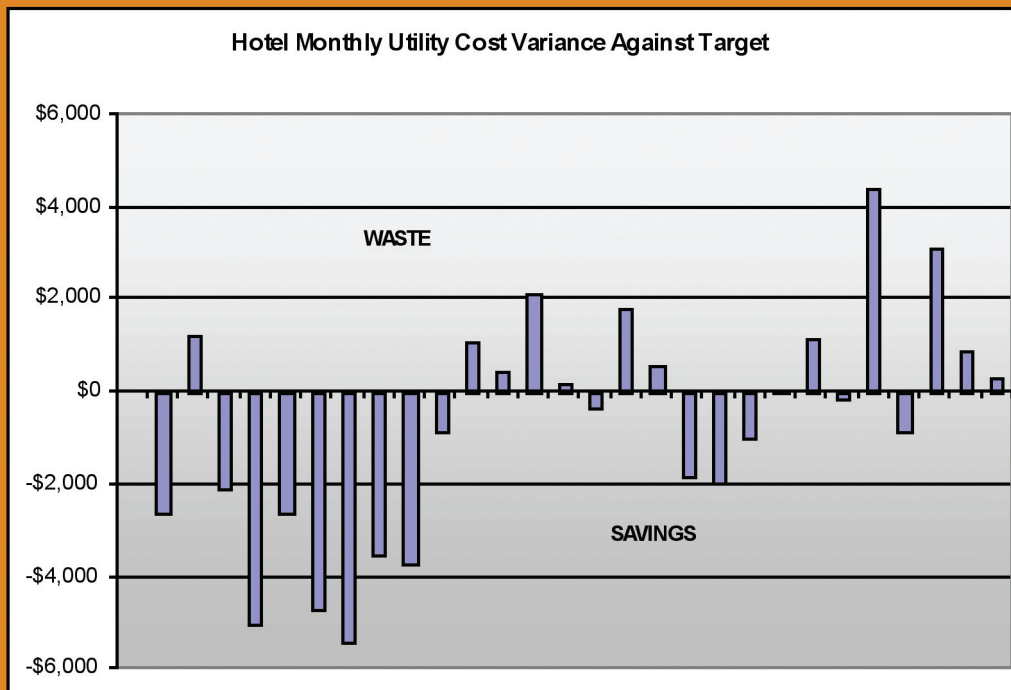


Carbon Management

## Development of Utility Reporting Tools

**CLIENT** Hilton International  
**LOCATION** UK and Sweden  
**DATE** April 2005  
**PROJECT** Development of Utility Reporting Tools



**DESCRIPTION**

In Q1 2004 Hilton International launched a new information gathering system known as the HER (Hilton Environmental Reporting) system. This web based (intranet) tool collates monthly information from every Hilton Hotel world-wide, including:

- Facilities data, including energy and water consumption information.
- Waste statistics.
- Consumption of cleaning materials.
- Variables, i.e. % occupancy, number of food covers, kg of laundry, weather data, etc.

## CONTINUED

With the advent of HER, for the first time monthly hotel utility data for the entire Hilton estate world-wide is held in one place and is regularly updated.

Having worked with Hilton since the late 1990's, staff at Abricon have developed for Hilton a number of energy and utility analysis tools specifically for the HER reporting system.

Hotel General Managers (GMs) can now extract reports and graphical outputs using a number of pre-determined templates giving information on how efficient or inefficiently their hotel (or department within their hotel) is performing relative to pre-agreed targets. They can also compare their performance with other hotels in their region/country.

This is a huge step forward for Hilton and means that any exceptional consumptions (both good and bad) are automatically reported back to the hotel senior management in cost terms so as to encourage meaningful investigations/corrective action to be taken.

The subsequent improvement in utility management is conservatively anticipated to deliver global savings of over \$1m.