



**Microsoft
Theater**

Environmental Management System



GUEST SERVICES OBJECTIVES & TARGETS

| | 2013-2015 OBJECTIVES | TARGETS 2013-2015 | INDICATORS | DEADLINE |
|---|---|---|---|--|
| 1 | WASTE: Achieve 75% Diversion Rate by 2015 | 1. Break Room Renovation: Ensure waste is discarded or reused appropriately 2. Promote opportunities for electronic feedback and lost and found inquiries from guests vs. filling out paper forms. 3. Reduce paper use whenever possible by printing double-sided and making more information electronic. When paper is used, make sure it is recycled. | 1. Communication with Operations, Engineering & vendors 2. Electronic Forms & Logs for Guest Feedback and Lost and Found Reporting 3. Increased Waste Diversion through paper recycling | 1. December 2013 2. December 2014 3. December 2015 |
| 2 | WASTE: Increase Diversion of Hazardous & Universal Waste | 1. Ensure Battery Recycling for ALDS batteries and other non-rechargeable batteries by providing battery bucket in Guest Services Center | 1. Battery Receptacle(s) available | 1. December 2013 |
| 3 | SUSTAINABLE PURCHASING: Increase Sustainable Purchasing: Consumable Goods & Technology | 1. Source sustainable options for supplies purchased in bulk including supplies for orientations, trainings, meetings, etc. 2. Source sustainable options for items related to Team Member uniforms & materials | 1. Increase in supplies that meet AEG's Environmentally Preferable Procurement (EPP) Guidelines 2. Dry-cleaning services and vendor-supplied uniforms that meet AEG's EPP Guidelines | 1. December 2014 2. December 2015 |
| 4 | EDUCATION: Increase Environmental Education to 100% | 1. Continue Environmental messaging and training for team members by including up-to-date info in communications & meeting agendas 2. Train team members to log and respond to environmental questions from guests | 1. Daily production briefings and Guest Services newsletters include environmental message 2. Environmental comments tracked via guest services inbox and comment log | 1. December 2014 2. December 2015 |
| 5 | EDUCATION: Increase Sustainable Event Management | 1. Utilize Communication from Engineering on Peak Pricing when influencing door times | 1. Communications with Engineering on peak pricing times | 1. December 2014 |
| 6 | EDUCATION: Increase Emergency Preparedness to 100% | 1. Implement refresher training for Emergency Preparedness | 1. Tracked emergency preparedness training | 1. December 2014 |