FACILITY CASE STUDY

Oak View Group
UBS Arena
Belmont Park, New York, USA
UBS Arena

Oak View Group

Certification level: Silver
Diversion rate upon certification: 93.2%
Facility location: Elmont, New York, USA
Type of facility: Sports and Entertainment
Website: ubsarena.com
Contact person and information (optional):
Kevin Adames
Manager Operations and Zero Waste
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Why zero waste?

• UBS Arena is an entertainment venue renowned for its cutting-edge facilities and unforgettable experiences. Situated on the border of New York and Long Island, the arena is a hub for thrilling events and sports and a pioneer in sustainable practices and environmental responsibility.

• Driven by ownership’s steadfast commitment to reducing waste and promoting resource efficiency, UBS Arena embarked on a transformative journey towards achieving zero waste through the TRUE (Total Resource Use and Efficiency) certification program. This initiative marked a significant milestone in the arena's sustainability efforts, signaling a shift towards a more environmentally conscious approach to its operations.
Biggest wins

• Since its establishment, UBS Arena has been committed to sustainability. Pursuing TRUE (Total Resource Use and Efficiency) zero waste certification has been a transformative journey that has not only impacted the arena's operations but also significantly influenced the community.

• The pursuit of TRUE certification has also fostered a culture of sustainability within the organization. Employees are more aware of waste reduction practices and actively participate in making the arena more sustainable.
Credit category: Redesign

• Redesign – Credit 3
  • At UBS Arena, a comprehensive review of all nine points of generation was conducted to ensure operational efficiency and sustainability. However, it was observed that out of these nine points, six were directly related to the day-to-day operations of the arena, while three did not apply to UBS Arena's operational scope.
    • Warehouse
    • Office
    • Food Service
    • Grounds
    • Retail
    • Construction
  • Although UBS Arena did not directly deal with the remaining three points of generation, namely housing hospitality, vehicle maintenance, and manufacturing, it ensured that its partners in these areas adhered to sustainable practices. By setting guidelines and expectations, UBS Arena aimed to promote sustainability throughout its ecosystem, even in aspects beyond its direct operational control.

9 Points of Generation Review

At UBS Arena, a comprehensive review of all nine points of generation was conducted to ensure operational efficiency and sustainability. However, it was observed that out of these nine points, six were directly related to the day-to-day operations of the arena, while three did not apply to UBS Arena's operational scope. Let's explore the seven points that UBS Arena actively deals with and how they contribute to its operational success.

All points of generation are to be reviewed every four (3) years by applicable departmental heads.

Warehouse: UBS Arena maintains a well-organized and efficient warehouse to manage its inventory and supplies. Sustainable procurement practices were implemented, ensuring that environmentally friendly materials and products were sourced whenever possible.
  Materials:
  - Pallets (Reuse: Clear Pallets picks up all our pallets)
  - Cardboard Boxes (Recycling)
  - Plastic wrap (Landfill)

Office: The administrative offices at UBS Arena were designed to be energy-efficient and environmentally conscious. Energy-saving measures, such as LED lighting and smart building management systems, were implemented to minimize energy consumption. Recycling programs and composting initiatives were also in place to reduce waste generation. As well as durable plates and silverware items were introduced into the office space to reduce single-use items.
  Materials:
  - Copy Paper (Recycling)
  - Food Waste (Compost)
  - Plastic bags (Landfill)
Credit category: Reduce

• Reduce – Credit 4

• Delaware North utilizes food and beverage stand sheets for inventory purposes. These stand sheets are used for every event and are distributed to all food and beverage stands around the arena, equaling at least 500 sheets of paper per event. They can have staff input the starting and ending inventory numbers from their respective areas via the POS System at the location. The Stand Sheet Auditor, in real-time, can go via the POS System on the back end and check and verify Inventory vs. POS Sales. Everything is saved under the event’s name for Corporate Audit Purposes and Historical Data.

• Integrating our POS system will eliminate the need for paper stand sheets, transforming the initiative into 100% paperless and saving around 740 lbs. of paper annually.
Credit category: Reuse

- Reuse Credit 2 – Document pallet and shipping container reuse.
  - At UBS Arena, the absorption of pallets for food and beverage, cleaning supplies, and day-to-day operations has been identified as a significant waste generation. To address this challenge, UBS Arena has partnered with CHEP Pallets, a company with a sustainability goal focused on closing the loop on pallet disposal.
  - CHEP Pallets’ mission is to reuse and rebuild all pallets they manufacture and distribute, aiming to reintegrate them into their circular stream. Despite receiving a variety of pallets from different suppliers, including branded and non-branded generic pallets, CHEP Pallets has committed to repurposing the wood from non-branded pallets to create new pallets, aligning with their sustainability objectives.
  - Since the partnership was established, CHEP Pallets has been actively tracking the pallets from pick-ups at UBS Arena. Since July, they have collected 143 pallets, with an average weight of 30 pounds per pallet. CHEP has repurposed over 4,000 pounds of material to manufacture new pallets, effectively closing the loop and contributing to a more sustainable and circular approach to pallet management at UBS Arena.
Compost Credit 4: Compost Food Scraps and/or Soiled Paper Off-Site

Through our work with Winter Brothers; our materials are transported to American Recycling. Once received at American Recycling, the facility accepts compost materials and prepares the waste for further processing by decontaminating the material of non-compostable material such as metals and plastic packaging. This is accomplished by feeding the material into a special processing machine called a "Thor-Separator." Clean decontaminated organic material is then transported to one of several locations for final processing depending on market conditions and availability. See two options below for final disposition.

1. Our region has several facilities that use the clean organic material to augment soil through composting creating nutrient rich topsoil’s and fertilizers.

2. Waste management has an organics recycling facility in Brooklyn. WM Waste Management calls this technology CORe. CORe is our organics recycling program that converts food waste into EBS®, an organic slurry that generates green energy. CORe collects leftover food and organics from restaurants, schools, food processing plants, and grocery stores and then filters out contaminants like plastic, packaging materials, and bones. This slurry dramatically increases the green energy production of water treatment plants. See the link below for more information. Organics Recycling & Composting - Food Waste Disposal | WM
Credit category: Zero Waste Reporting

- Document diversion by commodity or waste

- At UBS Arena, we receive a monthly report of all our waste streams separated by commodity.
  - Compost
  - Recycle
  - Glass
  - Landfill
  - Metal
  - E-Waste
  - Wood
Credit category: Diversion (Min. 90%)

- At UBS Arena, we receive a monthly report of all our waste streams separated by commodity.

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<thead>
<tr>
<th>TOTAL MONTHLY TONS</th>
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<tbody>
<tr>
<td>TRASH</td>
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<tr>
<td>SINGLE STREAM RECYCLING</td>
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<tr>
<td>METAL / E-WASTE / OTHER RECYCLABLES</td>
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<tr>
<td>GLASS</td>
</tr>
<tr>
<td>COMPOST</td>
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<tr>
<td>TOTAL COMBINED TONS</td>
</tr>
<tr>
<td>TOTAL DIVERTED TONS</td>
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<td>% OF RECYCLED MATERIAL</td>
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Credit category: Zero Waste Purchasing

- Zero Waste Purchasing, Credit 5 - Track Purchase of Environmentally Preferred Products

- At UBS Arena, we prioritize adhering to our Environmentally Preferred Purchasing (EPP) policy to promote sustainable practices and minimize environmental impact. To ensure that our EPP policy was effectively implemented and followed, we asked our partner CBS to review their purchasing to ensure they were adhering to the EPP Policy.

- I am pleased to report that CBS has done an exceptional job evaluating and tracking the purchases of environmental products. They have provided detailed reports on their findings and results. Their commitment to upholding our EPP policy and their proactive approach to monitoring environmental product purchases have been commendable.

![Credit Category Table](image-url)
Credit category: Leadership

- Leadership Credit 2 – Review Monthly diversion activities
  - At UBS Arena, we receive a monthly report from our hauler, Winter Brothers. This report details the amount of pick-ups by weight for the various streams in the arena and calculates our diversion rate. Once I or my director receive the report, we share it in a private Slack message group named "zero waste." In this group, we have our General Manager and representatives from CBS, Delaware North, and UBS Arena. This process helps us track and communicate our waste management efforts effectively within our team and with our partners.
Training Credit 4: Clearly label all collection receptacles

At UBS Arena, we prioritize clear and effective waste management by properly labeling all collection receptacles. Front-of-house receptacles, which are guest-facing, are strategically positioned throughout the arena based on the level of foot traffic in different areas. Areas with higher foot traffic have more waste receptacles than those with lower traffic flow.

Each collection receptacle is visually appealing and includes pictures and wording indicating which waste stream should be deposited.
Zero Waste Analysis – Credit 3

A systematic process was followed to conduct a waste audit at UBS Arena, particularly during events, to assess waste generation and identify opportunities for improvement. The audit focused on pre-selected high-traffic areas where waste receptacles are strategically placed.
• Request Vendors Use 100% Recyclable Packaging

• At UBS Arena, we constantly evaluate and improve our sustainability practices, including our upstream management with vendors. While the sustainability program did not start immediately when the arena opened, we have taken proactive steps to address this issue with our current suppliers due to existing contracts in place.

• Since the inception of the sustainability program, we have made significant changes to our Environmentally Preferred Purchasing (EPP) policy to prioritize vendors who utilize 100% recyclable packaging. This shift towards environmentally friendly practices aligns with our commitment to sustainability and reducing our environmental footprint.

• To ensure the success of this new initiative, CBS has personally emailed our vendors. This direct communication emphasizes the importance of sustainability at UBS Arena and shows CBS’s cooperation in accommodating our new 100% recyclable packaging requirement. We aim to establish a sustainable supply chain that meets our environmental goals by working closely with our vendors and fostering open dialogue.
Credit category: Hazardous Waste Prevention

• Credit 1: Properly handle hazardous materials

  • At UBS Arena, I'm delighted to learn about Northwell Health's hospital's approach to handling hazardous waste, particularly blood. Regarding cleaning at UBS Arena, we only allow using natural cleaning chemicals.
  • I want to commend Northwell Health Hospital for its responsible management of blood waste. Blood, a potentially hazardous material, requires careful handling to ensure the safety of healthcare workers and the environment. I am pleased that the hospital adheres to strict protocols and guidelines for collecting, storing, and disposing of blood waste from our facility. Their commitment to preventing any potential contamination and ensuring the proper disposal of blood waste is commendable.
  • I am thrilled to learn that Collins Building Service utilizes natural cleaning chemicals in its cleaning practices. Traditional cleaning products often contain harmful chemicals that adversely affect human health and the environment. By opting for natural cleaning alternatives, UBS Arena is committed to providing our staff and guests a safe and healthy environment. This conscious decision reduces the risk of chemical exposure and minimizes the release of harmful substances into the air and water systems.
• Credit 1: Require a minimum of 30% post-consumer recycled content for office paper

• Within our Environmental Purchasing Policy, we have implemented the requirement of a minimum of 30% post-consumer recycled content for office paper.

• This EPP is shared with all staff who have procurement capability and was recently made effective on 8/9/2023. The policy delves deeper into our purchasing decisions prioritizing specific criteria, such as sustainability, ethical sourcing, and local suppliers. This policy ensures that the organization’s purchasing practices align with its values and contribute to its sustainability goals.
Credit category: Innovation

• Innovation Credit 1.3: Implement Innovative Zero Waste Activity

• Our team continuously identifies innovative approaches to incorporate and promote zero waste.
• In collaboration with our Guest Experience team, specifically our Lost and Found team, we have a policy in place in which we donate all unclaimed lost and found items. We provide a 30-day timeframe for guests to retrieve their items; all unclaimed items will be donated to a local Salvation Army.

Secondly, as part of our efforts to reduce our waste as much as possible, our Lost and Found team donates items that remain unclaimed for 30+ days to a local Salvation Army and a cell phone refurbishment program. This effort allows our team to contribute to our zero-waste focus as well as prolong the lifespan of items rather than discarding them.

Please let me know if there is any additional information, we can assist you with regarding these programs.

Best,

Ebony Wilson
VP, Guest Experience

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Sustainability is at the forefront of all we do at UBS Arena, and we are proud to say that the venue is a certified zero-waste facility.

Michael Sciortino,
General Manager
Zero waste is our mission
true.gbci.org