Green Stars Hotel Environmental Management System

2002
Acknowledgements:

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The document was revised by Martin Randell of Havering Radcliffe Ltd under contract to the Department of Building Services Engineering

Havering Radcliffe Ltd.
# Environmental Management System

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**Appendix I** Register of Significant Environmental Aspects
Part A

Policy Manual
# The Green Stars Hotel

## Policy Manual

### Environmental Management System

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**APP. 1** Appendix I  Procedures / ISO 14001:1996 Cross-Reference Matrix

**APP. 2** Appendix II  Procedures / Responsibilities Cross-Reference Matrix
1.0 INTRODUCTION

The Green Stars Hotel Environmental Management System (EMS) defines the environmental policy, objectives, targets, organisational structure, responsibilities, procedures and instructions that relate directly to the environmental performance of our Hotel activities, facilities, products and services, including the prevention, monitoring, removal and mitigation of identified adverse environmental impacts.

In order to fulfil The Green Stars Hotel's commitment to achieving the best possible environmental practices at all times, the Hotel has developed and is maintaining an EMS in accordance with the various applicable requirements of the ISO 14001:1996 Standard and continually seeks to achieve and improve upon a variety of cost-effective environmental practices.

The ISO 14001:1996 Standard enables the Hotel’s Top Management Team to establish, implement, maintain and develop an effective EMS, in order to achieve continual improvement of environmental performance, whilst ensuring statutory, regulatory and legislative compliance at the same time as maintaining environmentally friendly working conditions and facilities.

1.1 EMS Documentation

ISO 14001:1996 - 4.4.4

In accordance with the International Certification Standard ISO 14001:1996, the primary levels of EMS documentation that have been developed for The Green Stars Hotel comprises:

- This Policy Manual and the associated Corporate Procedures, Corporate Instructions and Departmental Instructions as identified in the Procedures / ISO 14001:1996 Cross-Reference Matrix at Appendix I; and
- Any other documents listed in the Hotel as being Controlled Documents.

The basic structure of the Hotel’s various levels of EMS documentation can be described as follows:

Structure:

- Policy Manual (This Manual)
- Corporate Procedures (CP)
- Corporate Instructions (CI)
- Departmental Instructions (DI)
- Environmental Records

1.2 Scope of ISO 14001:1996 Certification

In order to identify the applicable elements of the ISO 14001:1996 Certification Standard, and to define the scope of the Hotel's EMS certification, the various “Services / Facilities” of The Green Stars Hotel have been generically defined as:

- Front-of-House Services / Facilities; and
1.2.1 Front-of-House Services / Facilities

Front-of-House Services / Facilities specifically include:

- Guest Rooms, Passageways, Elevators, Escalators and Stairs;
- Recreational Facilities (Gyms, Swimming Pools, Saunas, etc.);
- Ballrooms, Function Rooms and Business Centre;
- Hygiene and Health Care Services / Facilities;
- Restaurants, Coffee Shops and Bars;
- Reception and Lobbies;
- Concierge Services;
- Shopping Arcade;
- Room Service;
- Garage; etc.

The Hotel's various Front-of-House facilities are primarily provided for the use of the Hotel's various guests, including short-stay, long-stay and casual / incidental visitors and provide the outlets for the Hotel's various services and other activities.

1.2.2 Back-of-House Facilities

Back-of-House Services / Facilities specifically include:

- Administrative Offices for each Department;
- Hot and Cold Storage Areas / Rooms;
- Staff Canteen, Shower Rooms and Toilets;
- Heating, Ventilation and Air-conditioning (HVAC) System;
- Plumbing, Drainage & Fire Services Facilities;
- Solid Waste Collection, Handling, Storage and Disposal Facilities;
- Wastewater Storage, Treatment and Disposal System;
- Swimming Pools Water Treatment Facilities;
- Hazardous Materials / Equipment storage Facilities;
- Kitchens and Various Cooking and Cleaning Facilities;
- Boiler, Laundry Rooms & Support Facilities; and
- Other Facilities and Operations to enhance Client services.

The Hotel's various Back-of-House facilities are primarily provided for the use of the Hotel's staff, to enable them to provide for the needs and expectations of the Hotel's various customers / clients, including individuals and corporate organisations.

1.3 Environmental Commitment

The Top Management Team of the Green Stars Hotel specifically includes the following:

- General Manager;
- Senior Executives;
- Department Heads; and
- EMS Manager.

The Hotel’s Top Management Team is fully committed to the long-term application of efficient and effective environmental practices for the betterment of the Hotel’s various facilities, services and outputs, particularly where the Hotel’s activities may have adverse environmental impacts.
2.0 ENVIRONMENTAL POLICY

The Green Stars Hotel is an environmentally conscious Hotel, which not only aims to provide quality services for its guests, but is also committed to taking appropriate measures for pollution management and resources conservation. In order to fulfil the requirements of the ISO 14001:1996 Standard, the environmental policy, objectives and targets for The Green Stars Hotel are as follows:

- The Hotel is fully committed to complying with all local environmental legislation and regulations, and with other requirements to which the Hotel voluntarily subscribes, and continually seeks to improve its environmental performance beyond these requirements, wherever possible.

- The Hotel management and staff understand and fully support the environmental policy, objectives and targets and are committed to the continual improvement of environmental performance by identifying, implementing and promoting the best possible EMS practices and operations at all times.

- The Hotel works closely with its various employees, contractors, suppliers, clients, other Hotels and the community that we serve in order to develop and to effectively implement agreed environmental management initiatives, for the purposes of enhancing overall environmental achievements.

- The Hotel has established, and routinely monitors, reviews and revises environmental objectives and targets that are considered to be achievable, and ensures that procedures, instructions and programmes are developed, implemented and audited in order to meet the defined objectives and targets.

- The Hotel supports purchasing initiatives that are committed to sustainable environmental development, and continually seeks the best environmentally friendly products and services that represent genuine value for money. The Hotel encourages and influences its suppliers to take part in these environmental protection initiatives, to understand its purchasing policy, and to provide products and services that have minimum adverse impacts on the environment.

- The Hotel is committed to operate all of its various services and facilities in a sustainable manner by determining and implementing strategies and adopting best practices to conserve resources and energy, whilst minimising environmental pollution and achieving sustainable improvement.

- The Hotel provides an environmentally sound and safe work place by implementing mutually beneficial environmental work practices and taking appropriate measures to eliminate environmental, occupational, health and safety risks, and is prepared to effectively respond to emergency situations at all times.

- The Hotel provides and conducts regular internal programmes of education and training in order to enhance environmental awareness and understanding among staff, and actively participates in external environmental activities, in addition to various training and development programmes.

- The Hotel has developed a monitoring programme to assess its environmental performance, and to communicate its environmental management commitment and achievement through annual reports distributed to stakeholders, which are published in the Hotel website. The Hotel also freely shares its environmental experiences with other organisations in the community, thus raising the interests of its stakeholders by explaining the Hotel’s environmental philosophy, and seeking active cooperation in terms of improving attitudes towards significant environmental issues in the local community.

______________________
(Name)
General Manager
The Green Stars Hotel
1st January 2002
3.0 ORGANISATION CHART
4.0 JOB DESCRIPTIONS

General Manager

- Establishing the direction of the EMS for the Hotel, allocating necessary resources and ensuring that the EMS is being followed and effectively implemented;
- Authorising the environmental policy, environmental objectives and targets and the necessary environmental management programmes;
- Authorising and signing EMS documents and authorising changes to all EMS documents;
- Approving EMS training plans and budgets; and
- Reviewing the condition and effectiveness of the EMS and identifying opportunities for continual improvement with other Senior Executives, Department Heads and the EMS Manager.

Senior Executives

- Reporting to the General Manager;
- Formulating the environmental policy, objectives and targets for the Hotel;
- Monitoring that the Hotel’s various activities, products and services as provided are in accordance with the environmental policy, objectives and targets;
- Reviewing and revising the environmental policy, as necessary;
- Distributing and communicating the policy to internal staff and external parties;
- Monitoring and checking EMS conformance by Hotel staff; and
- Periodically assessing the effectiveness and adequacy of monitoring and measurement plans.

Department Heads

- Reporting to the Senior Executives / General Manager;
- Controlling the implementation of EMS policy, objectives, targets, programmes, procedures and instructions, and ensuring that their subordinates understand and implement these accordingly;
- Identifying the environmental aspects and impacts of own department, evaluating, confirming and monitoring the significance of identified environmental impacts with the assistance of EMS Manager;
- Formulating the environmental objectives and targets and the environmental management programmes as relevant to own department;
- Identifying legal and other requirements that are directly applicable to own department’s operations, activities, facilities, products and services provided on a regular basis and ensuring compliance;
- Implementing EMS procedures (including Corporate Procedures, Corporate Instructions and Departmental Instructions) in a suitable and cost-effective manner;
- Motivating own subordinates to improve the environmental performance of their regular duties as well as suggesting further methods and areas for improvement;
- Identifying specific training needs and organising training to relevant staff to enhance levels of environmental compliance and performance;
- Assisting the EMS Manager in passing on and explaining relevant information to subordinates;
- Establishing, maintaining and monitoring effective, accurate and realistic procedures and instructions;
- Ensuring subordinates are working in safe and healthy environments;
- Establishing suitable monitoring and measurement plans and periodically monitoring and measuring significant environmental impacts;
- Ensuring that monitoring and measurement equipment are calibrated and suitably maintained, including measurement records and results;
- Identifying, handling and investigating non-conformances in the Hotel’s EMS;
- Establishing and implementing appropriate corrective and preventive actions to mitigate environmental impacts, minimising the recurrence of problems and removing the potential for non-conformance;
- Identifying and managing environmental records, monitoring records, training records, etc. as necessary for the effective implementation of the EMS and transferring relevant EMS records to the EMS Manager for archiving; and
- Communicating relevant review results, suggestions and follow-up actions to own staff and promptly implementing all such follow-up actions.
The Green Stars Hotel  Environmental Management System

EMS Manager (Management Representative)  ISO 14001:1996 - 4.4.1

- Reporting to the General Manager, Senior Executives and Department Heads (i.e. Top Management Team) on EMS performance and any need for improvement;
- Ensuring that EMS processes are established, implemented, reviewed, approved, maintained, audited and improved, wherever reasonably possible;
- Initiating, monitoring and reporting Environmental Management Programmes in order to ensure that the established environmental policy, objectives and targets are achieved;
- Liaising with external parties on ‘Environmental’ matters and representing the EMS at all times;
- Ensuring the promotion of awareness of environmental obligations of the Hotel;
- Providing assistance to various Department Heads in order to ensure that environmental legislation, regulations and EMS requirements are being effectively complied with;
- Determining environmental objectives and targets and assisting Department Heads in establishing, reviewing and revising them from time to time;
- Establishing and maintaining a mechanism for identifying, investigating, and correcting potential instances of non-conformances against the EMS;
- Approving and monitoring corrective and / or preventive actions to non-conformances; and
- Compiling EMS Trend Review and Management Review Reports and following-up on required Management Review actions.

Human Resources Manager

- Reporting to the Senior Executives / General Manager;
- Identifying general staff requirements and training needs for effective EMS implementation;
- Planning and organising appropriate EMS training programmes at corporate level; and
- Maintaining and updating staff training records.

Security Manager

- Reporting to the Senior Executives / General Manager;
- Protecting lives and property and assisting emergency services within the Hotel;
- Testing and maintaining emergency systems and other safety equipment;
- Developing and evaluating suitable Emergency Measures; and
- Educating staff and guests in order to detect, prevent, protect and escape from danger.

Lead Auditor  ISO 14001:1996 - 4.5.4

- Reporting to the EMS Manager;
- Managing internal audit programmes;
- Co-ordinating audits and compiling Audit Reports; and
- Preparing for, leading, following-up and closing-out audit findings and actions.

Auditor  ISO 14001:1996 - 4.5.4

- Reporting to the Lead Auditor;
- Conducting audits and assisting Lead Auditor to prepare Audit Reports; and
- Following-up and closing-out internal audit findings and required improvement actions.

All Staff

- Implementing the EMS in accordance with the established environmental policy, objectives, targets, programmes, procedures and instructions;
- Suggesting and commenting upon training needs and training contents;
- Assisting new colleagues to become familiar with general and specific environmental aspects, objectives and targets, programmes, procedures and instructions;
- Suggesting improvements, monitoring performance, reporting environmental performance; and
- Assisting Department Heads in identifying non-conformances against the EMS.
5.0 ENVIRONMENTAL MANAGEMENT SYSTEM

The Green Stars Hotel has adopted the ISO 14000:1996 Standard for environmental management systems on a voluntary basis. The Standard enables the Hotel to establish an effective EMS, to achieve continual improvement of environmental performance, and to ensure regulatory and legislative compliance. The Hotel maintains its EMS in conformance with the Standard and other applicable requirements, as described below.

5.1 Environmental Policy

ISO 14001:1996 - 4.2, 4.3.3 & 4.6

The Green Stars Hotel regards its environmental policy as the formal position of the Hotel with respect to environmental matters, and which is defined by the Hotel’s Top Management Team and is a public declaration of the Hotel’s environmental intentions, responsibilities and commitment.

The environmental policy specifically includes:

- Commitments to achieving continual improvement of environmental conformance and performance;
- Compliance with all local and international environmental legislation and regulations and with other requirements to which the Hotel subscribes;
- Framework for setting and reviewing environmental objectives and targets;
- Framework for communications among various stakeholders; and
- Measures for the effective prevention of pollution.

The environmental policy expresses the attitude of the Hotel towards environmental protection and resources conservation, for communication to staff and associated stakeholders, and provides the overall direction for Top Management to set environmental objectives and targets to improve environmental performance.

The policy is reviewed from time to time and revised where necessary by the Top Management Team during the annual EMS Management Review, to ensure that the policy reflects the current situation of the Hotel and is relevant to the current activities, products, facilities and the services provided.

5.2 Environmental Aspects

ISO 14001:1996 - 4.3.1, 4.3.3 & 4.6

The environmental aspects of the Hotel’s activities, products, facilities and services that can be controlled or influenced have been identified and evaluated by Department Heads, with assistance from the EMS Manager. The present and future operations of the Hotel under normal, abnormal and emergency situations have also been considered. With assistance from the EMS Manager, the Department Heads review and update the environmental aspects and significant impacts on a routine basis.

The EMS Manager and Department Heads have established appropriate corporate procedures and corporate / departmental instructions and / or set appropriate environmental objectives, targets and programmes to control and / or improve each significant environmental impact, and for recording changes.

5.3 Legal and Other Requirements

ISO 14001:1996 - 4.3.2 & 4.5.1

Department Heads, with assistance from the EMS Manager, identify relevant legal and other requirements to which the Hotel subscribes that are directly applicable to the identified significant environmental aspects and impacts / potential significant impacts of The Green Stars Hotel.

A Register of Legal and Other Requirements is maintained, which is periodically reviewed and revised where necessary by the Department Heads and is coordinated by the EMS Manager. The EMS Manager ensures that the Register is kept up-to-date and is relevant to the current operations and activities of the Hotel (i.e. the terms and requirements of existing regulations and any new regulations as may be applied to the Hotel’s environmental operations are updated).

The EMS Manager and the Department Heads periodically evaluate the Hotel’s compliance with legal and other requirements on an objective basis, including EMS Audits.
5.4 Environmental Objectives and Targets

Department Heads, in consultation with the Hotel's General Manager, Senior Executives and EMS Manager, set departmental and / or corporate level environmental objectives and targets to improve the environmental performance of the identified significant environmental aspects, so that the various goals of the Hotel's environmental policy are achieved.

Occupational health and safety issues are also considered when setting the environmental objectives and targets, in order to reduce potential hazards and risks to Hotel staff, guests and to the general public. The objectives and targets are established based upon the current circumstances of the Hotel, on a realistic and achievable basis, in order to avoid setting targets that cannot be effectively measured or justified.

The EMS Manager provides guidance in setting environmental objectives and targets and periodically monitors progress made towards achieving established objectives and targets with Department Heads. All environmental objectives and targets are authorised by the General Manager prior to issue.

5.5 Environmental Management Programmes

Department Heads, in consultation with the EMS Manager, are required to establish technically and financially feasible implementation plans (i.e. Environmental Management Programmes - EMPs) for the achievement of each established environmental objective and target within a reasonable time period, so that the goals of the Hotel's environmental policy and objectives are achieved.

Department Heads assign personnel (with appropriate skills and competence) to carry out the programmes to ensure that resources are effectively utilised and progress will not be delayed. The General Manager approves all environmental management programmes, whereas the EMS Manager provides guidance in establishing and developing the environmental management programmes and periodically monitors the progress of established programmes together with Department Heads.

5.6 Structure and Responsibility

Environmental roles, responsibilities, authorities and reporting lines for staff at various levels are clearly defined in Sections 3.0 & 4.0 above, in order to implement the EMS effectively, thus meeting the goals established in the environmental policy, and in the associated environmental objectives and targets.

The EMS Manager is designated and responsible for the implementation and maintenance of the EMS, where the Top Management Team establishes the roles and responsibilities of their subordinates, which guides their various operations and activities to attain the environmental goals of the Hotel. Senior Executives, as authorised by the General Manager, provide sufficient and capable human, technological, and financial resources to effectively implement, maintain, develop and improve the EMS.

The General Manager periodically reviews and revises the EMS management structure and contents to ensure that it remains appropriate to the current situation of the Hotel.

5.7 Training

The Human Resources Manager, with assistance from the EMS Manager and the Department Heads, are responsible for identifying staff training needs, and for delivering appropriate training to relevant personnel. The Human Resources Manager and other Department Heads arrange for internal / external training programmes for staff, with assistance from the EMS Manager. The Department Heads arrange relevant staff to attend the training programmes, where the Human Resources Department and Department Heads keep various training records.

The nature and the frequency of staff training depends on how well the EMS is being implemented, what training needs are proposed by the staff, and which nonconformities are most frequently being detected. Hotel staff is also actively encouraged to identify and reflect any training needs to their Department Heads / Human Resource Manager.
5.8 Communications

The EMS Manager has established and maintains an internal communications mechanism so that information regarding the EMS can be disseminated from the Top Management Team to staff at various levels within the Hotel. A feedback mechanism is also established for the junior staff to reflect ideas, and make suggestions, inquiries or complaints about environmental affairs directly to the Top Management Team.

The EMS Manager has also established an external communications mechanism for communicating the Hotel’s environmental activities and relevant information to external interested parties, and for receiving, documenting and responding to suggestions, inquiries or complaints received from external parties.

The EMS Manager regularly reviews the adequacy, efficiency and effectiveness of the internal and external communications mechanisms with the Top Management Team.

5.9 Document Control

The EMS Manager has established and implemented various EMS procedures, instructions and other documents, and maintains such information in an effective way. The EMS Manager is responsible for establishing and maintaining the Hotel’s environmental policy manual, which drives the Hotel’s commitment to continual improvement in terms of environmental performance.

The policy manual also acts as an umbrella document that includes or references the environmental policy, objectives and targets and provides a broad description of the EMS for the Hotel and explains how the Hotel has addressed the various applicable requirements of the ISO 14001:1996 Standard.

The corporate procedures and instructions provide detailed descriptions for each core element of the Hotel’s EMS, and also contain information about who should do what, how and when. Other departmental instructions provide requirements to particular Hotel staff so as to control significant environmental aspects.

The EMS Manager has established an EMS Library system to locate, label, index and control the EMS related documents / references, and periodically reviews the contents of the Library to identify those items that are obsolete, those that should be withdrawn, and those that should be revised, and to identify additional documents that should be added to the Library.

5.10 Operational Controls

Department Heads, with assistance from the EMS Manager and in consultation with appropriate staff are required to implement the procedures, establish effective operational control practices, and to comply with relevant corporate instructions and departmental instructions.

The various control processes specify detailed operating criteria and instructions, responsibilities, and related documentation, to effectively control environmental aspects, so that the goals specified in the Hotel’s environmental policy, and the established environmental objectives and targets, are achieved.

Department Heads ensure that their staff know, understand and follow relevant procedures and instructions in performing their duties through the checking, monitoring and supervising of their work. Department Heads, with assistance from the EMS Manager, communicate relevant environmental programmes, procedures, instructions and other applicable requirements to external suppliers and contractors.
5.11 Accidents and Emergency Situations  ISO 14001:1996 - 4.4.7

The Security Manager chairs a Hotel Safety Team to identify and investigate the potential for accidents and emergency situations as relevant to the various operations and activities within the Hotel, and which may create a threat to security, health, safety or the environment.

The Security Manager has established appropriate emergency preparedness and response measures and periodically organises appropriate training and demonstrations to relevant staff so that they can know how to prevent and / or how to safely and effectively respond to accidents and emergency situations, and understand the associated adverse environmental impacts that may occur.

The General Manager holds quarterly Safety Meetings together with the Security Manager, Department Heads, EMS Manager and Senior Executives to review and revise current emergency procedures, especially after any accidents or incidents have occurred.

5.12 Monitoring and Measurement  ISO 14001:1996 - 4.5.1

Department Heads, in consultation with other Senior Executives in the department and the EMS Manager, have established and implemented monitoring and measurement plans in key areas related to significant environmental impacts.

Conformance to environmental policy, objectives and targets, and the adequacy and effectiveness of procedures used for controlling significant environmental aspects and for periodically evaluating compliance with relevant environmental legislation and regulations, is assessed. Monitoring equipment is calibrated and maintained, and suitable records are kept within each department.

In cases of nonconformity, Department Heads take appropriate corrective and preventive actions, and the EMS Manager monitors all such actions. The monitoring and measurement results are presented and discussed in regular meetings as well as during the annual EMS Management Review meeting.

5.13 Nonconformities, Corrective and Preventive Actions  ISO 14001:1996 - 4.5.2, 4.5.4 & 4.6

The EMS Manager has established and maintains an effective mechanism to identify, investigate, correct and prevent actual or potential instances of nonconformity within the Hotel’s EMS. Each department routinely implements the mechanism in its own activities and operations, and when any nonconformity is detected, the Department Head is responsible for:

- Handling and investigating the cause of the nonconformity;
- Taking corrective and preventive action to mitigate any adverse environmental impact(s); and
- Minimising the recurrence of the problem and the potential for future nonconformity.

The corrective and preventive actions are appropriate, effective, legible and with defined responsibilities, and approved and monitored by the EMS Manager to ensure compliance with the Hotel’s environmental policy.

5.14 Records  ISO 14001:1996 - 4.5.3 & 4.4.5

The EMS Manager is responsible for identifying and managing environmental records necessary for the implementation of the EMS, in conjunction with the document control system described in Section 5.9 above. The EMS Manager ensures that all environmental records are maintained, updated, identified and traceable effectively. Environmental records relating to controlled EMS documents are authorised, periodically reviewed, and distributed by responsible personnel, as defined within each EMS procedure and instruction.

The retention times and the responsibilities for maintaining environmental records are identified in the EMS procedures and instructions, with references to relevant environmental records so that they are identifiable and traceable to the activities and operations involved. Environmental records are stored in a systematic way by responsible personnel, with relevant details clearly shown so that they can be easily retrieved.
5.15 EMS Audits

The Internal EMS Audits check the effectiveness of the management of environmental aspects in the Hotel against the established and approved EMS Policy, Objectives, Programmes, Procedures and Instructions, where the EMS Manager is responsible for developing the annual EMS Audit Plan, which indicates how all areas of the EMS and of each Hotel department will be audited, at what frequency, and by whom.

The audit frequency is based on the relative environmental impacts and the importance of various areas and on the status of the EMS. Areas that have a greater potential or actual adverse environmental impact, or that have had much previous nonconformity, are audited more frequently.

Appropriate corrective and / or preventive actions are performed by relevant Department Heads and then monitored by the EMS Manager for any nonconformity found during the EMS Audit, and the EMS Manager compiles the EMS Audit findings into an EMS Audit Report. The report is analysed where applicable, and then presented and discussed at the EMS Management Review meeting.

5.16 Management Review

The purpose of the Management Review process is to take a broad look at the EMS as a whole, in order to determine whether the system is meeting the needs of the Hotel, and whether the system is suitable, adequate, and effective. It also provides a means for reviewing the environmental commitment and achievement of the Hotel to continual improvement, whilst evaluating the overall environmental performance of the Hotel, and revising and updating the Hotel’s EMS elements, as may be necessary.

The EMS Management Review process is conducted at least once a year, and the General Manager, Senior Executives, Department Heads and the EMS Manager (i.e. the Top Management Team) are required to attend and actively participate in the EMS Management Review Meeting.

The EMS Manager ensures that needed information is compiled to allow for an effective Management Review process, in advance, and is required to write an EMS Management Review Report to document the review results, suggestions and proposed actions for continual improvement, and all other information.

*** END ***
## APPENDIX I - PROCEDURES / ISO 14001:1996 CROSS-REFERENCE MATRIX

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## APPENDIX II - PROCEDURES / RESPONSIBILITIES CROSS-REFERENCE MATRIX

| Procedure Number | General Manager | Senior Executives | EMS Manager | Department Heads | Human Resources Manager | Security Manager | Purchasing Manager | Store Supervisor & Storekeeper | Cost Controller | Chief Engineer | All Engineering Staff | Foreman | Executive Housekeeper | Floor Supervisor / Room Attendant / Public Area | Laundry Supervisor / Laundry Staff | F&B Manager / Restaurant Manager | Executive Chef / Sous Chef | Banquet Office Staff / Chefs / Cooks / Waiting Staff / Cleaning Staff | Front Office Manager | Health Centre Attendants | Chief Concierge | Office Assistant | Auditor | All Staff |
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| PM               |                 |                 |             |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| PM               | Policy Manual   | X                | X            | X               | X                       | X                | X               | X                           | X               | X            | X                    | X                  |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP               | Corporate Procedures |             |             |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 01            | Environmental Policy | X              | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 02            | Environmental Aspects | X              | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 03            | Legal and Other Requirements | X              | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 04            | Environmental Objectives and Targets | X              | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 05            | Environmental Management Programmes | X              | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 06            | Structure and Responsibility | X              | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 07            | Training         | X                | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 08            | Communications   | X                | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 09            | Document Control | X                | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 10            | Operational Controls | X              | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 11            | Accidents and Emergency Situations | X              | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 12            | Monitoring and Measurement | X              | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 13            | Non-conformance | X                | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 14            | Records         | X                | X            |                 |                         |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 15            | EMS Audits      | X                | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| CP 16            | Management Review | X              | X            | X                | X                       |                 |                 |                             |                |              |                      |        |                      |                             |                             |                             |                             |                                |                             |                 |               |            |          |         |        |
| Procedure Number | General Manager | Senior Executives | EMS Manager | Department Heads | Human Resources Manager | Security Manager | Purchasing Manager | Store Supervisor & Storekeepers | Cost Controller | Chief Engineer | All Engineering Staff | Foreman | Executive Housekeeper | Floor Supervisor / Room Attendant / Public Area Cleaner | Laundry Supervisor / Laundry Staff | F&B Manager / Restaurant Managers | Executive Chef / Executive Sous Chef | Banquet Office Staff / Chefs / Counts / Waiters / Waitresses | Front Office Manager | Health Centre Attendants | Chief Concierge | Office Assistant | Auditor | All Staff |
|------------------|----------------|------------------|-------------|------------------|--------------------------|------------------|------------------|---------------------------|----------------|----------------|------------------|--------|---------------------|------------------|------------------|----------------------|-------------------|------------------|-------------------|---------------------|-------------------|-----------------|--------|
| CI 01 Chemical Handling | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| CI 02 Materials and Waste | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| CI 03 Electricity Consumption | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| CI 04 Water Consumption | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| CI 05 Indoor Air Quality | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| DI 01 Engineering Department | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| DI 02 Housekeeping | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| DI 03 Food and Beverage | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| DI 04 Purchasing | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
| DI 05 Front Office | X | X | | | | | | | | | | | | | | | | | | | | | | | | | |
Part B

Corporate Procedures
1.0 Purpose

To establish the Top Management Team’s commitment for various environmental issues, and to act as the foundation for the Hotel’s Environmental Management System (EMS).

2.0 Scope

This procedure applies to various statements of the commitment of the Hotel’s Top Management Team (i.e. the General Manager, Senior Executives, Department Heads and the EMS Manager) for improving the Hotel’s environmental performance and serving as the basis for establishing, implementing, and reviewing the condition and effectiveness of the EMS. This procedure also establishes the process for periodically reviewing and revising the Hotel’s environmental policy, and for its distribution.

3.0 References

- ISO 14001:1996 - 4.2 Environmental policy
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.6 Management review
- CP 04 Environmental Objectives and Targets
- CP 12 Monitoring and Measurement
- CP 15 EMS Audits
- CP 16 Management Review

4.0 Responsibilities

- General Manager
- Senior Executives
- EMS Manager
- Department Heads
- All Staff

5.0 Procedure

5.1 Formulating & Communicating Environmental Policy

The Top Management Team shall formulate the Hotel’s Environmental Policy to establish the commitment to improving the environment, including continual improvement, pollution prevention, legislative and regulatory compliance. The Policy shall be appropriate to the nature, scale and environmental impacts of the Hotel’s various activities, products and services.

All Department Heads shall determine the Environmental Objectives and Targets, based upon the Environmental Policy, in accordance with CP 04.

The EMS Manager shall post the latest version of the environmental policy statement on all notice boards in the Hotel, and shall also be placed in the Hotel’s website and made available to the public. Department Heads shall distribute copies of the updated environmental policy statement to their staff and maintain a staff distribution list for their department, which shall be copied to the EMS Manager.

The EMS Manager shall maintain the distribution lists for the environmental policy statement from each department, and shall arrange to collect obsolete environmental policy statements. Only the latest version of the statement shall be displayed and distributed to Hotel staff, in accordance with the distribution list.

The EMS Manager shall also control the distribution of the environmental policy statement to appropriate external parties, as and when necessary. Such interested parties may include government departments, corporate clients, green groups, non-government organisations, trade associations, etc.
5.2 Review & Revision of Environmental Policy

The Top Management Team shall review and revise the environmental policy from time to time, based on the results and feedback from EMS Audits and Management Review meetings (refer to Corporate Procedures CP 12, CP 15 and CP 16) whenever:

- Audit results reveal that the environmental policy does not adequately and effectively address the various activities, products and services available from within the Hotel; or
- There are changes in the Hotel's activities, products and services that may cause adverse environmental impacts; or
- Additional significant environmental aspects are identified.

All changes to the Environmental Policy shall be authorised by the signature of the General Manager.

5.3 Monitoring Environmental Policy Compliance

All operations in the Hotel shall follow the current environmental policy statement. Senior executives shall ensure that the Hotel's various products, activities and services are in compliance with the policy at all times. Department Heads shall ensure that their subordinates know about, and work in compliance with, the latest environmental policy statement.

6.0 Relevant Records

Department Heads shall maintain the following records for a minimum period of three years:

- Departmental Environmental Policy Statement Distribution List
1.0 Purpose

To establish and maintain processes to identify environmental aspects and their associated significant environmental impacts resulting from the Hotel's various activities, products and services for the purposes of setting and reviewing environmental policy, objectives and targets.

2.0 Scope

This procedure applies to the identification of up-to-date environmental aspects and impacts resulting from the Hotel's various activities, products and provision of services to ensure that identified significant adverse impacts are considered when setting and reviewing environmental policy, objectives and targets.

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.6 Management review
- CP 04 Environmental Objectives and Targets
- CP 05 Environmental Management Programmes
- CP 10 Operational Controls

4.0 Responsibilities

- Department Heads
- EMS Manager

5.0 Procedure

5.1 Identification of Environmental Aspects

Department Heads, assisted by the EMS Manager, shall identify the various environmental aspects of the Hotel's present and future products, activities and services, which can be controlled and over which the Hotel has influence. This shall include, but shall not necessarily be limited to, the following main areas:

- Emissions to Air;
- Energy consumption;
- Waste management;
- Handling and disposal / discharge of chemicals;
- Water consumption and discharge of wastewater;
- Land contamination;
- Noise generation;
- Purchase, utilisation and storage of materials; and
- Related occupational health and safety issues.

Department Heads shall also consider normal, abnormal and emergency situations during the identification of environmental aspects, which are typically defined as follows:

- Normal Situation: Routine, planned and as expected operations and activities
- Abnormal Situation: Operational activities other than normal operations, including equipment start up and shut down operations and planned maintenance
- Emergency Situation: Accidents, incidents and all other emergency cases
5.2 Determination & Confirmation of Significant Environmental Impacts

The relationship between Environmental Aspects and Impacts is one of cause and effect. Once the environmental aspects have been identified, Department Heads shall determine those aspects that could have significant impacts on the environment.

Department Heads shall conduct site visits and interviews with relevant Hotel staff to consider those impacts and their significance, in accordance with the flow chart shown below. These impacts shall be considered when setting or revising the environmental objectives and targets (CP 04), establishing environmental management programmes (CP 05) and defining operational controls (CP 10).

The EMS Manager shall collect relevant information from Department Heads and prepare a standard checklist, by way of a Register of Significant Environmental Aspects (Appendix I) for the whole Hotel in order to document the significant environmental aspects of their activities under Normal (N), Abnormal (A) and Emergency (E) situations.

Each of the significant environmental aspects shall be cross-referenced in the Register of Significant Environmental Aspects to relevant Environmental Management Programmes (EMPs), Corporate Instructions (CIs) and Departmental Instructions (DIs).

Environmental Aspects / Significance Flowchart:

```
Environmental Aspect
\downarrow
Is the aspect controlled through legal or other requirements? Yes ☐ No
\downarrow
Is the aspect likely to have a high severity of adverse consequence to the environment or to human health? Yes ☐ No
\downarrow
Does the aspect represent a potential liability? Yes ☐ No
\downarrow
Have any legitimate complaints been received in relation to the aspect? Yes ☐ No
\downarrow
Does the aspect result in large quantities of waste? Yes ☐ No
\downarrow
Are large quantities of resources consumed? Yes ☐ No
\downarrow
Does the use / disposal of the product cause concerns? Yes ☐ No
\downarrow
Is the aspect a business concern, or a concern of interested parties? Yes ☐ No
\downarrow
No significant environmental impact.
```
5.3 Reviewing & Updating Environmental Aspects and Impacts

Department Heads shall review and update environmental aspects and significant impacts whenever the Hotel's operations, activities and services are changed. Such changes to the Register of Significant Environmental Aspects shall be reported to the EMS Manager whom shall keep the Register up-to-date.

6.0 Relevant Records

The EMS Manager shall retain and update the following records indefinitely:

- Register of Significant Environmental Aspects
1.0 Purpose

To identify and have access to legal and other requirements that the Hotel has to comply with, that are applicable to the environmental aspects of the Hotel’s various activities, products or services.

2.0 Scope

This procedure applies to the identification of legal and other applicable requirements that the Hotel has to comply with as well as to the process for review and revisions to such requirements from time to time.

3.0 References

- ISO 14001:1996 - 4.3.2 Legal and other requirements
- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- CP 12 Monitoring and Measurement
- CP 16 Management Review
- Environmental legislation (e.g. ordinances, regulations, technical memoranda, etc.) of Hong Kong, as relevant to the various operations of the Hotel
- Licenses and permits issued by government authorities
- Contracts terms and conditions made with suppliers

4.0 Responsibilities

- Department Heads
- EMS Manager
- All Staff

5.0 Procedure

5.1 Identification of Legal & Other Requirements

Department Heads shall identify those legal and other requirements that are directly relevant to the various operations, activities, products and services of the Hotel, and shall compile the requirements into the Register of Legal and Other Requirements (the Register) (Appendix II). The EMS Manager shall keep a copy of the Register and shall distribute copies to the General Manager and other relevant staff.

5.2 Updating Requirements & Evaluation of Compliance

Department Heads shall update the Register periodically and upon any changes to legislation and other requirements, with specific reference to changes in legislation, regulations, standards, permit conditions, contract conditions, specific codes, equipment operation manuals, etc., as determined from the Government Gazette.

Department Heads, with assistance from the EMS Manager, shall ensure that the various activities and the provision of products and services available from within the Hotel are fully in compliance with the requirements listed in the Register at all times.

Any non-conformance shall be corrected and prevented as soon as possible (CP 12). Department Heads shall seek advice from government departments, the Hong Kong Hotels Association, professional consultants and other organisations, as may be necessary, in order to determine the latest applicable requirements.

The EMS Manager shall conduct an Annual Legal Compliance Evaluation Review and shall prepare a Report, which shall be presented and discussed during the EMS Management Review meeting (CP 16).
6.0 Relevant Records

The EMS Manager shall retain and update the following records indefinitely:

- Register of Legal and Other Requirements
- Annual Legal Compliance Evaluation Report
1.0 Purpose

To routinely establish, monitor and revise environmental objectives and targets at each function and level within the Hotel, based upon the Hotel's environmental policy.

2.0 Scope

This procedure applies to the initial establishment of environmental objectives, in line with the Hotel’s environmental policy, and based upon identified significant environmental aspects. This procedure also applies to the establishment of realistic environmental targets, which shall:

- Comply with legislative and other applicable requirements;
- Meet the Hotel’s financial, operational and business requirements;
- Consider the views of interested parties; and
- Consider identified environmental aspects, significant environmental impacts and currently available technological options.

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.3.4 Environmental management programme(s)
- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- CP 01 Environmental Policy
- CP 02 Environmental Aspects
- CP 03 Legal and Other Requirements
- CP 05 Environmental Management Programmes

4.0 Responsibilities

- General Manager
- Department Heads
- EMS Manager

5.0 Procedure

5.1 Establishment of Environmental Objectives & Targets

The Department Heads, in consultation with other senior executives in the department and assisted by the EMS Manager, shall establish environmental objectives and targets based upon their identified significant environmental impacts at both departmental and corporate level, whilst considering the following factors:

- Consistency with environmental policy (CP 01);
- Identified environmental aspects and associated significant impacts (CP 02);
- Identified legal and other requirements (CP 03);
- Operational and business requirements of the Hotel’s Owner and Operators;
- Available technological and financial resources;
- The views of interested parties; and
- Current objectives and targets of competitors and other business interests.

The environmental objectives and targets shall be realistic, achievable, maintainable and sustainable.
The Department Heads, with assistance from the EMS Manager, shall formulate Environmental Management Programmes (EMPs) (CP 05) (Form CP 04[1]) and revise existing procedures and other documents in order to achieve the established environmental objectives and targets.

Department Heads shall ensure that their staff are informed regarding the environmental objectives and targets and make appropriate modifications and suitable arrangements in their routine operations. All environmental objectives and targets shall be duly authorised by the General Manager.

5.2 Monitoring Programmes

The Department Heads shall keep suitable monitoring records related to the achievement, or otherwise, of environmental objectives and targets, and with assistance from the EMS Manager, shall revise environmental management programmes and relevant procedures / instructions in order to meet the environmental objectives and targets, whilst maintaining effective Hotel operations.

The EMS Manager shall discuss with relevant Department Heads as to how to monitor progress towards achieving environmental objectives and targets and shall compile monthly Progress Reports of Environmental Objectives and Targets.

5.3 Review of Objectives & Targets

Department Heads shall establish higher levels of environmental objectives and targets once all procedures and instructions are being maintained under effective control, and the environmental policy is being effectively fulfilled on a routine basis.

The EMS Manager shall routinely evaluate the achievement and sustainability of environmental objectives and targets with relevant Department Heads, and maintain suitable records.

6.0 Relevant Records

The EMS Manager shall retain the following records for a minimum period of three years:

- Environmental Management Programme (EMP) - Form CP 04[1]
- Progress Reports of Environmental Objectives and Targets
- Monitoring Records
## Environmental Objective:

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
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</thead>
<tbody>
<tr>
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<td>Target 2</td>
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<td>Target 3</td>
<td>Start on: _______</td>
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<td>Target 4</td>
<td>Start on: _______</td>
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<tr>
<td>Target 5</td>
<td>Start on: _______</td>
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</table>
1.0 Purpose

To establish and maintain Environmental Management Programmes (EMPs) for achieving the Hotel's specified environmental policy, objectives and targets.

2.0 Scope

This procedure applies to the designation of responsibility for achieving environmental policy, objectives and targets at each relevant function and level within the Hotel, and for the establishment of the various means and time-frames by which they are required to be achieved.

3.0 References

- ISO 14001:1996 - 4.3.4 Environmental management programme(s)
- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- CP 04 Environmental Objectives and Targets

4.0 Responsibilities

- General Manager
- Department Heads
- EMS Manager

5.0 Procedure

5.1 Establishment of EMPs

Where considered to be necessary, the Department Heads and the EMS Manager shall establish an EMP (Form CP 04[1]) for achieving each established environmental objective and target, which shall include the designation of responsibilities for achieving the environmental policy, objectives and targets, and the means and time frame by which they are to be achieved.

The EMP shall also be designed to achieve and to sustain, environmental improvements, and shall be authorised by the General Manager prior to implementation.

5.2 Monitoring of EMPs

The EMS Manager shall regularly review the progress of EMPs with relevant Department Heads to ensure that the programmes are being carried out effectively and in accordance with the established timeframes and shall revise the programme schedules where necessary.

The Department Heads shall maintain necessary records for monitoring and future evaluation purposes. Following discussion with the EMS Manager, the Department Heads shall change the EMPs to meet the environmental policy, objectives and targets whenever necessary, or shall consider revising or canceling the environmental objectives and targets (CP 04).

Upon completion of the EMP, the EMS Manager shall ensure the sustainability of the environmental policy, objectives and targets in terms of future developments and changes. The EMS Manager shall evaluate the effectiveness of EMP for future reference and may consider revising it where necessary.
6.0 Relevant Records

The EMS Manager shall retain the following records for a minimum period of three years:

- Environmental Management Programme - Form CP 04[1]
- Monitoring records of Environmental Management Programmes
1.0 Purpose

To define, document and communicate the various roles, responsibilities and authorities of appropriate Hotel staff for the establishment, implementation and maintenance of the EMS within the Hotel.

2.0 Scope

This procedure defines the management roles, responsibilities and authorities of key Hotel staff, including the provision of necessary resources essential to the effective implementation and control of the EMS.

3.0 References

- ISO 14001:1996 - 4.4.1 Structure and responsibilities

4.0 Responsibilities

- General Manager
- EMS Manager
- Senior Executives
- Department Heads
- All Staff

5.0 Procedure

5.1 Defining Roles, Responsibilities & Authorities

The Top Management Team shall define and communicate the various roles, responsibilities and authorities for Hotel employees within the EMS, where:

- Such environmental roles and responsibilities shall include different functional areas (e.g. environmental, operational management, staff functions, etc.) of the Hotel. These roles and responsibilities shall be stated in suitable Corporate Procedures, Corporate Instructions and Departmental Instructions, as necessary; and

- Such roles and responsibilities shall include sufficient flexibility towards environmental management changes and shall be able to be easily communicated using a responsibility matrix (refer to Appendix I of the Policy Manual).

Senior Executives, as authorised by the General Manager, shall provide sufficient resources (i.e. human resources, specialised skills, technology, equipment and financial resources) essential to the effective implementation and maintenance of the EMS. All staff shall implement the EMS according to the established Procedures and Instructions.

5.2 Management Representative

The General Manager shall appoint a specific management representative, i.e. the EMS Manager to:

- Implement and maintain the EMS, coordinate environmental activities and operations;
- Ensure that current Hotel operations conform to the established EMS and the ISO 14001 Standard;
- Report EMS performance to Top Management for review and as a basis for improvement; and
- Work with others to modify the EMS when necessary.
5.3 Review Structure & Responsibilities

The General Manager, with assistance from the EMS Manager, shall regularly review and revise the EMS management structure, environmental roles, responsibilities and authorities of staff as defined in the EMS, at least once annually so as to ensure that it remains appropriate to the current situation of the Hotel. Appropriate adjustments to the EMS shall be made from time to time, to ensure that it is operated in an efficient and effective manner.

The General Manager shall audit and monitor EMS activities and the operations of every department with other Senior Executives.

6.0 Relevant Records

None.
1.0 Purpose

To identify staff training needs, to provide appropriate training for staff whose work may create a significant impact upon the environment, and to ensure that Hotel staff are made sufficiently aware of environmental impacts associated with their tasks, including emergency preparedness and response requirements, and are competent to perform these tasks.

2.0 Scope

This procedure applies to the identification and provision of appropriate training in order to enhance the effective implementation of the Hotel's EMS, including:

- Increasing staff’s environmental awareness of how to improve the Hotel's various environmental management initiatives; and
- Ensuring that staff performing tasks that can cause significant environmental impacts and have potential to respond to accidents and emergency situations, have received appropriate education, training and / or experience for competent performance.

3.0 References

- ISO 14001:1996 - 4.4.2 Training, awareness and competence
- ISO 14001:1996 - 4.4.7 Emergency preparedness and response

4.0 Responsibilities

- General Manager
- Human Resources Manager
- EMS Manager
- Department Heads
- All Staff

5.0 Procedure

5.1 Training Needs

The Human Resources Manager, with assistance from the EMS Manager, shall identify general EMS requirements for all staff and identify the training needs for them in relation to their various positions.

The Department Heads shall identify specific EMS training needs for their subordinates, based on past EMS audit results, non-conformance reports, completeness of procedures, technological changes, new legislation, staff recommendations, staff qualifications and other relevant factors.

All staff are encouraged to identify and discuss their own training needs at any time, or to recommend any relevant training programmes for consideration.

5.2 Training Plans

With reference to previously provided training, the Department Heads and the Human Resources Department Head, shall develop Annual EMS Training Plans (Form CP 07 [1]) to meet the identified and agreed training needs.

The EMS Manager shall hold meetings with the Department Heads to ensure that the Annual EMS Training Plans are appropriate, and that resources for training are cost-effectively allocated. The General Manager shall finally approve and authorise the Plans prior to implementation.
5.3 Training Programmes

The Human Resources Manager and other Department Heads shall arrange internal / external training programmes for their staff, with assistance from the EMS Manager. Department Heads shall arrange relevant staff to attend the training programmes and ensure that the training is appropriate to the staff.

At corporate level, the Human Resources Manager shall develop EMS training packages for Hotel staff, including packages specifically for new employees, such as general ISO 14001 EMS awareness programmes, legislative control workshops, etc. The training programmes can either be incorporated into regular staff training programmes, or can be provided individually.

Department Heads shall provide on-the-job EMS training for their new subordinates in specific corporate instructions and work instructions and shall initiate regular training for relevant staff who require appropriate skills and knowledge in performing tasks that can cause significant environment impacts on the environment or have potential to emergencies situation and accidents, such as chemical handling, waste storage, fire prevention training, etc.

5.4 Non-formal Training

Department Heads shall provide non-formal training for their subordinates (e.g. briefing sessions, staff meetings, tool box meetings, etc.), assigning a qualified and experienced staff to train new employees about specific EMS practices along with other practical training.

5.5 Maintenance & Control

Department Heads, including the Human Resources Manager, shall track the training programmes and maintain the programmes and participation records. All staff participating in formal training shall complete Post-Course Evaluation Forms. The Department Heads shall discuss and evaluate the effectiveness of each training programme, based on the performance of staff and post-course evaluation results.

5.6 Other Procedures

The Human Resources Manager shall factor EMS skills and requirements into recruiting, selection, and new employee orientation initiatives. Trainers shall be carefully selected. Department Heads shall provide ‘job aids’, such as written or pictorial job procedures, decision tables or flow charts, for supplementing training and to help instil competence to staff.

6.0 Relevant Records

The Human Resources Manager shall retain the following records for a minimum period of three years:

- Annual EMS Training Plans - Form CP 07 [1]
- Training Participation Records
- Post-Course Evaluation Forms
- Training Manuals and Materials

Department Heads shall retain the following records for a minimum period of three years:

- Annual EMS Departmental Training Plans
- Training Participation Records
- Post-Course Evaluation Forms
- Training Manuals and Materials
<table>
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<tr>
<th>Type of Training to be Provided</th>
<th>Training Purpose</th>
<th>Programme Details</th>
<th>Target Audience</th>
<th>Training Mode</th>
<th>Date / Month</th>
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Authorised / Approved by: ________________________________
1.0 Purpose

To establish the means for effective internal and external communications with regards to the Hotel's environmental aspects and the environmental management system.

2.0 Scope

This procedure applies to the various processes for internal communications within the Hotel and for the receiving, documenting and responding to relevant communications from external interested parties regarding the environmental issues, environmental aspects and the environmental management system of the Hotel.

3.0 References

- ISO 14001:1996 - 4.4.3 Communication
- ISO 14001:1996 - 4.5.2 Nonconformance and corrective and preventive action
- ISO 14001:1996 - 4.5.3 Records
- CP 13 Non-Conformance

4.0 Responsibilities

- EMS Manager
- Department Heads
- All Staff

5.0 Procedure

5.1 Internal Communications

The EMS Manager shall establish and maintain an internal communications mechanism so that information regarding the EMS can be disseminated from the Top Management Team down to staff at various levels and departments within the Hotel.

The EMS Manager, or other Senior Executives as necessary, shall internally announce environmental requirements, changes, procedures, activities or other relevant information regarding the Hotel through appropriate media, such as staff homepage, e-mail, newsletters, staff meetings, employee meetings, bulletin boards, internal information circulation, etc.

All staff are encouraged to make suggestions, inquiries and complaints directly to their Department Heads, Human Resource Staff or to the EMS Manager, whom shall complete Form CP 08 [1] and submit it to the EMS Manager, other than for Non-conformance Reports, which shall be submitted using Form CP 13[1].

All internal communications amongst senior staff and departments shall preferably be undertaken using electronic media, such as intranet, e-mail, data transfer, etc., in order to minimise the use and subsequent wastage of paper for routine communications.

5.2 External Communications

The EMS Manager shall establish an external communications mechanism for communicating the Hotel's various environmental activities and relevant information to, and receiving, documenting and responding to suggestions inquires or complaints received from, external interested parties.
The General Manager and the Public Relations Manager, with assistance from the EMS Manager, shall externally announce appropriate environmental issues affecting the Hotel through the Hotel's homepages, press releases, advertisements, newsletter, conferences, seminars, etc.

Public Relations Department staff shall receive and promptly inform the EMS Manager of any external enquiries, complaints, suggestions, reports, etc., regarding the EMS, using Form CP 08 [1]. All Non-conformance Reports shall be submitted to the EMS Manager using Form CP 13[1].

5.3 Feedback

The EMS Manager shall document and respond to all such reported and recorded cases within five working days, where external feedback has priority. The EMS Manager shall reply to both internal and external parties with a follow-up report, together with a letter of appreciation and a request for further feedback, using media such as electronic questionnaires, wherever possible.

5.4 Review

The General Manager shall hold bi-monthly meetings together with the EMS Manager and Department Heads to review both internal and external communication issues and feedbacks as well as considering the overall effectiveness of the communication processes.

The EMS Manager shall record and promptly integrate all agreements reached in the review meeting into existing procedures and instructions, as appropriate. Details of the meeting shall be recorded in Meeting Minutes.

6.0 Relevant Records

The EMS Manager shall retain the following records for a minimum period of three years:

- EMS Communications Form - Form CP 08[1]
- Bi-monthly Meeting Minutes
# EMS Communications Form

**Report No:**

(EMS Manager use only)

□ Internal* □ External*

<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Contact Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department</td>
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</tr>
<tr>
<td>Position</td>
<td>E-mail Address</td>
</tr>
<tr>
<td>E-mail Address</td>
<td>Address</td>
</tr>
<tr>
<td>Tel / Fax No’s.</td>
<td>Tel / Fax No’s.</td>
</tr>
</tbody>
</table>

**Summary:**

□ Suggestion □ Enquiry □ Complaint □ Report □ Others

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<table>
<thead>
<tr>
<th>Record Person: _______________ Department: _________________ Date: _________________</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Action Taken:</th>
<th>(EMS Manager(s) Use Only)</th>
</tr>
</thead>
</table>

**Nature of Information***:

□ General □ Non-conformance (Please fill in Form CP 12[1] EMS Non-conformance Report)

**Parties Involved:**

**Summary of Action:**

---

<table>
<thead>
<tr>
<th>Responsible Person: _______________ Completion Date: _________________</th>
</tr>
</thead>
</table>

**Follow-up Action***:

1. Is the proposed action completed on time? □ Yes □ No

   (Reasons for non-completion)

2. Is there further action required? □ Yes □ No (Please fill in a new Form CP 12)

3. Have you replied to the person who made the suggestion / enquiry / complaint / report?

   □ Yes □ No (Please refer to Corporate Procedure (CP 08 Communications))

**EMS Manager:** ________________________ **Date:** ________________________
1.0 Purpose

To establish, develop and maintain necessary levels of documentation for the effective control, distribution and updating of Environmental Management System (EMS) documents.

2.0 Scope

This procedure applies to all staff involved in the establishment and transmission of EMS documents in order to ensure they are distributed in a controlled manner, are well understood and effectively operated. This procedure also ensures that EMS documents can be quickly and easily located, and are periodically reviewed and updated while the distribution is identifiable and obsolete documents are removed.

3.0 References

- ISO 14001:1996 - 4.4.4 Environmental management system documentation
- ISO 14001:1996 - 4.4.5 Documentation control
- CP 08 Communications

4.0 Responsibilities

- General Manager
- EMS Manager
- Department Heads

5.0 Procedure

5.1 Identifying EMS Documents

The various levels of EMS documentation in The Green Stars Hotel includes:

- Policy Manual;
- Corporate Procedures;
- Corporate Instructions;
- Departmental Instructions; and
- Environmental Records.

5.2 Documentation

The EMS Manager (or Management Consultants) shall compile and update the various EMS documents in accordance with the requirements of the ISO 14001:1996 Standard and provide references to other documents within the system. Such documentation shall be reviewed and approved by relevant Department Heads, the EMS Manager and shall be finally authorised by the General Manager.

Any revisions to the EMS documents shall be authorised by the General Manager, which should preferably be undertaken using electronic media, such as the Hotel’s Intranet, e-mail, data transfer, etc., in order to minimise the use and subsequent wastage of paper for draft documents.

All EMS documents shall be prepared using the standard format (as per this procedure) with headers and footers indicating the document title, the authorising party, a reference, an effective date, a file name, revision status and a page number.

All Hotel staff shall follow the existing procedures and instructions and are encouraged to suggest changes or additions as may be necessary from time to time. All suggestions for changes and improvements shall be issued to the EMS Manager, using Form CP 08 [1].
The EMS Manager shall coordinate a review of either changes or additions to the EMS documents with the General Manager and other senior staff if required. The EMS Manager shall prepare / update new versions of EMS documents and distribute controlled and uncontrolled documents to key staff and / or external organization, and shall record the revision status in the EMS Documentation Index using Form CP 09 [1].

5.3 Documentation Control

The EMS Manager shall establish an EMS Library system to locate, label and index the EMS documents. The EMS Manager shall periodically review the contents of the controlled documents, to identify those that are obsolete, those that should be withdrawn, and those that should be revised, and to identify additional documents that should be added to the Library.

All controlled copy documents shall be labelled on the first page by a red stamp / chop with a unique copy number and which shall not be reproduced. Staffs shall only borrow documents from the Library system and shall return the document within five working days. Staff must insert relevant details, date, and their signature in the Borrowing Book. The EMS Manager shall ensure that documents in the Library system are returned and shelved properly.

The EMS Manager shall distribute controlled documents to relevant staff only and ask for their received signature, using the EMS Documentation Distribution List (Form CP 09 [2]). The EMS Manager shall also control the distribution of EMS document within the Intranet of the Hotel wherever possible.

6.0 Relevant Records

The EMS Manager shall retain the following records for three years:

- EMS Documentation Index - Form CP 09[1]
- EMS Documentation Distribution List - Form CP 09[2]
<table>
<thead>
<tr>
<th>Document No.</th>
<th>Document Title</th>
<th>Revision No.</th>
<th>Author</th>
<th>Reviewer</th>
</tr>
</thead>
</table>

The Green Stars Hotel
<table>
<thead>
<tr>
<th>Copy No.</th>
<th>Original (O) / Duplicate (D)*</th>
<th>Date of issue</th>
<th>Holder / Location</th>
<th>Received Signature</th>
<th>Withdrawal Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Original</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>002</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>003</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Please delete those non-applicable

Drafted by: [Name]
[Date]
1.0 Purpose

To identify those operations and activities associated with the Hotel’s significant environmental aspects and to effectively control all such processes to ensure that the environmental policy is followed, the environmental objectives are achieved and that all associated operations and activities are controlled.

2.0 Scope

This procedure applies to all identified operations, activities, products and services that are associated with the Hotel’s significant environmental impacts, as previously identified. It also applies to the establishment of a set of associated Corporate Instructions / Departmental Instructions for staff to perform their tasks and duties effectively and to thus conform to the EMS policy, objectives and targets.

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.5.2 Nonconformance and corrective and preventive action
- CP 07 Training
- CP 13 Non-Conformance
- Register of Significant Environmental Aspects

4.0 Responsibilities

- General Manager
- EMS Manager
- Department Heads

5.0 Procedure

5.1 Establishing Procedures & Instructions

The Department Heads, with assistance from the EMS Manager and those staff required to implement the procedures and instructions, shall identify and document those key processes from which the Hotel's significant environmental impacts arise and assess their respective needs for control.

The Department Heads shall draft relevant procedures and instructions in an accurate and realistic manner in order to prevent / manage all adverse environmental impacts. Where practicable, procedures and instructions for those processes causing insignificant environmental impacts may also be established.

All new or revised procedures and instructions shall first be approved by the respective Department Heads, and then authorised for use by the General Manager.

5.2 Review & Revision of Procedures & Instructions

Department Heads shall review and revise existing procedures and instructions as necessary, in order to ensure that the procedures and instructions fulfill the requirements of the ISO 14001:1996 Standard and are otherwise in accordance with the practical situation of the Hotel.

Such reviews shall include conducting interviews with employees, in order to collect opinions about current operations and processes and creative suggestions. Department Heads shall update changes to procedures and instructions as soon as possible and announce and explain the latest version.
5.3 Monitoring Procedures & Instructions Implementation

The Department Heads shall ensure that their subordinates have read, understood and are complying with all relevant procedures and instructions when performing their tasks through checking (e.g. spot-checking), monitoring and supervising their work, providing necessary training (according to CP 07) and keeping suitable records. If there is any non-conformance, the Department Heads shall follow CP 13 to fill in an EMS Non-conformance Report.

The Department Heads, assisted by the EMS Manager and Senior Executives, shall also seek to apply procedures to business partners (both suppliers and contractors) in order to effectively control all possible environmental impacts associated with the procedures.

Senior Executives shall seek to jointly establish with other nearby Hotels certain environmentally friendly requirements for chemicals, raw materials, or other goods and services from their common vendors / suppliers, and also seek to standardise procedures wherever possible.

6.0 Relevant Records

The EMS Manager shall retain the following records and update them whenever necessary:

- Correspondence (supplier, contractors, hotels nearby)

The Department Heads shall keep and update the following records:

- Register of Significant Environmental Aspects
1.0 Purpose

To provide measures for the prevention and mitigation of adverse environmental impacts that may be associated with potential accidents and emergency situations.

2.0 Scope

This procedure applies to the establishment and maintenance of measures to assess the potential for accidents and emergencies, to prevent incidents and their associated environmental impacts, to respond to incidents and to mitigate associated impacts. The procedure also establishes a mechanism to review and revise as well as periodically test and report the emergency plans / procedures.

3.0 References

- ISO 14001:1996 - 4.4.7 Emergency preparedness and response
- CP 07 Training

4.0 Responsibilities

- General Manager
- Senior Executives
- Security Manager
- Safety Team
- Department Heads
- EMS Manager

5.0 Procedure

5.1 Identification of Potential Emergencies, Accidents & Incidents

The Security Manager shall chair a Safety Team to identify and record potential accidents and emergency situations or any non-conformance against the regulatory programmes in different areas of the Hotel. Safety Team members shall assess the potential scale and probability of accidents and emergencies.

Potential accidents and emergency situations shall include, but shall not necessarily be limited to:

- Leakage and spillage of chemicals and dangerous goods, and their wastes;
- Accidental release and discharge of hazardous substances to air, water and land;
- Explosion of inflammable substances;
- Fire occurrence;
- Accidents as a result of equipment failure; and
- Accidents as a result of staff negligence, lack of awareness, and incompetence.

5.2 Development, Review & Revision of Emergency Preparedness & Response Manual

The Security Manager shall review and revise the existing measures related to emergency and accident situations in the Hotel and shall develop an updated Emergency Preparedness and Response Manual.

Such Manual shall be distributed to Department Heads and shall include, but shall not necessarily be limited to, the following scope:

- Potential accident and emergency situations;
- Handling of hazardous materials used in the Hotel;
- Key organisational responsibilities;
- Arrangements with local emergency support / services providers;
Emergency response procedures, including emergency communications procedures;
Locations and types of emergency response equipment, including access arrangements;
Checking and maintenance of emergency response equipment;
Training / testing of personnel;
Testing of alarms / public address systems;
Evacuation routes and exists (map) and assembly points; and
Checking for non-conformances against the emergency preparedness and response plan.

Department Heads, with the assistance of the EMS Manager, shall provide appropriate and adequate emergency preparedness and response training or demonstrations to relevant staff so that the staff can know how to prevent or respond to accidents and emergency situations, and understand the adverse environmental impacts that may be associated with them.

All the Hotel staff have the responsibility to report all occurrences of accidents to their Department Head while the relevant Department Heads shall compile a suitable Post Accident Report to the General Manager to describe accidents, clearly stating the reasons, impacts of the accidents (including any environmental impacts) and mitigation measures.

The Department Heads, with assistance from the Security Manager, shall integrate the established emergency preparedness and response measures into their relevant Corporate Instructions and Work Instructions, as well as providing training / demonstration programmes in order to ensure that their subordinates are made aware of the latest changes.

The General Manager shall hold quarterly Safety Meetings with the Security Manager, Department Heads, EMS Manager and Senior Executives to review and revise the current emergency plan, emergency preparedness and response measures as well as accidents that have happened previously in order to ensure that the Plan is complete and effective.

5.3 Testing & Maintenance of Safety Equipment

The Security Manager shall assign right personnel (internal staff or external contractors) with appropriate skills to check, maintain and examine the tools and equipment (e.g. fire extinguishers, smoke detectors, etc.) needed for the emergency preparedness and response measures regularly.

6.0 Relevant Records

The Safety Manager shall retain the following records for a minimum period of three years:

- Post Accident Reports

The Security Manager shall retain the following records indefinitely, and update them whenever necessary:

- Material Safety Data Sheets
- Emergency Preparedness and Response Manual
- Safety Equipment Checking Record
- Correspondence of relevant authority
- Emergency Preparedness and Response Training and / or Demonstration Records
1.0 Purpose

To develop procedures for monitoring key characteristics of operations and activities in the Hotel that can have significant environmental impacts and for tracking performance in terms of meeting environmental objectives and targets as well as conformance to relevant environmental legislation and regulations.

2.0 Scope

This procedure applies to monitoring and measuring the following factors in the Hotel:

- Key characteristics of operations and activities that can have significant impacts on the environment;
- Adequacy and effectiveness of operational control procedures and instructions for controlling the identified significant environmental aspects;
- Conformance to environmental policy, objectives and targets; and
- Compliance with relevant environmental legislation and regulations.

3.0 References

- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- CP 01 Environmental Policy
- CP 04 Environmental Objectives and Targets
- CP 10 Operational Control
- CP 13 Non-Conformance

4.0 Responsibilities

- EMS Manager
- Senior Executives
- Department Heads

5.0 Procedure

5.1 Establishment of Monitoring & Measurement Plans

The Department Heads, in consultation with other senior executives in the department and the EMS Manager, shall establish and implement Monitoring and Measurement Plans in key areas, such as:

<table>
<thead>
<tr>
<th>Key Monitoring Areas</th>
<th>Measurements Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sewages Discharge</td>
<td>Biochemical Oxygen Demand (BOD)</td>
</tr>
<tr>
<td></td>
<td>Mass of Oil and Grease</td>
</tr>
<tr>
<td>Electricity Consumption</td>
<td>Electricity consumption of certain floor or functional areas</td>
</tr>
<tr>
<td>Air Pollutants Emission</td>
<td>Boiler emissions (carbon dioxide, nitrogen oxides, smoke density and flue gas temperatures)</td>
</tr>
<tr>
<td></td>
<td>Cooking emissions (smoke density and flue gas temperatures)</td>
</tr>
<tr>
<td>Solid Waste Disposal</td>
<td>Number of bins of general solid waste</td>
</tr>
<tr>
<td></td>
<td>Number of bins of F&amp;B solid waste</td>
</tr>
<tr>
<td></td>
<td>Number of bins of construction and demolition waste</td>
</tr>
<tr>
<td>Recyclables Collection</td>
<td>Weight of recyclable items (paper, aluminium, plastic, glass, etc.)</td>
</tr>
<tr>
<td>Laundry Inventory</td>
<td>Quantity of linen cleaned and disposed</td>
</tr>
<tr>
<td></td>
<td>Quantity of towels cleaned and disposed</td>
</tr>
<tr>
<td>Conformance to environmental policy, objectives and targets</td>
<td></td>
</tr>
<tr>
<td>Compliance with relevant environmental legislation and regulations</td>
<td></td>
</tr>
<tr>
<td>Adequacy and effectiveness of procedures for controlling significant environmental aspects</td>
<td></td>
</tr>
</tbody>
</table>
5.2 Operations of Monitoring & Measurement Plans

Department Heads shall integrate the Monitoring and Measurement Plans into the procedures (i.e. CP 10) of their department and ensure that significant environmental impacts from the Hotel are periodically monitored, measured and recorded. All monitoring equipment shall be calibrated and all measurements shall be documented and compared with previous records and legislative requirements (as appropriate).

Senior Executives, the EMS Manager and the Department Heads shall also check (e.g. spot-check) whether the Plans in the procedures are implemented accordingly. In case of non-conformance, relevant Department Heads shall investigate each incident and shall establish appropriate corrective and preventive actions according to Corporate Procedure CP 13.

The EMS Manager shall hold bi-monthly meetings with the Department Heads and Senior Executives to evaluate environmental performance, as well as to review and revise the Plans according to the adequacy and effectiveness of the Plan, any changes in the practical situation of the Hotel and any legislative requirements. Any changes to Procedures and / or Instructions shall be informed to the relevant staff. Details of the meeting shall be recorded in Meeting Minutes.

5.3 Achievement of Objectives & Targets & Compliance with Environmental Legislation & Regulations

The EMS Manager shall regularly discuss with the relevant Department Heads about progress made towards achieving previously established policy, objectives and targets (i.e. CP 01 and CP 04). The EMS Manager shall also compile Annual Legal Compliance Evaluation Reports in order to evaluate compliance with relevant environmental legislation and regulations. In cases of non-conformance, appropriate corrective and preventive actions shall be taken accordingly.

6.0 Relevant Records

The EMS Manager shall retain the following records for a minimum period of three years:

- Annual Legal Compliance Evaluation Reports
- Progress Reports of Environmental Policy, Objectives and Targets
- EMS Non-conformance Reports
- Meeting Minutes

Department Heads shall retain the following records for a minimum period of three years:

- Monitoring and Measurement Plans
- Monitoring and Measurement Records and Results
1.0 Purpose

To establish a procedure for identifying and handling non-conformances, and for establishing, revising and monitoring corrective and preventive actions against identified non-compliances.

2.0 Scope

This procedure applies to all Hotel departments for establishing and maintaining procedures to define responsibilities and authority for handling and investigating non-conformances within the Hotel’s EMS, and for the taking of appropriate action(s) to mitigate any adverse impacts caused and for initiating and completing corrective and preventive actions.

3.0 References

- ISO 14001:1996 - 4.5.2 Nonconformance and corrective and preventive action
- ISO 14001:1996 - 4.5.4 Environmental management system audit
- ISO 14001:1996 - 4.6 Management review
- CP 08 Communications
- CP 11 Accidents and Emergency Situations
- CP 15 EMS Audits
- CP 16 Management Review

4.0 Responsibilities

- General Manager
- Senior Executives
- EMS Manager
- Department Heads
- All staff

5.0 Procedure

5.1 Identification of Non-Conformances

The EMS Manager has established and maintains an effective mechanism to identify, investigate, correct and prevent actual or potential instances of nonconformity within the Hotel’s EMS. Each department implements the mechanism within its own activities and operations.

All staff shall immediately report any abnormal situations to the Department Heads, such as the improper storage of waste, any unusual smells, water wastage, etc. Department Heads and senior executives shall perform regular checks (e.g. spot-checks) to identify any non-conformances.

The Department Heads and Senior Executives shall report non-conformances to the EMS Manager, using Form CP 13 [1] or by direct contact if there is an Emergency (refer to CP 11). The EMS Manager shall circulate EMS Audit Reports, consolidated with Form CP 13 [1], to Department Heads.

5.2 Non-Conformances Correction & Prevention

Department Heads, in consultation with the EMS Manager, shall investigate the causes of any non-conformances, and shall take appropriate corrective and preventive actions to eliminate the causes of non-conformances.

The actions shall be appropriate to the magnitude of encountered problems and commensurate with the environmental impact(s) encountered as well as recording defined responsibilities. The EMS Manager shall ensure that required actions are promptly implemented after approving Form CP 13 [1]. Such actions shall also be informed to relevant Hotel staff.
5.3 Monitoring Corrective & Preventive Actions

The EMS Manager shall monitor and revise previously established corrective and preventive actions with relevant Department Heads whom shall also advise on the progress and effectiveness of actions already taken. Each area of non-conformance shall be rechecked to ensure successful implementation.

All staff shall be encouraged to report problems and to suggest ideas about the actions (e.g. via suggestion boxes, contests and incentive programmes, etc.), referring to CP 08. The implementation results (whether successful or not) shall be recorded on Form CP 13 [1].

The General Manager shall review all non-conformances issued together with the EMS Manager, Department Heads and Senior Executives (i.e. the Top Management Team) in the annual Management Review Meeting. The EMS Manager shall update successful corrective and preventive actions into relevant EMS procedures / documents and re-issue them accordingly.

6.0 Relevant Records

The EMS Manager shall retain the following records for three years:

- EMS Non-Conformance Reports - Form CP 13[1]
The Green Stars Hotel

EMS Non-Conformance Report

<table>
<thead>
<tr>
<th>Report No.:</th>
<th>(EMS Manager use only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td></td>
</tr>
<tr>
<td>Reasons for Non-conformance*:</td>
<td>□ Monitoring and Management □ Communication</td>
</tr>
<tr>
<td>□ Accident</td>
<td>□ EMS Audit □ Others</td>
</tr>
<tr>
<td>Findings:</td>
<td></td>
</tr>
<tr>
<td>Time of Occurrence:</td>
<td></td>
</tr>
<tr>
<td>Reported by:</td>
<td>(Name / Signature)</td>
</tr>
<tr>
<td>Department Head / Auditor:</td>
<td>(Name / Signature)</td>
</tr>
<tr>
<td>Date of Report:</td>
<td></td>
</tr>
<tr>
<td>To be completed by Department Heads</td>
<td></td>
</tr>
<tr>
<td>Suggested Corrective and Preventive Actions:</td>
<td></td>
</tr>
<tr>
<td>Responsible Person(s):</td>
<td></td>
</tr>
<tr>
<td>Estimated Completion Date:</td>
<td></td>
</tr>
<tr>
<td>Department Head:</td>
<td>Date:</td>
</tr>
<tr>
<td>Approved by EMS Manager:</td>
<td>Date:</td>
</tr>
<tr>
<td>(Please Forward this document to EMS Manager)</td>
<td></td>
</tr>
<tr>
<td>Review of Follow Up Action:</td>
<td></td>
</tr>
<tr>
<td>EMS Manager:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

* Please tick the appropriate box(es)
1.0 Purpose

To establish procedures for the identification, maintenance and disposition of environmental records.

2.0 Scope

This procedure applies to the management of the following environmental records in order to demonstrate conformance (or otherwise), to the requirements of the ISO 14001:1996 Standard:

- Annual EMS Department Training Plans, Training Manuals and Materials, Post-Course Evaluation Forms, etc.;
- Annual Legal Compliance Evaluation Reports;
- Correspondence to relevant Authorities;
- Emergency Preparedness and Response Training or Demonstration Records;
- EMS Communications Forms;
- EMS Documentation Distribution Lists;
- EMS Documentation Index;
- EMS Non-Conformance Reports;
- EMS Operational Control Reports;
- EMS Training Participation Records;
- Equipment Calibration and Maintenance Records;
- Information of Suppliers and Contractors;
- Management Review Reports;
- Monitoring and Measurement Plans;
- Monitoring and Measurement Records;
- Permits, Licenses and other Approvals;
- Post Accidents Reports;
- Progress Reports of Environmental Objectives and Targets;
- Register of Significant Environmental Aspects;
- Revision records of each EMS Document or Procedure; and
- Specifications / instruction sheets of products.

Details of the above records and related responsibilities are explained and defined within specific EMS procedures.

3.0 References

- ISO 14001:1996 - 4.5.3 Records
- ISO 14001:1996 - 4.4.5 Document control
- CP 09 Document control

4.0 Responsibilities

- EMS Manager
- Department Heads

5.0 Procedure

5.1 Maintenance of Records

All required environmental records shall be completed by responsible personnel, and shall be approved by Department Heads, the EMS Manager or authorised Hotel staff. Such records shall be established and maintained according to the relevant EMS documents / procedures / instructions.
The Department Heads and the EMS Manager shall ensure that relevant EMS records are accurate, complete and suitably maintained. Distribution and borrowing of controlled documents shall be recorded on Form CP 09 [2] (refer to CP 09).

5.2 Storage & Retrieval of Environmental Records

All environmental records shall be clearly shown with their title, date, document number, control status, responsible person and other useful information so that they can be retrieved easily and quickly.

Those Hotel staff who keep the various records shall be sure as to who needs to be able to routinely access what records, and in what circumstances and ensure that they are easily able to do so.

5.3 Retention & Disposition of Environmental Records

The EMS Manager shall ensure that the retention times and responsibilities for maintaining EMS records are clearly defined in the EMS procedures and instructions. Responsible Hotel staff shall normally keep the records for a minimum period of three years.

5.4 Management of Obsolete Environmental Records

Hotel staff that keeps the records shall identify and dispose of obsolete records. Any records kept for long-term reference purposes shall be isolated from active records and clearly labeled, in order to prevent use.

6.0 Relevant Records

None.
## Document / Records Retention Responsibility and Period

<table>
<thead>
<tr>
<th>Document / Record Name</th>
<th>Responsible Hotel Staff</th>
<th>Control Status</th>
<th>Keeper</th>
<th>Retention Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual EMS Department Training Plans</td>
<td>Department Heads</td>
<td>Controlled</td>
<td>Department Heads</td>
<td>3 years</td>
</tr>
<tr>
<td>Training Manuals and Materials</td>
<td>Department Heads / Trainers</td>
<td>Controlled</td>
<td>Department Heads / Trainers</td>
<td>N/A</td>
</tr>
<tr>
<td>Post-Course Evaluation Forms</td>
<td>Training Participants</td>
<td></td>
<td>Department Heads</td>
<td>3 years</td>
</tr>
<tr>
<td>Annual Legal Compliance Evaluation Reports</td>
<td>EMS Manager</td>
<td>Confidential</td>
<td>EMS Manager</td>
<td>3 years</td>
</tr>
<tr>
<td>Correspondence with Relevant Authorities</td>
<td>Department Heads / EMS Manager</td>
<td></td>
<td></td>
<td>3 years</td>
</tr>
<tr>
<td>Emergency Preparedness and Response Training or Demonstration Records</td>
<td>Department Heads / Safety Manager</td>
<td>Controlled</td>
<td>Department Heads / Safety Manager</td>
<td>3 years</td>
</tr>
<tr>
<td>EMS Communications Forms</td>
<td>All Senior Staff</td>
<td>Controlled</td>
<td>EMS Manager</td>
<td>3 years</td>
</tr>
<tr>
<td>EMS Documentation Distribution Lists</td>
<td>Department Heads / EMS Manager</td>
<td>Controlled</td>
<td>Department Heads / EMS Manager</td>
<td>3 years</td>
</tr>
<tr>
<td>EMS Documentation Index</td>
<td>Department Heads / EMS Manager</td>
<td>Uncontrolled</td>
<td>Department Heads / EMS Manager, etc.</td>
<td>Update</td>
</tr>
<tr>
<td>EMS Non-conformance Reports</td>
<td>All Senior Staff</td>
<td>Controlled</td>
<td>EMS Manager</td>
<td>3 years</td>
</tr>
<tr>
<td>EMS Operational Control Reports</td>
<td>Department Heads</td>
<td>Controlled</td>
<td>All Senior Staff</td>
<td>Update</td>
</tr>
<tr>
<td>EMS Training Participation Records</td>
<td>Department Heads</td>
<td>Controlled</td>
<td>Department Heads</td>
<td>3 years</td>
</tr>
<tr>
<td>Equipment Calibration and Maintenance Records</td>
<td>Department Heads</td>
<td>Controlled</td>
<td>Department Heads</td>
<td>3 years</td>
</tr>
<tr>
<td>Information of Suppliers and Contractors</td>
<td>Department Heads / EMS Manager</td>
<td>Uncontrolled</td>
<td>Department Heads / EMS Manager</td>
<td>1 year</td>
</tr>
<tr>
<td>Management Review Report</td>
<td>EMS Manager</td>
<td>Controlled</td>
<td>EMS Manager and other Senior Staff</td>
<td>3 years</td>
</tr>
<tr>
<td>Monitoring and Measurement Plans</td>
<td>Department Heads</td>
<td>Controlled</td>
<td>Department Heads</td>
<td>3 years / update</td>
</tr>
<tr>
<td>Monitoring and Measurement Records</td>
<td>Department Heads</td>
<td>Controlled</td>
<td>Department Heads</td>
<td>3 years / update</td>
</tr>
<tr>
<td>Permits, Licenses and other Approvals</td>
<td>Relevant authority</td>
<td>--</td>
<td>General Manager</td>
<td>---</td>
</tr>
<tr>
<td>Post Accidents Reports</td>
<td>Safety Manager</td>
<td>Controlled</td>
<td>Safety Manager / Department Heads / General Manager</td>
<td>3 years</td>
</tr>
<tr>
<td>Progress Reports of Environmental Objectives and Targets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register of Significant Environmental Aspects</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revision Records for each EMS Document or Procedure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specifications / Instruction sheets of products</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Green Stars Hotel  EMS Audits
Environmental Management System  Corporate Procedure CP 15

1.0 Purpose

To provide guidelines for maintaining the effectiveness of the EMS in the Hotel and to ensure continual improvement of, as well as compliance with, the EMS against the ISO 14001:1996 Standard by the conducting of regular audits.

2.0 Scope

This procedure applies to determining the conformity of the EMS against planned arrangements. It also applies to finding out whether the EMS has been effectively implemented and maintained.

3.0 References

- ISO 14001:1996 - 4.5.4 - Environmental management system audit
- ISO 14001:1996 - 4.5.2 - Nonconformance and corrective and preventive action
- CP 13 - Non-Conformance
- Form CP 13 [1] - EMS Non-Conformance Report (past records)

4.0 Responsibilities

- General Manager
- Department Heads
- EMS Manager
- Lead Auditor
- Auditor

5.0 Procedure

5.1 Establishment of EMS Audit Teams & Audit Plan

The EMS Manager shall form an internal audit team consisting of trained EMS auditors from different departments, and shall develop and issue an annual EMS Audit Plan, detailing the required schedule for the audits, nominating the required audit team members, and defining the audit scope and methodology.

The EMS Auditors shall audit the activities of other departments on a rotating cycle, in order to ensure objectivity and they shall not audit their own areas of direct responsibility. Based on the environmental importance of the activity concerned and the results of previous audits, half-yearly or quarterly audits shall be carried out for each department.

5.2 Audit Methodology

The EMS Manager shall prepare and distribute EMS Audit Checklists to the audit team members, paying particular attention to those staff activities required to be audited against the EMS. Special attention shall be paid to previously found deficiencies and staff shall be questioned to ensure that Work Instructions are being followed and that appropriate training has been effectively given.

The auditor shall inform the EMS Manager of any non-conformance, using Form CP 13 [1]. The EMS Manager and relevant Department Heads shall follow up each recorded finding requiring corrective action according to Corporate Procedure CP 13.

The EMS Manager shall consolidate all EMS Non-Conformance Reports (Form CP 13 [1]) into an EMS Audit Report. A copy of the Report shall be circulated to the General Manager, the senior executives and Department Heads for information and for follow-up action. The EMS Audit Report shall also be used as part of the required input to the Management Review.
6.0 Relevant Records

The EMS Manager shall retain the following records for a minimum period of three years:

- EMS Audit Plans
- EMS Audit Checklists
- EMS Audit Reports
- EMS Non-Conformance Reports
1.0 Purpose

To routinely review the condition of the EMS and to ensure its continuing suitability, adequacy and effectiveness in terms of meeting the requirements of the ISO 14001:1996 Standard and the various Environmental Policy, Objectives and Targets of the Hotel.

2.0 Scope

This procedure applies to the determination and reporting of documented information concerning the overall environmental performance of the Hotel in order to allow the Top Management Team to evaluate the continuing suitability, adequacy and effectiveness of the EMS.

3.0 References

- ISO 14001:1996 - 4.6 Management review
- Form CP 13 [1] EMS Non-Conformance Report
- EMS Audit Report
- Legal Compliance Evaluation Report
- Progress reports of environmental objectives and targets

4.0 Responsibilities

- General Manager
- Senior Executives
- EMS Manager
- Department Heads

5.0 Procedure

5.1 EMS Management Review Meeting

The EMS Manager shall prepare an EMS Management Review Checklist to list all information necessary for the meeting as well as a meeting Agenda. The Checklist and the Agenda shall be circulated to the General Manager, Senior Executives and Department Heads before the meeting.

The EMS Manager, with assistance from the Department Heads, shall ensure that all of the required information on the Checklist is compiled and presented to the formal management review meeting, where such objectively derived information may typically include:

- EMS Audit Reports (internal and external);
- EMS Non-Conformance Reports;
- Progress reports of environmental objectives and targets;
- Monitoring records of achieved environmental objectives and targets;
- Monitoring records of environmental management programmes;
- Monitoring and measurement data;
- Legal Compliance Evaluation Report;
- Documented Communication Forms;
- Post Accident / Incident Reports; etc.

Such information may also typically include issues such as:

- Changes in the business environment that may influence policy, objectives and targets;
- New or changed legislation and other regulations or requirements;
- New or changed expectations and requirements of customers and interested parties;
- Changes in applicable technology and equipment;
- Changes in the activities, products or services provided by the Hotel; etc.
5.2 EMS Management Review Meeting

The EMS Manager shall conduct the EMS Management Review meeting at least once a year. The General Manager, Senior Executives, EMS Manager and Department Heads (i.e. the Top Management Team shall attend the meeting to discuss the following primary issues:

- Review of the Hotel’s overall environmental performance and degree of improvement;
- Review and revise environmental aspects and significant environmental impacts;
- Review and revise environmental objectives and targets;
- Review of the findings of EMS Audits and appropriate actions for improvement;
- Evaluation of the effectiveness of the EMS, resources allocation and utilization, and roles, responsibilities and authorities of staff;
- Evaluation of the suitability of the environmental policy and objectives and the need for changes in the light of:
  - Changing legislation
  - Changing expectations and requirements from interested parties
  - Changes in the activities, products or services provided by the Hotel
  - Technological changes
  - Previous experiences of non-conformances and deficiencies, such as accidents, incidents and complaints
  - Suggestions and views of staff and other external interested parties
- Identification of opportunities for continual improvements by:
  - Identifying areas of opportunity for improvement of the EMS which will lead to improved environmental performance, such as increases in effectiveness, cost reductions, better resources utilization, etc.
  - Identifying the root causes for non-conformances or deficiencies, and developing and implementing plans of corrective and preventive actions and providing appropriate training to address root causes and action changes.
  - Strengthening communications between Department Heads and their staff, and documenting specific changes in procedures during the implementation of corrective & preventive actions, and verifying the effectiveness of these actions.
  - Selecting proper methodology, procedures and staff to establish and implement environmental management programmes for the achievement of environmental objectives.

5.3 EMS Management Review Report

The EMS Manager shall compile an EMS Management Review Report to document the review results, suggestions and proposed actions for continual improvement, and all other relevant information, which shall be circulated to all relevant parties for information and / or action, as necessary.

The EMS Manager shall also update the EMS procedures and instructions (as necessary), with assistance from the Department Heads.

6.0 Relevant Records

The EMS Manager shall keep the following documents for a minimum period of three years:

- EMS Management Review Checklist
- EMS Management Review Meeting Agenda
- Minutes of the EMS Management Review Meeting
- EMS Management Review Report
Part C

Corporate Instructions
1.0 Significant Environmental Aspects & Impacts

Purchase, usage, storage and disposal of chemicals in any parts of the Hotel, which can cause adverse environmental impacts to air, water, land, material resources, flora and fauna.

2.0 Purpose & Scope

To control chemical handling, storage and disposal in order to minimise adverse health / safety / environmental impacts, and to ensure conformance with legal requirements.

This instruction applies to chemicals used in any parts of the Hotel and shall include, but shall not necessarily be limited to, the following applications and their direct byproducts:

- Air-conditioning
- Fan coil units
- Refrigerators
- Ice-maker
- Cleaning agents
- Wastewater treatment
- Water treatment
- Laundry usage
- Exhaust gas control

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.4.7 Emergency preparedness and response
- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- ISO 14001:1996 - 4.5.3 Records
- CP 11 Accidents and Emergency Situations

4.0 Responsibilities

- Security Manager
- Department Heads
- Chief Engineer
- Relevant Hotel staff

5.0 Instruction

5.1 Chemical Handling Manual & Training

The Security Manager shall compile, revise and update a Chemical Handling Manual with reference to the Material Safety Data Sheets (MSDS), containing copies of the chemical labels and the corresponding manufacturer’s instructions.

The Manual shall clearly show the safe chemical handling practices for each chemical and any associated emergency response procedures. The Manual shall be made available and easily accessible at relevant storage and application areas, such as the Technical Store and various Work Stations.

Relevant Hotel staff shall be trained to become familiar with safe chemical handling and emergency response procedures as accordance to the Manual. Department Heads shall organize training, including on-the-job training, for those staff who may be involved in chemical handling.

Various Training Participation Records, Post-Course Evaluation Forms, Training Manual and Materials shall be kept. The Department Heads shall send the appropriate Hotel chemical handling procedures and instructions to suppliers so as to ensure that they follow the proper procedures / instructions during delivery operations.
5.2 Chemical Labeling

In accordance with the MSDS, all chemicals shall be clearly labeled, indicating the chemical name, the corresponding risk symbol, the particular risks involved with use and the safety precautions that are required to be taken. The Department Heads shall assign experienced staff to replace any broken / damaged / unclear labels regularly. Relevant Department Heads shall ensure that chemicals are properly labeled.

5.3 Chemical Storage

All chemicals shall be safely stored in the Technical Store or other appropriate (and suitably designated) area. The Department Heads shall record the inventory of chemicals on Form CI 01[1].

Chemical containers shall be kept tightly closed at all times and stored in a safe and well-ventilated place in order to reduce fire and environmental risks. Such storage areas shall comply with the criteria stated in the corresponding instruction sheets / specification for the stored chemicals. Chemicals shall only be stored on solid bases such as floors, fixed shelving, cupboards, etc.

The chemicals shall be placed in an orderly manner with the chemical labels clearly visible. The chemicals shall be arranged so as to be easily accessible for being picked up by staff. Staff shall never pile up chemicals on top of each other. Chemicals shall not be mixed up with each other.

Smoking is strictly prohibited in all chemical storage areas, in order to minimise fire hazards and risks. All relevant Department Heads shall ensure that chemicals are properly stored.

5.4 Chemical Application

Only appropriate chemicals shall be used for specific purposes. If needed, chemicals shall be diluted to the exact dosage according to the Chemical Handling Manual and the container shall be labeled with clear descriptions of dilutions. Staff shall double-check the selected chemical against the label before using it. Staff shall NEVER use any chemical without a label, unless the Chief Engineer or the supplier confirms the contents.

The recommended application procedures / instructions for the safe use of chemicals shall be strictly followed, as stated on the chemical container’s labels or in the manufacturer’s instruction sheets / specifications. Staff shall wear rubber gloves, an apron, goggles and a mask while diluting or transporting chemicals or handling spillage.

The identity of chemicals shall be ascertained before transportation. A suitable trolley shall be used to transport heavy and large containers and cylinders storing chemicals, such as chlorine, refrigerants, oxygen and acetylene gas. The transportation routes shall be clear of obstruction, and without any sources of direct heat or ignition, particularly before transporting extremely flammable chemicals. All relevant Department Heads shall ensure that chemicals are properly applied and transported.

5.5 Spillage Handling

Hotel staff handling or working with / near chemicals shall be trained to become familiar with the Emergency Preparedness and Response Plan in CP 11.

In case of chemical spillage, contact with eyes or skin, or other kinds of accidents involving chemicals, Hotel staffs shall promptly follow the emergency response measures detailed on the chemical container’s label and shall promptly seek medical advice if necessary.

All relevant Department Heads shall ensure the chemical spillage handling procedures / instructions are followed. Hotel staff shall report all chemical accidents to the relevant Department Heads and Security Manager for following up. The Security Manager and relevant Department Heads shall establish and implement appropriate preventive and corrective actions if necessary (refer to Corporate Procedure CP 11). Post Accident Reports shall be conducted and kept by the Security Manager.
5.6 Prevention of Chemical Leakage

Hotel staff shall operate all equipment according to established guidelines and shall report any damage or any leakages to the Chief Engineer as soon as possible.

The Chief Engineer shall assign a Technician to maintain equipment, inspect for chemical leakages regularly and to repair any leaking equipment and to replace any damaged parts.

The Chief Engineer shall use and install proper parts in all equipment in order to prevent chemical leakages or fire hazards, such as installing safety control valves to prevent backflow of welding gas.

5.7 Chemical Waste Disposal

The Hotel shall register with the Director of Environmental Protection Department as a chemical waste producer according to the Waste Disposal (Chemical Waste) (General) Ordinance.

Chemical waste shall be stored in appropriate containers, according to the nature (e.g. organic, acidic, basic, evaporative, etc.) of the waste. This shall in turn help to avoid abnormal chemical reactions, leakage and volatilization to the environment prior to collection and disposal by an EPD licensed contractor. The amount of chemical waste shall be recorded in the Chemical Inventory Form.

Empty chemical containers shall be handled and disposed of in accordance with the manufacturer’s instruction sheets / specifications as normal waste, or shall be returned directly to the suppliers. All relevant Department Heads shall ensure the Chemical Waste is properly disposed.

5.8 Control of Chemical Byproducts

Department Heads, with assistance from the Chief Engineer, shall control the following chemical byproducts:

Hydrogen is a byproduct of Chlorinators (i.e. the seawater cooling plant), which is generated from the hydrogen generator and is discharged to an exhaust fan through a drainage pipe located in the hydrogen stack. The pipe to the sewer shall be located in a safe place away from electrical components.

6.0 Relevant Records

The Security Manager shall revise and update the following records whenever necessary:

- Chemical Handling Manual

The Security Manager shall retain the following records for a minimum period of three years:

- Post Accident Reports
- Chemical Inventory Forms

The Department Heads shall retain the following records for a minimum period of three years:

- Chemical Handling Manual
- Chemical Inventory Records - Form CI 01[1] Chemical Inventory
- Training Participation Records (Chemical Handling)
- Post-Course Evaluation Forms (Chemical Handling)
- Training Manuals and Materials (Chemical Handling)
7.0 Environmental Objectives, Targets & Programmes

**Environmental Objectives:**

- Ensure that all chemicals are handled properly to minimise health / safety / environmental risks.

**Environmental Targets:**

- Ensure that all chemicals are handled fully in accordance with manufacturer’s instructions;
- Provide stainless steel troughs for the safe storage and dilution of hazardous chemicals; and
- Provide suitable Personal Protective Equipment for all staff handling chemicals.

**Environmental Management Programmes:**

EMP CI 01 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
<table>
<thead>
<tr>
<th>Date</th>
<th>Chemical Name</th>
<th>Purpose</th>
<th>In</th>
<th>Out</th>
<th>Balance</th>
<th>Remarks</th>
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</tbody>
</table>
Environmental Objective: Ensure all Chemicals are handled properly to minimise health / safety / environmental risks.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Ensure all chemicals in stores are labelled properly.</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td>Target 2</td>
<td>Start on: ________</td>
<td>Order Stainless steel troughs for holding hazardous chemicals.</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td>Target 3</td>
<td>Start on: ________</td>
<td>Order and provide PPE to staff who handles the hazardous chemicals. (e.g. Mask Respirator, Gas Meter, Eye Wash Bottles,</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provide training to staff on safe chemical handling and emergency</td>
<td>Name: ______</td>
<td>Name: ______</td>
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<td></td>
<td></td>
<td>Send Hotel's chemical handling procedures to suppliers.</td>
<td>Name: ______</td>
<td>Name: ______</td>
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</table>
1.0 Significant Environmental Aspects & Impacts

Purchase, use, consumption and disposal of materials in any parts of the Hotel, which can cause adverse environmental impacts to air, water, land, material resources, flora and fauna.

2.0 Purpose & Scope

To identify appropriate ways to minimise waste arising from different Hotel Departments and to develop and implement resource and waste management practices that conform to the Hotel’s Environmental Policy, Objectives and Targets.

This instruction applies to material consumption in the Hotel, including general office supplies, engineering equipment, food and associated waste reduction and disposal processes.

3.0 Reference

- ISO 14001:1996 - 4.3.1  Environmental aspects
- ISO 14001:1996 - 4.3.3  Objectives and targets
- ISO 14001:1996 - 4.4.3  Communication
- ISO 14001:1996 - 4.4.4  Environmental management system documentation
- ISO 14001:1996 - 4.4.5  Document control
- ISO 14001:1996 - 4.4.6  Operational control
- ISO 14001:1996 - 4.5.3  Records
- CP 10  Document Control

4.0 Responsibilities

- Department Heads
- Purchasing Manager
- Executive Housekeeper
- Office Assistants
- All Staff

5.0 Instruction

5.1 General Office Supplies

Where identified, Hotel staff shall convey suggestions on improving products purchasing processes to the Purchasing Manager. General office stationery, such as ink-refillable pens, ballpoint pens, paper clips, rubber bands, etc. shall be reused in order to minimise waste.

Reusable toner cartridges shall be purchased for laser printers after their performance has been tested and approved. Refillable cartridges may also be available for certain inkjet printers. Empty cartridges shall be returned to the supplier for reuse during the delivery of new cartridges, wherever possible.

Solar energy operated calculators shall be used if possible. Rechargeable batteries shall be used to reduce new battery consumption whenever practicable, whilst mercury free batteries are also preferred.

Materials used for temporary applications, such as metal shelves used for exhibitions, shall be dismantled and stored carefully, and reused amongst other Departments. Shopping bags shall be collected for reuse.

All electronic data files shall be stored on hard disks and on the centralised computer server. These files shall be regularly backed-up in another computer that is located in a secure area. Anti-virus software shall be installed in all computers. Staff shall remove any obsolete files on hard disks and floppy disks. Floppy disks shall only be used for file transfer purposes.

5.2 Paper Consumption
5.1.1 Forms / Documents

The Department Heads shall revise all existing forms / documents and discontinue the use of unnecessary forms / documents. The Department Heads shall design and combine new forms with reduced size or similar functions. However, the use of non-recyclable NCR paper, paper cups, etc. shall be minimised.

5.1.2 Paper Purchasing

The Department Heads, with assistance from the Purchasing Manager, shall purchase and use recycled paper products as a high priority.

5.1.3 Printing & Photocopying

The Department Heads shall revise the needs for duplication of different kinds of documents and inform subordinates of all such decisions. Printing or copying shall be doubled-sided wherever possible. Two labeled carton boxes shall be placed next to printers and photocopiers. One box shall be used to store the one-side-used paper for reuse and the other box shall be used to collect waste paper for recycling.

Hotel staff shall place all ‘error’ copies into the respective boxes (i.e. one-side-used is reusable, two-sides-used is recyclable). The Office Assistants shall collect and mark reusable paper for internal reuse as far as possible, such as memo paper / draft paper.

Hotel staff shall revise (either personal or inter-personal revision) and preview documents on computer screens before printing them out. Staff shall avoid unnecessary photocopying / printing, by determining the exact number of copies required and ensuring the correct machine settings before photocopying / printing commences. Minimum numbers of hard copies shall be kept for record keeping purposes only.

5.1.4 Other Paper Saving Practices

Document control systems (refer to CP 10) shall be implemented to control the copying of documents and obsolete documents shall be regularly removed.

Paper saving notices shall be posted on office walls and notice boards to remind staff not to waste paper. Staff shall minimise the consumption of paper cups by using own cups or bottles.

All internal communications using paper shall be reduced by communicating through internal computing networks, notice boards, circulating documents among staff, general staff briefings, departmental morning briefings, hotel activities, casual communications, orientation and training courses where applicable, rather than printing individual copies to each staff.

If applicable, staff shall use the Hotel’s homepages, telephones, e-mail or computer fax whenever possible and as appropriate, in order to reduce paper consumption. Cover pages shall be avoided by placing the name of recipients in a fax, which will in turn save the paper consumption of recipients.

Staff shall update any changes to mailing lists as soon as possible and the whole list shall be changed annually to avoid mailing to incorrect addresses. Except for confidential letters, all documents shall be posted as “PRINTED MATTER” to save cost.

Birthday cards to staff and greeting cards to guests shall not be used. A staff birthday list shall be posted on notice boards each month. Greetings shall be placed in the Hotel’s homepage or made by telephone call. Guest information shall be posted as notices, such as inside guest lifts, instead of issuing and distributing letters to each guestroom.

5.1.5 Paper Consumption Control
Hotel staff shall record paper consumption in Form CI 02 [1]. Staff shall record human error and machine error printing and photocopying in Form CI 02 [2] for paper consumption control.

5.1.6 Wastepaper Collection & Storage

The Executive Housekeeper shall seek contractors to collect recyclable products, including wastepaper.

All staff shall place wastepaper generated from back-of-the-house, restaurants and guestrooms to the wastepaper recycling bins, such as discarded newspapers, magazines, printed materials, cards, telephone directories, paper cups, wrapping paper, etc.

Used envelopes shall be placed in containers next to new envelopes for reuse internally. For envelopes with windows, the plastic scraps shall be removed before disposing in the recycling paper collection box.

To maintain the quality for reuse or recycling, wastepaper shall be placed in bins / boxes in a clean and tidy manner. The bins / boxes shall be kept away from water and fire sources to prevent water contamination and fire hazards.

5.3 Packaging Materials

Packaging materials shall be reduced by requiring / suggesting suppliers to deliver products in bulk or to collect back packaging materials. All generated packaging materials shall be separated at source (guest floor / restaurant / back-of-the-house), including carton boxes, paper egg containers, folders, paper boxes, plastic bottles, glass bottles, aluminum cans and styrofoam boxes.

Good-condition packaging materials shall be reused wherever possible or returned to the suppliers for reuse. Staff shall fold excess packaging materials and place them behind the recycling bins. Housekeeping staff shall transfer recyclable materials to the main garbage room for weekly collection.

5.4 Other Consumables

Environmentally friendly / reusable food decorations shall be used whenever possible. Repair orders shall be sent to the Engineering Department whenever there are any broken utensils or equipment.

5.5 Condemned Linen

All condemned linen (e.g. table cloths and bedcovers) shall be marked with a black linen line and shall be used for covering / protecting surfaces / equipment by different Departments.

All condemned towels and linen napkins shall be cut into small pieces for cleaning use by F&B Department and by Housekeeping Department.

5.6 Inventory

The Department Heads shall order products whenever they are needed and prevent unnecessary stockpiling. The stock inventory shall be marked. The Department Heads shall control the distribution of office necessities to staff and prevent wastage. Various inventory records such as Stationary Inventory Record and Paper Inventory Record shall be kept for half-year auditing.

6.0 Relevant Records
Department Heads shall retain the following records for a minimum period of three years:

- Stationary Inventory Record
- Paper Inventory Record - Form CI 02 [1]
- Paper Wastage Record - Form CI 02 [2]

7.0 Environmental Objectives, Targets & Programmes

Environmental Objective 1:
- Reduce paper consumption in the Hotel.

Environmental Targets:
- Revise existing documentation / printing items / forms; and
- Discontinue the use of unnecessary documentation / printing items / forms.

Environmental Objective 2:
- Reduce packaging waste from suppliers.

Environmental Targets:
- Reduce packaging waste by X numbers of bins per day; and
- Ensure effective waste recycling practices in the Hotel.

Environmental Management Programmes:

EMP CI 02 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
# Paper Inventory Record

**Paper Product**: A4 / Recycled A4 / A3 / Letter Sheet / Envelope / Label / Other:

<table>
<thead>
<tr>
<th>Record Date</th>
<th>In</th>
<th>Out</th>
<th>Balance</th>
<th>Staff Name</th>
<th>Staff Signature</th>
<th>Remarks</th>
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</tbody>
</table>

Pieces of paper per package: ______

* Please circle the appropriate product
## Paper Wastage Record

**The Green Stars Hotel**

**Form CI 02 [2]**

<table>
<thead>
<tr>
<th>Date</th>
<th>Quantity of Wasted Paper</th>
<th>Cause of Wastage</th>
<th>Printer</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Overhead Transparency</td>
<td></td>
<td>HP DeskJet 1100</td>
</tr>
<tr>
<td></td>
<td>A4</td>
<td></td>
<td>HP LaserJet 6L</td>
</tr>
<tr>
<td></td>
<td>Recycled A4</td>
<td></td>
<td>Xerox 4512</td>
</tr>
<tr>
<td></td>
<td>A3</td>
<td></td>
<td>Canon 4610</td>
</tr>
<tr>
<td></td>
<td>Letter Sheet</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Envelope</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Label</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Photocopier</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Human Error</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Environmental Objective 1: Reduce paper consumption in the Hotel.**

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: _______</td>
<td>Discuss the possibility to reduce the size and number of copies of</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td>documentation / printing items / forms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target 2</td>
<td>Start on: _______</td>
<td>Consider merging different documentation / printing items / forms with</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td>similar functions or discontinue the use of unnecessary items.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Obtain management approval for changes</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Obtain quotations from suppliers</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Finalise the artwork and issue Purchase Requisition</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Receive the revised printing items / forms and issue to users</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
</tbody>
</table>
## Environmental Objective 2: Reduce packaging waste from suppliers.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Sending letters to suppliers and suggesting them to deliver products in bulk or collect back packaging materials</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td>To reduce packaging waste by X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target 2</td>
<td>Start on: ________</td>
<td>Seek contractors to collect recyclable products</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td>Ensure a good waste recycling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Separate packaging materials at source, including: carton boxes, paper egg containers, folders, paper boxes, plastic bottles, glass</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Reuse good-condition packaging materials or return to suppliers for reuse.</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
</tbody>
</table>
1.0 Significant Environmental Aspects & Impacts

Consumption of electricity in any parts of the Hotel, which can cause adverse environmental impacts to air, material resources, flora and fauna.

2.0 Purpose & Scope

To control electricity consumption and maintain equipment in the most energy efficient manner possible, in order to reduce energy consumption to the minimum achievable level.

This instruction applies to electricity consumption by all departments within the Hotel and shall include, but shall not necessarily be limited to lighting, air-conditioning, ventilation, heating, cleaning, cooking, engineering equipment and office equipment, etc.

3.0 References

- ISO 14001:1996 - 4.3.1  Environmental aspects
- ISO 14001:1996 - 4.3.3  Objectives and targets
- ISO 14001:1996 - 4.4.2  Training, awareness and competence
- ISO 14001:1996 - 4.4.6  Operational control
- ISO 14001:1996 - 4.5.1  Monitoring and measurement

4.0 Responsibilities

- Department Heads
- Chief Engineer
- All Staff

5.0 Instruction

5.1 General

The Department Heads shall establish specific energy conservation objectives and targets annually in order to provide initiatives for energy saving programmes. The Engineering Department staff shall monitor the functionality of all electrical equipment in each department.

Sub-meters shall be installed where applicable, which can measure electricity consumption in different Hotel areas and shall be recorded in the Electricity consumption records. Training on electricity conservation techniques shall be formulated as a part of corporate and departmental training programmes by Department Heads.

Apart from specially designated equipment, all staff shall switch off all electrical equipment when not in use, or when not required for any prolonged periods. Such equipment shall include that used for lighting, air-conditioning, ventilation as well as cleaning, cooking, engineering, office equipment, etc. Stickers and posters shall be posted close to switches and on staff notice boards to draw attention to saving energy.

5.2 Equipment Purchasing

Whenever budgets permit, Department Heads shall select high-efficiency equipment and products, and replace damaged or inefficient equipment. Automatic timers or sensors shall also be installed for certain electrical systems, such as the ventilation, lighting, air-conditioning systems, etc. in order to effectively control on / off status of the equipment.

Any proposed / required maintenance and replacement arrangements for equipment shall be directly advised to the Engineering Department using the Work Order form.
5.3 Lighting

Energy saving light bulbs and fluorescent tubes shall be installed wherever possible, in order to significantly reduce overall energy consumption within the Hotel.

Lighting fixtures (i.e. bulbs and tubes) shall be cleaned monthly by in-house Stewards, in order to improve the efficiency of the lighting output.

5.4 Air-conditioning & Ventilation

In all areas of the Hotel, except for certain specially designated areas, Hotel staff shall adjust ambient air temperatures to between 20-23°C (20-21°C in Winter and 22-23°C in Summer are recommended) with appropriate ventilation fan speeds to maintain air freshness and comfort levels.

6.0 Relevant Records

The Chief Engineer shall retain the following records for a minimum period of three years:

- Maintenance Work Orders
- Engineer daily logbooks
- Electricity consumption records

7.0 Environmental Objectives, Targets & Programmes

Environmental Objectives:

- Reduce electricity consumption.

Environmental Targets:

- Reduce overall electricity consumption by X% within Y months; and
- Install sub-meters in significant areas of the Hotel to record local consumption rates.

Environmental Management Programmes:

EMP CI 03 shows the Environmental Management Programme, based upon the above referenced Environmental Objectives and Targets.
Environmental Objective: Reduce electricity consumption.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: __________</td>
<td>Discuss the possibility to purchase high-efficiency equipment or measures</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td>To reduce overall electricity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target 2</td>
<td>Start on: __________</td>
<td>Consider to install submeters in some significant areas of the hotel</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td>To install submeters in some significant areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: __________</td>
<td>Obtain quotations from suppliers and ask for management approval</td>
<td>Name: ______</td>
<td>Name: ______</td>
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<tr>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Start on: __________</td>
<td>Issue the purchase requisition and install the high-efficient equipment</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Start on: __________</td>
<td>Post the electricity conservation notices or posters in eye-catching areas</td>
<td>Name: ______</td>
<td>Name: ______</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Start on: __________</td>
<td>Measure the electricity reduction amount</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
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<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>
1.0 Significant Environmental Aspects & Impacts

Consumption and discharge of water in any parts of the Hotel, which can cause adverse environmental impacts to scarce material resources, flora and fauna as well as pollution of watercourse and sewers.

2.0 Purpose & Scope

To control water consumption and maintain equipment in the most efficient manner possible in order to reduce water consumption.

This instruction applies to water consumption and discharge in the Hotel and shall include, but shall not necessarily be limited to guest floors, staff toilets, kitchens, front-of-house areas as well as the maintenance of water consuming equipment, water taps and pipes.

3.0 Reference

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.4.2 Training, awareness and competence
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.5.1 Monitoring and measurement

4.0 Responsibilities

- Department Heads
- Chief Engineer
- All Staff

5.0 Instruction

5.1 General

The Department Heads shall establish Water conservation objectives and targets annually in order to provide initiatives for water saving programmes. The Engineering Department staff shall maintain all water pipes, taps, storage tanks and water consumption equipment.

Sub-meters shall be installed where applicable, which can measure the water consumption in different Hotel areas and shall be recorded in Water consumption records.

The Department Heads as part of corporate and departmental training programmes shall formulate training on water conservation techniques. Stickers and posters shall be posted on the staff notice boards, working areas and behind taps to draw attention on the significance of water saving.

5.2 Water Conservation Hardware Control

Whenever budgets permit, the Department Heads shall select water conserving equipment and products, replace damaged or wasteful equipment. Flow regulators and basin stoppers shall be installed for each tap and basin.

Infrared sensors shall also be installed in taps and male urinal flushing units to control the water supplies. Any maintenance and replacement of equipment shall be informed to the Engineering Department using the Work Order Form. Adjusting pipe diameters or controllers may also control water flow.
5.3 Water Conservation Habits

All Hotel staff shall turn on water taps only when needed and shall not allow water to run continuously. The water flow rate and temperature shall be adjusted to an appropriate level.

If running water taps are found, Hotel staff shall turn off the tap immediately.

Hotel staff shall keep all areas clean at all times to reduce the amount of water used for cleaning.

5.4 Water Leakage

All Hotel staff shall check whether taps are fully turned off periodically. Any water leakage (e.g. taps, shower heads, toilets flushing tanks, pipes, etc.) shall be promptly reported to the Engineering Department as soon as possible.

5.5 Water Discharge

Dirty water shall be treated or purified before discharge into the sewers. Metal strainers or baskets shall be used in all basins to filter out suspended solid debris, wherever possible.

6.0 Relevant Records

The Chief Engineer shall retain the following records for a minimum period of three years:

- Maintenance Work Orders
- Engineer daily logbooks
- Electricity consumption records

7.0 Environmental Objectives, Targets & Programmes

**Environmental Objectives:**
- Reduce water consumption.

**Environmental Targets:**
- Reduce overall water consumption by X% within Y months; and
- Install sub-meters in some significant areas of the Hotel.

**Environmental Management Programmes:**

EMP CI 04 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
**The Green Stars Hotel**

**Environmental Management System**

**EMP CI 04**

---

**Environmental Objective:** Reduce water consumption.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Discuss the possibility to purchase and install water conserving equipment (e.g. flow regulator or basin stopper) or modify existing</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Target 2</td>
<td>Start on: ________</td>
<td>Consider to install submeters in some significant areas of the hotel</td>
<td>Name: _______</td>
<td>Name: _______</td>
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<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Obtain quotations from suppliers and ask for management approval</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Issue the purchase requisition and install the water conserving equipment and submeters</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Post the water conservation notices or posters in eye-catching areas and provide water conservation training to staff</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Measure the water reduction amount</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
</tbody>
</table>

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*Authorised by: (Name) (Man. Rep.)
Version 1*
1.0 Significant Environmental Aspects & Impacts

Poor Indoor Air Quality (IAQ) can lead to comfort complaints from guests and staff, decreased staff productivity and even poor health (e.g. Legionnaires’ Disease).

2.0 Propose & Scope

Indoor Environmental Quality can be characterised by four main qualifiers, including:

- Thermal comfort (temperature and relative humidity);
- Lighting levels and types;
- Noise and vibration; and
- Indoor air quality (freshness and absence of pollutants).

Indoor Air Quality (IAQ) is the main focus of this instruction as it stands out with a high percentage of dissatisfaction, and seeks to maintain good IAQ so as to minimise the discomfort and environmental / health / safety impacts to both staff and guests.

This instruction applies to Front-of-House and Back-of-House areas of the Hotel, including but not necessarily limited to:

- Guestrooms;
- Restaurants;
- Meeting Rooms and Ball Rooms;
- Offices;
- Basement Work Areas;
- Parking Areas;
- Corridors, etc.

3.0 References

ISO 14001:1996 - 4.3.1 Environmental aspects
ISO 14001:1996 - 4.3.3 Objectives and targets
ISO 14001:1996 - 4.4.2 Training, awareness and competence
ISO 14001:1996 - 4.4.6 Operational control
ISO 14001:1996 - 4.5.1 Monitoring and measurement

CP 07 Training
CP13 Non-Conformance
CI 01 Chemical Handling

4.0 Responsibilities

- Senior Executives
- Chief Engineer
- Front Officer Manager
- Human Resources Manager

5.0 Instruction

5.1 Indoor Air Quality (IAQ) Surveys

The Chief Engineer shall conduct regular checks of indoor air quality, to assess the ingress of traffic pollutants and other sources of nuisance odors, and to investigate any adverse health effects reported by staff or visitors.
The Front Officer Manager and the Human Resources Manager shall regularly carry out a Building Sick Syndrome Survey with the guests and staff on the indoor environment, where a simple questionnaire on the occurrence of the following 10 symptoms are suggested:

- Block / stuffy or running nose;
- Dryness of eyes;
- Itching / watering eyes;
- Dry throat / irritation of throat;
- Difficulty in breathing / chest tightness;
- Skin itching;
- Headache;
- Lethargy / tiredness;
- Uneasiness; and
- Flu like symptoms.

The Building Sick Symptom Score is a good indicator of emergent IAQ problems. The Chief Engineer shall collect all the data from the survey and analyse the results into an IAQ Report. Appropriate preventive maintenance strategies shall be undertaken accordingly.

5.2 Heating, Ventilation & Air-Conditioning (HVAC) System

The Chief Engineer shall assign a Technician to eliminate stagnant water accumulation and to remove biological contaminants, who shall also check for cleanliness, eliminate excess moisture, remove micro-organisms and particulate matter in the Air-conditioning supply ducts and cooling coils.

Regular maintenance and cleaning of the HVAC equipment is essential to ensure it is filtering and circulating air effectively, and that there are no air leaks or blockages. Wherever possible, new technology shall be applied in order to increase the efficiency of the ventilation system, such as increasing air re-circulation, using high efficiency filters.

Humidity shall be kept at 60% or below as high humidity may lead to problems with condensation and feelings of discomfort and providing an ideal environment for moulds and dust mites to flourish.

5.3 Use of Chemicals & Pesticides

Relevant Hotel staff shall follow suppliers’ proper instructions, in accordance with CI 01, to use chemicals so as to ensure the ventilation rate is adequate. The Laundry Section of the Housekeeping Department shall ensure that the extraction system is sufficient to cope, and it is not allowing solvent spillage into the hotel air.

The Assistant Executive Housekeeper shall supervise the activities of Contractors (DI 02) when spraying pesticides in the Hotel, in order to ensure adequate ventilation.

5.4 Control of Non-Smoking Areas

The Senior Executives shall delineate non-smoking areas / floors in the hotel. Non-smoking labels or stickers shall be placed in the delineated areas. If there is any case of non-conformance, the relevant Hotel staff shall follow CP 13 and take Corrective and Preventive Action as soon as possible.

The Chief Engineer shall ensure the proper operation and maintenance of the ventilation system to avoid smoke spill-over from smoking area.

5.5 Stores

All Hotel staff shall follow suppliers’ instruction to store goods properly and safely, especially those that release odors or irritants (DI 04).
5.6 Photocopiers

Photocopiers shall be placed in separate areas wherever possible, with adequate ventilation. Housekeeping Staff shall dispose of printer / toner cartridges according to DI 02.

6.0 Relevant Records

The Executive Housekeeper shall retain the following records for a minimum period of three years:

- IAQ Report

7.0 Environmental Objectives, Targets & Programmes

Environmental Objectives:

- Maintain good Indoor Air Quality (IAQ) in the Hotel.

Environmental Targets:

- Carry out Sick Building Syndrome Surveys with guests and staff.

Environmental Management Programmes:

EMP CI 05 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
**Environmental Objective:** Maintain good Indoor Air Quality (IAQ) in the Hotel.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: _______</td>
<td>Measure the existing Ventilation and Metabolic Rate Co2.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>With a review of existing complaints on IAQ, design a simple Sick Building Syndrome Survey Form consisting 10 possible Syndromes</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Co-ordinate and distribute all the Survey Forms to all staff and guests.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Collect all the replied Survey Forms and analyse the data. Based on the results from the survey, consider increase the frequency of</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Measure the existing ventilation and Metabolic Rate Co2 again to evaluate the outcome of the programme.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
</tbody>
</table>
Part D

Departmental Instructions
1.0 Significant Environmental Aspects & Impacts

Daily operations and maintenance activities within different sections of the Engineering Department, which can cause adverse environmental impacts to air, water, land, noise, material resources, flora and fauna, and which can also have adverse health and safety impacts to Hotel staff.

2.0 Purpose & Scope

To provide instructions for staff in the Engineering Department for maintenance of systems and equipment, performing monitoring and measurements so as to minimise adverse health / safety / environmental impacts, prolong system and equipment life, optimise the use of natural resources, and comply with legal requirements.

This instruction applies to all engineering work related to systems and equipment for heating, ventilation and air-conditioning, plumbing, drainage and fire services, building and decoration, as well as to electrical and mechanical systems and equipments. This instruction also applies to product purchasing by the Technical Stores and Engineering Office for day-to-day operations.

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.4.2 Training, awareness and competence
- ISO 14001:1996 - 4.4.3 Communication
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- CI 01 Chemical Handling

4.0 Responsibilities

- Chief Engineer
- Foreman
- All Engineering Staff

5.0 Instruction

5.1 General

5.1.1 Duties

All Engineering Staff shall follow the engineering and resources conservation practices established in this instruction. They will report the work done and making suggestions to the Chief Engineer.

The Foreman shall assign engineering work to Technicians according to the established schedule. They will monitor, record the engineering work and report the work done to the Chief Engineer.

The Chief Engineer shall ensure subordinates understand and implement prescribed engineering and resources conservation practices.

5.1.2 Monthly Meeting

The Chief Engineer shall hold a monthly meeting for Engineering staff to obtain and respond to feedback and to detail their individual work schedules for the following month whilst the progress of the previous month’s work is also reported.
5.1.3 Records

All installation, cleaning, maintenance of equipment, chemical refills and other engineer work shall be recorded in the Duty Engineer Logbook by the Foreman, including details of routine, corrective, preventive and emergency maintenance work orders.

5.1.4 Special Qualifications

Technicians shall have approved and adequate qualifications (“A” or “B” electrical certificate approved by the Electrical and Mechanical Services Department (EMSD)) to conduct electrical maintenance work. The Chief Engineer shall retain a copy of the certificates.

5.1.5 Instruments Calibration

The Chief Engineer shall schedule and assign Technicians to calibrate monitoring and measurement instruments according to the manufacturer's instructions. The Chief Engineer shall maintain the records and calibration certificates.

5.1.6 Noise Control

Engineering and maintenance works shall be carried out during the daytime (from 9:00 a.m. to 5:00 p.m.) to reduce noise impacts, except for emergency maintenance activities.

Noisy equipment shall be encapsulated whenever possible. Technicians shall wear ear protectors or plugs in the designated areas to reduce adverse noise impacts to their health.

The Chief Engineer shall appoint a Contactor to measure noise levels and shall promptly take appropriate actions to reduce noise impacts on human health. The Chief Engineer shall keep reports of noise measurements and control measures.

5.1.7 Smoking Areas

Smoking is strictly prohibited in any working areas of the Hotel, except for staff toilets. Staff shall not smoke during their normal working hours.

5.1.8 Good Housekeeping Practices

All plant rooms and working places shall be kept in a clean and orderly condition at all times to ensure health and safety, and to prevent fire hazards.

5.1.9 Heavy Broken Equipment & Devices

Heavy broken equipment and mechanical devices, such as burnt-out motors, water pumps, fans, etc., shall be collected and kept until a significant quantity has been reached, when the Chief Engineer shall arrange for collection by an industrial waste collection company and shall seek a certain amount of payment for the scrapped equipment and keep suitable records.
5.2 Heating, Ventilation & Air-conditioning (HVAC) System, Air Handling Unit (AHU) and Air Filter & Cooling (AFC)

5.2.1 Equipment Maintenance

Temperature and Air-conditioning pressure in the air heating and cooling system shall be regularly measured and recorded in the Temperature Reading Log Book by a Technician, and the Chief Engineer shall retain all such records. Foremen shall assign Technicians to maintain / repair damaged equipment and electrical devices if possible or disassemble them for reusable components for other maintenance works. Other end users shall reuse repaired equipment and devices.

Air compressor systems inside the cooling system shall be maintained on a monthly basis. Foremen shall assign Technicians to control the temperature of the systems to prevent adverse effects on the equipments and energy wastage.

5.2.2 Power Factor

The Power Factor is set to 0.9 and is automatically regulated by 6-steps of capacitor banks in the main switch room. Limiting the current to chillers during starting up controls electricity peak load. This measure effectively reduces peak load and is reflected in the monthly electricity bills. Technicians or Duty Engineers manually controls the starting up and shutting off of chillers.

5.2.3 Air Duct Cleaning

Foremen shall assign Technicians to wash aluminum filters periodically in order to optimize their filtration efficiency. Technicians shall use a pressurised water jet to wash the aluminum filters. Wastewater shall be drained to the sump pit tank and discharged directly to the main sewer.

Laundry exhaust ducts shall be cleaned by Technicians (Contractor) periodically (about every 4 months) to avoid the accumulation of dust and dirt inside the air ducts thus affecting the operation of the air ducts.

5.2.4 HVAC System Installation & Operation

The Chief Engineer shall assign resources to install exhaust air fans in kitchens and boiler room in order to keep air fresh in these areas.

Timers shall be installed for certain HVAC equipment at different locations depending on the actual needs at each location, to minimize energy consumption. This process shall include installation of auto timers to switch fans on at different time intervals according to the needs at each location. Some areas may require continuous running of exhaust air fans, such as boiler rooms where diesel fuel is used.

During refurbishment activities, double-glazed window shall be installed in the Hotel wherever possible, subject to budget and technical constraints, which will subsequently reduce solar heat gain that increases the indoor temperature. Solar films shall be applied to the window glass in public areas.

5.2.5 HVAC Equipment Cleaning

Foremen shall assign Technicians to clean HVAC equipment and air-filters every 3 months to ensure running efficiency, and to prevent the growth of bacteria and the accumulation of dust from adversely affecting human health.

A Contractor shall clean cooling coils every two years. The Chief Engineer shall include the cleaning in a yearly plan and inform the Contractor two weeks prior to the commencement of cleaning.
5.2.6 Chiller Plants

No CFC refrigerant shall be used anywhere in the Hotel. The Chief Engineer shall ensure that the Hotel purchases no CFC containing refrigerant and existing refrigerants shall be replaced with approved non-CFC substitutes as soon as possible. The Chief Engineer shall maintain actual consumption records of refrigerant use.

A registered Contractor shall be employed to carry out discharge and refilling of refrigerant. The Technicians (Contractor) shall refill the refrigerant into the chiller, cold rooms, refrigerators and icemakers after repair. The Technicians (Contractor) shall check for refrigerant leakage when the equipment temperature is abnormal (as reported by end-users or Hotel Technicians during temperature recording).

The Technicians (Contractor) shall check for refrigerant leakage when equipment is being annually overhauled or repaired. The Technicians shall take appropriate measures to prevent refrigerant leakage to the environment during any emergency situations, such as:

- Using high sensitivity electronic refrigerant gas detectors to detect leakage during refrigerant refilling or plant repairing; or
- If alarm signal is on, the Technicians (Contractor) shall find out the source of the leakage so that it can be plugged to minimise the amount of refrigerant escaping to the environment.

The Technicians (Contractor) shall securely shut the valves of refrigerant containers and equipment. The containers shall be stored in a dry, cool and safe place.

5.2.7 Cooling System (Cold Rooms, Refrigerators & Ice-makers)

Foremen shall assign Technicians to check and clean condensers and evaporators regularly and inspect doors of cooling systems (e.g. weekly) in order to optimise cooling efficiency.

Foremen shall record the temperature of cold rooms, refrigerators, and icemakers at least once a day to ensure the equipment functions properly and to avoid energy wastage. The temperature readings shall be recorded in the Temperature Reading Log Book.

Cooling problem alarms shall be installed at the entrance to every cold room. Foremen shall assign Technicians to handle emergency maintenance of any problems when the lights come on automatically.

5.3 Electrical Section

5.3.1 Equipment Maintenance

The Chief Engineer, with assistance from other Engineers, shall establish routine maintenance schedules for electric and electronic equipment to ensure they function properly and to prolong their life span. Foremen shall assign Technicians to follow up all maintenance works and keep suitable records.

According to legislative requirements, the Chief Engineer shall:

- Schedule maintenance for the earth leakage circuit breakers (ELCB) in the electrical switch room every 3 months;
- Require and schedule an electrical Contractor to conduct testing for the fixed electronic installations every 5 years and submit the Form WR2 to the Director of Electrical and Mechanical Services Department (EMSD) for endorsement; and
- Require and schedule a registered Contractor to maintain the fixed installations for fuel oil (for the boilers and generator) tank every year to check for electricity leakage and damaged wiring and submit the Form WR2 to the Director of EMSD for renewal of the Dangerous Goods License.

5.3.2 Electricity Consumption Measurements
The Chief Engineer shall assign resources to install electricity meters in different functional areas of the Hotel. Foremen shall assign Technicians to record electricity consumption 3 times a day (7:00 a.m., 3:00 p.m. and 11:00 p.m.). The Chief Engineer shall maintain records.

Foremen shall, after work orders have been received, assign Technicians to repair damaged / malfunctioning electrical and electronic equipment and devices if possible, which shall otherwise be out-sourced for repair or sold or be disassembled for reusable components.

This equipment shall include TV-systems, bedside control panels, office electrical equipment, kitchen equipment, audio and visual equipment, laundry equipment, air-conditioning equipment, etc.

5.3.3  Lighting

Foremen shall assign Technicians to install energy efficient light bulbs and fluorescent lamps / tubes. Foremen shall assign Technicians to replace damaged light tubes and bulbs. Damaged tubes and bulbs shall be disposed of as general waste.

Fluorescent tubes shall be replaced before they are burnt out, when the luminosity decreases to about 60% of the full lighting capacity, which can be determined by experienced Technicians, or by Lux meters.

5.3.4  Auto Timers

Depending upon the budget and actual needs, the Chief Engineer, with assistance from the Purchasing Manager, shall purchase auto timers for electrical systems in front-of-the-office and back-of-the-house areas so as to minimize energy consumption. These systems shall include the ventilation system, lighting, air-conditioning system, etc.

5.3.5  Switch Boards

Foremen shall assign Technicians to check and maintain switchboards for the variable speed pumps every 3 months to prevent fire hazards and equipment failure, while other switchboards shall be checked and maintained annually.

5.3.6  Water Pumps

Foremen shall assign Technicians to maintain and test water pumps and inverter panels quarterly, including the changing of air filters and inspecting the whole equipment. Foremen shall compile and submit a Water Pumps Test Report to the Chief Engineer.

5.3.7  Motors

Foremen shall assign Technicians to check the loading of motors and change their bearings in order to prevent overloading, thus reducing the possibility of motors being burnt-out.

Foremen shall assign Technicians to disassemble burnt motors for coil rewinding, as motors shall be reused wherever possible. The Chief Engineer shall seek the lowest contracted-out cost to rewind burnt motors, when necessary.

5.3.8  Damaged Cables & Switches

Foremen shall assign Technicians to replace damaged cables and switches with new ones. However, Technicians shall try to repair and reuse these items if possible.

5.3.9  Disposal
Engineering staff shall store large un-repairable or non-reusable cables, equipment and devices in the dry waste storage room for industrial waste collection.

Small size broken, non-reusable equipment and devices, such as burnt out light bulbs, ballasts, etc., shall be disposed of to the garbage room as normal waste.

5.4 Mechanical Section

5.4.1 Equipment Maintenance

Engineering staff shall repair the damaged control devices internally or externally and shall be reused by end-users, otherwise they shall be disassembled for reusable components or sold externally.

The Chief Engineer shall schedule quarterly checks of all water pipes. Foremen shall assign Technicians to check and repair pipes. Any water leakage shall be repaired as soon as possible to prevent wastage of water, wet floors, growth of bacteria and fungi on ceilings, tops of cabinets, etc.

5.4.2 Boilers

The Chief Engineer shall ensure boiler operators (Foremen and Technicians) have approved and valid certificates issued by the Labour Department, for conducting boiler operations and maintenance work.

The Chief Engineer, with assistance from other Engineers, shall schedule maintenance work for boilers. Foremen shall assign Technicians to check for leakage of boiler fuel, emission of carbon monoxide and smoke on a daily basis and shall keep records in a Record of Boiler Operation.

Foremen shall assign Technicians to record the boiler operation every two hours. This data shall be recorded in a Record of Boiler Operation and shall include steam pressure, fuel (liquid) pressure and temperature, fuel (gas) temperature, concentration of carbon dioxide, smoke density, etc.

Steam pipes and hot water pipes connected to the boiler systems shall be properly wrapped with insulation to reduce heat loss to the environment, and also to maintain the efficiency of the boiler. Foremen shall assign Technicians to check on a quarterly basis. Any leakage shall be repaired as soon as possible to prevent wastage of water, wet floors, injury to operators, etc.

In order to prevent the internal boiler body and tubes from rusting and scaling and to increase heating efficiency, water treatment chemicals shall be fed into the boiler by chemical pumps. The Chief Engineer shall appoint a Contractor for the water treatment process. The Contactor shall check the system on a monthly basis to ensure the internal boiler body and tubes are protected from rusting and scaling. The Contractor shall also ensure that no leakage of chemicals occurs and to achieve good water quality. Foremen shall assign Technicians to record the chemical consumption in a Record of Boiler Operation.

Heat exchangers shall be installed in the boiler system to reduce heat loss and energy wastage. The Chief Engineer shall appoint a competent boiler Contractor twice a year to take measurements and to calibrate the air to fuel ratio in order to optimise the boiler fuel combustion efficiency.

Additional boilers shall only be turned on when the capacity of operating boiler(s) is insufficient. Foremen shall assign Technicians to turn off boilers overnight when steam consumption is low (from 1:00a.m. to 6:00 a.m.).

Boilers shall be overhauled annually for inspection, and shall be certified with a Certificate of Fitness for a Steam Boiler by a registered surveyor to comply with Boiler and Pressure Vessels Ordinance. The Chief Engineer shall appoint a surveyor and maintain records of the results.

5.4.3 Calorifiers
Calorifiers and hot water pipes shall be properly wrapped with suitable insulation materials to reduce heat loss and to optimize energy use. Foremen shall assign Technicians to regularly check and repair calorifiers or hot water pipes as soon as possible in the event of heating failure or water leakage.

Condensate water from laundry and kitchen equipment shall be utilized in calorifiers for producing hot water. Hot water temperature shall be maintained in the range of 50 to 60°C for guestrooms, public spaces and kitchens, depending on the ambient weather conditions.

### 5.4.4 Kitchen Equipment

The Chief Engineer shall appoint a registered Contractor to check and repair gas equipment in the kitchens in order to avoid gas leakage, emission of carbon monoxide and smoke to kitchen areas and the outside environment due to incomplete combustion. Registered Technicians shall carry out any emergency repairs to gas felled equipment.

Steam pipes for steam ovens shall be properly wrapped with suitable insulation materials to reduce heat loss and to maintain the efficiency of equipment. Foremen shall assign Technicians to check on a quarterly basis and repair the damaged pipes as soon as possible.

Tinder shall be installed in the stoves for quick ignition of the whole flame whenever cooking. This can help to prevent lighting the whole flame when there is no need. Foremen shall assign Technicians to check and maintain the equipment during non-peak-hour periods.

Foremen shall assign Technicians to check and maintain mechanical equipment in kitchens regularly. These equipment shall include stoves, trolleys, cookers, water pipes, hydro-vents, water basins, etc.

### 5.4.5 Laundry Equipment

Fine filters and air washers shall be installed for laundry dryers to filter out lint particles from the exhaust gas. Heat insulation materials shall be wrapped on the walls of the dryers to reduce heat loss. Foremen shall assign Technicians to check and repair the dryers on a monthly basis or in the event of emergency work orders. Foremen shall assign Technicians to replace the mechanical speed regulators for ironing machines with an electronic frequency inverter. The residual heat from laundry system shall be recovered for other water heating purposes.

Foremen shall assign Technicians to check and repair dry-cleaning machines on a monthly basis or upon the receipt of work orders in order to prevent leakage of dry-cleaning chemicals to the environment and to ensure machine operational efficiency. Where necessary, damaged parts shall be replaced.

### 5.5 Building & Decoration Sections

#### 5.5.1 Welding, Sawing, Drilling & Grinding

The Chief Engineer shall maintain a hot work permit system, with a checklist stating the precautions that Technicians must be aware of, and shall require Technicians to complete the permit if the work is to be carried out outside of the workshop.

Technicians shall use face shields fitted with the correct filter, safety glasses or protective goggles while carrying out welding, sawing, drilling, grinding, etc. Foremen shall remind Technicians to follow this instruction and provide advice on the correct and safe use of all such equipment.

Technicians shall prevent leakage of welding gas and fire occurrence and additional safety control devices to prevent backflow of gas.

#### 5.5.2 Floor Coverings
In order to minimise wastage, Technicians shall repair broken floor tiles with the minimum use of materials necessary and any remaining stock shall be kept for reuse wherever possible. Technicians shall repair damaged carpet with refurbished or spare carpet material as an alternative to replacing the whole carpet, and shall use minimal mortar to lay or repair carpeting to avoid waste.

5.5.3 Furniture

Broken furniture (e.g. cupboards, sofas, tables, chairs, etc.) shall be repaired and reused whenever possible. The Chief Engineer shall seek external repairs or purchasing of broken furniture if necessary. Otherwise, broken furniture shall be disassembled for any reusable components. Technicians shall collect and keep unused materials for other internal use.

5.5.4 Painting & Decorating

Technicians shall ensure that the ventilation system in the working areas is effective before painting, and shall wear masks during painting to avoid inhalation of irritating / toxic paint vapor. Technicians shall adopt brush painting techniques rather than spray-painting, wherever possible.

Protective coatings shall be applied to brass signs or brass wall skirting by Technicians in order to reduce the use of polishing chemicals. However, protective brass shall not be applied to brass handles.

Technicians shall repair wallpaper that is slightly damaged (e.g. broken, stained, mildewed). Technicians shall collect old wallpaper, which is in good condition, from guestrooms during renovation, and reuse it for repairing damaged wallpaper.

5.5.5 Asbestos

The Chief Engineer shall appoint a registered Contractor, according to the Air Pollution Control Ordinance, to inspect and handle asbestos containing materials. Reports and working plans shall be submitted to the Environmental Protection Department for approval prior to asbestos abatement works.

5.6 Plumbing, Drainage & Fire Services

5.6.1 Plumbing & Drainage System

Foremen shall assign Technicians to record water consumption in the Hotel. The Chief Engineer shall retain such records.

Wherever the budget permits, the Chief Engineer shall assign Technicians to install infrared sensors for taps in toilets and kitchens. The sensors shall be checked on a monthly basis to ensure good operation.

Wherever the budget permits, the Chief Engineer shall assign Technicians to install infrared sensors for automatic urinal flushing. The sensors shall be checked on a monthly basis to ensure good operation.

Foremen shall assign Technicians to clean the potable and flush water tanks on an annual basis.

The Chief Engineer shall schedule monthly inspections of the drainage system by Technicians. Foremen shall assign Technicians to inspect the drainage system according to the established schedule.

Technicians shall apply water treatment chemicals to the kitchen floor drain, oil & grease interceptors and sump pits to remove the grease inside. The Chief Engineer shall retain a Chemical Consumption Record and Drainage System Monitoring Report.

The grease trap Contractor shall clean the grease trap and apply water treatment chemicals every two
months. The Contractor shall remove sediment from the grease trap regularly and take wastewater samples at the final manholes monthly to ensure wastewater disposal is in compliance with Water Pollution Control Ordinance. The Contractor shall report the results to the Chief Engineer.

5.6.2 Swimming Pool

The circulation pump shall be stopped overnight (12:00 a.m. to 7:00 a.m.) by a timer. Foremen shall assign Technicians to maintain the timer on a monthly basis.

Foremen shall assign Technicians to conduct backwashing every week to maintain the quality of swimming pool water. The sand inside the backwash chamber shall be checked annually, and replaced if necessary, to maintain water filtration efficiency and effectiveness.

Appropriate sodium hypochlorite and hydrochloric acid solutions are fed into the swimming water by an automatic electric pump for sterilisation and pH maintenance. The chemicals shall be replenished into the feed tank once a day.

The chlorine concentration of the pool water shall be maintained in the range of 1 to 1.5 ppm, while the pH value shall be maintained in the range of 7 to 8 for the comfort and health of swimmers and to prevent the corrosion of metal pool fittings.

Foremen shall assign Technicians to dilute concentrated sodium hypochlorite or hydrochloric acid with water while the ratios are 1:2 or 1:1 respectively. The diluted solutions shall be kept in separate containers and clearly labeled with chemical name and concentration.

The diluted solutions shall be safely stored in the pump room of the swimming pool. (Detailed instructions for chemical handling can be found in CI 01 Chemical Handling).

The swimming pool, water circulation pumps, water balance tank and circulation tank shall be maintained and cleaned annually, and water shall be totally replaced. The discharged water shall be utilised for other purposes, such as floor cleaning.

A pool water cover shall be used to reduce water loss due to evaporation during the summer and heat loss during the winter, when the outdoor swimming pool is closed.

5.6.3 Fire Services System

The Chief Engineer shall appoint a registered fire services Contractor to conduct tests on the fire services system and portable fire extinguishers on an annual basis.

The Contractor shall inspect the fixed CO₂ fire extinguishing system, which is located in the transformer room, main switch room, emergency generator room, etc., and submit the maintenance certificates (FS 251) to the Director of Fire Services for record. The Chief Engineer shall retain copies of the certificates.

The alarm of the fixed CO₂ fire extinguishing system shall be activated before discharging CO₂ in order to warn occupants to leave the area with sufficient time.

The Chief Engineer shall appoint a registered Contractor to test the automatic fire alarm system and to spot check smoke detectors quarterly in order to maintain system reliability.
5.7 Technical Stores

5.7.1 Purchase Orders

The following criteria shall be considered when choosing new products:

- Quality;
- Durability;
- Good supporting services;
- High-energy efficiency;
- Recycled materials where possible;
- Environmentally friendly substances;
- Safety;
- Reliability of supply;
- Reasonable price; and
- Low sulphur content of Diesel fuel that is legally compliant.

Whenever possible, product items shall be grouped into one purchase requisition form to reduce paper consumption.

Current quantities of products in the Technical Stores shall be checked by the Storekeeper to minimise overstocking and reduce potential for waste arising. Same model products are preferred from the same manufacturers so that broken and equipment can be reused to repair other similar products.

Products shall be ordered in bulk (wherever possible) to reduce packaging waste.

Feedback from Technicians for suitability and quality of products in use shall be taken into account when replacing products. Purchases shall be made from suppliers who are able to provide details on proper application, storage and safety procedures regarding the products.

No equipment or materials that contain CFCs or which use CFCs in their manufacture shall be ordered.

5.7.2 Practical Guidelines

- **Diesel Fuel:**
  - The Hotel shall hold a valid dangerous goods license for the storage of diesel fuel;
  - The Hotel shall obtain content specification from suppliers to ensure fuel is legally compliant; and
  - The Hotel shall order diesel fuel whenever one storage area has been used-up.

- **Refrigerant:**
  - The Hotel shall order refrigerant for refilling during annual Chiller overhaul or repair; and
  - No CFC containing refrigerants shall be purchased after 2005.

- **Compressors:**
  - The Hotel shall purchase good quality durable compressors; and
  - The Hotel shall purchase environmentally friendly compressors with reasonable prices.

- **Energy-Saving Lamps / Bulbs:**
  - The Hotel shall purchase and install energy saving bulbs for most areas of the Hotel
6.0 Relevant Records / Samples

The Chief Engineer shall keep the following records for a minimum period of three years:

- Asbestos abatement work report and working plan;
- Copies of qualification certificates of all Technicians;
- Calibration certificates for monitoring and measurement instruments and records;
- Certificate of Fitness for Steam Boilers;
- Copy of Maintenance Certificate (FS 251) for the Fire Services System;
- Drainage System Monitoring Report;
- Duty Engineer Logbooks;
- Duty Engineer Logbooks;
- Drainage System Monitoring Report;
- Hot Water Permit;
- Monthly Maintenance Schedules;
- Maintenance Works Orders;
- Temperature Reading Log Book;
- Records of noise measurement and control;
- Records of industrial waste disposal;
- Records of cleaning of chiller plant by Contractor;
- Records of refrigerant consumption;
- Records of chemical consumption;
- Records of wastewater sample test;
- Records of electricity consumption;
- Records of Boiler Operation;
- Records of Contractor services; and
- Water Pumps Test Reports.

7.0 Environmental Objectives, Targets & Programmes

**Environmental Objectives:**

- Eliminate ozone depletion due to CFC emissions.

**Environmental Targets:**

- Phase out the use of controlled refrigerant (R-11) in existing chillers.

**Environmental Management Programmes:**

EMP DI 01 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
### Environmental Objective: Eliminate ozone depletion due to CFC emissions.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Sourcing new technologies and chemicals for refrigerant retrofit</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Select and obtain quotations on appropriate measures. Present</td>
<td>Name: _______</td>
<td>Name: _______</td>
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<tr>
<td></td>
<td>Start on: ________</td>
<td>Issue Purchase Order to supplier, order processing and delivery.</td>
<td>Name: _______</td>
<td>Name: _______</td>
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<tr>
<td></td>
<td>Start on: ________</td>
<td>Install new chillers or modify existing chillers.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Check, review and test the operation of new / modified chillers.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
</tbody>
</table>
1.0 Significant Environmental Aspects & Impacts

Consumption of material resources, energy, water consumption and discharge and air emissions during Housekeeping and Laundry operations and during other contracted-out services, which can cause adverse environmental impacts to air, land, material resources, flora and fauna.

2.0 Purpose & Scope

To minimise resource consumption and waste disposal, air emissions, water consumption and discharge, and electricity consumption so as to optimise the use of resources and reduce significant environmental impacts. To ensure that chemicals are handled effectively in order to minimise health / safety / environmental risks, and if possible, to influence the activities and operations of Contractors to reduce environmental impacts associated with the Hotel.

This instruction applies to those activities performed by the Housekeeping Department, including:

- Disposal of all solid wastes;
- Water and electricity consumption;
- Use of chemicals, pest control and air treatment; and
- Contracted-out services in Housekeeping Department.

3.0 References

ISO 14001:1996 - 4.3.1 Environmental aspects
ISO 14001:1996 - 4.3.3 Objectives and targets
ISO 14001:1996 - 4.4.2 Training, awareness and competence
ISO 14001:1996 - 4.4.6 Operational control
ISO 14001:1996 - 4.5.1 Monitoring and measurement

CP 07 Training
CP 11 Accidents and Emergency Situations
CP 13 Non-Conformance
CI 01 Chemical Handling
CI 04 Water Consumption

4.0 Responsibilities

- Executive Housekeeper
- Floor Supervisor
- Laundry Supervisor
- Room Attendant / Public Area Cleaner
- Laundry Staff
- All Staff

5.0 Instruction

5.1 General

5.1.1 Water Consumption

In addition to the established Water Consumption instruction (CI 04), all Hotel staff shall comply with the following instructions to conserve water:

- Promptly report any water leakage to the Executive Housekeeper or to the Engineering Department;
- Do not leave tap water running during room cleaning activities; and
- Replace damaged water-saving stickers or notices in guestrooms.
5.1.2 General Garbage Collection & Disposal

General office rubbish bins shall be wrapped with a white plastic bag. As office rubbish is generally clean, white plastic bags shall not be changed until reaching unacceptable levels of dirtiness. Responsible staff shall empty rubbish bins daily into a large black plastic bag up to a full loading level and arrange to store the refuse in the General Garbage Room for collection by Contractor.

The Room Attendants shall collect guest room garbage in black plastic bags up to a full loading level and take to the bags to the General Garbage Room for collection by Contractor.

The number of bags used shall be recorded in the Record of Waste Disposal and Collection, which is placed next to the General Garbage Room door. The Executive Housekeeper shall appoint a Contractor to collect garbage daily (after 5:00 p.m. when most room cleanings have been finished) and shall keep records of collected bags in the Record of Waste Disposal and Collection.

5.1.3 Printer Cartridges

A printer cartridge collection box shall be located in the General Garbage Room on the ground floor. Housekeeping Staff shall collect all used printer cartridges and deposit them in the collection box.

5.1.4 Recycling Bins

Recycling collection bins shall be located in the lift lobby of each guest floor, staff canteen, offices, staff changing-rooms and toilets, and the General Garbage Room. These bins are wrapped with white plastic bags and shall be used for the separate collection of plastics, paper products, metals and plastic bottles.

Room Attendants shall collect recyclable materials, including paper & newspapers, metals, plastic bottles, glass and aluminum cans, from guest rooms to the respective collection bins in the staff lift lobby. Room Attendants shall collect plastic bags from guest rooms for internal reuse or for guest use upon request.

Responsible Staff shall collect and store recyclable products in the General Garbage Room in a clean and tidy manner and shall be stored in a different location from the general garbage. The actual quantity of recyclable products shall be recorded in the Record of Waste Disposal and Collection. The Executive Housekeeper shall appoint a Contractor to collect these products, for which payment shall be received.

5.1.5 Boxes for Reusable Paper

Boxes for reusable paper shall be placed next to photocopiers. All staff shall put reusable paper (i.e. one-side used) into the boxes. The paper shall be placed in a clean and tidy manner and away from water sources. The paper shall be used to print / photocopy draft documents in own office.

5.1.6 Telephone Directories

A set of telephone directories shall be kept in every office. A few sets of telephone directories shall be kept in the floor pantry and offered to guests upon request. Obsolete directories shall be put into the recycling bins for recycling.

5.2 Guestroom Cleaning & Inspection

5.2.1 Electricity Consumption
Sensors are installed in guestrooms to control the lighting and air-conditioning. During daytime cleaning, Room Attendants shall switch off all unnecessary lighting when entering the guestrooms. Room Attendants shall also adjust the air-conditioning to 20°C in winter and 22°C in summer. Room Attendants shall promptly report failure of the ventilation and air-conditioning system, or lighting system to the Executive Housekeeper or Engineering Department as soon as possible, by using the telephone in the guestrooms if it is vacant.

5.2.2 Towels and Bathrobes

Unless requested otherwise, the Room Attendants shall place 2 hand-towels, 2 face-towels, 2 towels and 2 bathrobes at the specified positions in washrooms in a clean and tidy manner.

Encourage guests to reuse towels and bathrobes inside the bathroom by placing tent card. Only those towels and bathrobes inside the basket shall be changed. Those towels and bathrobes on the hangers shall not be changed, on the condition that they are clean and tidy, until the guest has checked out.

Room Attendants shall collect used towels from guestrooms into the calico sack (towel) at the lift lobby for laundry collection.

The Executive Housekeeper shall keep a Record of Linen Consumption on a daily basis.

5.2.3 Chemicals

In addition to the established Chemical Handling Instruction (CI 01), Housekeeping staff shall comply with the following instructions when handling chemicals:

- Since the concentration (i.e. strength) of detergent is high, Room Attendants shall not use excessive amounts of detergent for cleaning purposes;
- Room Attendants shall not use excessive amounts of carpet cleaner;
- Room Attendants shall not use strong chemicals for general cleaning purposes, except for those specified, which shall only be done by trained staff; and
- Room Attendants shall not use excessive amounts of brass polishing chemicals.

5.2.4 Bathroom Amenities

Unless requested to do so, the Room Attendants shall place only one bottle of shampoo, one bottle of bath lotion and one piece of soap at specified locations in the guestrooms. Room Attendants shall replace opened shampoo and lotion bottles with new ones in non-checked out rooms. Soap shall not be replaced until it reaches an unacceptable size in non-checked out rooms.

The used amenities bottles shall be collected to the bottle-refill box in the lift lobby, for refilling by Contractor. Used soap shall be collected to the plastic box located in the lift lobby for reuse. The soap will be either used in staff bathrooms and toilets internally, or by external parties.

The Executive Housekeeper shall keep the Record of Bathroom Amenities Consumption.

5.2.5 Paper Rolls & Face Tissues

Only one paper roll shall be placed in the washroom inside guestrooms while additional paper rolls shall
be provided to guests upon request. Room Attendants shall collect used toilet paper rolls from checked-out guestrooms during room cleaning for staff use in washrooms. In non-checked-out rooms, paper rolls, which have more than 20mms thickness of paper remaining, shall be kept in guestrooms.

Face tissue shall be replaced in checked out rooms. Leftover face tissue shall be collected into the floor pantry and shall be distributed to Office areas for internal reuse.

5.2.6 Guest Room Cleaning

Room Attendants shall routinely change bed linen, pillowcases and bed covers every day in guestrooms. However, Room Attendants shall not change bed linen, pillowcases and bed covers if the guests have provided a positive indication in either the washroom or the bedroom that they do not require daily replacement. However, Room Attendants shall put these items into a neat and tidy order.

Room Attendants shall wipe the desks, chairs, bedsteads, lampshades, windows, etc. on a daily basis.

5.2.7 Floor Vacuuming

After putting all amenities into the guestrooms, Room Attendants shall vacuum the floor in guestrooms, including carpeted areas and marble floors. Room Attendants shall ensure that no inappropriate items are left in the guestrooms, before leaving.

Marble (such as walls, floors, window sills, etc.) in checked-out rooms shall be cleaned and polished by Room Attendants upon request by Floor Supervisors.

Floor Supervisors shall assign Room Attendants to clean carpets in guestrooms on a monthly basis, and all public areas (such as corridors) on a bi-monthly basis, except for those specially designated.

5.2.8 Inspection

Floor Supervisor shall inspect each of the cleaned guestrooms to ensure that all cleaning services have been done to the above stated standard. Any non-conformance shall be promptly followed up.

5.2.9 Leaving Guestrooms

All Housekeeping staff, upon leaving guestrooms, shall turn off all lighting in the guestroom except for the entrance light, which will also be automatically turned off when the room is vacant for more 15 seconds and turned on when the door is opened.

5.3 General Office Cleaning

Floor Supervisors shall assign Public Area Cleaners to wipe office facilities and equipments in the Hotel twice a day, such as desks, chairs, equipment, windows, doors, computers, etc.

The Public Area Cleaners shall also vacuum the floors and collect rubbish in a large black plastic bag up to a full loading level. The staff shall also collect recyclables in recycling bins to the Garbage Room on Tuesdays and Saturdays. The items shall not be mixed with the general garbage.

If non-conformances (such as recyclables are mixed with general waste or are not properly covered, etc.) are found, the Hotel staff shall inform their Supervisors verbally. The Floor Supervisors shall confirm the non-conformance in person & inform the relevant Department Head, using Form CP 13 [1].

5.4 Air Treatment

Any Hotel staff shall immediately report any odor to the Executive Housekeeper with a clear description
and location. Detailed emergency response actions can be found in CP 11.

The Executive Housekeeper shall, based on the information given by product instruction sheets, explain the recommended operational procedures for the ozone purifier to Floor Supervisors and Room Attendants. Room Attendants shall lock the treated area during the air treatment period and no human / pet shall be allowed to enter the area. They shall hang a warning sign on the door, which shall be locked.

Room Attendants shall wait for the prescribed time before entering the area to allow the excess ozone to be converted to oxygen.

Room Attendants shall inform the Floor Supervisors of any problems due to the operation of the purifiers.

Records of Air Treatment shall be recorded by the responsible Room Supervisor and kept by the Executive Housekeeper.

5.5 Pest Control

The Executive Housekeeper shall appoint a certified Contractor to handle pest control. The Contractor must be certified by the Agriculture, Fisheries & Conservation Department and the pesticides must be registered with the Department.

The Executive Housekeeper shall assist the Contractor to determine a Pest Control Year Plan and shall communicate with other Department Heads about pest control in their department. The Plan shall clearly state the location, frequency, methods, pesticides to be used and the precautionary measures.

The Executive Housekeeper shall inform relevant Department Heads one week prior to pest control.

Trained technicians of the Contractor must handle application of such pesticides. The Contractor shall compile and submit weekly reports to the Executive Housekeeper.

The Assistant Executive Housekeeper shall supervise the treatment in the Hotel. The Assistant Executive Housekeeper shall be suitably trained in accordance with Accident and Emergency Response criteria (CP 07 and CP 11).

5.6 Laundry

5.6.1 Paper Consumption

The Laundry Supervisor shall combine the laundry list, dry cleaning list and pressing list into one list. The list must be clear without causing confusion to guests about different types of laundry services. Unnecessary items must be eliminated from the list. The Executive Housekeeper shall convey suggestions to the Purchasing Manager.

Plastic shirt bows shall be replaced by recyclable and reusable paper shirt bows. Room Attendants shall collect laundry hangers from guestrooms for reuse.

Reusable linen laundry bags or rattan baskets shall be provided for guest laundry delivery and photodegradable plastic laundry bags shall be provided for packing and returning the laundered items to guests upon their request. No paper shirt boxes shall be provided for laundered items.

5.6.2 Water Consumption & Discharge

Whenever possible, Laundry Staff shall run washing machines only on full loading to minimise the number of operations. Different washing programmes shall be used as recommended by the laundry chemical supplier and the washing machine manufacturer for washing different grades of soiled linen to
reduce the possibility of re-washing.

The Laundry Supervisor shall arrange the laundry chemicals to test the performance of cleaning chemicals regularly to ensure that the most suitable cleaning chemicals are selected and the most economic/efficient washing cycles are determined. Liquid detergent auto dispensers shall be checked regularly to prevent improper dosage of chemicals from pumping into washing machines, thus minimizing chemical wastage and discharge of unnecessary chemicals to the environment. The Executive Housekeeper shall keep all maintenance records of the chemical supplier.

A water filter shall be installed on each washing machine to filter out unwanted articles (e.g. rust stain, mud, etc.) to optimize the performance, and minimize the discharge of laundry chemicals. The filter shall be checked and replaced regularly.

5.6.3 Air Emissions

The lint trap of the tumble drying machines shall be cleaned once a day. Laundry Staff shall report any damage to the Engineering Department for immediate repair.

5.6.4 Chemical Consumption

All Laundry Staff shall follow CI 01 to handle Chemicals and CP 11 to handle accidents and emergencies.

The Executive Housekeeper, with assistance from the Laundry Supervisor, shall organise chemical training to Laundry Staff and ensure that they are familiar with the handling of chemicals, and the Executive Housekeeper shall keep the attendance records and Post-Course Evaluation Forms.

5.6.5 Damaged Linen

Different types of soiled garments/linen shall be washed separately. Soiled linen shall be stored and grouped according to the level of soiling, weight and fabric composition. Heavily greased rags from Kitchens and the Engineering Department shall be kept separately in assigned linen containers to avoid linen contamination.

Laundry Staff shall use appropriate laundry chemicals and dosages, and follow recommended procedures for operating laundry washing machine and liquid detergent auto dispensers to wash garments/linen with different levels of soiling and fabric compositions.

Laundry Staff shall mark and cut damaged linen into small pieces for reuse in the Hotel, such as cleaning, covering, etc.

All garments/linen shall be handled carefully to avoid unnecessary damage.

5.7 Contracted-out Services

The Executive Housekeeper shall communicate the current environmental expectations and requirements of the Hotel, and send copies of the latest version of the Hotel’s Environmental Policy (CP 01) to responsible persons within Contracting companies.
The Executive Housekeeper shall consider adding environmental related terms and conditions to new contracts where applicable.

All contracted-out activities and operations shall be recorded in the relevant contract-out record file.

Plants are rented from a Contractor. The Housekeeper shall appoint the Contractor and shall return plants (either living of dead) to the Contractor.

6.0 Relevant Records / Samples

The Executive Housekeeper shall retain the following records for a minimum period of three years:

- Non-conformance Forms;
- Pest Control Year Plans;
- Post-Course Evaluation Forms;
- Records of Air Treatment;
- Records of Bathroom Amenities Consumption;
- Records of Chemical Consumption;
- Records of Linen Consumption;
- Records of Laundry Chemicals Test;
- Records of Laundry Equipment Maintenance;
- Records of Paper Consumption;
- Records of Pest Control;
- Records of Waste Disposal and Collection; and
- Staff training materials.

7.0 Environmental Objectives, Targets & Programmes

Environmental Objective 1:
- Reduce laundry loading in Housekeeping Department.

Environmental Target:
- Arrange Bathroom Linen Reuse Programme to encourage guests to reuse towels and bathrobes inside the bathroom.

Environmental Objective 2:
- Comply with existing legal requirements.

Environmental Target:
- Comply with the Air Pollution Control (Dry Cleaning) Regulation.

Environmental Management Programmes:

EMP DI 02 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
### Environmental Objective 1: Reduce laundry loading in Housekeeping Department.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Prepare and place tent card inside the guestroom to invite the guests to reuse the towels and bathrobes. Only change those towels and bathrobes inside the basket. Those towels on the hangers shall not be changed until</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Room Attendants only change those towels and bathrobes inside the basket. Those towels on the hangers shall not be changed until</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Room Attendants collect used towels from the baskets into the calico sack for laundry collection.</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Room Attendants record the number of towels and bathrobes changed inside each guestroom.</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Review the performance of the programme by evaluating the numbers of towels and bathrobes being reused.</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
</tbody>
</table>
Environmental Objective 2: Comply with existing legal requirements.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: __________</td>
<td>Collect information about the types of dry cleaning machine that</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td>To comply with the Air Pollution</td>
<td></td>
<td>Request for a draft of the regulation from EPD.</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td>Control (Dry Cleaning)</td>
<td></td>
<td>Conduct a feasibility study on whether the existing vented type dry cleaning machine</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td></td>
<td>Start on: __________</td>
<td>required to be replaced or modified to permitted</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Decide the appropriate strategy. (Replacement / Modification of</td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
<tr>
<td></td>
<td>Start on: __________</td>
<td></td>
<td>Name: ______</td>
<td>Name: ______</td>
</tr>
</tbody>
</table>

The Green Stars Hotel  
Environmental Management System  
EMP DI 02
1.0 Significant Environmental Aspects & Impacts

Materials consumption and waste disposal, energy consumption, water consumption and discharge in F&B restaurants and kitchens, which can cause adverse environmental impacts to air, water, land and material resources.

Fire occurrence in F&B restaurants and kitchens areas that can have adverse environmental impacts on air, water, material resources and human.

2.0 Purpose & Scope

To minimise and manage solid waste, water consumption and discharge and electricity consumption in F&B restaurants and kitchens so as to reduce adverse environmental impacts.

To maintain a safe and healthy working environment, through effective fire prevention measures and controls in kitchens.

This instruction applies to operations in kitchen areas, services sections & restaurant offices, including:

- Materials consumption & waste disposal
- Water consumption and discharge
- Electricity and fuel gas consumption
- Air and noise emission
- Chemical handling
- Prevention of fires

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.4.2 Training, awareness and competence
- ISO 14001:1996 - 4.4.3 Communication
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.4.7 Emergency preparedness and response
- ISO 14001:1996 - 4.5.1 Monitoring and measurement
- CP 11 Accidents and Emergency Situations
- CP 13 Monitoring and Measurement
- CI 01 Chemical Handling

4.0 Responsibilities

- F&B Manager
- Restaurant Managers
- Executive Chef
- Executive Sous Chef
- Banquet Office Staff
- Chefs / Cooks
- Waiter / Waitress
- Cleaning Staff
- All Staff

5.0 Instructions

5.1 General

Hotel staff shall turn on water taps only when needed and never let water run continuously. All staff are responsible for checking whether water taps are fully closed before going off duty. All staff are responsible for promptly reporting water leakage to the Engineering Department immediately.

Staff shall keep Service Sections clean at all times to provide a comfortable and hygienic environment for guests and to reduce the amount of water used before closing at the end of the day.
Hotel staff shall keep Kitchen areas clean at all times to reduce the amount of water used before closing at the end of the day.

Except for gaining access, doors to freezers and cold rooms shall be kept closed at all times. Lighting and air-conditioning shall be switched off whenever it is not required, with due allowance for safety and hygiene considerations. Electrical equipment shall be turned off when it is not in use, or not required for any prolonged periods.

5.2 All Services Section

5.2.1 Purchasing

Plus-stock control of products is maintained by the Purchasing Department. The Purchasing Manager shall remind the F&B Manager regarding current stock levels held in the stores.

The F&B Department also stores certain amounts of materials in the Department such as tableware, tables and chairs, etc. The F&B Manager shall check those stocks before issuing a purchase requisition in order to minimize inventories and reduce wastage.

The F&B Manager shall seek repair / reprocessing before purchasing new products, such as repairing tables and chairs, remanufacturing silver tableware, etc. The F&B Manager shall send Works Orders and keep records of products repair / reprocessing.

The F&B Manager shall order products in bulk to reduce packaging waste and cost of delivery.

All carton boxes, paper egg containers, plastic bottles, glass bottles, aluminum cans and Styrofoam boxes shall be separated from the main garbage for collection and recycling. If possible, packaging materials shall be reused or returned to suppliers for reuse.

5.2.2 Banquet Office

Banquet information shall be stored in the shared computer network. Banquet staff shall use computer fax software (e.g. WinFax, etc.) to receive and send information or quotations to guests in order to reduce paper consumption and to simplify documentation processes.

Banquet Office staff shall keep one standard copy of banqueting information data. In case of computer failure, staff shall reuse the original copy of banqueting information to fax to guests, with no need to reprint a new set of material each time.

5.2.3 Providing Tableware

Tablecloths and paper coasters are not necessarily required for all restaurants. The Restaurant Manager shall decide which kinds are to be used for table covers and seek alternatives other than linen and paper coasters. Tablecloths with non-obvious damage shall be reused if the damage is not too obvious.

Tableware shall be provided depending upon the type of dishes ordered, whilst unnecessary tableware shall not be provided unless requested. Waiters shall handle tableware carefully to prevent breakage.

All non-used tableware shall be collected for cleaning even though they have not been used.

Restaurant Managers shall record breakages of tableware from each outlet. The F&B Manager shall retain the record and take appropriate action to reduce future breakage rates.
5.2.4 Providing Other Consumables

Restaurant Managers shall decide upon providing paper or linen napkins for different types of meal. However, reusable and washable linen napkins are generally preferred.

Restaurant Managers shall keep minimum stocks of color paper napkins for use during certain special holidays, such as green and red for Christmas and red for Chinese Lunar New Year.

In bars and lounges, paper napkins shall be provided upon the request of guests. Waiters shall only serve matches upon request.

Heaters for the hot towels used in the Chinese restaurants shall be maintained at 50°C during peak hours. The heaters shall be turned off during non-peak hours. The door of the heaters shall always be kept closed to prevent heat loss. Staff shall inform the Engineering Department to repair heaters using the Work Order form.

Restaurant Managers shall purchase artificial flowers and trees for decoration whenever and wherever possible. When real flowers / plants are needed, Restaurant Managers shall purchase / rent correct quantities and keep them in a cooler after use to prolong their life. The consumption or rental of both artificial and real flowers and trees shall be recorded.

Restaurant Managers, with assistance from other senior staff and the Executive Chef, shall revise menus to reduce numbers of pages where applicable and laminate it to reduce damage.

5.2.5 Serving Food & Beverage

Waiters shall ask guests whether to serve drinking water or not instead of serving water without asking.

Waiters shall serve butter in bowls at the buffet tables and shall be refilled when necessary. Bread shall be served on buffet tables for guest selection and refilled when necessary. Jams, etc. shall be served in washable jam jars at buffet tables and refilled when necessary.

Unopened packed butter and jam shall be collected from tables / guestrooms for reissue. Surplus coffee shall be reused for making iced coffee. Waiters shall brew coffee as necessary during non-busy hours. Waiters shall collect coffee cream / milk surplus from guest tables for reuse or send to kitchens for cooking purposes. Waiters shall handle all food carefully to avoid wastage.

In the Staff Canteen, food shall be served in buffet style.

5.2.6 Air / Noise Control

Staff shall inform of any problems with the ventilation system to the Engineering Department immediately. Restaurant Managers shall complete non-conformance records to the EMS Manager.

All restaurants in the Hotel have designated smoking and non-smoking areas. Restaurant Reception shall arrange / indicate guest to their preferred area.

The sound level of played music in bars and lounges shall be kept as low as possible.

When there are any functions and live band shows, Waiters shall close the doors and windows of the function rooms or restaurants at all times to reduce the noise level in other areas.

If the noise level remains high after closing doors and windows, Restaurant Managers shall report to the Chief Engineer using Form CP 13 and assist in reducing noise impacts on guests.
5.2.7 Waste Handling

Staff shall handle all linen and uniforms properly and carefully, and shall not use table napkins and towels for general cleaning. All condemned towels shall be clearly marked and used for all kinds of cleaning in services sections. Condemned towels shall not be mixed with other towels.

General garbage basins (with an appropriate basket for separating waste and water), tableware basins, aluminum cans and plastic bottles recycling bins shall be placed on trolleys. Waiters shall collect aluminum cans and plastic bottles into recycling bins respectively and put all other waste into the basket in the basin for the filtering out of water.

Kitchen cleaning staff shall replace empty basins & bins frequently during peak-hours of restaurants.

5.3 Kitchens

5.3.1 Purchasing

The Executive Chef shall avoid purchasing excessive food and overstocking by previous experience, checking on-day bookings of restaurants, banquet events & existing food stock prior to placing orders.

The Executive Chef shall order products in bulk to reduce delivery numbers and frequency. Fresh food (e.g. fresh vegetables, milk, etc.) shall be purchased daily to ensure freshness of food and to minimise wastage. Frozen food (e.g. fish, prawns, etc.) shall be ordered weekly and stored in refrigerators.

5.3.2 Accepting Foods

The Storekeeper shall ensure that accepted foods are of a good quality, and shall also check the expiry date of products, as all products accepted shall generally have an expiry date of at least 6 months beyond, except for those specified otherwise.

5.3.3 Food Storage

Cold Rooms, freezers and chillers shall be kept clean and tidy and shall be cleaned on a weekly basis. The Kitchen Staff and Storekeeper shall inform any abnormal operations of cold rooms, freezers and chillers immediately to the Engineering Department. Raw food and cooked food shall be stored separately to avoid cross contamination.

The Executive Chef shall inspect food storage areas on a daily basis to ensure that foods are kept properly and in good condition, and shall find materials that need to be cooked before they get worse.

Storekeepers shall adopt a 'First-in-First-out' policy with food and beverage stocks and handling, and shall check expiry dates on a daily basis. Reports shall be compiled to inform the Executive Chef of those products that will reach their expiry dates in 7 days in Records of Food Stock.

5.3.4 Food Cleaning

Fresh food shall be kept in refrigerators until they are required for use. Excess fresh food shall be returned to the refrigerator immediately to prevent it from spoiling.

Staff shall adopt a 'First-In-First-Out' policy with food and beverage stocks and handling. Vegetables shall be pre-washed and immersed under water for 30 minutes to settle down sands and to kill insects and worms. Vegetables shall be washed finally and stored in cold rooms in kitchens prior to cooking.

Cleaning Staff shall not defrost foods with running water, instead they shall be immersed in water and shall ensure that all materials are cleaned without contaminating other materials.
5.3.5 Cooking

Chefs shall, based on on-day bookings of restaurants, banquet events, etc., reduce the preparation of excessive food. Food ordering records shall be kept by the Executive Sous Chef.

Rapid-heating ovens shall be purchased and used wherever possible. Oven spaces shall be fully utilized whenever possible. Chefs / Cooks shall switch off ovens whenever they are not in use. Chefs / Cooks shall not keep flames burning when stoves are not in use.

Chefs / Cooks shall use smaller cooking utensils or equipments for cooking small amounts of food. Pots and pans shall be placed in the centre of the heat source to reduce cooking time. Cooking oil shall be reused until it is unacceptable for further use. Used oil shall be kept in oil tanks in the Kitchens. The Executive Chef shall appoint a Contractor to collect used oil weekly free of charge. The Executive Chef shall record oil consumption and disposal.

Water shall be reused to boil the same food type with the same colors and aromas. Staff shall not use excessive amounts of water for boiling food.

5.3.6 Food Surplus

Chefs shall reuse surplus cooked food if possible. Food that spoils easily shall be cooled before storing in cold rooms. Leftover potatoes can be cooked as corned beef hash, pancakes can be reused as breakfast for the next morning, bread can be made into breadcrumbs, etc.

Trimmings from vegetables can also be cooked as other types of food, such as stocks and sauces. Trimmings from meat can also be boiled as soup. Unused cooked food can be used for making sauces, e.g. bone of prime ribs.

Certain leftover foods, which are hygienic and in an acceptable condition, shall be donated to charities, such as the Salvation Army. The Executive Sous Chef shall assign staff to pack leftover foods in good condition and arrange for the charities to collect the food.

5.4 Food Waste

5.4.1 Restaurants

Waiters shall roughly dry food waste before disposing into garbage bins. Garbage bins shall be fully loaded before transferring to the Food Waste Garbage Room, which is maintained at 15°C and isolated from external environment. After every service session, all garbage bags shall be changed. The garbage man shall record the number of bags of waste disposal (kitchens / restaurants) in Records of Waste Disposal and Collection.

5.4.2 Kitchens

Metal strainers or baskets shall be used in all basins to filter out un-separated food debris. Cleaning staff shall collect, clean and disinfect used plastic stirrers and cocktail sticks for reuse whenever possible.

Garbage bins shall be wrapped with thick plastic bags. Cleaning Staff shall keep the garbage bins fully loaded before being temporarily stored in the Food Waste Store Room.

The Food Waste Store Room shall be maintained at 15°C and shall be kept closed at all times. The room shall be washed and pest-controlled by the Housekeeping Department on a regular basis.

5.5 Cleaning & Pest Control
5.5.1 Restaurants

All restaurants shall be cleaned after each service session (at 2:00a.m., 10:00 a.m., 2:00 p.m., 5:00 p.m. and 11:00 p.m. if applicable). The cleaning shall include walls, tables, chairs / sofas (if necessary), floors, air-conditioning vents, etc.

Carpets and the whole services section area shall be cleaned monthly after pest control. Air-conditioning ductwork shall be cleaned every quarter. Restaurant Managers, with assistance from the Executive Housekeeper, shall arrange for Housekeeping staff or Contractors to complete cleaning works.

Restaurant Managers, with assistance from the Executive Housekeeper, shall arrange for the Contractor to control pests in the Service Section areas twice a month (according to the Pest Control Year Plan). Prior to pest control activities, staff shall put all chairs on tables and keep all items in cabinets, drawers or properly covered. All these items shall be cleaned after pest control activities are completed.

Restaurant Managers shall keep a copy of pest control reports and request the Contractor to focus on controlling areas where pests have been previously found, and shall make emergency calls for pest control if pests are found in Service Sections.

5.5.2 Kitchens

Cleaning Staff shall handle all tableware carefully and arrange the same type of dishes in the same rack for the dishwashing machine to reduce the possibility of breakage during cleaning.

Cleaning Staff shall operate dishwashers at or near their full load to minimize the times of operations.

Cleaning Staff shall record the amount of broken tableware for each machine, human carelessness / mistakes, etc. Training for machine handling shall be enhanced where the levels of human carelessness / mistakes are significant. The Executive Chef, with assistance from the Chief Engineer, shall arrange for machine manufactures to inspect and maintain dishwasher to reduce the breakage of tableware.

The Executive Sous Chef shall arrange for chemical suppliers to check regularly whether washing results from dishwashers meet sanitation requirements. Cleaning staff shall clean the wash and rinse jets of the dishwashers at least once a week and maintain temperature settings at the recommended level.

All kitchens shall be cleaned daily after 11:00 p.m. The cleaning shall include walls, tables, cookers, electrical facilities, doors and exhaust vents of cooling facilities, lighting, hydro-vents, etc. Floor shall be cleaned twice a day. The Executive Sous Chef shall assign staff to complete cleaning work.

The cleaning of stoves, ovens and the hydro-vent system shall follow the recommended instructions shown on the chemical labels or the instruction sheets (CP 11 and CI 01) and shall use adequate amounts of water whenever possible. Cleaning staff shall not use running water for general kitchen cleaning. Whenever possible, ice from buffet tables shall be collected for general kitchen washing.

Filters and chemicals (for degreasing purposes) of hydro-vent systems shall be changed or refilled if needed. The Executive Sous Chef, with assistance from the Chief Engineer, shall arrange for a Contractor to maintain the whole system, change filters and refill chemicals. Grease traps shall be maintained properly. The Executive Chef, with assistance from the Chief Engineer, shall arrange for a Contractor to pump out wastewater and remove dirt from grease traps at least once a week. The Executive Chef shall maintain records of grease traps cleaning services.

Metals strainers or baskets shall be applied to all basins to separate dirt and water.

The Executive Chef, with assistance from the Executive Housekeeper, shall arrange for a Contractor to
control pests in kitchen areas three times a month. Staff shall put all items, such as cooking utensils, into cabinets, drawers or properly covered before the pest control activity. All these items shall be cleaned after pest control.

The Executive Chef shall keep a copy of the pest control reports and shall request the Contractor to focus on controlling areas where pests have been mostly found before, and shall make emergency calls for pest control if pests are found in Service Sections.

5.6 Fire Occurrence

5.6.1 Restaurants

Normally, there would not be expected to be any fire ignition sources in the Services Section of the restaurants. However, where there are any cooking demonstrations, in addition to the existing fire provision facilities, one fire extinguisher and fire blanket shall be placed next to the cooker for temporary provision purposes.

5.6.2 Kitchens

The Executive Chef shall ensure that kitchen staff do not put excess cooking oils into cooking pans in order to reduce the chances of cooking oil spillages into fires. Kitchens are designated non-smoking areas. The Executive Chef shall ensure that no staff smokes in the kitchen areas.

In the case of fire events, staff shall switch off stoves immediately and cover equipment with a fire blanket to prevent fire spread.

6.0 Relevant Records / Samples

The F&B Manager shall retain the following records for a minimum period of three years:

- Staff training records and training materials;
- Post-Course Evaluation Forms;
- Records of Waste Disposal and Collection (Restaurants / Kitchens);
- Records of products repair and reprocessing;
- Records of Food Stock;
- Records of Non-food Stock;
- Requisition Forms;
- Records of tableware breakages;
- Records of artificial / real flowers and trees consumption / rental;
- Reports of Pest Control; and
- Records of grease trap cleaning services.

The F&B Manager shall maintain and update the following materials whenever necessary:

- Staff training materials;
- Chemical Handling Manual;
- Equipment manuals; and
- Pest Control Year Plan.

The Executive Chef shall maintain the following records:

- Records of Food Stock;
- Records of Non-food Stock;
- Records of leftover food handling; and
- Records of Oil Consumption and Disposal.
7.0 Environmental Objectives, Targets & Programmes

Environmental Objective:

- Increase environmental awareness of all staff in F&B restaurants and kitchens.

Environmental Target:

- Provide training sessions to all staff in F&B restaurants and kitchens in accordance with the Department Instruction DI 03 within X months.

Environmental Management Programme:

EMP DI 03 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
### Environmental Objective: Increase environmental awareness of all staff in F&B restaurants and kitchens.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: _______</td>
<td>Prepare training schedule in accordance with the staff monthly duty</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Delegate staff to be the trainers and inform all the staff of the date, time and venue of the training session.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Conduct the training session (with demonstration if possible) in small groups with similar activities.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Evaluate the performance of the training session through actual monitoring of the practices of the staff.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
<tr>
<td></td>
<td>Start on: _______</td>
<td>Review the needs of re-training / refresher training.</td>
<td>Name: _______</td>
<td>Name: _______</td>
</tr>
</tbody>
</table>
The Green Stars Hotel  Purchasing Environmental Management System  Departmental Instruction DI 04

1.0 Significant Environmental Aspects & Impacts

Purchase, use, storage and disposal of non-environmentally friendly products, which can cause adverse environmental impacts to air, water, land, noise, material resources, flora and fauna. Whilst, storing purchased products improperly can generate adverse environmental impacts to land and material resources.

2.0 Purpose & Scope

To purchase products in an environmentally friendly manner that minimises adverse environmental impacts and to properly store products in good quality and safe locations in order to conserve resources and to reduce wastage.

All products purchased for the Hotel and all services / products provided by Suppliers and Contractors.

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.4.2 Training, awareness and competence
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.5.1 Monitoring and measurement

4.0 Responsibilities

- Purchasing Manager
- Store Supervisor and Storekeepers
- Cost Controller

5.0 Instruction

5.1 Purchasing Criteria / Requirements

All purchasing activities are initiated by Purchasing Order, which shall clearly state the types of products, the requirements, volumes, preferences of suppliers / contractors, from Department Heads.

All products purchased for the Hotel shall be of good quality (e.g. durable and with no-contamination, etc.), with reasonable pricing and being environmentally friendly. Environmentally friendly products shall include products that:

- Are manufactured in environmentally friendly ways, like non-CFC, non-bleaching agent, etc.;
- Are manufactured from recycled products, like recycled paper, etc.;
- Can be operated / consumed in an environmentally friendly manner, like energy / fuel efficient, generating fewer pollutants, etc.; and
- Can be disposed of with less damage to the environment, like smaller size, biodegradable, etc.

The Purchasing Manager shall also consider the services or products provided by environmentally responsible Suppliers, such as ISO 14001 certified companies. The Purchasing Manager shall keep copies of environmentally friendly products information and prices.

5.2 Environmental Terms / Requirements for Suppliers

The Purchasing Manager shall communicate to Suppliers the Hotel's Environmental Policy and the environmental requirements regarding products / services supplied on a regular basis. The Purchasing Manager shall keep all such correspondences for current Suppliers and Contractors.
The Purchasing Manager shall consider adding relevant environmentally friendly terms / conditions to contracts with Contractors where applicable, such as requiring Contractors to provide environmentally friendly materials (e.g. non-CFC refrigerant and compressors, phosphate-free detergents, non-aerosol cleansers, etc.) or operating services in an environmentally friendly manner (e.g. fewer air, water, noise pollutants and reduced wastage, etc.)

5.3 Purchasing in an Environmentally Friendly Manner

All departments shall only purchase what is absolutely necessary, at the time that it is needed.

Recycled paper or environmentally friendly paper (e.g. chlorine-free paper) shall be purchased wherever possible.

Refillable or reusable stationery and office consumables shall be purchased.

When purchasing various kinds of beverage products, products with recyclable (e.g. aluminum cans, PET plastic bottles, etc.) or returnable containers shall be purchased with priority.

Photodegradable plastic bags (e.g. sanitary bags, shirt bags, garment bags, garment covers, dim sum bags, shopping bags, etc.) shall be ordered.

If the current bathroom amenities are provided in aluminum bottles in the Hotel, the Purchasing Manager shall negotiate with the Supplier to collect back the bottles for refill at a reasonable price. If necessary, PET bottles shall be purchased as substitutes for aluminum bottles. The Purchasing Manager may also consider purchasing 3-in-1 shampoo / bath gel / lotions instead of three separate packages.

PVC products (toothbrushes, razors, shoe horns, shower caps, combs, etc.) shall not be purchased where more environmentally friendly and financially viable substitutes are available from the market.

The same model of products shall be selected from the same manufacturers so that broken parts of appliances and equipment can be reused to repair others, and lower prices can be obtained.

No CFCs or CFCs containing / operating materials / products / equipment shall be purchased for the Hotel, including refrigerants. Fuel Sulphur content above legislative requirements shall not be purchased. Lead-free paints and varnishes shall be purchased where applicable. Mercury-containing battery cells shall not be purchased, while rechargeable batteries or cells are preferred.

5.4 Store Operation & Stock Control

5.4.1 Acceptance

Before accepting products, Storekeepers shall check and record the expiry dates of the products (if any) to ensure that all products can be kept for as long as 6 months. Storekeepers shall also ensure that the product quality is above the standard mentioned in Purchasing Orders.

Storekeepers shall record the products inventory, expiry dates and distribution in Products Acceptance and Distribution Report. Storekeepers shall also record and keep the Store Cards for every product. Store Supervisors shall make sure that inventories are correctly recorded in the Reports and Cards.

5.4.2 Storage

Storekeepers shall handle all food carefully to avoid wastage and damage. Dry and wet food shall be stored separately in cold rooms to avoid cross contamination. Vegetables shall be covered by clean and wet towels in cold rooms.
Storekeepers shall keep storage areas clean and tidy and shall keep the doors always closed. Storekeepers shall promptly report any abnormal conditions in storage areas, including temperatures in cold rooms, freezers and chillers that are higher or lower than the preset values, to the Engineering Department.

All non-food products shall be kept in dry products store and humidity shall be maintained at low level. If the products are accepted, they shall be transferred to relevant departments or stored in dry products stores. The goods shall be stored properly according to suppliers’ instruction.

Chemicals shall be stored in the Chemical Storage Room in the Engineering Department. Products Acceptance and Distribution Reports shall be recorded.

5.4.3 Control

Storekeepers shall check monthly the expiry dates of all food and beverage products and complete Monthly Spoilage Report to the F&B Manager and the Executive Chef. The Cost Controller shall communicate with the F&B Manager and the Executive Chef for finding out the reasons for the spoilage.

Storekeepers shall check the expiry dates of fresh food on a daily basis and compile Records of Food Stock to inform the Executive Chef of the updated food stock and the expiry status.

5.4.4 Distribution / Requisition

Storekeepers shall adopt a ‘First-In-First-Out’ policy with all stocks. Storekeepers shall record products inventory in the Store Cards. Storekeepers shall distribute products to relevant Departments upon receiving Store Requisition Forms. All distributions shall be recorded in Products Acceptance and Distribution Report. Store Supervisors shall keep Store requisition forms.

5.5 Delivery of Products

The Purchasing Manager shall purchase local products to save transportation costs and packaging waste and where there are possibilities of returning packaging materials to Suppliers.

The Purchasing Manager shall request Suppliers to deliver products in bulk, with different kinds of vegetables in the same containers, in order to reduce packaging waste.

The Purchasing Manager shall request Suppliers to collect back containers after delivery, such as collecting back plastic baskets after vegetable delivery, or collecting back glass bottles periodically.

5.6 Continual Review

The Purchasing Manager shall frequently communicate with product end-users, such as Department Heads, to obtain feedback about environmentally friendly products compared with other products.

The Purchasing Manager shall continually review purchasing practices by seeking better alternatives from suppliers and checking the prices of potential substitutes from suppliers and replacing less environmentally friendly ones where costs are within budgets.

The Purchasing Manager shall hold monthly meeting with subordinates to review current purchasing practices and operations of the Department and obtain feedback.
6.0 Relevant Records / Samples

The Purchasing Manager shall retain the following records for a minimum period of three years:

- Information, directories and prices of and manufacturers or distributors;
- Correspondences of Current Suppliers and Contractors;
- Copies of Contracts with Suppliers and Contractors; and
- Products Acceptance and Distribution Reports.

The Store Supervisors shall keep the following records for a minimum period of three years:

- Store Cards; and
- Store Requisition Forms.

7.0 Environmental Objectives, Targets & Programmes

Environmental Objective:

- Purchase environmentally friendly products for the Hotel in order to minimise environmental impacts.

Environmental Target:

- Send Hotel's Environmental Policy and Environmental Requirements to all Suppliers / Contractors.

Environmental Management Programme:

EMP DI 04 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
### Environmental Objective: Purchase environmentally friendly products for the Hotel in order to minimise environmental impacts.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Send the Hotel’s Environmental Policy and Environmental Requirements to all Suppliers / Contractors through letters.</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Follow-up with all Suppliers / Contractors to obtain feedback by phone after X weeks</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Check the price of other better alternatives and replace those less environmentally friendly ones if budget allows</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Communicate with product end-users (Department Heads) about the environmentally friendly products and obtain feedback</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Review the Purchasing Practices when necessary</td>
<td>Name: ________</td>
<td>Name: ________</td>
</tr>
</tbody>
</table>
1.0 Significant Environmental Aspects & Impacts

Emissions of combustion exhaust by hotel limousine, generation of solid wastes, electricity and fuel consumption in Front Office, which can cause adverse environmental impacts to air, land, material resources, flora and fauna.

2.0 Purpose & Scope

To minimize air emissions, solid wastes, electricity and fuel consumption in the Department in order to minimize adverse environmental impacts and to optimize the use of natural resources.

This instruction applies to operations in guestrooms, front offices, health centre, services sections and offices of restaurants, including:

- Materials consumption and waste disposal
- Electricity and fuel gas consumption
- Water consumption and discharge
- Air and noise emissions

3.0 References

- ISO 14001:1996 - 4.3.1 Environmental aspects
- ISO 14001:1996 - 4.3.3 Objectives and targets
- ISO 14001:1996 - 4.4.2 Training, awareness and competence
- ISO 14001:1996 - 4.4.6 Operational control
- ISO 14001:1996 - 4.5.1 Monitoring and measurement

4.0 Responsibilities

- Front Office Manager
- Health Centre Attendants
- Chief Concierge
- All Staff

5.0 Instruction

5.1 Guestrooms

5.1.1 Environmental Policy

The Front Office Manager shall assign staff to post environmental policy in all guestrooms to communicate to guests the commitment of the Hotel to its environmental objectives and targets.

5.1.2 Key Cards

Where magnetic key cards are used in the Hotel, the Receptionists shall store messages in the key cards for room access permission and shall disable the permission (in both the key card and in the central computer system) when the cards are returned. Any damaged, or failed master cards shall be returned to the Contractor for repair or exchange.

5.1.3 Cards / Envelops / Letters

Cards to guests, such as birthday cards, greeting cards, etc., shall not be used in the Hotel. Instead, greeting messages shall be posted on the Hotel homepage and made by phone calls. Any packaging, such as card envelopes for welcome booklets, plastic packaging for fruit or gifts, etc. shall be not be used in the Hotel. New envelopes / letter paper shall only be provided upon the specific request of guests.
5.1.4 Flowers

Except for Executive Floor guests, the Hotel shall not provide flowers in guest rooms. Reservation Staff shall record any request for having flowers in guestrooms from Executive Floor guests for following up.

If the flowers are in good condition, Staff shall collect the flowers and store them in the cold room. These flowers shall be reused in other rooms. The Front Office Manager shall keep suitable Records of flower consumption.

5.2 Health Club Facilities

5.2.1 Gymnastic Room

Health Centre Attendants shall switch off lighting when rooms are vacant and shall switch off parts of the lighting system during daytime hours when indoor areas are brightly lit. The air-conditioning system shall be switched off during non-peak-hours.

Health Centre Attendants shall close curtains during the daytime when rooms are vacant to reduce heat gain from sunlight.

Audio / visual equipment, such as body training programmes on the television, shall only be switched on upon the request of guests. The volume of the sound shall not be too loud.

Doors shall be kept closed to minimise loss of cold air, to save energy and to reduce noise impacts on the outdoor environment. Staff shall post notices on doors as a reminder.

Prior to maintenance activities, the Technicians (Contractor) shall cover carpets in working areas to prevent / minimise cleaning needs.

Room Attendants shall clean equipment, doors, counters, windows and mirrors and vacuum the carpet everyday. In-house Stewards shall collect used towels and bathrobes to the laundry room and collect garbage to the General Garbage Room.

Health Centre Attendants shall promptly indicate any equipment failure clearly with an “Out of Service” notice card and report the matter to the Chief Engineer verbally. Where appropriate, the equipment shall also be positively withdrawn and / or prevented from use.

The Chief Engineer shall assign a Technician (Contractor) to repair the equipment. The Contractor shall test all equipment twice a year. The Health Centre Attendants shall record the inspection / repair work in the Record of Health Centre Equipment Maintenance.

5.2.2 Sauna Rooms

Referring to the reservation record, Heath Centre Attendants shall turn on heaters in the sauna room 10 minutes prior to use by guests.

The heating and lighting systems in the sauna room shall be turned off when the rooms are vacant during non-peak hours.

Walls, floors and ceilings shall be built with heat insulating materials to prevent heat loss and impacts on the outdoor environment. Doors to the Sauna Rooms shall be totally closed to minimise heat loss.
5.2.3 Swimming Pool

Health Centre attendants shall use a test kit to measure the chlorine and pH level of the swimming pool water on an hourly basis and keep the data in Record of Pool Water Quality.

The concentration of chlorine shall be kept between 1 to 1.5 ppm and the pH value shall be kept between 7 to 8. Any fluctuation in the chlorine level and the pH value of the swimming pool water beyond pre-set values shall be promptly reported to the Engineering Department to immediately adjust the chlorine supply or repair the pumping equipment.

5.3 Hotel Vehicles

The Hotel shall only purchase LPG, petrol or electric powered vehicles. The Front Office Manager shall appoint a Contractor to change diesel-powered engines of existing vehicles to LPG or petrol.

The Chief Concierge shall arrange regular maintenance of vehicles with the Contractor and keep records. The Chief Concierge shall record the fuel consumption of each vehicle and shall contact the Contractor to repair broken, noisy or polluting engine vehicles and keep records.

The Concierges shall arrange for the cleaning of vehicles on a daily basis to ensure a good, clean and tidy appearance. The vehicles shall be wax polished every two weeks and shall keep suitable records.

Parking attendants shall turn off idling engines to reduce exhaust gas emissions. Ventilation systems shall be turned on continuously to ensure that air circulation is good in the indoor car park.

6.0 Relevant Records

The Front Office Manager shall retain the following records for a minimum period of three years:

- Record of Health Centre Equipment Maintenance;
- Record of Fuel Consumption;
- Record of Vehicles Cleaning and Waxing;
- Record of Vehicle Maintenance;
- Record of Flower Consumption; and
- Record of Pool Water Quality.

7.0 Environmental Objectives and Targets

Environmental Objectives:

- Communicate environmental policy to guests.

Environmental Targets:

- Post the environmental policy inside all guestrooms; and
- Obtain guests’ comments / suggestions on the environmental practices in the Hotel.

Environmental Management Programmes:

EMP DI 05 shows the Environmental Management Programme based upon the above referenced Environmental Objectives and Targets.
Environmental Objective: Communicate environmental policy to guests.

<table>
<thead>
<tr>
<th>Target(s)</th>
<th>Planned Timescale</th>
<th>Activities</th>
<th>Achieved by</th>
<th>Checked by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target 1</td>
<td>Start on: ________</td>
<td>Post the environmental policy inside all guestrooms</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Period: _______ months</td>
<td>Print X numbers of copies of environmental policy</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td>Target 2</td>
<td>Start on: ________</td>
<td>Obtain guests’ comments / suggestions on the environmental practices in the hotel</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Period: _______ months</td>
<td>Design a brief guest questionnaire to ask for guests’ comments / suggestions on the environmental practices in the hotel</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Post the environmental policy and place the guest questionnaire inside the guestroom</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Period: _______ months</td>
<td>Collect the completed guest questionnaire, record in the EMS Communications Form</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Start on: ________</td>
<td>Analyse the results from the guest questionnaire and discuss during Departmental Meeting and Management Review Meeting</td>
<td>Name: ________ Date: ___________</td>
<td>Name: ________</td>
</tr>
<tr>
<td></td>
<td>Period: _______ months</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix I

Register of Significant Environmental Aspects
### Significant Environmental Aspects

<table>
<thead>
<tr>
<th>Situation</th>
<th>Impacts</th>
<th>EMP Reference</th>
<th>CI / DI Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electricity Consumption</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Consumption of electricity by chiller plant</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>2. Consumption of electricity by air side of HVAC system</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>3. Consumption of diesel oil and electricity by boiler plant</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>4. Consumption of electricity and emission of heat by interior and exterior lighting</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>5. Consumption of electricity by hot and cold water pumps, flushing system pumps, swimming pool pump, etc.</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>6. Consumption of gas and emission of heat and fumes by gas stoves / ovens in kitchens</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>7. Consumption of electricity by ice makers, freezers, refrigerators and cold rooms</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>8. Consumption of electricity and emission of heat by laundry machinery</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>9. Consumption of electricity and emission of steam by dishwashers</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>10. Consumption of electricity and emission of heat by office equipment and electricity appliances / equipment</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>11. Consumption of electricity for Sauna room</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>12. Consumption of gasoline by Hotel limousine</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td><strong>Water Consumption and Discharge</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Consumption and discharge of water used for food preparation</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>14. Consumption of drinking water</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>15. Consumption and discharge of water and chemicals used for washing tableware, utensils, appliances, etc.</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>16. Consumption and discharge of water and chemicals used for washing linen</td>
<td>N</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

**The Green Stars Hotel**

Environmental Management System

Register of Significant Environmental Aspects
### Appendix I

#### Environmental Management System

#### Register of Significant Environmental Aspects

<table>
<thead>
<tr>
<th>Situation</th>
<th>Air</th>
<th>Water</th>
<th>Land</th>
<th>Noise</th>
<th>Flora &amp; Fauna</th>
<th>Material Resources</th>
<th>Reference</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>17. Consumption and discharge of water by dry cleaning machine</td>
<td>N</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>EMP CI 04</td>
<td>DI 02 (5.7.2)</td>
<td></td>
</tr>
<tr>
<td>18. Consumption and discharge of water and chemicals used for cleaning floors, wall tiles, vents, etc.</td>
<td>N</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>CI 01 (5.4)</td>
<td>DI 02 (5.2.3 &amp; 5.3)</td>
<td>DI 03 (5.5)</td>
</tr>
<tr>
<td>19. Maintenance of efficiency of grease traps</td>
<td>N</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>DI 01 (5.6.1)</td>
<td>DI 03 (5.5.2)</td>
</tr>
<tr>
<td>20. Contamination and discharge of water in potable water tank</td>
<td>A</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>DI 01 (5.6.1)</td>
<td></td>
</tr>
<tr>
<td>21. Leakage of water and steam from calorifiers and boiler plant</td>
<td>A</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>DI 01 (5.4.3)</td>
<td></td>
</tr>
<tr>
<td>22. Leakage of water and seawater from plumbing and drainage system</td>
<td>A</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>DI 01 (5.6.1)</td>
<td></td>
</tr>
<tr>
<td>23. Consumption, maintenance of water quality and discharge of water in pools</td>
<td>N</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>EMP CI 04</td>
<td>EMP CI 05</td>
<td>DI 02 (5.1.1)</td>
</tr>
<tr>
<td>24. Consumption and discharge of water in guestrooms</td>
<td>N</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>EMP CI 04</td>
<td>EMP CI 05</td>
<td>DI 02 (5.1.1)</td>
</tr>
</tbody>
</table>

#### Materials

<table>
<thead>
<tr>
<th>Situation</th>
<th>Air</th>
<th>Water</th>
<th>Land</th>
<th>Noise</th>
<th>Flora &amp; Fauna</th>
<th>Material Resources</th>
<th>Reference</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>25. Purchase, use, storage and disposal of chemicals in Housekeeping, Laundry, Food and Beverage and Engineering Department</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>EMP CI 04</td>
<td>EMP CI 05</td>
<td>CI 01 (5.3)</td>
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<tr>
<td>26. Purchase, use, storage and disposal of dangerous goods, such as: Diesel oil</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>EMP CI 02</td>
<td></td>
<td>CI 02 (5.1)</td>
</tr>
<tr>
<td>27. Purchase, use, storage and disposal of office paper products</td>
<td>N</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td>EMP CI 02</td>
<td></td>
<td>CI 02 (5.1)</td>
</tr>
<tr>
<td>28. Purchase, use, storage and disposal of general office stationery and consumables</td>
<td>N</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td>EMP CI 02</td>
<td></td>
<td>CI 02 (5.1)</td>
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</tbody>
</table>
### Environmental Management System

#### Register of Significant Environmental Aspects

<table>
<thead>
<tr>
<th>Situation</th>
<th>Air</th>
<th>Water</th>
<th>Land</th>
<th>Noise</th>
<th>Flora &amp; Fauna</th>
<th>Material Resources</th>
<th>Reference EMP CI</th>
<th>Reference CI / DI</th>
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</thead>
<tbody>
<tr>
<td>29. Purchase, use, storage and disposal of packaging materials</td>
<td>N</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>EMP CI 02</td>
<td>EMP CI 02</td>
<td>CI 02 (5.3)</td>
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<tr>
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<td></td>
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<td>EMP DI 04</td>
<td></td>
<td>DI 04 (5.3)</td>
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<tr>
<td>30. Purchase, use, storage and disposal of furniture and timber products</td>
<td>N</td>
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<td>X</td>
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<td>EMP CI 05</td>
<td>EMP CI 05</td>
<td>CI 05 (5.5.3)</td>
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<td>EMP DI 04</td>
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<td>DI 04 (5.5.3)</td>
</tr>
<tr>
<td>31. Purchase, use, storage and disposal of building and decoration</td>
<td>N</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td>EMP CI 05</td>
<td>EMP CI 05</td>
<td>CI 05 (5.5.4)</td>
</tr>
<tr>
<td>materials</td>
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<td>EMP DI 04</td>
<td></td>
<td>DI 04 (5.5.4)</td>
</tr>
<tr>
<td>32. Purchase, use, storage and disposal of Engineering equipment / components</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>EMP CI 05</td>
<td>EMP CI 05</td>
<td>CI 05 (5.2.6)</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>EMP DI 04</td>
<td></td>
<td>DI 04 (5.2.6)</td>
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<tr>
<td>33. Purchase, use, storage and disposal of consumables in all restaurants and kitchens</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
<td>EMP CI 05</td>
<td>EMP CI 05</td>
<td>CI 05 (5.2.6)</td>
</tr>
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<td>34. Purchase, use, storage and disposal of cooking oil</td>
<td>N</td>
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<td>35. Purchase, use, storage and disposal of consumables in bathroom</td>
<td>N</td>
<td></td>
<td>X</td>
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<td>36. Indoor air quality of different parts of the Hotel</td>
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<td>37. Emission of volatile organic compounds during painting</td>
<td>N</td>
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<td>38. Emission of heat, dust and ozone during photocopying</td>
<td>N</td>
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<td>39. Emission of heat, PCE vapor and lint particles by laundry dryers</td>
<td>N</td>
<td>X</td>
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<td>40. Emission of flue gas from boiler plant system</td>
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<td>41. Emission of exhaust gas from kitchens</td>
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<td>X</td>
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<td>42. Emission of combustion exhaust by Hotel limousine</td>
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<td>X</td>
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<td>43. Emission of noise by bars and lounges</td>
<td>N</td>
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<td>X</td>
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<td>44. Emission of heat and frame when fire occurrence in the Hotel</td>
<td>E</td>
<td>X</td>
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<td>45. Leakage of CFC refrigerate in chiller plant</td>
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<td>X</td>
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<td>46. Fire and contamination due to improper delivery, handling and storage of dangerous goods and chemicals</td>
<td>E</td>
<td>X</td>
<td>X</td>
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**Significant Environmental Aspects**

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<tr>
<th>Situation</th>
<th>Impacts</th>
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<th>CI / DI</th>
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### Register of Significant Environmental Aspects

#### Contracted-out Services

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<thead>
<tr>
<th>Description</th>
<th>Air</th>
<th>Water</th>
<th>Land</th>
<th>Noise</th>
<th>Flora &amp; Fauna</th>
<th>Material Resources</th>
<th>Reference</th>
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<tr>
<td>47. Environmental activities and operations of engineering maintenance contractors</td>
<td>N</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>EMP DI 04</td>
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<td>48. Environmental activities and operations of fire services contractors</td>
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<td>X</td>
<td>X</td>
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<td>X</td>
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<td>49. Environmental activities and operations of contractors for pest control treatment</td>
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<td>50. Environmental activities and operations of general waste and chemical waste collectors</td>
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