

Environment Matters

Sustainability Initiatives @ The Listel Hotel

As an inaugural participant in both the City of Vancouver's "Corporate Climate Leader" and Tourism Vancouver's "Tourism Ambassador for Conservation" programs the Listel is a veritable green giant!

The hotel has been awarded the highest eco-rating for any Vancouver boutique property – 5 Green Keys – by The Hotel Association of Canada, as well as Platinum by TripAdvisor's Green Leaders program. The hotel's restaurant and bar – Forage – is an active member of both the Green Table Network and the Vancouver Aquarium's Ocean Wise seafood program and is strongly committed to local and sustainable food and wine.

In addition to 20 solar panels and a state-of-the-art heat capture program (reducing the hotel's natural gas use by 30% annually), countless water reduction and air quality programs and an ambitious bulk amenities program, the hotel has also gone 100% Zero Waste as of August 2011. Below is a fairly comprehensive list that will tell about the key green initiatives the hotel is involved in -

Solid Waste & Recycling

- As a Zero Waste business – the hotel 1) turns *all* organic waste into compost, 2) reuses *all* recyclables, and 3) converts *all* our non-recyclables into electricity.
- Compostable take-out containers instead of polystyrene.
- Blue box recycling and compost bins in all guestrooms.
- All recyclables are broken down by category prior to pick-up (ie. cans, bottles, plastics, mixed paper, cardboard, newsprint etc...)
- Retired computer equipment is donated to "Free Geek Vancouver" where it is refurbished and donated to charity.
- All bottles and cans are donated to "United We Can" a Downtown Eastside charity.
- Garbage bin liners are biodegradable and compostable.
- Guest room newspaper delivery is "upon request only".
- All printing is double sided whenever feasible. All single-sided paper is reused – (ie. old menus are used as server note pads).
- All internal reports provided electronically rather than in hardcopy.

Energy Conservation

- Working with Bullfrog Power to offset 5% of electrical use (enough to power all meeting rooms and public space). Bullfrog then facilitates the injection of an equal amount of clean, renewable energy onto British Columbia's power grid.
- Replaced roof exhaust fan and old kitchen equipment with new high efficiency units.
- Installed new refrigeration units on cooking line – insulated cold counter for prep inserts.
- Replaced cappuccino machine with new unit that has a sleep mode.
- Replaced buildings chiller unit (supplies air-conditioning throughout the building) with a high efficiency unit. (reduced electrical consumption by over 20%).
- Installed a new heating system that utilizes solar heating, heat pumps and high-efficiency boilers (reduced natural gas consumption by over 30%).
- Replaced incandescent lighting and older fluorescent lighting throughout the building with compact fluorescent and high efficiency fluorescent tubes.

Water Conservation

- Installed low-flow aerator in stewarding area.
- Replaced old dishwasher with new high efficiency unit.
- Eliminated hanging baskets from exterior décor.
- Installed waterless urinals in public washrooms and staff washroom. Also installed low-flow toilets in staff change rooms.
- Began hotel toilet replacement program using only low-flow toilets. (so far 10% of hotel has been converted).
- Replaced older laundry equipment with new high efficiency units; resulting in significant reduction of chemical, water and energy use.
- Eliminated hotel swimming pool and whirlpool; resulting in significant reduction of chemical, water and energy use.

Pollution Prevention

- Labeled storm drains in back receiving area and parkade to avoid accidental dumping of cleaning water or other spills.
- Installed basket in stewarding drain catches food waste.
- Everything from beds to small appliances, including all fluorescent lighting and batteries, are recycled.

Sustainable Purchasing

- All sourcing of suppliers and product purchasing is conducted with a focus on sustainability and reduction of our environmental footprint
- Seafood is now 100% sustainable sourced
- Coffee is organic from [Mogiana Coffee](#)
- Purchasing local, sustainable food products is now the major focus of our purchasing program
- Bottled waters switched to local product – packaged in recyclable plastic to reduce weight/transportation costs
- Green cleaning products now in use in dishwashing, general cleaning and in-house laundry
- Implementing our bulk amenities program resulted in the elimination of over 45,000 small amenities bottles per year, and the associated product wastage. This program features products from Eco Sciences.
- Consolidation of housekeeping suppliers reducing delivery frequency.
- Switched to 100% recycled fiber bathroom and facial tissue from Cascades Moka. 80% of the fiber is post-consumer material, and is the most environmentally responsible choice on the market. By adding 20% corrugated box fiber into its pulp mix and eliminating bleaching chemicals, Cascades has reduced the environmental impact of its raw material by 25%.
- Switched to natural (non-bleached), 100% recycled, 82% post-consumer waste paper towels. Installed manual no-touch paper towel dispensers that do not require batteries.
- Guest room linen exchange program - "upon request only" for occupied rooms.