



ncCommunity
great people give back



Report on Sustainability 2018-2019

Message from the President

At Niagara Casinos, we devote considerable time and resources to ensure we conduct our business responsibly and sustainably. Considerations for social responsibility inform all of our decision making. No matter how far we have come with our environmental efforts over the years, we know that we can always improve. In order to tackle the big challenges we look to work with our community partners on strategies that impact our Niagara region as a whole.

Recognizing the role we play as a industry leader, we have regularly opted for setting demanding targets to drive fundamental change that enhances our sustainability objectives. With this in mind we have equipped leaders of our departments with the tools to determine the best interventions to promote our ncGreen programming and measure progress along the way.



Richard Taylor, President, Niagara Casinos



Vision & Strategy

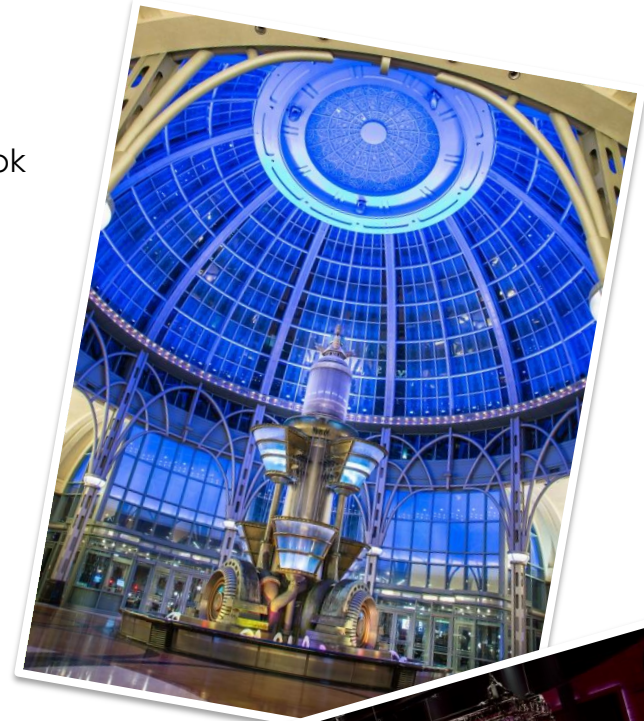
Together with our stakeholders and community we need to look beyond the energy needs of today and understand what is required for the future. Sustainability is about seeing the big picture and working together towards better, more environmentally friendly solutions.

We focus on delivering a triple-bottom-line strategy, with leadership in:

- ✓ Environmental Performance
- ✓ Social Responsibility
- ✓ Associate Engagement

Mission

To identify, advance and promote strategies, policies and practices within our Casinos' operation aimed at minimizing negative impacts and maximizing benefits to the environment.



Our in-house waste reduction and recycling programs include:

- ✓ All paper, plastic and metal are recycled through the Niagara Region.
- ✓ Bulk paper disposal is shredded and recycled through the Niagara Region mobile shred program.
- ✓ Specialized systems for recycling of batteries, electronics, toners, pens, markers and lighting ballasts.
- ✓ CFL lights are recycled through an on-site bulb-eater machine which mitigates the need for monthly pickups, both saving money and diverting over **8,000 bulbs** from ending up in landfills each year.
- ✓ Employee waste diversion program consisting of three major waste streams: trash (non-recyclable/non-organics), single stream recycling for paper, plastic and metals, and organics.
- ✓ Furniture is disposed through liquidation and donation to local charities such as the Niagara Furniture Bank, Habitat for Humanity Niagara and Hotel Dieu Shaver Foundation.
- ✓ 26 pans of food 4 times a week from our buffets are donated to the local soup kitchens.
- ✓ We request eco-friendly products and/or services from our third-party vendors when appropriate.
- ✓ All used electronics and household items are donated to Habitat for Humanity Niagara who recycles these items responsibly and retains the profit for their charitable programs. That's over **4,700** pieces each year!
- ✓ We have discontinued orders of disposable products and eliminated the use of cocktail napkins, diverting **4.5 million** napkins per year from landfills.

Using green cleaning products lessens the negative effects of sanitary practices and cleaning operations to the environment around us. This in turn decreases water pollution, air pollution and ozone depletion. In addition, the practice of using green products also promote recycling which reduces the use of raw materials and lessens the need for disposal of toxic products and packing materials.

Eco-Friendly Cleaning Highlights:

- ✓ Our EVS and Hotel Housekeeping team utilize **ozonized water** for cleaning rather than chemicals.
- ✓ We have introduced regeneration eco-friendly uniforms which use **66%** less energy when laundered. This process also reduces water usage by **90%** and helps eliminate harmful air emissions.
- ✓ Within our hotels, patrons have a choice to have linen washed or remain in the room.
- ✓ We have switched to OXO degradable garbage bags, diverting approximately **924,000** non-degradable bags from landfill per year.
- ✓ Our new cleaning agents are certified by TerraChoice and have also led to the elimination of **95%** of all nonylphenols.



Organic Waste Disposal

At both Fallsview Casino Resort and Casino Niagara, we have removed the EnvrioPure digester systems and replaced them with new **Orca units**.

The OG100 at Casino Niagara and Fallsview Casino is capable of running 100lbs of organic waste per hour and the OG50 system at Fallsview Casinos' Four-Diamond Restaurant can run up to 50lbs of organic waste per hour.

With this new system in place we are able to divert over **2.3 million pounds** of organic waste from landfill each year! All of this waste is turned into grey water by the machines for effective recycling.



Energy Savers

As a large tourist destination that sees close to 95 million visitors each year, you can imagine how hard our mechanical systems have to work to keep both properties running smoothly, especially since they are both open 24 hours a day, 7 days a week!

This year, we upgraded our motor controls on our chillers to variable speed drivers that increased our energy efficiency. Variable Speed Drives (VSDs) control motor and energy output through reduced power line disturbances, controlled acceleration, adjustable operating speed and controlled stopping. Our Variable Speed Drives at the 6 evaporator pumps and 6 condenser pumps in our Chiller Plant result in a **15 % reduction** in power with a total savings of over **725,673 kWh/year**...that's enough to power over **2,000 televisions** each year!

More Savings!

- ✓ Added more electric car charging stations in our parking garage.
- ✓ Incorporate sub-metering of utilities through various areas.
- ✓ Installed differential pressure and flow sensors to circulation pumps, increasing efficiency and leading to energy savings.
- ✓ Each year we conduct an audit to upgrade lighting fixtures to LED for energy conservation.
- ✓ Where possible we adjust temperatures and lighting in unoccupied areas to decrease utility usage.
- ✓ We have installed UV window film and UV shades to reduce heat loads.

Lighting Upgrades

We have continued to upgrade lighting throughout our facilities to LED wherever possible. The savings created through these conversions lead to an annual utility savings of nearly **\$82,000!**

Areas of focus this year have included:

- ✓ Gaming floor cover lighting converted from Neon to LED **37% reduction in power**
- ✓ Stained glass feature lighting on gaming floor and main entrance converted to LED **53% reduction**
- ✓ Office areas and back-of-house administrative areas have lighting converted from CFL to LED
- ✓ Transfer corridor lighting changes resulted in a **78% energy reduction**
- ✓ Walk-in cooler lighting
- ✓ Valet lighting conversion
- ✓ Exterior coach light conversion produced a **60% power reduction**

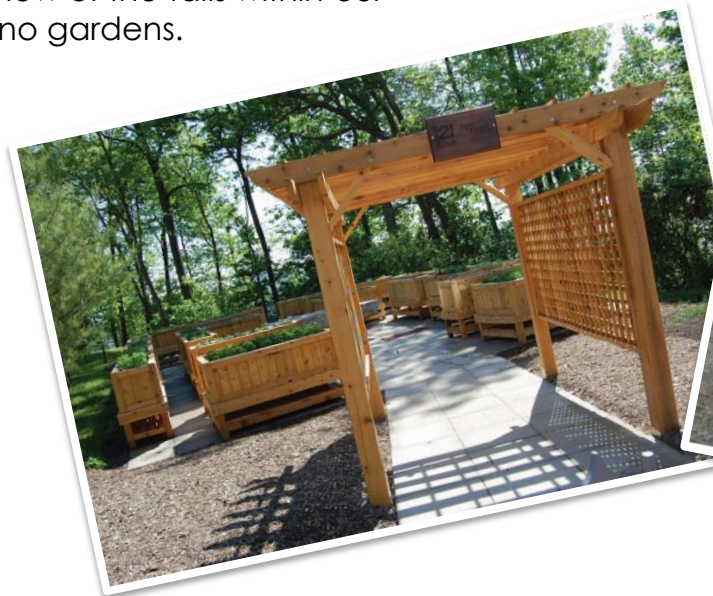


Building Footprint

Last summer we planted the herb garden to attract bees and create a **bee pollination station**. This year, in addition to herbs for our CAA Four-Diamond Award-Winning 21 Club Steak & Seafood and Ponte Vecchio restaurants, we will be planting various plant species that continue to attract bees and encourage local pollination.

We have also converted some of our planting beds to hard-scaping using landscape stone as the feature which reduced the need for irrigation. By planting Pachysandra we have been able to **reduce ground maintenance** which minimizes our carbon footprint.

Plus, with new benches and seating areas added patrons can now enjoy a spectacular view of the falls within our Fallsview casino gardens.



Green Accolades

With a **4 Green Keys rating from Green Key Global** for our sustainable meeting/convention facilities and practices, Niagara Casinos is dedicated to providing green meeting spaces for all of our resort operations.

Events from small meetings to large scale conventions consume energy, produce waste and create harmful emissions. Our green events incorporate environmental initiatives to minimize its negative impact on the environment from energy and water consumption, travel, food and beverage, handouts, garbage and more.

Working with ASTM Standards, Niagara Casinos ensures that our meeting destinations are environmentally friendly in:

- Core Areas (Energy, Water, Waste)
- Communication (Information, Training)
- Activities (Procurement, Auditing)
- Health (Air Quality, Wellness Activities)
- Exhibitions
- Audiovisual

Plus! The Association of Energy Engineers (AEE) named Fallsview Casino Resort the recipient of the Canada Region's **Corporate Energy Management Award** which recognizes those organizations who exemplify the very best within the energy industry!



Taking Care of our Niagara

Sustainability is about seeing the big picture and working together towards a better, more environmentally friendly future. Our community outreach includes working with the **City of Niagara Falls' Clean Sweep** programming to maintain a litter-free neighbourhood, providing monetary support to **Links for Green Learning** and coordinating internal hikes for our associates with **Heartland Forest**.

We are also proud to be sponsors of the **City of Niagara Falls' Trillium Awards** and the **Greater Niagara Chamber of Commerce** Business Achievement Awards in the area of Environmental leadership.

While working with our educational partners, we have led a number of **property tours** that showcase the Casinos' leadership in environmental best practices, resulting in uptake of similar practices at respective workplaces.



"It's nice to volunteer and it's nice to give back to the community and help out...we want to clean up our city and make it beautiful." – Amy Clark, Admin Assistance Finance & Operations, Niagara Casinos

Monitoring our Footprint

In order to effectively benchmark our success for future development we continually monitor our green programming to implement creative solutions:

- ✓ We track our carbon footprint through the government's CITSS platform
- ✓ All of our lighting projects are tracked in-house to determine savings
- ✓ Our utility monitoring software and hardware packages helps to drive our energy conservation and investment programs

Recently conducted environmental audits include:

- ✓ Chiller Plant re-commissioning completed by Renterek in conjunction with our local utility organization
- ✓ Completed a hotel system re-commissioning as an OPA pilot project
- ✓ GHG Emissions reports are completed annually



New Ideas?

To keep us updated on your environmental programming or to share ideas for improvement please contact ncCommunity@fallsviercasinoresort.com

“Being sustainable requires ongoing effort and creativity. We continuously push forward with new initiatives to improve our ecological footprint and maintain our energy efficiency.”
– **Steve Stone, Director Facilities, Niagara Casinos**





ncCommunity
great people give back
ncGreen