

# Hilton Chicago

## 2017 Illinois Sustainability Award Winner

The Hilton Chicago, built in 1927 as the Stevens Hotel, was originally the largest hotel in the world. Now with over 1,544 guest rooms and over 1,000 Team Members, it remains one of the largest hotels in Illinois. The hotel has a long history in Chicago, holding a variety of major events and hosting visits from every past U.S. President since Calvin Coolidge. In 2015, over 1.6 million guests came through the doors of Hilton Chicago.



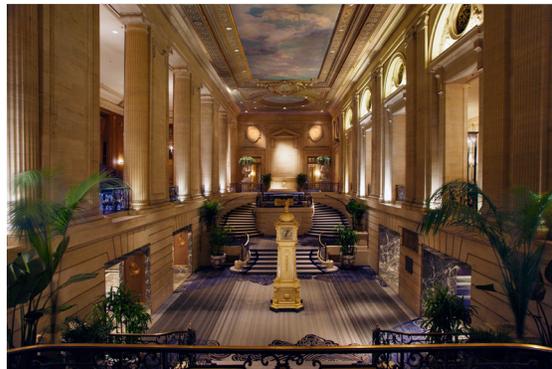
The hotel provides service to individuals and large groups who consume a wide variety of products and a great amount of energy. In addition to guest rooms, the hotel currently has 235,000 square feet of meeting space, three ballrooms, and 100,000 square feet of exhibition space. Managing consumption in a 90-year old building requires commitment, creative thinking, and lots of resources. Because of this commitment, the Hilton Chicago continuously challenges and improves its sustainable practices and social responsibility, with respect to client demands, the integrity of its management, and its rich Chicago history.

### WASTE REDUCTION INITIATIVES

**Composting:** In 2010, Hilton Chicago began a food composting program to reduce the amount of organics sent to landfills. Food scraps from guest plates, buffets, and kitchen prep are deposited into 35 gallon totes, which are brought to the dock and dumped into 1 yard containers for pick up. While the hotel does not receive a direct economic benefit to composting due to the high cost of processing, benefits are realized through employee engagement, landfill diversion, marketing to sustainability-conscious customers, and the sharing of lessons learned. In 2016, Hilton Chicago composted 168 tons of food and diverted 23% of food waste from landfills.

**Recycling:** In the hotel-wide recycling program, paper, plastic, and aluminum are collected in containers throughout the front and back of the house. The hotel also furnishes recycling bags for use in guest rooms that are labeled with acceptable and non-acceptable items. This practice has been shared with other Hiltons, and is now used by the Palmer House, the Drake, and the San Diego Hilton. In 2016, the commingled program diverted over 56 tons of material.

**Glass recycling:** Through the glass program, Hilton Chicago separates glass from the rest of the commingled materials. Glass is stored in a designated glass room and is picked up monthly. The glass is sent to Strategic Material to ensure the glass is handled in an appropriate manner. By tracking glass purchases and glass recycled, it was determined that over 80% of all glass used at the hotel is captured yearly. In 2016, the Hilton Chicago recycled 41 tons of glass.



**Other recycling measures:** Hilton Chicago recycles electronic waste, bulbs and batteries, ink jet and toner cartridges, and cardboard. In 2016, Hilton Chicago recycled 81 tons of cardboard.

### KEY STATISTICS

	1.6 million guests served in 2015
	265 tons material diverted
	5.8 million gallons of water conserved
	600 hotel rooms of furniture and artwork donated
	50+ charities assisted

### HILTON CHICAGO

Established: 1927

Location: Chicago, IL

# of employees: 1,000+

Produces: Hotel guest room and services, convention and meeting services

NAICS code: 7211

Website: [www.hilton.com](http://www.hilton.com)

### ABOUT THE ILLINOIS SUSTAINABILITY AWARD

Since 1987, ISTC has presented Illinois Sustainability Awards to organizations in Illinois that have demonstrated a commitment to sustaining our environmental and economic health.

Any Illinois public or private organization is eligible to apply.

Find out more at [istc.illinois.edu/istcawards](http://istc.illinois.edu/istcawards) or email [istc-info@illinois.edu](mailto:istc-info@illinois.edu)

### TOOLS FOR SUCCESS

Hilton Chicago utilizes several strategies to continually improve on their sustainability efforts. Some key tools are:

- Utilize employee member green teams to develop and communicate sustainability projects
- Measure and track recycling and energy metrics
- Partner with charitable organizations to create positive community impacts
- Aligning initiatives with overall company sustainability strategy
- Partner with local companies to divert waste from landfills



### ABOUT ISTC

The Illinois Sustainable Technology Center is a division of the Prairie Research Institute at the University of Illinois at Urbana-Champaign.

ISTC's mission is to encourage and assist citizens, businesses, and government agencies to prevent pollution, conserve natural resources, and reduce waste to protect human health and the environment of Illinois and beyond.

Find out more at [istc.illinois.edu](http://istc.illinois.edu) or email [istc-info@illinois.edu](mailto:istc-info@illinois.edu)

### WATER AND LIGHTING UPGRADES

An important piece to Hilton Chicago's recent comprehensive renovation was the installation of LED light bulbs and fixtures in all meeting spaces and guest rooms. The installation, completed in May 2016, is projected to significantly reduce energy consumption in 2017.

Another integral project during renovation of the hotel was the installation of several new water reducing devices in guest rooms. The new devices include new faucet aerators in bathroom sinks, low flow shower heads, and toilet flushometers. Water consumption was reduced by 5.8 million gallons for the remaining of 2016.



### COMMUNICATION AND EDUCATION

Hilton Chicago continues to place a strong focus on communication and education. In 2016, Hilton Chicago's sustainable efforts were shared with guests, fellow hotels, Team Members and the community. Hilton Chicago Team Members learn sustainable practices through Green Teams, new hire orientation, hotel communication boards, and Hilton Chicago's internal social media platform, H360.

Information on sustainable practices are communicated to guests via elevator monitors and in the hotel's historic hallway. Here guests can learn the history of the hotel and see the numerous awards Hilton Chicago has received for their sustainability efforts.

### FURNITURE DONATIONS

Hilton Chicago furthered its commitment to sustainability and social responsibility initiatives following guest room renovations. Rather than selling the unneeded furniture to a liquidation company, Hilton Chicago chose to donate all of the furniture from over 600 guest rooms. The furniture went to a local organization called Catholic Charities which focuses on providing food, clothing, shelter, and counseling to Chicago residents in need.

The charity's St. Leo Campus for Veterans, which received the bulk of the donation, offers 141 single-room occupancy apartments for veterans that were formerly homeless and now work with a case manager to become self-sufficient. The remaining furniture went to 52 additional housing sites.

Catholic Charities were thrilled to receive the donation indicating the furniture benefited not only veterans but women and children, families, refugees, and seniors.

**"We are incredibly grateful to the Hilton Chicago for donating furniture and artwork to more than 50 Catholic Charities locations."**

**— Monsignor Michael M. Boland, President and CEO, Catholic Charities of the Archdiocese of Chicago**