too dirty. Wiping cloths or rags are never cut evenly or in uniform pieces. They are cut by employees using an extremely sharp round-bladed machine that runs continuously.

There are some fabulous videos online (see smartasn.org/about/videos.cfm or scan youtube.com) showing the used clothing marketplaces overseas. Lots of ladies with sewing machines also work at the markets. They repair, resize or rejuvenate many items. They might cut sleeves off a red T-shirt and attach them along with some trim to a green T-shirt for resale. Single shoes and other broken or incomplete items are always used to repair something else. The seamstresses can be very resourceful and creative in their work.

The textile collection boxes in US grocery store and shopping center parking lots are placed there with permission (and perhaps payment) of a wholesale company. The wholesale company may also have an agreement with a charity to use their name or identification on the collection box. In that



instance, the collection company is paying a fee to the charity. For instance, the box might say that the collection benefits the Red Cross, but the Red Cross does not want clothing. They only want money or blood. So the company would be paying an agreed-upon fee or percentage to the Red Cross. The charity should always benefit from the donation. A gentleman who owns a wholesale recycling company that has 400+ collection boxes in Houston said his trucks go to every box every single day, and pick up 50 to 70 lbs. of items from every single box every single day. I was absolutely astonished at the numbers.

SMARTasn.org has a transparency policy that requires members to post the charity with which they are working. SMARTasn.org also encourages people to do their due diligence by checking out the charity on charitywatch.org and charitynavigator.org. Both organizations rate charities.

The most important thing for hoteliers to learn about

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textile recycling is that many companies want to acquire or purchase your hotels' retired bed and bath linens as well as unclaimed lost-and-found items. The company will handle the logistics and cost of shipping the textiles. To find a company to purchase or accept your retired linens, go first to greenhotels.com/appvvend.php and look at the [Linens, Recycling](#) category. Another choice is smartasn.org.

PARTNER MEMBER SUCCESS STORIES!

Once again GHA's Sep/Oct issue of this newsletter will focus on our Partner Members' successful and not-so-successful environmental projects.

So, please gather the information needed to write the story, and send it in asap. Your experiences will help other properties make decisions on whether or not to proceed with particular green efforts. It's very important to share your successful green projects with other hoteliers. A less-than-successful or failure of a green project is just as important to share as a fully successful one—each provides an opportunity to learn. Please include as many facts as you can—exact costs, vendor names, time spent, range of benefits, downsides, etc., so others can learn from your experience.

Your stories will be published in the next issue of this newsletter. They will also be posted online at Members Share (greenhotels.com/memshr.php). And, if possible, GHA will combine the ideas to produce a press release—which may bring important media attention to your property.

E-mail your story to green@greenhotels.com, and please put “green hotels” in the subject line so your e-mail will get past our spam filter. We're excited to see your success stories! Send them soon, please!

FINAL WORDS . . .

Drugs in the Water: “All these compounds (pharmaceutical estrogens mixing with chemicals in rivers) are going into a chemical soup. You can liken it to side effects of a prescription drug—you don't know how it's going to interact with the over-the-counter drugs you're taking.”

Theo Colborn, senior scientist at the World Wildlife Fund, in “Drugging Our Water,” by Melissa Knopper, E Magazine, Jan/Feb 2003