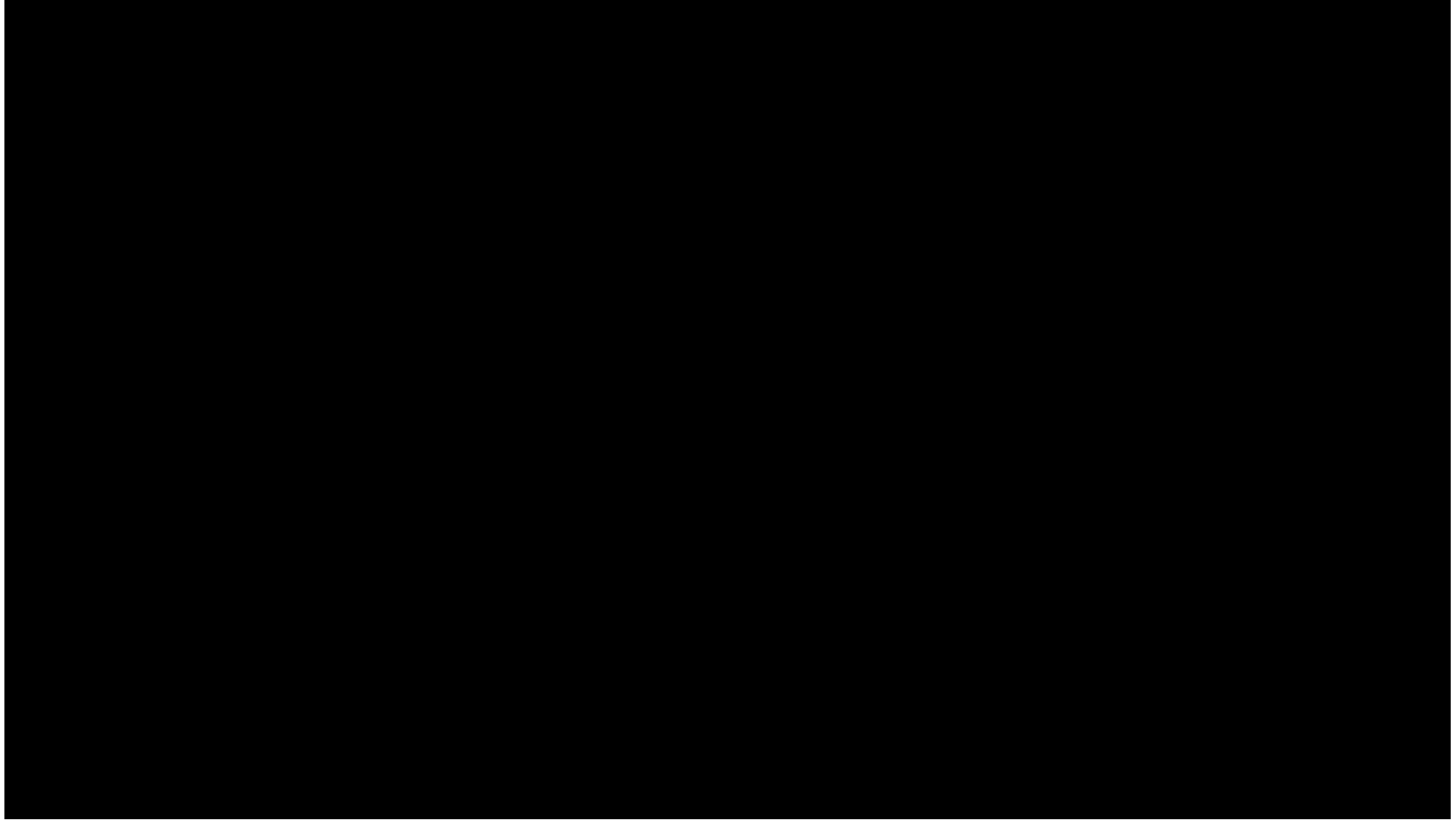


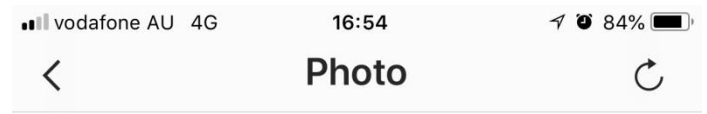
A cartoon that made us think



# A short story from The Big Hotel

## Journey of The Hilton Sydney

KRUNO VELICAN  
EXECUTIVE CHEF  
Hilton Sydney



 hiltoncareers



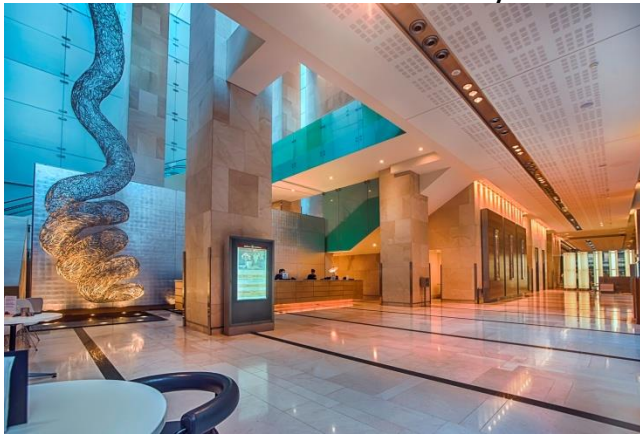
Liked by [tuafatongiatau](#), [caitrin.obrien](#) and 131 others

**hiltoncareers** One of the best parts of my job is getting to talk about sustainability with



# So, who exactly are we?

- We are located on George street, opposite of QVB, we are the part of the most recognized hospitality brand- Hilton Hotels & Resorts
- We are home to 579 guests rooms, 28 meeting rooms and 8 food & beverage venues
- Throughout the year we would provide meals for roughly 700,000 guests buying \$4.4 mill worth of foods in a process
- More closely to my heart – 97 chefs and stewards will take care of your well being and nutrients needs.
- Our nickname is 'Heartbeat of the city'



# Like anything, the good comes with the bad.

- We are using energy and water- resources
- We added up 915 tonnes of waste to the environment but 71.7 % was recycled
- If we didn't change our ways, the projection was that 70 tonnes of food would go into waste. That is essentially \$450k wasted – something that every individual should comprehend and want to change



# TEST THE WATERS :

You don't get into something  
to test the waters ,you go  
into things to make waves !

- Unknown

boardofwisdom.com



- Together with WWF & NSW EPA we have created and sent a questionnaire to our team members to find out what they know, how they feel and how they behave at work/ home in terms of food waste.
- We communicated a lot to raise awareness through posters, collaterals, social media channels, internal TV network, forums & meetings
- Strong partnership with WWF & NSW EPA has been formed and we were ready to make some waves and bring the change.
- All of the above happened within a two month period



# The Hilton Kitchen Food Study



The Hilton Sydney, WWF-Australia and NSW/EPA Love Food Hate Waste are studying how to reduce environmental impacts and increase efficiency in the cold, hot and pastry kitchens at the Hilton Sydney Hotel.

# What is happening?

The kitchen food study lasts 1 month and has 3 stages:

- **14 March** – one week observation period begins
- **Early April** – develop and implement better ways of working in the hot, cold and pastry kitchens
- **Late April** – follow-up, one week observation period



# Hilton Sydney Food Waste Audit





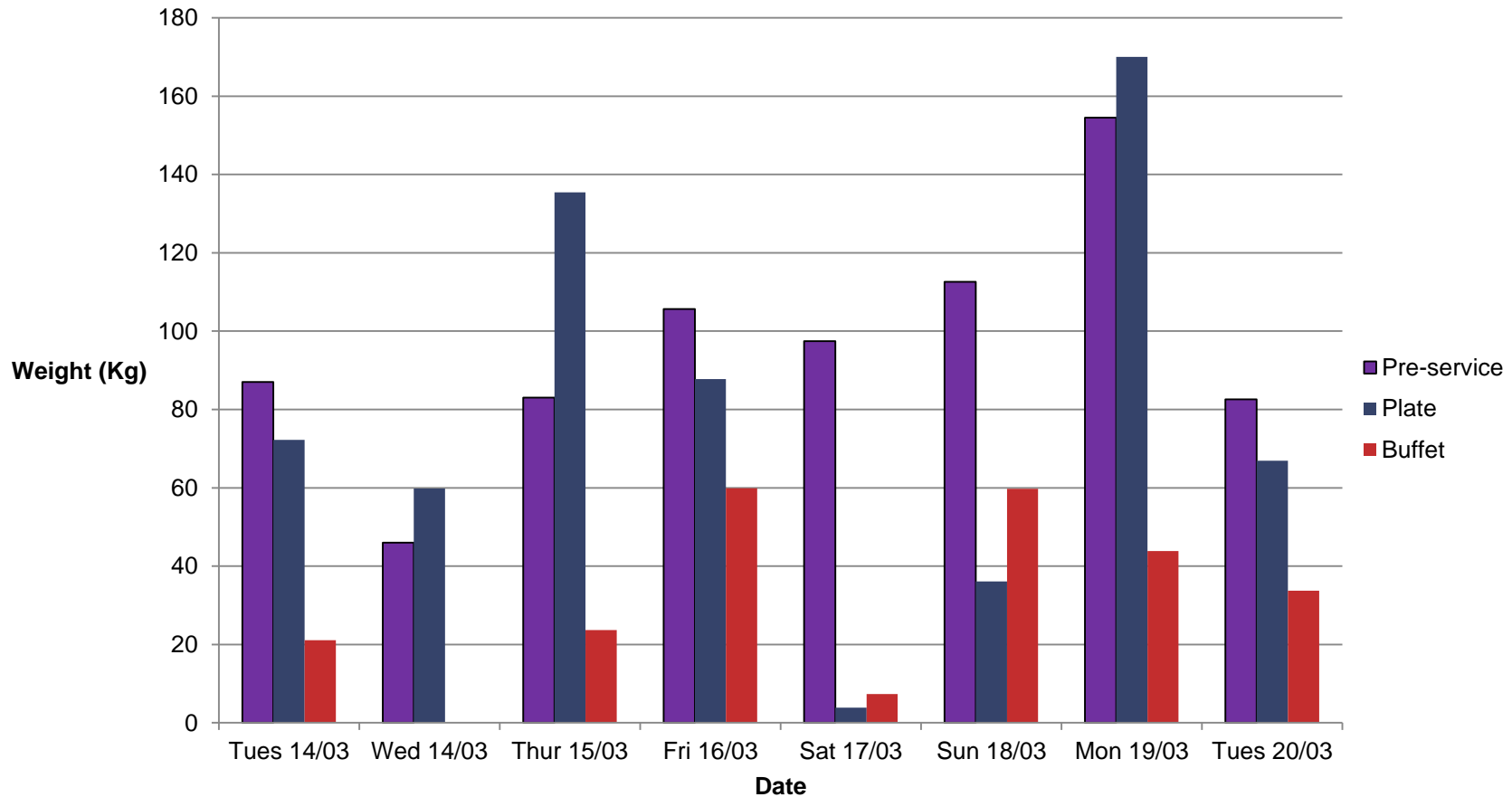
# Food waste audit results

**‘This is the worst part of my job’**



# Food waste audit results

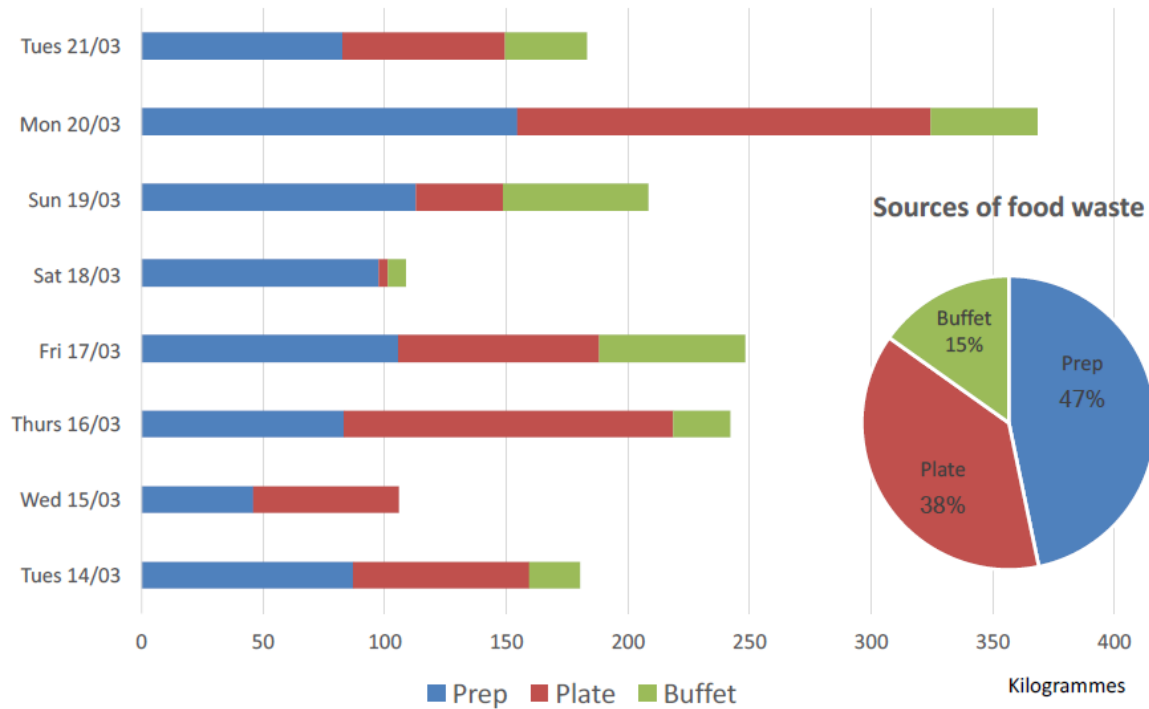
## Food waste at the Hilton



# TROUBLE MAKERS



## Where is food wasted? (Hilton Sydney 1<sup>st</sup> audit results)



# Food waste audit results

- 1.5 tonnes of food waste was produced over 8 days
  - This is approx. 5000\* meals wasted
  - This eatable food is valued at \$10,000\*\* /week
  - Nearly 75 tonnes of food waste/year
    - Costing just under \$500,000/year

\*meal weight is 130 g protein+80g carbs+80g vegetables  
=1,562kg/.29Kg

\*\*retail value of \$6.5/Kg of food X 1,562Kg/wk=\$10,153



# HOUSTON , WE DO HAVE A PROBLEM BUT IN OUR STORY IT WILL BE PURE OPPORTUNITY

- A common agreement has been made-we need to change. We will do the right thing for everyone. Team members, community ,environment and for the business
- Standard Operating procedure has been created with clear roles, responsibilities & steps
- Considering the amount of food wasted from 'plates', we reduced size of the plate that was put on the buffets and we were more conservative in preparation of plated meals for dietary and lifestyle choices.
- Menus re-designed, recipes revised, common sense of the way how we planned our operation has been challenged, we took more risks (quantities prepared)
- Working with suppliers to reduce unavoidable waste that would come from 'packaging'
- How to create new, exciting ideas with secondary product ( broccoli stalk kimchi, vegetable and fruit purees/ powders, pickled watermelon rind, tiramisu etc...)
- Built partnership with charity organizations ( OzHarvest & Addison road community)
- Hilton has invested sources into Pulpmaster ( turning organic waste into compost and renewable energy) , which helped us a lot to reduce land fill.
- Lets be honest here- zero waste in our industry will not happen but can be reduced and be more responsible with sources available
- Key message to team members were responsibilities that each of us has towards environment and future generations. We are only custodians of the present time not the owners of the future.

# CHALLENGES / OPPORTUNITIES WE HAVE FACED

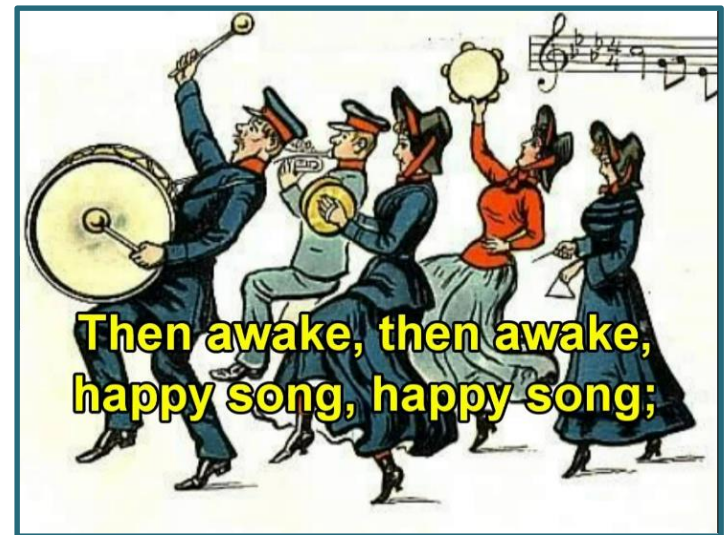
- Not every department showed the same engagement at the beginning
- Old habits were hard to change
- High rotation of team members
- Never enough time for trainings
- Very fast paced working environment
- Lack of knowledge about bin colours and recycling streams

In reality, it looked like this:



# Fret not, we kept going

- All waste bins were labelled with location- traceability established
- We kept communication very alive
- We celebrated good results and encouraged positive behaviours





# TRAVEL WITH PURPOSE

Our Commitment to Sustainable Travel and Tourism



## 2030 VALUE CHAIN TARGETS

By 2030, we are committed to double our investment in social impact and cut our environmental footprint in half through responsible hospitality across our value chain.

### OUR OPERATIONS

Pursue best-in-class operational excellence and engage our guests and Team Members to maximize our positive impact



### OUR COMMUNITIES

Bring Hilton's innovation and influence to drive positive change in our communities



### OUR SUPPLY CHAIN

Partner with our suppliers to address social and environmental risks in our top commodities and incorporate social and environmental criteria into our procurement decision processes



## SOCIAL IMPACT

Inclusive Growth | Local Investment | Disaster Relief

**Adopt a global standard** for responsible travel and tourism, complementing our existing environmental certifications

**Embed human rights** due diligence across our global operations

**Double our monetary response, empowerment efforts and investment in resiliency** against natural disasters (2017 baseline)

**Contribute 10 Million volunteer hours** to activate our Travel with Purpose commitment in our communities

**Double our investment in youth opportunity programs** in countries with lowest youth wellbeing (2017 baseline)

**Double our sourcing spend** from local, small and medium-sized enterprises and minority-owned suppliers (managed hotels and corporate offices - 2017 baseline)

**Embed human rights due diligence** in our supply chain and partner with suppliers to eradicate any form of forced labor or trafficking

## ENVIRONMENTAL IMPACT

Climate Change | Water Stewardship | Waste Management

**Reduce Scope 1 and 2 carbon intensity** by 61% (GHG emissions/m<sup>2</sup> - 2008 baseline)

**Reduce water use** in our managed operations by 50% (liters/m<sup>2</sup> - 2008 baseline)

**Reduce waste output** in our managed operations by 50% (metric tons/m<sup>2</sup> - 2008 baseline)

**Zero soap to landfill** by recycling all used guest soap bars where available

**Reduce food waste** sent to landfill by 50% in our managed operations (2017 baseline)

**Participate in food donation programs** where allowed by law (managed hotels)

**Activate 20 context-based water projects** in our communities and watersheds of top water risk

**Promote environmental awareness** and open our LightStay technology in school educational programs

**Sustainably source** (e.g. certified) all meat and poultry, produce, seafood and cotton at managed hotels (where available)

**Encourage suppliers to set goals** and validate through auditing and incentive program

## OVERARCHING IMPACT

**Double our investment in programs** that contribute to sustainable solutions and economic opportunity for all (e.g. women, veterans, persons with disabilities, etc. - 2017 baseline)

**Train employees at Hilton managed hotels** on relevant environmental and social issues and engage guests in supporting responsible travel in destination hot spots

**Double Action Grants** for social and environmental impact projects in our communities

**Create and partner with cross-industry networks** to support policies for a low-carbon future and to advance international human rights

**Create framework for collaboration program** with top-tier suppliers

**Increase data visibility** by incorporating social and environmental criteria into supplier registration and enquiry processes

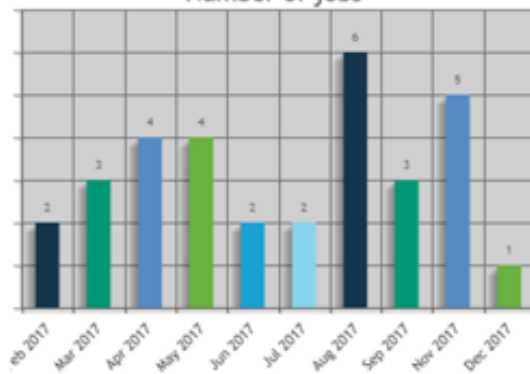
# ACHIEVED RESULTS



# OzHarvest donations 2017

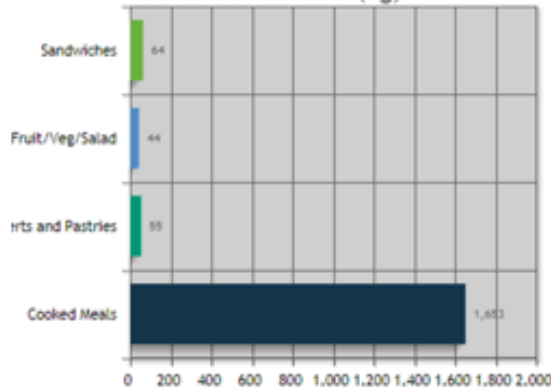
## Summary of Hilton Sydney for Last Calendar Year

Number of jobs

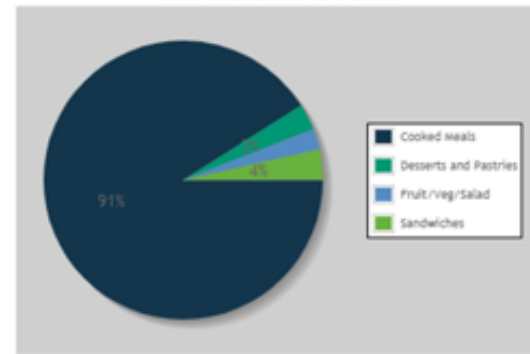


5,448 Meals  
1,816 kg

Measure Amounts (kg)

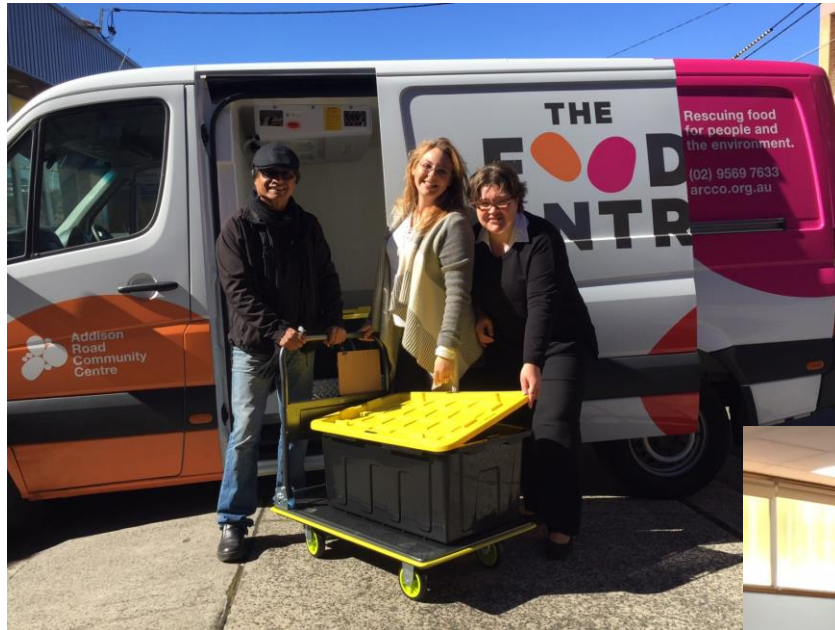


Job Measure % Total





# Addison road community





# TEAM ENGAGEMENT 2017

## **GTMS ( Main kitchen)**

Engagement 79%

Leadership effectiveness 89%

Trust 89%

## **GTMS ( Stewarding)**

Engagement 80%

Leadership effectiveness 86%

Trust 87%

- Often we saw comments: 'My job is not just a job, it has meaning'
- Thanks to the results above, it is easier to make more positive changes in the workplace and we became more adaptable to changes. We are a more productive, creative and better balanced work place. Our work place has become our playground.

# BUSINESS AND BOTTOM LINE

- Food cost was 200k better off than the budget in 2017
- We were 40k better off in waste management cost than budget in 2017
- Due to our travel with purpose and corporate responsibility, we have a competitive edge. More and more businesses have common values with us and strong environmental practices can be decision making advantage, especially with upcoming generations.
- Work flow became more productive and stream lined
- We have reduced food waste by 15%, still 5% to go but we will get there. Opportunity is still within production and stronger educational messages to public about responsible eating.

# So, this was our short story

We know our story is only a drop of water in the vast ocean but it is our drop and we are very proud seeing it becoming bigger and causing a few ripples. We hope our story will inspire others to do the right thing for everyone.

