

Unitarian Universalist Association General Assembly

Sustainability Report • 2011

Honoring the Seventh Principle to protect and respect the interconnected web of existence



First, they honored the imam who's in the middle of plans to build an Islamic center near ground zero. Then they rallied in uptown Charlotte to support gays, lesbians and same-sex marriage.

And that was just in the first 48 hours or so after they got to town."

— Tim Funk, Charlotte Observer, June 25, 2011 (Photo: Charlotte Observer)

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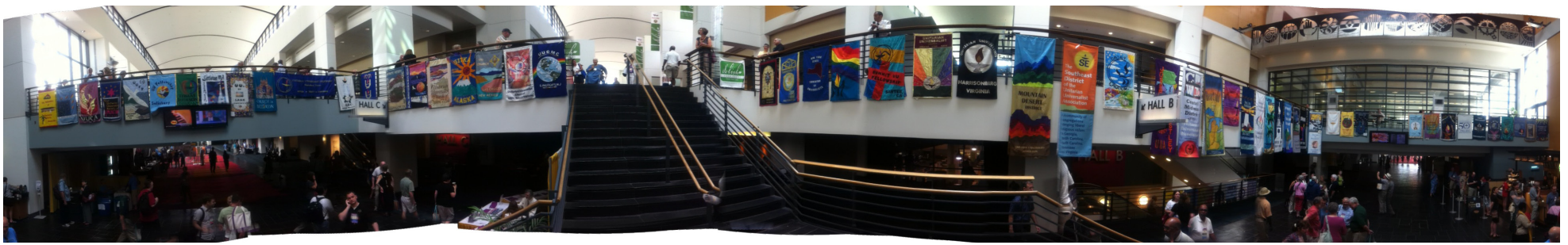
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Banners from UU congregations across the United States decorate the Charlotte Convention Center following the Opening Celebration of the 2011 General Assembly. ▲

About

General Assembly

In June 2011, Unitarian Universalists gathered in Charlotte, North Carolina for the annual General Assembly (GA). In this its 50th year, GA continues to strive to act on its Principles by planning this gathering as a sustainable event. Although environmental and social justice is a long-time priority for

UUs, momentum to plan GA as a sustainable event began in 2005 in Fort Worth, Texas. This report documents the journey of event organizers to continuously challenge and redefine how their event - and the meeting industry - embraces sustainable practices.

Event Details:

- June 22-26, 2011
- Charlotte Convention Center, NC
- 4081 Attendees
- 101 Exhibitors
- 8127 Room nights

Event Program:

General Assembly features educational programs, regional, district and special interest ministry gatherings and worship services. Association business is conducted during Plenaries. Special event highlights including Opening Celebrations, the Ware Lecture, Service of the Living Tradition and Public Witness demonstrations.

Event Team:

Janiece Sneegas leads the event sustainability effort by UUA staff, supported by Don Plante, Melissa Saggerer, Stacey Dixon and Michael O'Herron. Sustainability programs are managed by MeetGreen®.

Our Strategy

Event Purpose

General Assembly is the annual business meeting of the Unitarian Universalist Association. In addition to discussion and voting on resolutions of the Association, UUs gather for fellowship, worship, and learning.

Background

In 2003, UUs at Boston's GA recommended that future Assemblies model the Seventh Principle - seeking ways to reduce environmental impacts. Following this request UUA began to work with MeetGreen® to develop best practices for event sustainability. Over multiple years these practices have been disseminated deeper and deeper into the supply chain for GA, helping to permanently transform vendor practices as well as the destinations in which GA is held.

Principles

At the heart of UUA's event sustainability strategy are Seven Principles. These Principles represent the common values shared by UUs:

- The inherent worth and dignity of every person.
- Justice, equity and compassion in human relations.
- Acceptance of one another and encouragement of spiritual growth in our congregations.
- A free and responsible search for truth and meaning.
- The right of conscience and the use of the democratic process within our congregations and in society at large.
- The goal of world community with peace, justice and liberty for all.
- Respect for the interdependent web of all existence of which we are a part.

Event Sustainability Mission

General Assembly has a duty to embody the Principles of Unitarian Universalism. It is also a tool by which the event industry and host destination for GA can be transformed, permanently, to more sustainable, just and compassionate ways of doing business.



For UUA we did a lot of things that we might not have usually to this level of detail. Like composting - it was one of the largest things we were always a bit frightened by. But we've learned a lot, and enjoy things that challenge the team. As we move forward we think we'll be able to offer this to other groups."

— Bill Trippet, Director of Catering
Charlotte Convention Center

Our Stakeholders

Common Stakeholder Issues

UUA prioritizes universal issues that are of general importance for General Assembly stakeholders, including:

- Equal access to event experiences
- Fair and ethical treatment of participants
- Environmentally preferable purchasing that supports stewardship of resources
- Climate change
- Ethical eating

In addition, organizers pay attention to differences between stakeholder groups. UUA connects with each of these stakeholder groups in various ways to proactively address their primary concerns. This is important as stakeholders may not align on which issues are most important and how they should be resolved.

Unique Stakeholder Perspectives:

1. UUs

UUs are engaged via Program Committee, Host Committee, online communications (Blog, comment forms, onsite auditing surveys), onsite volunteer opportunities, 'Welcome to GA' sessions, scheduled onsite feedback opportunities, Right Relations Team, post-event evaluations.

Primary UU issues: Accessibility, health & safety, ethical eating, immigration, GBLT issues, abiding by Seven Principles.

2. Vendors

Key vendors: Heritage Expositions, CMI Communications (AV), Charlotte Convention Center, Carbon Fund, 10 host hotels.

Vendors are engaged via RFP and contracting processes, pre-event site visits and meetings, bi-monthly communications, measurement and reporting of event outcomes, post-event feedback/evaluations.

Primary vendor issues: Customer service, financial impact of event and sustainability commitments.

3. Exhibitors

GA features exhibits by UUA staff and external exhibitors who are engaged via sales, pre-event online communications, onsite communications, post-event evaluations, ROI study (new).

Primary vendor issues: ROI on participation.

4. Host City

The host city is engaged via the Host Committee, Convention & Visitors Bureau, Public Witness, legacy project, pre-event site visits, resource-sharing to enhance local capacity for sustainable events, post-event feedback requests.

Primary host city issues: Customer service and destination experience, economic impact of the event, potential return of the event to the city, additional sustainable practices, health and safety.



UUA President Peter Morales shares the cover story of the June 25, 2011 Charlotte Observer with attendees, including coverage of a UU rally held in Marshall Park. Photo: Nancy Pierce

Our Goals



Carbonfund.org is proud to be in our sixth year of providing UUA members the opportunity to make their visit to the annual General Assembly carbon neutral. No other organization has attained as high a participation rate in our carbon neutral program as have UUA members.”

— Eric Carlson, President,
The CarbonFund.org
Foundation

Sustainable Event Objectives		2010 - 2011 Target	Achieved?
1. Improve overall event sustainability		1. 75% score in the MeetGreen® Calculator.	No
	2. Capture relevant sustainability data for the event.	2. Secure utility data for: total weight of landfill, recycling, compost and donations (lbs); electricity use at venue (kWh); water use at venue (gal); carbon emissions from venue, hotels, catering, ground and air transport (MT).	Yes
3. Reduce per participant energy, water, carbon and waste.		3. Secure material use data for: paper (lbs), carpet (sqft), freight (lbs/miles), food (average miles).	Yes
		4. Secure social impact data for: volunteer hours, legacy value, number of community groups assisted.	Yes
		5. Reduce per participant energy (venue).	Yes
		6. Reduce per participant water use (venue).	Yes
		7. Reduce per participant waste (venue).	No
		8. Reduce per participant carbon (venue, hotels, transport, food).	Yes
		9. Improve waste diversion from landfill to 50%.	No
4. Quantify benefits of sustainable purchasing decisions where possible.		10. Secure data for: energy (kWh) and water (gal) conserved, waste (lbs) avoided, trees saved.	Yes
	5. Measure sustainable features of products and services sourced.	11. Improve hotel compliance with green guidelines to 100%.	No
		12. Quantify hotel breaches of green guidelines.	Yes
		13. Achieve 40% of Lounge F&B meeting sustainability criteria.	Yes (43%)
		14. Achieve 3% renewable energy sourcing at venue.	Yes (3%)
		15. Minimum 75% signage reuse.	Yes (100%)
		16. Minimum 30% post-consumer content for printed items.	Yes
6. Measure engagement/awareness of sustainability efforts among participants.		17. Achieve 20% of exhibitors participating in Green Exhibitor Award.	No (17%)
		18. Achieve 50% carbon offset through voluntary program.	Yes (63%)
		19. Capture any qualitative feedback from attendees.	Yes

2011 Achievements

Living the 7th Principle



▲ Jeff and Julie Larson-Keller help attendees compost and recycle their waste. UUA provided bursaries to 16 UUs who served as Green Angels during the event. Not only did this provide needed registration assistance, but it also provided a fun and interesting way to meet other UUs. In fact, Jeff and Julie enjoyed the job so much in Minneapolis and Charlotte they're thinking of returning again to Phoenix for a third year helping with on-site composting and recycling.

Charlotte hotels were challenged to implement sustainable practices consistently. The Westin, Marriott and Omni did take some effort to expand beyond business-as-usual. The Hampton Inn, Hilton Garden Inn, Crowne Plaza, Doubletree and aLoft were more difficult to work with. Five complaints about green practices at five different hotels were received from attendees during the event. ▶▶

With each year and new host city UUA faces a new set of challenges and opportunities. This is because each destination we visit has a different ability to implement sustainable requests based on political leadership, available infrastructure and the local culture. Coming on the heels of a successful 'green' GA hosted in Minneapolis organizers were uncertain of Charlotte's capacity to meet and exceed the precedent established in Minnesota.

The Highlight

The Charlotte Convention Centre worked hard to improve event sustainability, succeeding in:

- enhancing food purchasing to achieve 65% local, seasonal sourcing.
- adapting compostable serviceware to third-party concessions and providing china/silverware for exhibit hall meals.
- providing back and front of house composting, diverting 3,787 lbs.
- re-orienting waste management practices to improve diversion from landfill by 38%.

Many of the programs implemented for GA were done to help the CCC prepare for the 2012 Democratic National Convention in Charlotte.

The Lowlight

Charlotte hotels did not have a strong foundation of sustainable practices prior to GA. Although all properties were contracted to meet minimum sustainability guidelines, not all were compliant, communication to guests was inconsistent and responsiveness on issues was lower than for previous events.



Best Practice Progress

When organizers began planning GA as a sustainable event in 2005 they initially took a checklist approach to best practices. Continuing this first impulse organizers have expanded checklists while also being strategic about measurement. The following list highlights key sustainability actions at General Assembly.



▲ Caterers successfully used china and silverware to feed 4000+ attendees in an exhibit hall, encouraging other venues to consider doing the same to elevate the level of service.

		IMPLEMENTATION TIMELINE	
		First Year	Current Status
PLAN	Sustainability Plan & Policy, including vision, objectives, targets and actions that consider key issues of event stakeholders.	2009	✓
	Procurement system integrating sustainability - <ul style="list-style-type: none"> RFP survey language for all vendors asks for proof of sustainability commitments / practice Contract language for all vendors stipulates specific expectations for sustainability Voluntary best practices guidelines for planning practices that are not covered under contracts (printing, decor) 	2005	✓
ACT	Reduce - <ul style="list-style-type: none"> Destination provides hotels and venues within walking distance or with transit access Hotel practices that conserve water, energy and reduce waste Venue practices that conserve water, energy and reduce waste Renewable energy sourcing (3% direct sourced in 2011) Bottled water eliminated, provide bulk refreshments, use bulk condiments Local, organic, vegan and vegetarian food options (estimate 30% of menu items were vegetarian, 65% local, 15% organic) Freight shipments from Boston headquarters (reduced 22% by weight since 2009) Pre-mailed materials 	2005	✓
		2005	✓
		2005	✓
		2009	⊙ (3%)
		2005	✓
		2005	⊙
		2009	⊙ (22%)
		2008	⊙
	Reuse - <ul style="list-style-type: none"> Name badge collection Donation of hotel amenities, food, decor and other left over materials China, silverware, linens Carpet (96%), padding, drape, tables, counters, panels, aluminum extrusions Signage Decor (banners) Shipping and packaging materials 	2011	⊙
		2005	✓
		2005	⊙
		2005	⊙
		2005	✓
		2005	✓
2009	✓		
Recycle - <ul style="list-style-type: none"> Front and back of house venue recycling, including glass, metal, plastic, batteries and grease Front and back of house venue composting, including food and serviceware Guest options for recycling at host hotels 	2005	✓	
	2006	✓	
	2006	✓	

✓ Fully implemented tactic. ⊙ Partially implemented tactic. Progress noted as a percent if available.

Best Practice Progress

The sustainability plan for General Assembly follows proposed ISO 20121 processes that require event managers implement systems that support sustainability as a fundamental aspect of events. For UUA this means following a basic five step process to continuously improve:

1. Plan
2. Act
3. Support
4. Check
5. Advocate



▲ 17 exhibitors participated in the Green Exhibitor Award, a points based system that provides promotional benefits to those exhibitors who disclose how they are reducing their impacts. Winner of the 2011 Award was Alsadu.

		IMPLEMENTATION TIMELINE	
		First Year	Current Status
SUPPORT	Education / Training -		
	• Training opportunities for UUA event staff via GMIC	2005	✓
	• Site visits include sustainability consulting support and training for hotels, venues, CVB and related vendors	2005	✓
	• Regularly scheduled check-ins with vendors to provide sustainability consulting support during planning phase	2005	✓
	• Program and host committee briefings and volunteer orientations onsite	2008	✓
	• Attendee education through event website, walk-in slides, onsite program, welcome sessions and Green Angels	2009	✓
	• Local legacy project providing \$33,000 to Mecklenberg Ministries Children's Programs	2005	✓
CHECK	Measure sustainable practices -		
	• Overall event performance (MeetGreen® Calculator)	2005	✓
	• Resource use / impacts: Energy use (venue, transport), water use (venue), waste production (venue)	2006	✓
	• Emissions production (venue, catering, accommodation, transportation)	2005	✓
	• Material / services use (paper, carpet, freight)	2008	⊙
	• Life cycle impacts of more sustainable product purchase decisions (paper, carpet, food)	2008	⊙
	• Vendor compliance with contracted guidelines (5 non-compliance complaints received by hotels in 2011)	2005	✓
	• Economic costs / savings	2005	⊙
	• Legacy impacts (donations, sustainability resource sharing, permanent practice changes by destination vendors)	2008	✓
	• Awards / Positive promotional opportunities	2008	✓
	• Stakeholder engagement (Exhibitor award, carbon offset, volunteer participation)	2010	✓
ADVOCATE	Responsibility / Accountability -		
	• Consider all stakeholder feedback in order to identify and respond to issues on an on-going basis, including specific post-event evaluation questions.	2005	✓
	• Voluntary carbon offset program to be accountable for unavoidable emissions	2005	⊙ (63%)
	• Complete and disclose post-event sustainability report	2005	✓
	• Complete an event comparison to APEX-ASTM Environmentally Sustainable Event Standard (draft)	2011	✓
ADVOCATE	Industry Advocacy -		
	• Information sharing of best practices and lessons learned to industry peers through GMIC, RCMA	2005	✓
	• Look for opportunities to cooperate with other events and associations to expand the reach of sustainable event practices	2009	✓

✓ Fully implemented tactic. ⊙ Partially implemented tactic. Progress noted as a percent if available.

Event Sustainability Indicators

In addition to chronicling the evolution of best practices, UUA organizers compare and contrast the performance of sustainability programs in different destinations. This is done by consistently collecting 37 measurable indicators. Every year event organizers set targets (see page 6) for each indicator based on how successfully they and their host city partners can implement sustainable development.

	2005	2006	2007	2008	2009	2010	2011	On Target
Event Sustainability Data								
Carbon Emissions produced (MT)	1609	1855	3771	1402	1614	1672	1232	✓
Carbon Emission per person (lbs)	1092	1029	1616	1165	1150	1059	709	✓
Carbon Emissions offset (MT / %)	-	299 / 20%	1905 / 51%	490 / 30%	484 / 30%	750 / 44%	781.5 / 63%	✓
Facility energy use (kWh)	-	-	-	-	125,478	133,921	140,633	✓
Facility water use (gallons)	-	-	-	-	193,093	120,197	84,898	✓
Landfilled materials (lbs)	-	-	33%	17,680	4,808	1,400	13,120	x
Recycled materials (lbs)	-	1,300	46%	3,840	4,837	1,980	8,668	✓
Composted materials (lbs)	-	-	21%	-	1,050	2,080	3,787	✓
Donated materials (lbs)	-	-	-	1,080	-	360	128	✓
Waste per participant (lbs/day)	-	-	-	6.1	1.4	0.07	0.64	x
Diversion from landfill (%)	-	-	67%	18%	50%	76%	49%	x
Paper used (tons)	-	-	-	-	-	1.36	1.42	x
Shuttle miles (miles)	-	-	-	-	0	0	250	x
Shipments (pieces/lbs)	-	-	-	-	677 / 18,385	581 / 14,745	671 / 16,761	x
Carpet (sqft/% reused)	-	-	-	-	-	-	46,000 / 96%	✓
Food miles (average/function)	-	-	-	-	-	-	4742	✓
Community agencies helped	-	-	2	3	2	4	2	✓
Value of Community Legacy	-	-	-	\$25,000	-	\$40,580	\$33,000	✓
Volunteer hours (recycling & legacy)	-	-	-	-	74	482	312	✓
Exhibitors participating in Green Award	-	-	-	-	-	17 / 18%	17 / 17%	x
Attendee green rating (excellent/very good)	-	-	-	-	-	-	37% / 41%	✓

Event Sustainability Indicators



▲ General Assembly placed the single largest order of local organic produce to the Farmer's Fresh Market program. This farmer's cooperative sources seasonal ingredients from small farms that neighbor Charlotte. Local growers were also on hand in the exhibit hall to meet UUs and share information about their program.

	2005	2006	2007	2008	2009	2010	2011	On Target
Sustainable Procurement Data								
Hotels - linen reuse	-	-	67%	100%	100%	100%	100%	✓
Hotels - energy efficient housekeeping	-	-	67%	56%	100%	100%	100%	✓
Hotels - amenity reuse/donation	-	-	0%	100%	100%	100% / 50%	90% / 30%	x
Hotels - recycling (diversion from landfill)	-	-	67%	100%	86%	100%	90% (26%)	x
Hotels - green cleaner	-	-	44%	100%	86%	89%	80%	x
Hotels - recycled bathroom papers	-	-	-	67%	86%	89%	100%	✓
F&B - local (100 miles)	-	10%	61%	20%	23%	35%	65%	✓
F&B - organic (certified)	-	-	21%	20%	31%	6%	15%	✓
Paper - recycled content (post consumer)	-	-	10-30%	10-30%	10-30%	10-50%	10-50%	✓
Carpet - recycled content (post industrial)	-	-	-	-	-	25%	25%	✓
Signage - reused	-	100%	100%	100%	100%	100%	100%	✓
Venue renewable energy (direct)	-	-	9%	30%	<1%	13%	3%	✓
Environmental Benefits¹								
Energy saved (kWh)	-	-	17,661	9,054	11,729	84,274	78,842	✓
Water saved (L)	-	-	38,254	19,926	32,020	328,330	300,907	✓
Emissions avoided (MT CO ₂)	-	-	2.4	1.2	1.6	79.23	72.24	✓
Solid waste avoided (MT)	-	-	0.17	0.08	0.11	11.17	10.2	✓
Trees saved	-	-	-	5	26	13	10.5	✓
Costs avoided through sustainability	-	-	\$105,000	\$54,694	\$69,704	\$61,135	\$61,215	✓
MeetGreen[®] calculator score	30	49	66	60	69	73	72	x

1.. This section reflects the estimated cumulative benefits of decisions to reduce, reuse and recycle, based on available data. This may include things like use of recycled content paper, water bottle reductions, recycling benefits, fuel use reductions, shuttle elimination, virtual participation etc. Where reduction is measured it reflects the reduction over previous year, based on decisions made and actions taken within the single event cycle. Source data supplied from vendors and supplemented by the Environmental Paper Network Paper Calculator, US EPA WasteWise Tool, Carpet America Recovery Effort, International Bottled Water Association and Plastics Europe - Association of Plastics Manufacturers. Emissions calculations by The Carbon Fund. The large increase in savings in 2010 is accounted for by estimating saving resulting from carpet reuse, which was not previously measured but was practiced. Copyright 2011 MeetGreen[®]

MeetGreen® Calculation

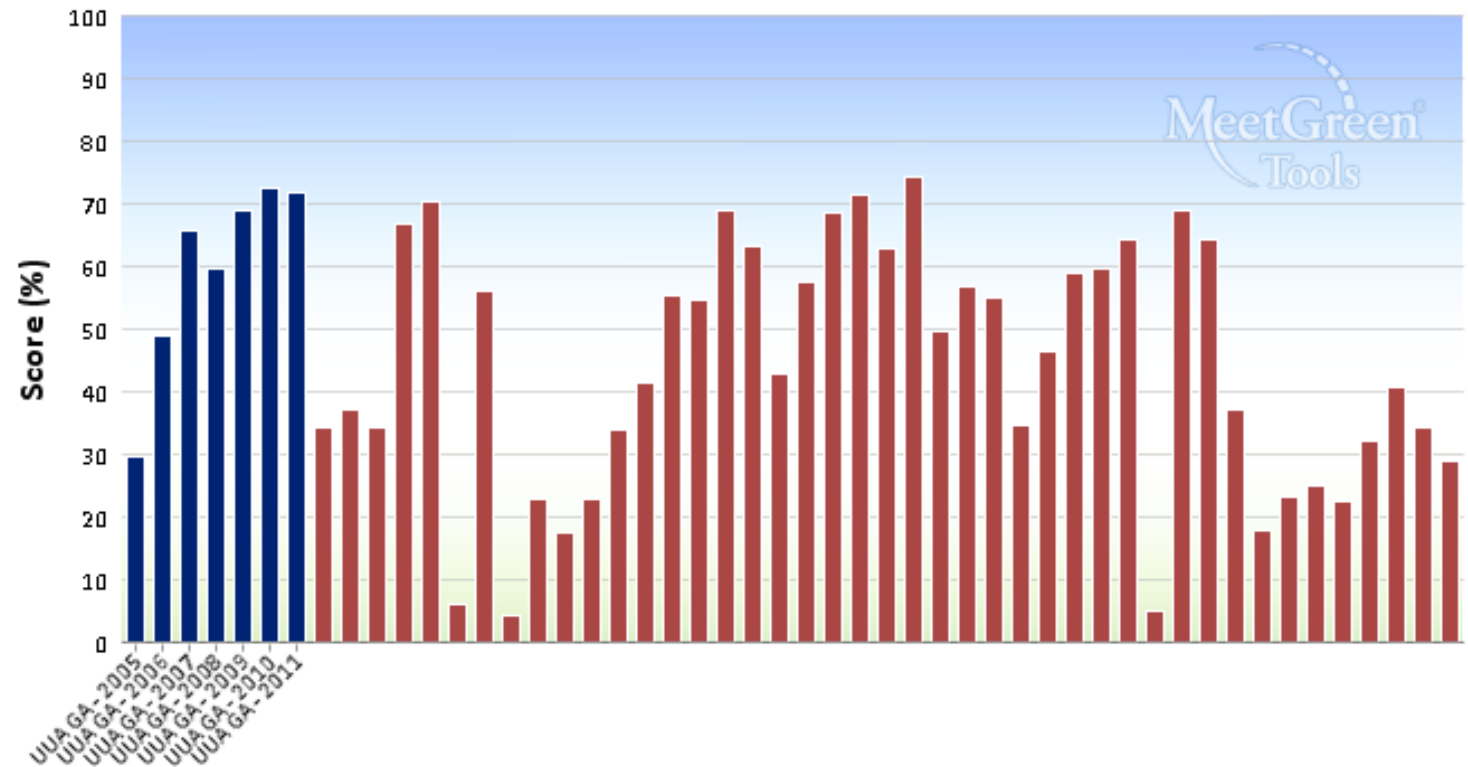
The MeetGreen® Calculator measures overall event sustainability. It considers a combination of best practices and measured performance achievements to determine an overall meeting sustainability score (graph right), along with scores in 10 different areas of meeting management (graph next page).

UUA's most successful sustainable events include:

1. Minneapolis 2010 (73%)
2. Charlotte 2011 (72%)
3. Salt Lake City 2009 (69%)
4. Portland 2007 (66%)
5. Fort Lauderdale 2008 (60%)
6. St. Louis 2006 (49%)
7. Fort Worth 2005 (30%)

Red bars are non-UUA events. Comparison events have been filtered to include those held since 2009 within the United States that are of like size (1000 - 5000 participants).

Total Conference Score
Unitarian Universalist Association General Assembly



1 Lower Footprint Destination

Post-event carbon analysis reveals Charlotte is a better choice city in terms of reducing attendee air travel. More attendees traveled by ground and shorter distances by air compared to previous GAs. This avoided 449 metric tons of air travel emissions compared to the 2005 baseline and 669 metric tons less than the average air travel footprint from 2005-2011. The per attendee carbon footprint was also 383 lbs per person less than the 2005 baseline and 408 lbs per person less than the 2005-2011 average.

2 Hotels - A Wider Gap to Fill

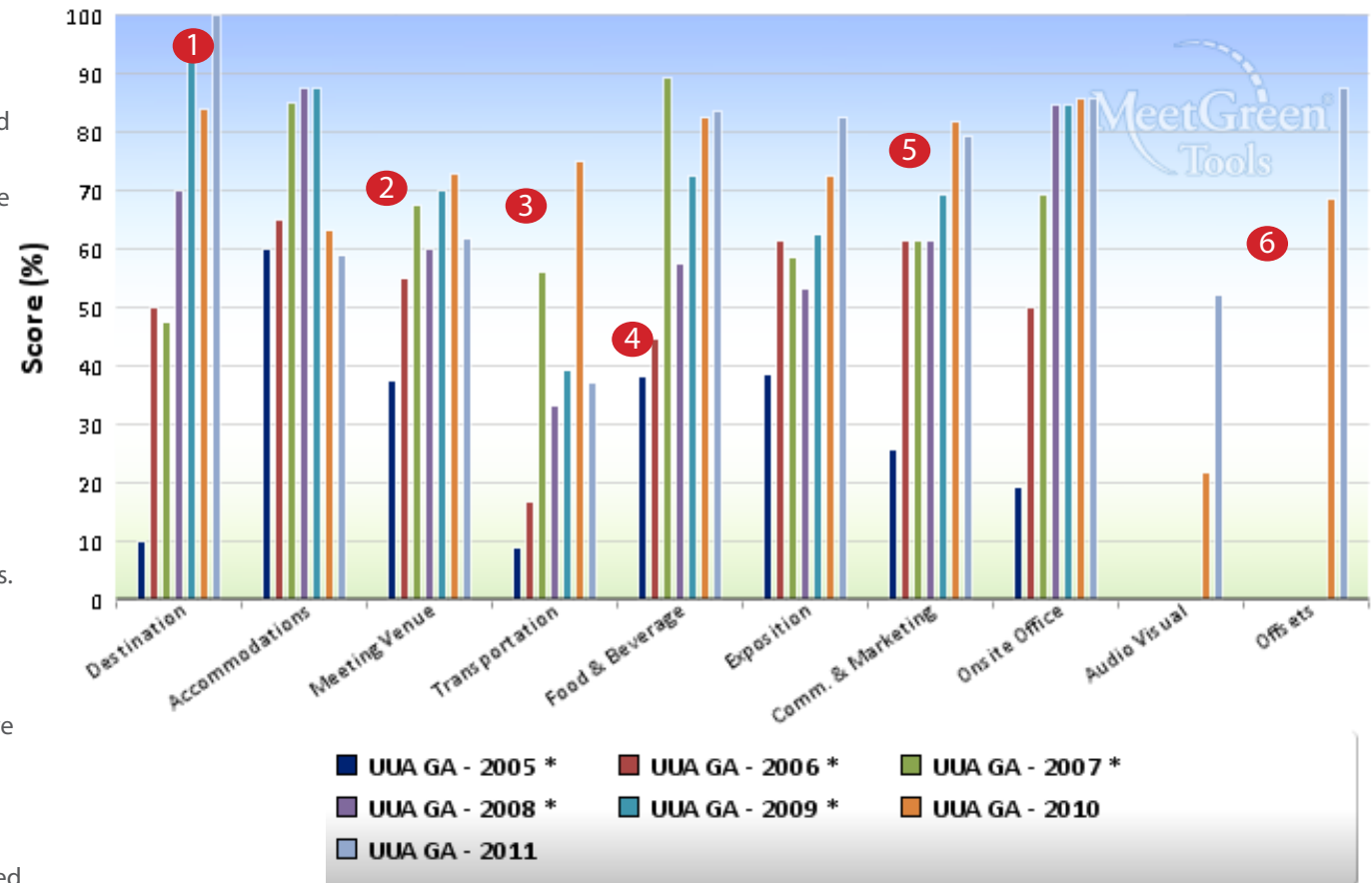
Accommodation scores dropped in 2010 and 2011. The 2010 drop reflects an update in the Calculator to require more of hotels. The 2011 drop shows Charlotte hotels' inability to comply with all contracted guidelines.

3 Venue cooperation up, performance down

The Charlotte Convention Centre was a very cooperative sustainable event partner, stepping out of the box on all fronts. The drop in performance here reflects lower renewable energy sourcing and waste diversion compared to 2010. Expectations of venues also increased in the Calculator in 2010.

4 Unforeseen challenges

UUA selects walkable destinations. However in 2011 unexpected closure of a hotel the day prior to the event necessitated the use of a ground shuttle. Time did not permit sustainable sourcing of the shuttles, therefore scores are lower here. Scores are highest in 2010 to account for lack of shuttles and communication about public transit.



5 Steady Course

Performance in F&B, Expositions, Communications and Onsite stayed fairly constant, or improved as vendors added new practices, including china service and shrink wrap recycling. The slight drop in Communication resulted from a pre-event mail out that was not previously done and is unlikely to be continued.

6 New categories

Improvements in AV reflect better information from vendors about practices in place. Higher scores for Offsets reflect the phenomenal voluntary support of this program by UUs. Purchase of offsets continues to climb. UUs offset 19% more of their footprint in 2011, climbing to 63% accountability for unavoidable CO₂.



12 months prior the 2011 General Assembly organizers were concerned that onsite concessions at the Charlotte Convention Centre would severely hinder onsite waste management efforts given their use of uniquely-branded, non-compostable serviceware. Following six months of negotiation, third-party concession holders agreed to switch to compostables in a pilot project to test feasibility. Had this challenge not been anticipated and successfully resolved, sustainability plans for GA 2012 would have been hampered.



Looking forward

Challenges & Ideas

The 2012 General Assembly may be the most challenging yet. Positioned as a “Justice GA” with newly adopted resolutions for “Ethical Eating”, organizers and suppliers will be challenged to define and integrate these concepts into planning.

Ethical Eating

An ethical eating resolution was passed at the 2011 GA, compelling UUs to define, and discuss sustainable food considerations that range from local purchasing, to organic growing, vegetarian preferences and labor concerns. The resolution is deep and significant. Organizers will need to work closely with caterers in Phoenix to determine what parts of the resolution can be integrated into event decisions.

Justice GA

In 2010 UU delegates agreed to host GA in Phoenix in spite of immigration law controversies on the condition that the event would not be ‘business as usual’. The program and format of the resulting 2012 “Justice GA” continues to evolve. It is unclear at this point how changes in the event may impact sustainability. If a different format is adopted that includes community action at multiple venues this has significant ramifications for sustainability on multiple fronts. As the event draws closer without confirmed programs and venues, windows of opportunity for organizers to work with local groups to implement minimum guidelines are closing. Event sustainability performance as it has been traditionally measured may be lowered if plans are not firmed up quickly. However, new and emergent formats may also present unique and expanded opportunities to measure social sustainability.

Waste management

Delegating responsibility to the venue to create its own waste management plan using a template was exceptionally effective and should be continued in 2012.

Phoenix has limited infrastructure for recycling plastics and diverting compost. Previously held events have been challenged to exceed 50% diversion even with additional labor. Organizers will need to research the capacity of each venue to provide basic recycling and should anticipate extra time to find additional outlets for materials not traditionally recycled by venues.

Waste management continues to be complicated for attendees due to factors outside of organizers' control. To make it more fun, consideration might be given to a "Green GA Game" that attendees could participate in pre-event and onsite.

Improved attention might also be given to move-out. A significant amount of contaminated waste from exhibitors was noted post-event. This could be improved by providing supervised sorting during tear down.

Hotel program

Property conformity with contracted guidelines was hit and miss. It is clear there is a disconnect between sales and operations regarding what is promised and delivered.

Documentation received substantiates the presence of required practice. However UU testimonials indicate these were not implemented consistently, were not communicated to guests effectively and hotel staff were inadequately trained to answer questions. Organizers reported issues directly to hotels as they arose via online feedback, but problems did persist in some cases. Feedback on compliance was provided to hotels and Visit Charlotte to encourage improvements for future events.

In light of this, organizers are encouraged to consider introduction of a stronger penalty clause into hotel contracts.

Event Standards

ASTM-APEX Environmentally Sustainable Event Standards are expected to be launched in 2011. UUA has conducted an initial preparedness assessment and will need to determine future targets against this standard, if appropriate.

Labor issues

In keeping with the special action theme of Justice GA, organizers should consider what if any additional steps are required to ensure labor issues are addressed, particularly at host hotels and as relates to food and beverage. Will special programs to ensure fairness to local workers be expected? Should opportunities for attendees to provide feedback on these issues be enabled through some type of special feedback mechanism? Careful attention to programs that enable guests to opt out of housekeeping should be watched with caution to ensure they don't disadvantage local laborers.

Audio-visual

Opportunities to improve in this area persist. Operational practice for lamp and battery recycling could be implemented and vendors should be encouraged to bring forward sustainable technology solutions.

Interested in more?

We welcome your feedback and questions at any time.

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