

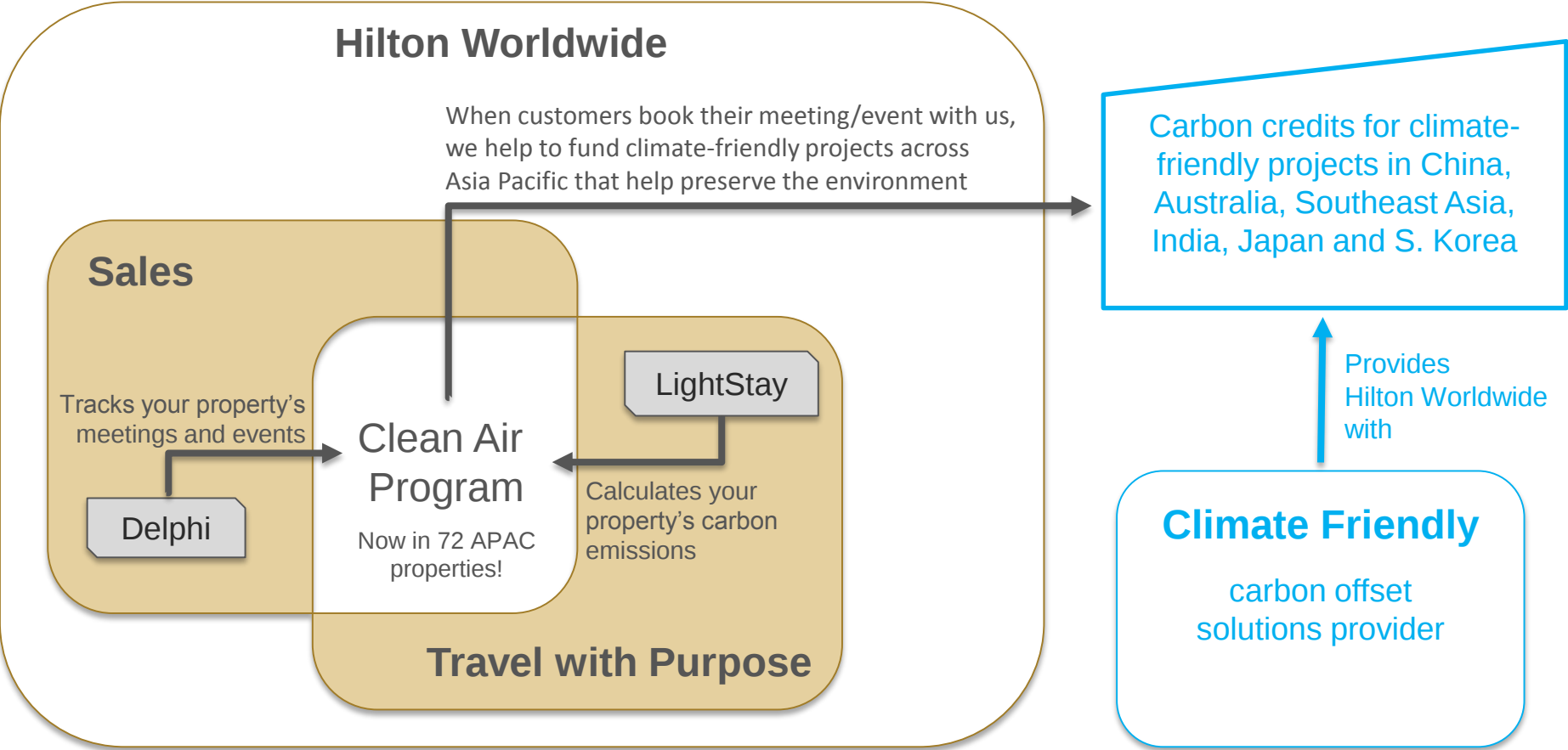


Hilton Worldwide - Clean Air Program Refresher Training

April 2016



Clean Air Program – An Overview



- Project Overview
- Environmental Impact To Date
- Driving Sales Conversations and Conversions
- Quarterly Accounting and Payment
- Tools and Resources
- Program Support
- FAQs

Project Overview

Clean Air Program

Project Overview



You or your company
holds an event or
meeting with us.



We measure the carbon
emissions based on the
energy, food and event
space you use...



...and purchase
equivalent carbon
credits from
our partner,
Climate Friendly,



which are then
used to fund
climate-friendly
projects in
the region.

Environmental Impact To Date

Clean Air Program. Impact Report.

First Edition: Q1 2016.



**A message from Rupert Hallam,
VP of Sales APAC,
Hilton Worldwide:**

"The Clean Air Program is a valued and integral part of our meetings offering across the APAC region. Hilton Worldwide places the utmost importance on supporting local initiatives via this program and are committed to being a responsible global citizen. We currently offer the program in more than 70 hotels, including our largest conference hotels, and look forward to the program growing as we continue to open more hotels across the region."



**A message from Freddy Sharpe,
CEO, Climate Friendly:**

"The Hilton Clear Air Program is a clear signal that Hilton Worldwide takes its responsibilities as a global citizen seriously."

The program is an excellent opportunity for the hotels involved to offer added value to customers, setting them apart from their competitors and giving customers another reason for choosing Hilton Worldwide for their meeting needs"

The Hilton Worldwide Clean Air Program offset an equivalent of
5,185 tonnes of carbon dioxide from May to December 2015

This is comparable to...

10,495	• incandescent light bulbs (60W) lit continuously for a year; or
21,752,286	• kilometres travelled by standard car; or
19,944	• economy class Singapore-Jakarta flights; or
171	• business class flights around the circumference of the world; or
1,153	• Olympic sized swimming pools filled with carbon dioxide gas

Across **Southeast Asia**, we support a total of 4 projects:

- In **Malaysia**, more than 630 tonnes of carbon credits from the Borneo Rainforest Rehabilitation Project, protecting equivalent land space to host 340 birds and 120 mammal species including orangutans and gibbons;
- In **Thailand**, more than 630 tonnes of carbon credits from the Siam Cement Biomass Project, powering the manufacturing facility for 170 hours with renewable energy;
- In **Indonesia**, 365 tonnes of carbon credits from the Musi Hydro Project, producing 492,000 kilowatt hours of clean energy;
- In **Vietnam**, more than 180 tonnes of carbon credits from the Song Ong Hydro Project, providing 434 rural Vietnamese households with renewable energy for a year.

In **China**, we have since purchased more than 970 tonnes of carbon credits for the Yuxian Baiyantuo Wind Project, which delivers clean electricity to the North China Power Grid. This is equivalent to 872 average homes in China powered by renewable energy for a year.

In **Australasia**, we have since purchased more than 1,000 tonnes of carbon credits for the Tasmanian Native Forest Protection Project, and in so doing protected 123 hectares of native Australian forest.

In **India**, we support the Tamil Nadu Wind Project, which replaces non-renewable, pollutive energy sources such as coal, with a clean, 45 Turbine wind farm that powers the Southern Electricity Grid of India. To date, we have purchased 3 tonnes of carbon which represents more than 4,500 kilograms of coal not burned into the air we breathe everyday.

In **South Korea**, we have since purchased 300 tonnes of carbon credits for the Hyundai Steel Waste Energy Cogeneration Project, which converts surplus waste gases at a local steel factory, to generate cleaner electricity. This represents almost 450,000 kilowatt hours of electricity produced by recycling waste gases that would have otherwise polluted the air.

In **Japan**, we have since purchased more than 1,000 tonnes of carbon credits for the Japanese Energy Efficiency Upgrade Projects, which enables businesses across Japan to upgrade from less energy-efficient technologies to more efficient ones. This represents over 709,000 kilowatt hours of energy saved by Japanese businesses.

Some examples as follows. Do edit as appropriate!

- ✓ At no cost to you, we offer the Clean Air Program which enables your meeting to be more environmentally friendly by supporting the Borneo Rainforest Rehabilitation Project in Malaysia. This protects land space to host hundreds of birds and mammals including orangutans and gibbons.
- ✓ When you book your meeting with us, we help to fund climate-friendly projects across Asia Pacific that help preserve the environment. In China, we support a wind energy project that delivers clean electricity to North China – to date, our contribution is equivalent to powering more than 870 homes with renewable energy for a year.
- ✓ We all have a part in protecting the environment. When you book your meeting with us, we offer a special benefit called the Clean Air Program, which here in Japan, helps local businesses be more environmentally friendly by upgrading to more energy-efficient technologies.

Driving Sales Conversations and Conversions

“We work closely with Hilton Worldwide across the region and value their Clean Air Program that supports local initiatives from a sustainability perspective. Our corporate clients are increasingly looking to source hotels and companies who support the environment. We’re also firmly committed to making positive social impact and corporate social responsibility with our onboard program. Our aim is to do good with everything that we do.”

Lisa Hopkins
Managing Director, Asia Pacific
BCD Meetings & Events

“Hilton Worldwide is a key partner globally and we fully support their CSR initiatives in particular the Clean Air program across Asia Pacific. Face to face meetings are an essential part of business and commerce and there is no substitute – however it is understood that such meetings do come with an environmental impact. At HelmsBriscoe, we have a CSR program called HB Cares and are committed to “doing well by doing good”.

Susette Van Der Linden
Regional Vice President – Oceania
HelmsBriscoe

“The feedback from our clients post-launch has been very positive. We work with a lot of international companies and are increasingly being asked in RFPs (Request for Proposals) to articulate what hotel Corporate Social Responsibility programs we have in place and to be in a position to share the Clear Air program is excellent. Our clients are aligned in efforts to be more sustainable and like the fact that we support locally relevant initiatives.”

Katherine Panahon, Conrad Singapore

“We have seen our clients becoming more environmentally savvy and additionally more conscious of projecting this image when holding meetings. At Hilton Worldwide, it is great to have tools to support our efforts such as our LightStay environmental measurement system, and also to communicate to our partners that we have the Clean Air Program and what that means e.g. in our case supporting the Song Ong Small Hydro Project. That there are no additional costs incurred for the companies is also a benefit.”

Gagan Talwar, Hilton Hanoi Opera

“Australian organisations have been particularly conscious of the environment for many years so for us as a hotel it is essential to have a program in place that offsets the carbon that results from holding a meeting. What we have found most useful about the Clean Air Program is the ability to link the program with tangible positive environmental outputs locally and also the ability to include the program as part of the sales conversion we are having with our clients on an ongoing basis.”

Jeroen Meijer, Hilton Melbourne South Wharf

- ✓ Target companies that are recognised for sustainability – click on these links to research:
 - [Carbon Disclosure Project \(CDP\)](#)
 - [Dow Jones Sustainability Index \(DJSI\)](#)
 - [Global 100 \(Corporate Knights\)](#)
 - [ChannelNewsAsia Sustainability Ranking](#)
- ✓ Find out if companies have carbon reduction or carbon neutral commitments – check their annual reports or environment/sustainability sections of their website to learn more
- ✓ Be sure to pitch the Clean Air Program to companies who meet the above criteria

DID YOU KNOW?

The **Clean Air Program** uses our global **LightStay** system to measure and report the sustainability of our operations (including carbon emissions). The use of LightStay across our company enabled us to achieve and retain global system-wide ISO certifications of energy management (50001), environmental management (14001) and quality management (9001) – the first global hospitality company to do so.

Visit cr.hiltonworldwide.com to learn more.

A Short Quiz

True / False?

- ✓ As the Clean Air Program is opt-in, customers bear the cost of purchasing carbon credits for their meeting or event.

FALSE.

- ✓ Only business meetings and events are eligible for the Clean Air Program. Social occasions such as weddings are not included.

FALSE.

Quarterly Accounting and Payment

Quarterly accounting and payment

Basic Operating Principles

To fulfil our public commitment towards this program, please note that:

- ✓ The cost of purchasing carbon credits for Clean Air Program is borne by participating hotels, at no cost to customers.
- ✓ Whether or not customers opt for this feature, all participating hotels will - by default - be required to offset carbon emissions from every meeting and event held on-property. This includes conferences, business meetings and social occasions (e.g. weddings).
- ✓ All of the following qualify and must be included in the calculation for the Clean Air Program.
 - All meeting spaces (in sqm). Only areas excluded are general public areas and outlets.
 - All covers (breakfast, lunch, dinner, tea breaks) – whether or not served in meeting spaces, general public areas or outlets.

The following slides will highlight:

- A. The cost of purchasing carbon credits in your location
- B. One-Time Setup for your hotel's quarterly submission template
- C. How to compute your hotel's quarterly submission
- D. How to approve and file your hotel's quarterly submission
- E. How to report your hotel's quarterly submission

Quarterly accounting and payment

A. Cost of Purchasing Carbon Credits for your Meetings and Events

Depending on your geographic location, your hotel would need to purchase carbon credits from your designated regional/country project.

These rates have been negotiated on a company level and are non-negotiable.

Region	Project Name	Cost per Ton (US\$)
Australasia	Tasmanian Native Forest Protection Project	8.00
Greater China & Mongolia	Yuxian Baiyantuo Wind Project	2.95
Southeast Asia	Borneo Rainforest Rehabilitation Project, Malaysia Siam Cement Biomass Project, Thailand Song Ong Hydro Project, Vietnam Musi Hydro Project, Indonesia	5.04
Japan	Japanese Energy Efficiency Upgrade Projects	6.10
South Korea	Hyundai Steel Waste Energy Cogeneration Project	5.00
India	Tamil Nadu Wind Project	2.70

Quarterly accounting and payment

B. One Time Setup – Your Function Room Profile

HILTON WORLDWIDE

LIGHTSTAY CALCULATOR ENGINE

For Delphi - Single Property Edition (SPE)

Submission Date:
Submitted By:

Start with correct template e.g. SPE or MPE

Property Name	InnCode	Hotel's CO2 factor (kg/m2/hour)	Carbon Emission A - Meeting Space (in tons)	Carbon Emission B - Event Covers (in tons)	Total Carbon Emission (in tons)
DoubleTree by Hilton Alice Springs	ASPDA	0.01099929	0.006312371	1.889672	1.895984371

One Time Setup...

My Function Room	Space Probe (Meeting, Outlet or Public)	Floor Space in SQM for Meeting Space only
Adelphi Grill	Outlet	
Ambassador	Outlet	
Aquamarine Room	Meeting	100
Aquamarine Room 1	Meeting	100
Aquamarine Room 1+2	Meeting	100
Aquamarine Room 2	Meeting	100
Aquamarine Room 2+3	Meeting	100
Aquamarine Room 3	Meeting	100
Argyle Ballroom	Meeting	100
Balc 1+2+3	Outlet	

Info Only:
SUMMARY OF EVENT COVERS BY CATEGORY

Room Name	(All)
Booking Type	(All)
Event Type	(All)
Space Probe	Outlet
Duration (Day)	0
Sum of Guaranteed Atten	Event Category
	Break
Total	769

Setup Options - Hilton Adelaide

- Event setups
- Event types
- Exhibitor price codes
- Exhibitor quadrants
- Exhibitor UDFs
- Function room capacities
- Function room groupings
- Function rooms**
- Guestroom categories

Reports Close Help

Function Rooms - Hilton Adelaide

ID	Abbrev	Name	Length	Width	Height	Area	Rental	Type
Kitchen		Main Kitchen						Ind
George		The George						Comb
Level 1		Level 1						Comb
Ballroom		Grand Ballroom	5.90	660.00		4,500.00		Comb
Ball A		Ballroom A	5.90	220.00		1,500.00		Ind
Ball B		Ballroom B	5.90	220.00		1,500.00		Ind
Ball C		Ballroom C	5.90	220.00		1,500.00		Ind
Ball AB		Ballroom AB	5.90	440.00		3,000.00		Comb
Ball BC		Ballroom BC	5.90	440.00		3,000.00		Comb
L1 Gallery		L1 Gallery	2.97	990.00				Comb
Ball Gal		Ball Gallery						Ind
Ball Gal		Ball Gallery						Ind

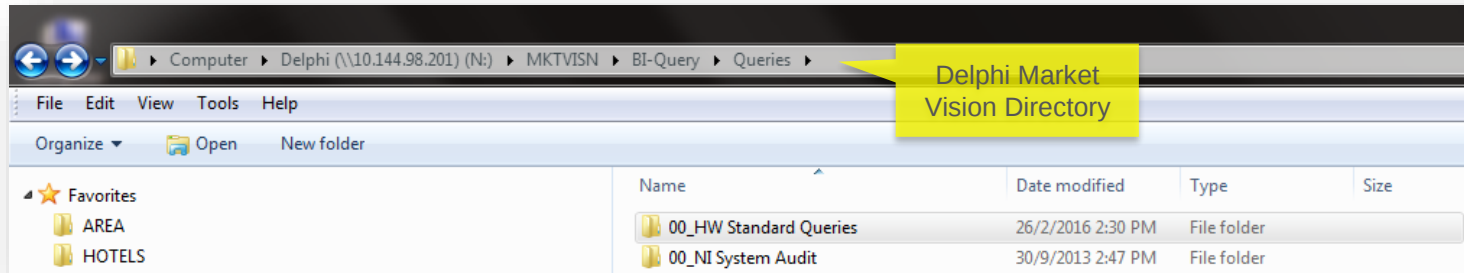
Close Help

Setup Notes:

- [A] Enlist all registered function rooms as per in your Delphi Setup > Function Rooms [B] and this should include your meeting spaces, outlets and public areas;
- Under the 'Space Probe' column in [A], label your function as 'meeting', 'outlet' or 'public';
- For every meeting space, enter the room size under 'Floor Space' column in square metre (sqm).

Quarterly accounting and payment

B. One Time Setup – Install Delphi Market Vision Query



Setup Notes:

- Copy and paste given LightStay Delphi Market Vision Query into your local Delphi directory as shown above;
- You may paste into your preferred folder e.g. 00_HW Standard Queries as shown above or it can be in your Queries folder.

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission

HILTON WORLDWIDE

LIGHTSTAY CALCULATOR ENGINE

For Delphi - Single Property Edition (SPE)

Submission Date: _____
Submitted By: _____

1. Enter date and the person's details completing the template

Property Name	InnCode	Hotel's CO2 factor (kg/m2/hour)	Carbon Emission A - Meeting Space (in tons)	Carbon Emission B - Event Covers (in tons)	Total Carbon Emission (in tons)
DoubleTree by Hilton Alice Springs	ASPSA	0.01099929	0.006312371	1.889672	1.895984371

One Time Setup...

My Function Room	Space Probe (Meeting, Outlet or Public)	Floor Space in SQM for Meeting Space only
Adelphi Grill	Outlet	
Ambassador	Outlet	
Aquamarine Room	Meeting	100
Aquamarine Room 1	Meeting	100
Aquamarine Room 1+2	Meeting	100
Aquamarine Room 2	Meeting	100
Aquamarine Room 2+3	Meeting	100
Aquamarine Room 3	Meeting	100
Argyle Ballroom	Meeting	100
Balc 1+2+3	Outlet	
Balc Gallery	Outlet	
Balcony	Outlet	
Balcony 1	Outlet	
Balcony 1+2	Outlet	
Balcony 2	Outlet	
Balcony 3+4	Outlet	
Balcony 4	Outlet	
Ball Gallery	Outlet	
Ballroom	Meeting	100
Ballroom 1	Meeting	100
Ballroom 1/2	Meeting	100
Ballroom 2	Meeting	100
Ballroom 3	Meeting	100
Ballroom A	Meeting	100
Ballroom A & B	Meeting	100
Ballroom A and B	Meeting	100
Ballroom AP	Meeting	100

Info Only: SUMMARY OF EVENT COVERS BY CATEGORY

Room Name	(All)
Booking Type	(All)
Event Type	(All)
Space Probe	Outlet
Duration (Day)	0

Click here to refresh the table after you have updated 'My Data Input & Calc' section

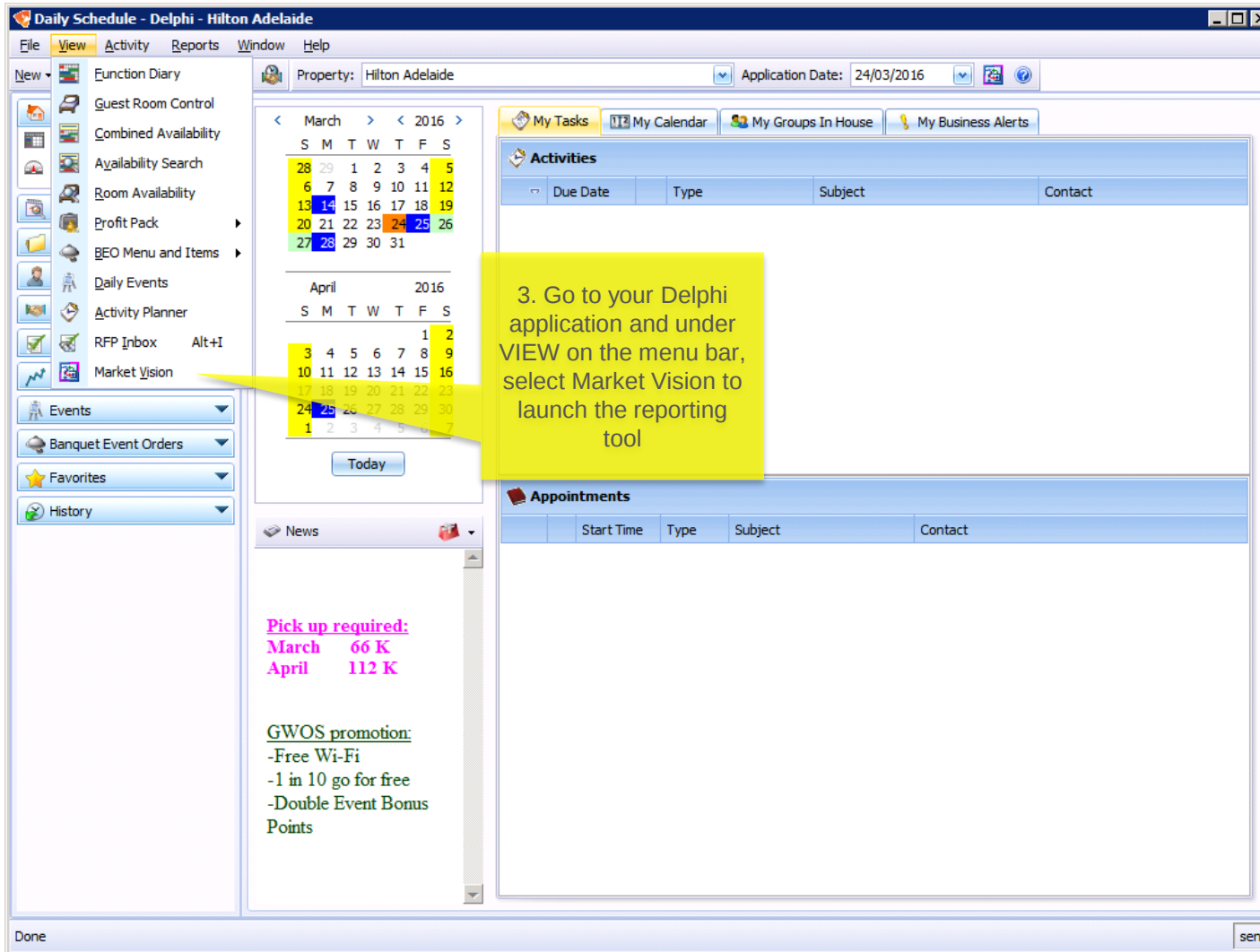
Sum of Guaranteed Atten	Event Category	Break	Lunch	Dinner	Grand Total
Total		769	290	104	1163

My Dashboard | My Data Input & Calc

2. Go to next tab 'My Data Input & Calc'

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission



Daily Schedule - Delphi - Hilton Adelaide

File **View** Activity Reports Window Help

New > Function Diary
Guest Room Control
Combined Availability
Availability Search
Room Availability
Profit Pack
BEO Menu and Items
Daily Events
Activity Planner
RFP Inbox Alt+I
Market Vision

Property: Hilton Adelaide Application Date: 24/03/2016

My Tasks My Calendar My Groups In House My Business Alerts

Activities

Due Date	Type	Subject	Contact
----------	------	---------	---------

Appointments

Start Time	Type	Subject	Contact
------------	------	---------	---------

Pick up required:
March 66 K
April 112 K

GWOS promotion:
-Free Wi-Fi
-1 in 10 go for free
-Double Event Bonus Points

Done send

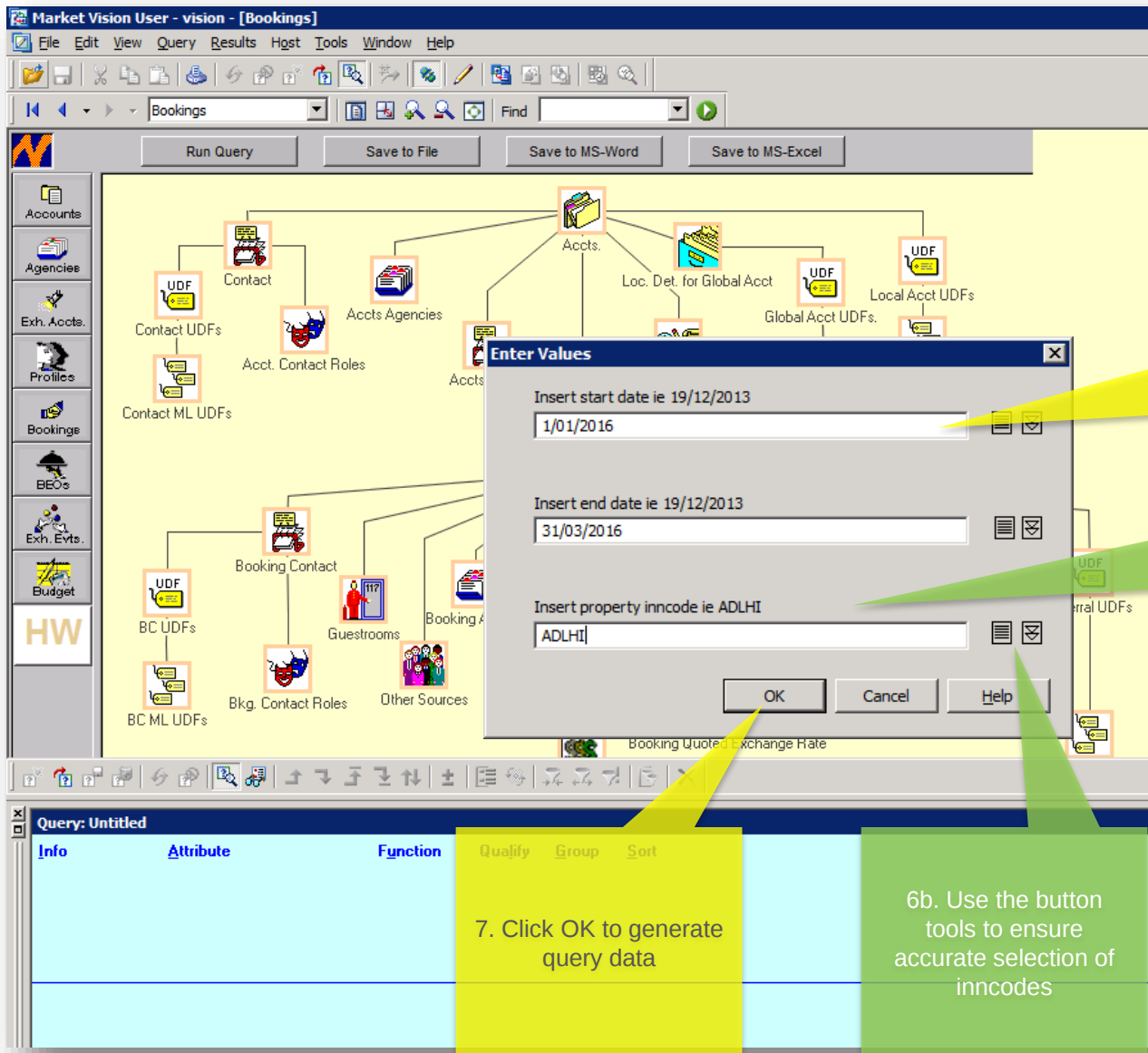
C. How To Compute Your Hotel's Quarterly Submission

4. Go to Query on the menu bar and select 'Open' > 'Query...'

5. Select the query and click RUN button

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission



The screenshot shows the Market Vision User interface. The main window displays a hierarchical tree of data sources under the 'Bookings' tab. The tree includes categories like 'Accounts', 'Agencies', 'Exh. Accts.', 'Profiles', 'Bookings', 'BEOs', 'Exh. Evt.', 'Budget', 'BC UDFs', 'BC ML UDFs', 'Booking Contact', 'Guestrooms', 'Booking', 'Bkg. Contact Roles', and 'Other Sources'. An 'Enter Values' dialog box is open, prompting the user to enter start and end dates for the quarter and a property incode. The dialog box has fields for 'Insert start date ie 19/12/2013' (with '1/01/2016' entered), 'Insert end date ie 19/12/2013' (with '31/03/2016' entered), and 'Insert property incode ie ADLHI' (with 'ADLHI' entered). The dialog box also has 'OK', 'Cancel', and 'Help' buttons. The bottom of the screen shows a 'Query: Untitled' window with columns for 'Info', 'Attribute', 'Function', 'Qualify', 'Group', and 'Sort'.

6. Insert start and end dates for the quarter
e.g. 01/01/2016 and 31/03/2016 for Q1
**In European Format
e.g. DD/MM/YYYY

6a. This prompt only applies to MPE hotel where user needs to specify required incode(s) for the submission

7. Click OK to generate query data

6b. Use the button tools to ensure accurate selection of inncodes

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission

Market Vision User - vision - [APAC LightStay Query]

File Edit View Query Results Hgst Tools Window Help

Bookings

Query completed: 24/03/2016 17:22:05
Elapsed Time: 00:02

8. When query is completed, copy the data by clicking the top right edge to auto-select entire data range and then mouse right click to select 'COPY'.

8a. For SPE hotel 'Property Name' and 'Property Abbrev.' will not be shown

	Property Name	Property Abbrev.	Bookings	Event Start Date	Event Start Time (24	Event End Date	Event End Time (24	Room Name	Event Type	Guaranteed Attend
1497	Hilton Adelaide	ADLHI	Adelaide City Council Vol	15/02/16	12:00	25/02/16	13:00	Balc Gallery	Lunch	18
1	Hilton Adelaide	ADLHI	Adelaide City Council Vol	15/02/16	7:00	25/02/16	7:25	Balcony 1	Setup	0
2	Hilton Adelaide	ADLHI	Adelaide City Council Vol	15/02/16	7:25	25/02/16	7:45	Balcony 1	Break	10
3	Hilton Adelaide	ADLHI	Adelaide City Council Vol	15/02/16	7:30	25/02/16	13:30	Balcony 1	Meeting	10
4	Hilton Adelaide	ADLHI	Adelaide City Council Vol	15/02/16	10:00	25/02/16	10:15	Balcony 1	Break	10
5	Hilton Adelaide	ADLHI	Adelaide City Council Vol	16/01/16	15:00	16/01/16	21:00	Victoria Square	Cater out Lunch	0
6	Hilton Adelaide	ADLHI	Adelaide City Council Vol	17/01/16	11:00	17/01/16	15:00	Victoria Square	Cater out Lunch	0
7	Hilton Adelaide	ADLHI	Adelaide City Council Vol	18/01/16	11:00	18/01/16	18:00	Victoria Square	Cater out Lunch	0
8	Hilton Adelaide	ADLHI	Adelaide City Council Vol	19/01/16	12:00	19/01/16	19:00	Victoria Square	Cater out Lunch	0
9	Hilton Adelaide	ADLHI	Adelaide City Council Vol	20/01/16	12:00	20/01/16	19:00	Victoria Square	Cater out Lunch	0
10	Hilton Adelaide	ADLHI	Adelaide City Council Vol	21/01/16	12:00	21/01/16	20:00	Victoria Square	Cater out Lunch	0
11	Hilton Adelaide	ADLHI	Adelaide City Council Vol	22/01/16	12:00	22/01/16	20:00	Victoria Square	Cater out Lunch	0
12	Hilton Adelaide	ADLHI	Adelaide City Council Vol	23/01/16	12:00	23/01/16	18:00	Victoria Square	Cater out Lunch	0
13	Hilton Adelaide	ADLHI	Adelaide City Council Vol	24/01/16	12:00	24/01/16	17:00	Victoria Square	Cater out Lunch	0
14	Hilton Adelaide	ADLHI	Adelaide City Council Vol	19/01/16	15:00	19/01/16	16:00	Suite 1	Meeting	0
15	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	10:20	08/03/16	16:20	Balcony 3	Breakout/Syndicate	32
16	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	11:10	08/03/16	11:15	Balcony 3	Setup	0
17	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	11:15	08/03/16	12:05	Balcony 3	Breakout/Syndicate	39
18	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	14:55	08/03/16	15:45	Balcony 3	Breakout/Syndicate	11
19	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	10:20	08/03/16	12:05	Balcony 4	Breakout/Syndicate	11
20	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	11:15	08/03/16	12:05	Balcony 4	Breakout/Syndicate	11
21	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	7:00	08/03/16	8:00	Victoria	Setup	76
22	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	8:30	08/03/16	16:30	Victoria	Package Meeting	70
23	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	10:20	08/03/16	11:10	Victoria	Breakout/Syndicate	28
24	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	11:10	08/03/16	11:15	Victoria	Setup	0
25	Hilton Adelaide	ADLHI	AdvantEDGE Meeting M	08/03/16	11:15	08/03/16	12:05	Victoria	Breakout/Syndicate	23

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission

Global Delphi Carbon MPE.xlsb - Excel

Sen King Lim

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW DEVELOPER ADD-INS

Clipboard Font Alignment Number Styles Cells Editing

Normal 2 Normal Bad Good Neutral Calculation Check Cell Explanatory T... Input Linked Cell

AutoSum Fill Sort & Find & Filter Select Share WebEx This File WebEx

A2

Property Name

Property Name InnCODE Booking Post As Booking Type Event Start Date Event Start Time (24 hour) Event End Date Event End Time (24 hour) Room Name

1 Property Name InnCODE Booking Post As Booking Type Event Start Date Event Start Time (24 hour) Event End Date Event End Time (24 hour) Room Name

2 Hilton Adelaide ADLHI Adelaide Central Adelaide Central CMTG - Catering Company Mtg Non Trans 25/2/2016 12:00 25/2/2016 13:00 Balc Gallery

3 Hilton Adelaide ADLHI Adelaide Central Adelaide Central CMTG - Catering Company Mtg Non Trans 25/2/2016 7:00 25/2/2016 7:25 Balcony 1

4 Hilton Adelaide ADLHI Adelaide Central Adelaide Central CMTG - Catering Company Mtg Non Trans 25/2/2016 7:25 25/2/2016 7:45 Balcony 1

5 Hilton Adelaide ADLHI Adelaide Central Adelaide Central CMTG - Catering Company Mtg Non Trans 25/2/2016 7:30 25/2/2016 13:30 Balcony 1

6 Hilton Adelaide ADLHI Adelaide Central Adelaide Central CMTG - Catering Company Mtg Non Trans 25/2/2016 10:00 25/2/2016 10:15 Balcony 1

7 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 16/1/2016 15:00 16/1/2016 21:00 Victoria Square

8 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 17/1/2016 11:00 17/1/2016 15:00 Victoria Square

9 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 18/1/2016 11:00 18/1/2016 18:00 Victoria Square

10 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 19/1/2016 12:00 19/1/2016 19:00 Victoria Square

11 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 20/1/2016 12:00 20/1/2016 12:00 Victoria Square

12 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 21/1/2016 12:00 21/1/2016 12:00 Victoria Square

13 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 22/1/2016 12:00 22/1/2016 12:00 Victoria Square

14 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 23/1/2016 12:00 23/1/2016 12:00 Victoria Square

15 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 24/1/2016 12:00 24/1/2016 12:00 Victoria Square

16 Hilton Adelaide ADLHI Adelaide City Council Adelaide City Council SMRF - Catering Social 19/1/2016 15:00 19/1/2016 15:00 Suite 1

17 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 10:20 8/3/2016 11:15 Balcony 3

18 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 11:15 8/3/2016 11:15 Balcony 3

19 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 14:55 8/3/2016 14:55 Balcony 3

20 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 10:20 8/3/2016 10:20 Balcony 4

21 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 11:15 8/3/2016 11:15 Balcony 4

22 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 7:00 8/3/2016 7:00 Victoria Square

23 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 8:30 8/3/2016 8:30 Victoria Square

24 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 10:20 8/3/2016 10:20 Victoria Square

25 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 11:10 8/3/2016 11:10 Victoria Square

26 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 11:15 8/3/2016 11:15 Victoria Square

27 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 8:15 8/3/2016 8:30 Victoria Foyer

28 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 10:00 8/3/2016 10:20 Victoria Foyer

29 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 12:05 8/3/2016 12:55 Victoria Foyer

30 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 14:40 8/3/2016 14:55 Victoria Foyer

31 Hilton Adelaide ADLHI AdvantEDGE Meeting March 2016 CMTG - Catering Company Mtg Non Trans 8/3/2016 16:30 8/3/2016 17:00 Victoria Foyer

32 Hilton Adelaide ADLHI AGL ENERGY LIMITED Meeting February 2016 CMTG - Catering Company Mtg Non Trans 18/2/2016 15:00 18/2/2016 16:00 L1 Boardroom

33 Hilton Adelaide ADLHI AGL ENERGY LIMITED Meeting February 2016 CMTG - Catering Company Mtg Non Trans 18/2/2016 16:00 18/2/2016 19:00 L1 Boardroom

34 Hilton Adelaide ADLHI AHA Lunch Meeting SMRF - Catering Social 16/3/2016 11:00 16/3/2016 12:15 Grill 2

35 Hilton Adelaide ADLHI AHA Lunch Meeting SMRF - Catering Social 16/3/2016 12:15 16/3/2016 14:15 Grill 3

36 Hilton Adelaide ADLHI Alex and Ani Roadshow February 2016 CMTG - Catering Company Mtg Non Trans 2/2/2016 13:00 2/2/2016 16:00 Suite 3

37 Hilton Adelaide ADLHI Alex and Ani Roadshow February 2016 CMTG - Catering Company Mtg Non Trans 2/2/2016 16:30 2/2/2016 18:00 Suite 3

38 Hilton Adelaide ADLHI Alex and Ani Roadshow February 2016 CMTG - Catering Company Mtg Non Trans 2/2/2016 16:00 2/2/2016 16:30 Suites' Gallery

39 Hilton Adelaide ADLHI Alex and Ani Roadshow February 2016 CMTG - Catering Company Mtg Non Trans 3/2/2016 7:00 3/2/2016 10:00 Suite 3

40 Hilton Adelaide ADLHI Alex and Ani Roadshow February 2016 CMTG - Catering Company Mtg Non Trans 3/2/2016 10:30 3/2/2016 13:00 Suite 3

41 Hilton Adelaide ADLHI Alex and Ani Roadshow February 2016 CMTG - Catering Company Mtg Non Trans 3/2/2016 10:00 3/2/2016 10:30 Suites' Gallery

42 Hilton Adelaide ADLHI ALLERGAN AUSTRALIA Meeting March 2016 CMTG - Catering Company Mtg Non Trans 9/3/2016 8:00 9/3/2016 8:30 L1 Boardroom

43 Hilton Adelaide ADLHI ALLERGAN AUSTRALIA Meeting March 2016 CMTG - Catering Company Mtg Non Trans 9/3/2016 8:30 9/3/2016 10:30 L1 Boardroom

44 Hilton Adelaide ADLHI AmCham Business Luncheon Feb 2016 CMTG - Catering Company Mtg Non Trans 12/2/2016 11:45 12/2/2016 12:15 Ball Gallery

My Dashboard My Data Input & Calc

READY COUNT: 18 100%

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission

Global Delphi Carbon SPE.xlsx - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW DEVELOPER ADD-INS

Clipboard Font Alignment Number Conditional Formatting Styles Cells Editing WebEx

A2 Orma Research

Booking Post As	Room Name	Event Type	Guaranteed Attend	Space Probe	Sample Floor Area (Sq M)	Event Category	Duration (Day)	Duration (Hrs)	Carbon Emissions (A) - Space	Carbon Emissions (B) - Covers
Orma Research	Ballroom B	Break		10 Meeting	100	Break	0.000	0.021	0.022915188	0
Orma Research	Ballroom B	Break		10 Meeting	100	Break	0.000	0.021	0.022915188	0
Department of Housing - NT	Ballroom B	Meeting		15 Meeting	100		0.000	0.042	0.045830377	0
Indigenous Marathon Project	Ballroom C	Dinner		20 Meeting	100	Dinner	0.000	0.042	0.045830377	0
Chartered Accountants Australia and New Zealand	Ballroom C	Reception		10 Meeting	100	Break	0.000	0.063	0.068745565	0
Odysseys Unlimited Inc	Ballroom B	Meeting		0 Meeting	100		0.000	0.063	0.068745565	0
18th Birthday Party	Ballroom C	Dinner Buffet		30 Meeting	100	Dinner	0.000	0.083	0.091660754	0
Northern Territory Cattleman's Association	Boardroom	Meeting		5 Meeting	100		0.000	0.083	0.091660754	0
Orma Research	Ballroom B	Meeting		10 Meeting	100		0.000	0.083	0.091660754	0
Orma Research	Ballroom B	Meeting		10 Meeting	100		0.000	0.104	0.114575942	0
Creditor Meetings for F.T.S. (N.T.) PTY LTD (Administrators	Ballroom A	Meeting		0 Meeting	100		0.000	0.125	0.137491131	0
Hall Chadwick Meeting	Ballroom B	Meeting		15 Meeting	100		0.000	0.125	0.137491131	0
Northern Territory Medicare Local (Health Network NT)	Ballroom C	Meeting		20 Meeting	100		0.000	0.125	0.137491131	0
Toyota Motor	Boardroom	Meeting		13 Meeting	100		0.000	0.125	0.137491131	0
Toyota Motor	Boardroom	Meeting		11 Meeting	100		0.000	0.125	0.137491131	0
The Institute of Chartered Accountants in Australia (ICAA)	Ballroom A	Meeting		2 Meeting	100		0.000	0.135	0.148948725	0
The Institute of Chartered Accountants in Australia (ICAA)	Ballroom A	Meeting		1 Meeting	100		0.000	0.135	0.148948725	0
Post-moratorium information session	Ballroom B	Meeting		20 Meeting	100		0.000	0.146	0.160406319	0
+KGL Resources	Boardroom	Dinner		10 Meeting	100	Dinner	0.000	0.167	0.183321507	0
Australasian Society for HIV Medicine (ASHM)	Ballroom A and B	Setup		0 Meeting	100		0.000	0.167	0.183321507	0
Alice Springs Netball Association (ASNA) Awards Night	Grand Ballroom	Dinner		140 Meeting	100	Dinner	0.000	0.187	0.205472856	0
Q&A Research	Ballroom A	Meeting		10 Meeting	100		0.000	0.188	0.206236696	0
Australasian Society for HIV Medicine (ASHM)	Ballroom A and B	Package Meeting		38 Meeting	100		0.000	0.198	0.21769429	0
Toyota Motor	Boardroom	Meeting		11 Meeting	100		0.000	0.208	0.229151884	0
18th Birthday Party	Ballroom C	Dinner		0 Meeting	100	Dinner	0.000	0.208	0.229151884	0
Australasian Society for HIV Medicine (ASHM)	Ballroom A	Package Meeting		20 Meeting	100		0.000	0.354	0.389558203	0
Australasian Society for HIV Medicine (ASHM)	Ballroom B	Breakout/Syndicate		20 Meeting	100		0.000	0.354	0.389558203	0
Indigenous Marathon Project	Ballroom C	Meeting		18 Meeting	100		0.000	0.375	0.412473392	0
Indigenous Marathon Project	Ballroom C	Meeting		19 Meeting	100		0.000	0.375	0.412473392	0
Alice Springs Netball Association (ASNA) Awards Night	Grand Ballroom	Setup		0 Meeting	100		0.000	0.375	0.412473392	0
Indigenous Marathon Project	Ballroom C	Meeting		19 Meeting	100		0.000	0.375	0.412473392	0
Indigenous Marathon Project	Ballroom C	Meeting		20 Meeting	100		0.000	0.563	0.618710087	0
Q&A Research	Pre Function Area	Break		10 Outlet	0	Break	1.000	24.740	0	9.48
Australasian Society for HIV Medicine (ASHM)	Pre Function Area	Package Break		38 Outlet	0	Break	0.000	0.010	0	36.024
National Disability Insurance Scheme	Offsite	Break		20 Outlet	0	Break	0.000	0.010	0	18.96
Australasian Society for HIV Medicine (ASHM)	Pre Function Area	Package Break		38 Outlet	0	Break	0.000	0.010	0	36.024
Q&A Research	Pre Function Area	Break		10 Outlet	0	Break	0.000	0.010	0	9.48
Australasian Society for HIV Medicine (ASHM)	Pre Function Area	Package Break		38 Outlet	0	Break	0.000	0.014	0	36.024
Department of Education	Spinifex	Package Break		40 Outlet	0	Break	0.000	0.014	0	37.92
National Disability Services	Spinifex	Break		45 Outlet	0	Break	0.000	0.021	0	42.66
National Disability Services	Spinifex	Meeting		65 Outlet	0		0.000	0.021	0	Check Participation
Northern Territory Medicare Local (Health Network NT)	Pre Function Area	Break		20 Outlet	0	Break	0.000	0.021	0	18.96
Novo Nordisk Pharmaceuticals	Spinifex	Dinner		15 Outlet	0	Dinner	0.000	0.021	0	37.125
Priority Management	Spinifex	Lunch		13 Outlet	0	Lunch	0.000	0.021	0	40.066
Department of Education	Spinifex	Package Break		40 Outlet	0	Break	0.000	0.021	0	37.92

9b. Column J to P (SPE) or L to R (MPE) are formulated and not to be overridden. Also ensure that the formula range is sufficient to cover your data range (check bottom rows)

My Dashboard My Data Input & Calc

Quarterly accounting and payment

C. How To Compute Your Hotel's Quarterly Submission



LIGHTSTAY CALCULATOR ENGINE

For Delphi - Single Property Edition (SPE)

Submission Date:
Submitted By:

Property Name	InnCode	Hotel's CO2 factor (kg/m2/hour)	Carbon Emission A - Meeting Space (in tons)	Carbon Emission B - Event Covers (in tons)	Total Carbon Emission (in tons)
DoubleTree by Hilton Alice Springs	ASPDA	0.01099929	0.006312371	1.889672	1.895984371

One Time Setup...

My Function Room	Space Probe (Meeting, Outlet or Public)	Floor Space in SQM for Meeting Space only
Adelphi Grill	Outlet	
Ambassador	Outlet	
Aquamarine Room	Meeting	100
Aquamarine Room 1	Meeting	100
Aquamarine Room 1+2	Meeting	100
Aquamarine Room 2	Meeting	100
Aquamarine Room 2+3	Meeting	100
Aquamarine Room 3	Meeting	100
Argyle Ballroom	Meeting	100
Balc 1+2+3	Outlet	
Balc Gallery	Outlet	
Balcony	Outlet	
Balcony 1	Outlet	
Balcony 1+2	Outlet	
Balcony 2	Outlet	
Balcony 3+4	Outlet	
Balcony 4	Outlet	
Ball Gallery	Outlet	
Ballroom	Meeting	100
Ballroom 1	Meeting	100
Ballroom 1/2	Meeting	100
Ballroom 2	Meeting	100
Ballroom 3	Meeting	100
Ballroom A	Meeting	100
Ballroom A & B	Meeting	100
Ballroom A and B	Meeting	100
Ballroom AP	Meeting	100

Info Only:
SUMMARY OF EVENT COVERS BY CATEGORY

Room Name	(All)
Booking Type	(All)
Event Type	(All)
Space Probe	Outlet
Duration (Day)	0

Click here to refresh the table after you have updated 'My Data Input & Calc' section

Sum of Guaranteed Attendance	Event Category	Break	Lunch	Dinner	Grand Total
Total		769	290	104	1163

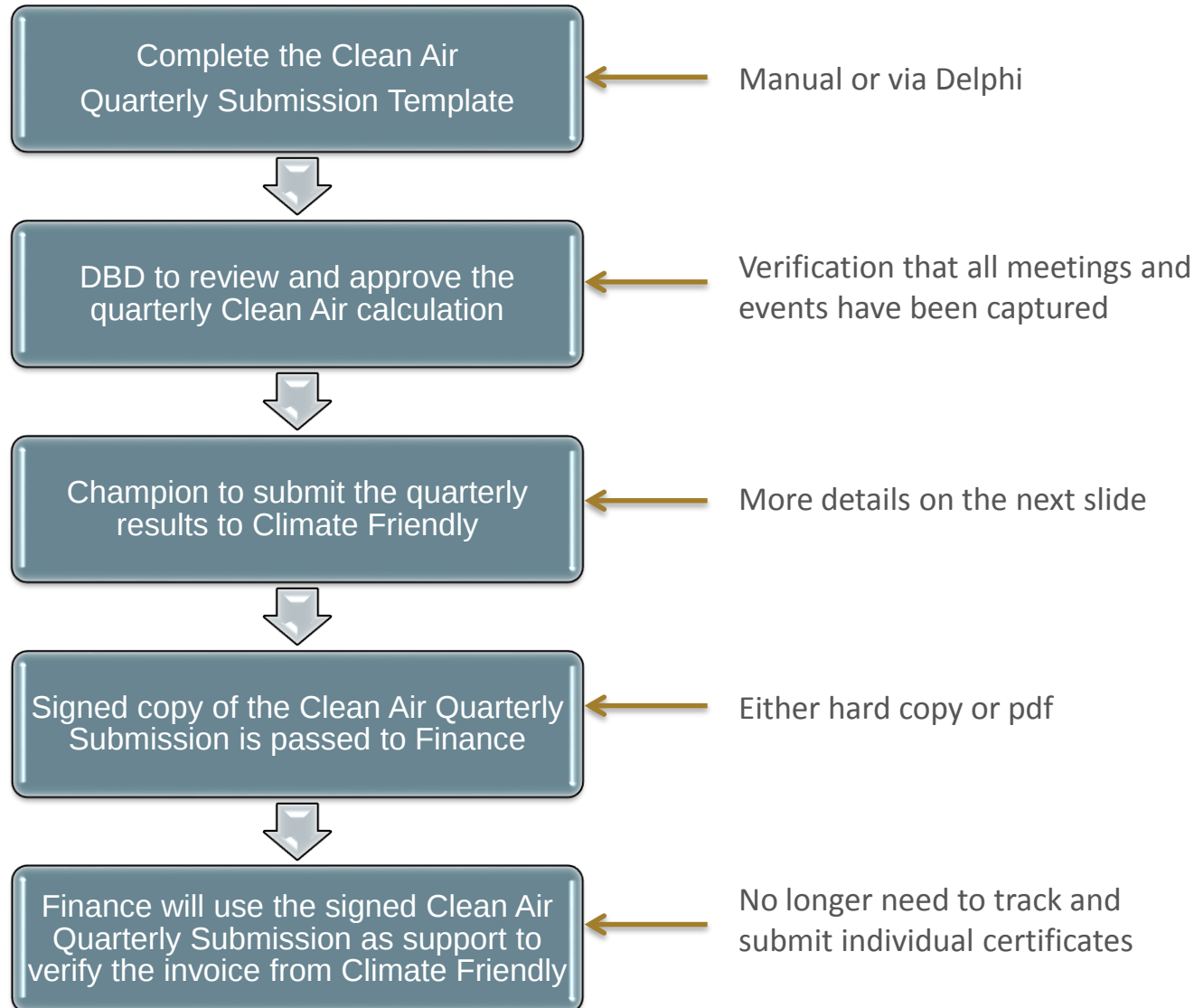
10. The template will auto-calculate your hotel's **total carbon emissions** for the previous quarter.

9a. This pivot table on sum of guaranteed attendance by meal period is for information only – click the button to refresh once you've pasted the query data

My Dashboard My Data Input & Calc

Quarterly accounting and payment

D. How To Approve and File Your Hotel's Quarterly Submission



Quarterly accounting and payment

E. How To Report Your Hotel's Quarterly Submission

At the end of every quarter, all Clean Air Program champions will receive an email prompt from Climate Friendly, requesting a report of your hotel's quarterly submission. Please follow steps 1-4 below.

RE: Hilton 'Clean Air Program' Data Request [Action Required]

 Darren Willman

Sent: Wed 08-Apr-15 10:25 AM

To:  Rob Asselman

Hi Hilton Sydney,

Every quarter Climate Friendly collects emissions data from each Hotel participating in the Hilton Worldwide 'Clean Air Program' in APAC.

This data is then used to calculate and offset the carbon emissions for each hotel and these funds are used to support renewable energy and carbon projects.

In order to ensure that correct emissions are calculated and offset across all Hilton Hotels **please reply to this email and complete the simple table below.**

Hint: Just reply to this email as you would normally, complete the table and click SEND

Hotel Details (Edit if incorrect)

Hotel Name	Hilton Sydney
Inn Code	123ABC

1. Enter your hotel name and Inn Code

Emission Period (By default this should be for the previous quarter)

Start Date	DD/MM/YYYY
End Date	DD/MM/YYYY

2. Enter the start and end date for the previous quarter

Total Emissions for the previous quarter

Note: Emissions are calculated using LightStay, and should include every meeting and event booked at your hotel for the previous quarter.

Emissions (Tonnes of Carbon Dioxide or Equivalent)	0
--	---

4. Reply to this email after following steps 1-3.

Climate Friendly will then multiply your total carbon emissions with the corresponding cost per ton (see slide 17), and generate an invoice for your payment.

3. Input your hotel's total carbon emissions (in Tonnes) for the previous quarter. Follow the steps in previous slides to compute this total.

Tools and Resources

PROGRAM TOOLS AND TRAINING RESOURCES

- a) Program Instructions
- b) Key Messages and FAQs
- c) One-Time Setup of Your Hotel's Quarterly Submission Template
- d) Quarterly Submission Template – SPE | MPE
- e) Impact Report – English | Chinese | Japanese
- f) E-Brochure – English | Chinese | Japanese
- g) Certificate of Climate Action (customizable, for key accounts) – English | Chinese | Japanese
- h) Using the LightStay Meeting Calculator

WHAT IS PUBLICLY AVAILABLE?

This website (www.HiltonWorldwideMeetingsAPAC.com/CleanAir) carries the following:

- a) Descriptions of the 9 country projects
- b) List of Participating Properties
- c) Latest Impact Report

E-Brochure



HiltonWorldwideMeetingsAPAC.com/CleanAir



HILTON WORLDWIDE CLEAN AIR PROGRAM

Our mission is to fill the earth with the light and warmth of hospitality and that starts with us doing our part for a cleaner, healthier planet. Through the Hilton Worldwide Clean Air Program in Asia Pacific, we aim to reduce the environmental impact of meetings and events held at participating hotels and resorts in our region. Here's how it works.



You or your company holds an event or meeting with us.



We measure the carbon emissions based on the energy, food and event space you use...



...and purchase equivalent carbon credits from our partner, Climate Friendly,



which are then used to fund climate-friendly projects in the region.

FREQUENTLY ASKED QUESTIONS

What is the Clean Air Program?

With an aim to reduce the environmental impact of meetings and events, the Clean Air Program is currently in more than 60 participating Hilton Worldwide hotels and resorts in Asia Pacific. The program is part of Hilton Worldwide's corporate responsibility strategy to Travel with Purpose; by providing shared value to its business and communities. Visit HiltonWorldwideMeetingsAPAC.com/CleanAir to learn more.

How does the program work?

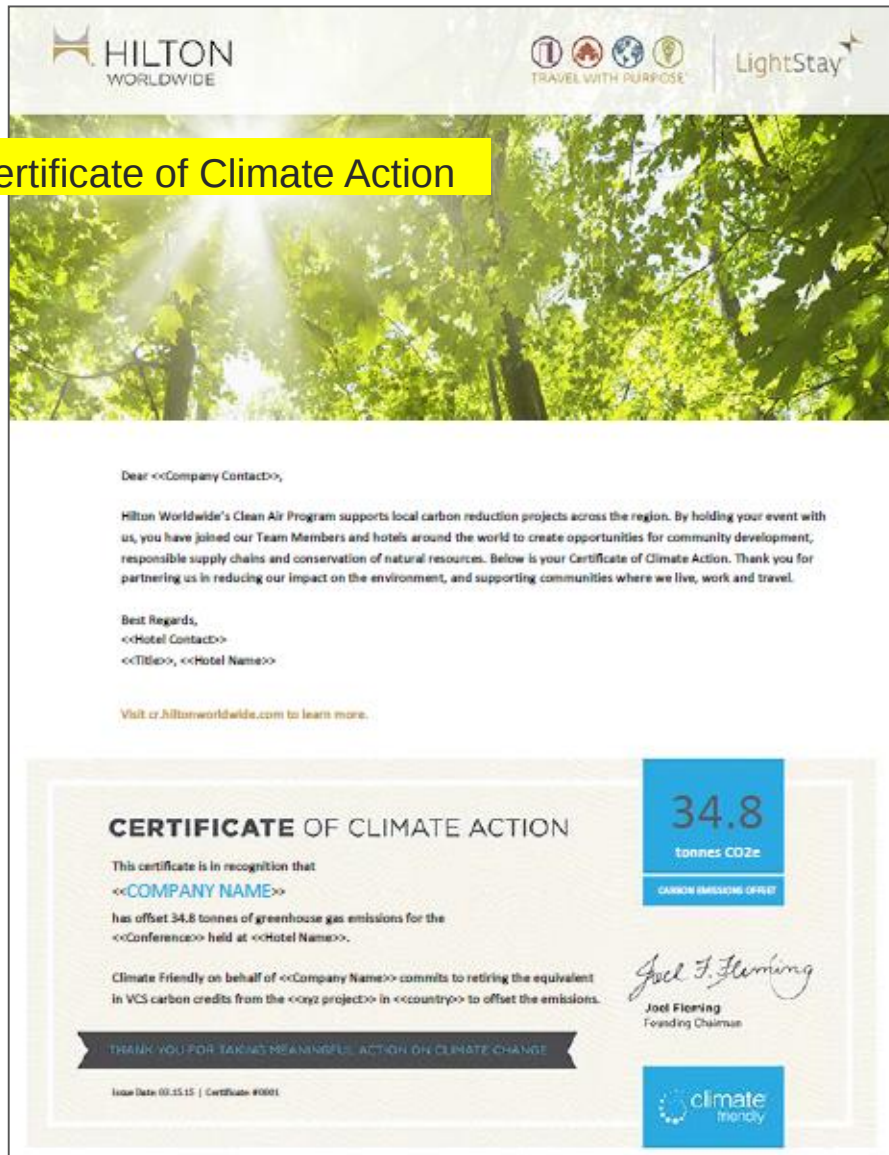
When organisations or individuals hold meetings, conferences or events such as weddings, at participating Hilton Worldwide hotels and resorts in Asia Pacific, we use our LightStay system to measure the carbon emissions generated as a result of that meeting or event. We then purchase carbon credits on your behalf, at no extra cost to you. These credits are used to fund climate-friendly projects in the region that prevent greenhouse gas emissions.

Who is Hilton Worldwide partnering for this program?

Hilton Worldwide is partnering with Climate Friendly. Climate Friendly specialises in carbon management solutions and supports a range of renewable energy, improved forest management and energy efficiency projects around the world.



Certificate of Climate Action



The **Certificate of Climate Action** is a powerful tool we can use to engage our clients.

You can access a customizable template co-branded by Hilton Worldwide and Climate Friendly, and use with unlimited frequency.

For a start, issue these certificates to your **top 5 sales accounts**, and to customers interested in their environmental impact.

To compute the carbon emissions for their meeting or event, use the Meeting Calculator function of our LightStay system. Refer to the “Using the LightStay Meeting Calculator” slides.

Our vision for notable corporate events is having the certificate framed, nicely presented and **personally delivered** to the event organizer.

Tools and Resources

What Is Publicly Available



Earn points and airline miles with Hilton Honors™
[Join Now](#)

www.HiltonWorldwideMeetingsAPAC.com/CleanAir

Clean Air Program

As part of Hilton Worldwide's sustainability efforts, we will offset carbon emissions on your behalf, when you book any meeting or event at over 50 of our hotels and resorts across Asia Pacific. This comes at no cost to you, and directly supports carbon reduction projects across Asia Pacific.

Hilton Worldwide Clean Air Program

Our mission is to fill the room with the light and warmth of hospitality and that starts with doing our part for a cleaner, healthier planet. Through the Hilton Worldwide Clean Air Program in Asia Pacific, we aim to reduce the impact of meetings and events held at participating hotels in our region. Here is how it works:



You or your company holds an event or meeting with us.



We measure the carbon emissions based on the energy, food and event space you use...



...and purchase equivalent carbon credits from our partner, Climate Friendly.



which are then used to fund climate-friendly projects in the region.

PROJECTS

Hilton Worldwide will purchase carbon credits on your behalf when you support projects that reduce greenhouse gas emissions. Please select a region to learn about the organizations that benefit from the Hilton Worldwide Clean Air Program.

Australia	China	India	Indonesia	Japan	Malaysia	South Korea	Thailand	Vietnam
------------------	-------	-------	-----------	-------	----------	-------------	----------	---------



Tasmanian Native Forest Protection Project
Location: Central Highlands, Tasmania, Australia
Emissions Prevented: 90,000 tonnes of CO2e per year. That's 176,529 light bulbs lit for 1 year.
Aim: This project minimises greenhouse gas emissions by preventing the release of carbon stored in the trees, which would otherwise occur through the logging, processing and use of the timber.
 Helps to protect and restore Tasmania's valuable native forests, which provide a habitat for a number of endangered species including the wedge-tailed eagle, scotted owl and the iconic Tasmanian devil.
 Creates new employment opportunities in the forestry sector, and ecotourism opportunities through the enhancement of the landscape.
 Provides income diversification and stabilisation for local landowners, thereby enabling them to set the land aside for conservation purposes only.

[Learn More](#)

PARTICIPATING HOTELS

For an environmentally friendly proposal, contact one of our participating hotels or contact our international Sales [Contact Us](#)

FREQUENTLY ASKED QUESTIONS

- What is the Hilton Worldwide Clean Air Program?
- How does the Program work?
- Who is Hilton Worldwide partnering with for this program?

Impact Report

Clean Air Program. Impact Report.

First Edition: Q1 2016.



**A message from Rupert Hallam,
VP of Sales APAC,
Hilton Worldwide:**

"The Clean Air Program is a valued and integral part of our meetings offering across the APAC region. Hilton Worldwide places the utmost importance on supporting local initiatives via this program and are committed to being a responsible global citizen. We currently offer the program in more than 70 hotels, including our largest conference hotels, and look forward to the program growing as we continue to open more hotels across the region."



**A message from Freddy Sharpe,
CEO, Climate Friendly:**

"The Hilton Clean Air Program is a clear signal that Hilton Worldwide takes its responsibilities as a global citizen seriously. The program is an excellent opportunity for the hotels involved to offer added value to customers, setting them apart from their competitors and giving customers another reason for choosing Hilton Worldwide for their meeting needs"

Finance/payment-related queries:

- ✓ Hilton@climatefriendly.com

Sales/customer-related queries:

- ✓ your Regional Director of Sales, or
- ✓ Gareth Walters (Gareth.Walters1@hilton.com)

LightStay Meeting Calculator-related queries:

- ✓ Sylvia.Low@hilton.com

Delphi/Quarterly Submission Template – related queries:

- ✓ Sen King Lim (SenKing.Lim@hilton.com)

FAQs

Frequently Asked Questions (FAQs)

Customers' FAQs



1. Does this mean I have to pay more for my events?

No. The Clean Air Program comes at no expense to the customer. Every hotel or resort taking part in this program will, by default, bear the cost of offsetting carbon emission generated as a result of your event.

2. What do I have to do?

The Clean Air Program comes at no cost to the customers and doesn't require any additional effort or commitment on their side. Hotel team manages the collection of the data required to calculate the carbon generated from the event and Hilton Worldwide purchases carbon credits to offset the carbon generated. The program is designed not to place any burden on the customer so they are free to focus on their event.

3. Can I get a discount on my event instead of donating the money?

No, Hilton Worldwide does not benefit financially by running this program. The purpose of the Hilton Worldwide Clean Air Program is to reduce the environmental impact of events and meetings held at our participating hotels and resorts. It comes at no costs to customers and the program is designed to pass on the benefit of reducing environmental impact in Asia Pacific.

4. Can I choose the project that my carbon credits go to?

Hilton Worldwide has worked with Climate Friendly to identify projects in Asia Pacific that help clean the air and create a positive change for our society and planet. To select another project is not an option at this point.

5. How can I benefit from this?

By holding an event at a participating hotel or resort in Asia Pacific, customers can request for a Clean Air Program certificate that shows the amount of carbon generated from the event and the carbon credits purchased to offset this amount. Customers can share the certificate and the details of their supported project with other parties after the event.

Frequently Asked Questions (FAQs)

Team Members' FAQs



1. How will this program impact the hotel's revenue?

Sustainability is simply good business. Organizations and individuals that share our approach toward sustainability will want to hold events at our venues. While there is a small financial impact on revenue for hotels and resorts taking part in the program, sustainability is a priority to Hilton Worldwide and a central part of how the company does business. It is a critical performance measure of our business just like quality, service, or revenue.

2. What event space qualifies for occupancy measurement?

All event space qualifies and must be included in the calculation for the Clean Air Program. Areas excluded are general public areas, F&B outlets and shared lobbies.

3. Which events should be included in the calculation?

Every meeting or event held at our participating hotels and resorts across Asia Pacific will be included in this program – be it a meeting, conference or wedding.

4. Can the hotel get a tax rebate on this?

Tax laws and entitlements vary between countries. Please consult your hotel's Director of Finance for guidance.

5. What is LightStay?

LightStay is Hilton Worldwide's global environmental management system that measures multiple utility and operational metrics such as (but not limited to) energy, water, carbon, housekeeping, paper product usage, waste, chemical storage, air quality and transportation. LightStay is a brand standard at each of our more than 4,600 properties around the world.

6. What do I do if a customer wants to offset the carbon emissions from room nights / air travel?

Through the Clean Air Program, participating hotels and resorts only bear the cost of offsetting carbon emissions generated as a result of the event. However, if a customer wishes to offset the carbon emissions generated as a result of room nights and/or air travel,

- ✓ use LightStay's Meeting Calculator to separately measure the additional carbon emissions (email lightstay.support@ei3.com if you require guidance on this)
- ✓ facilitate an email introduction between the customer and our partner Climate Friendly (hilton@climatefriendly.com). Inform Climate Friendly of your INNCode, your LightStay calculation of the additional carbon credits (in tonnes), and the customer's request to offset these additional carbon emissions. Climate Friendly can then directly support the customer's request to purchase additional carbon credits, at the customer's own cost and discretion.



Hilton Worldwide - Clean Air Program Refresher Training

April 2016

