



# Waste Management in the hotel industry and its importance



Cyprus Sustainable Tourism Initiative – CSTI

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CSTI

CYPRUS SUSTAINABLE TOURISM INITIATIVE

# Overview

- Waste Management Benefits
- The solution to waste management
- Waste Hierarchy
- The important players on waste management
- Education in the hotel industry
- Waste Management tool



# Waste Management Benefits

- Waste management enables you to identify the sources, types and quantities of waste you produce.
- The process will help you identify areas where simple actions can be taken to minimise waste, save money and achieve long lasting sustainable waste management.
- It brings a number of benefits to your business...



# Waste management in the hotel industry

*How waste can be managed by the  
hotel industry?*



# The solution to waste management is....

## ‘RETHINK, REDUCE, RECYCLE, REUSE’

RETHINK → Means ... Education

REDUCE → Means ... Effort

RECYCLE → Means ... Innovation

REUSE → Means ... Commitment



# RETHINK

- Think before you buy!
- Think what you buy!
  - Is the product recycled or recyclable?
  - Is it necessary?
- Think before you throw!



# REDUCE

- Reduce means a consistent and persistent effort to reduce the amount of waste created in a hotel.
  - Reduce packaging waste by purchasing in bulk
  - Avoid over-packaged goods that use several packaging materials
  - Encourage your suppliers to minimize or reuse packaging
  - Avoid disposable goods such as plastic cups or paper napkins
  - Discuss food purchasing with your chefs to see if there are any areas where perishable food is over-ordered
  - Print when necessary and on both sides of paper



# RECYCLE

- Reduces the amount of waste that ends up in landfill
- Ensures that waste is used wherever possible as raw material to make new products
- Conserves natural resources
- Limits pollution
- Donate food waste
- Compost food with garden waste





# REUSE

- Reuse means to find ways to reuse what you normally throw away
- Maintain and repair appliances so they last longer and function efficiently
- Repair broken fixtures, fittings and furniture
- Reuse storage containers
- Buy products with recycled content like recycled paper or toilet roll
- Refill product containers wherever possible
- Donate old items like old clothes/uniforms or furniture to local charities



# Waste Hierarchy

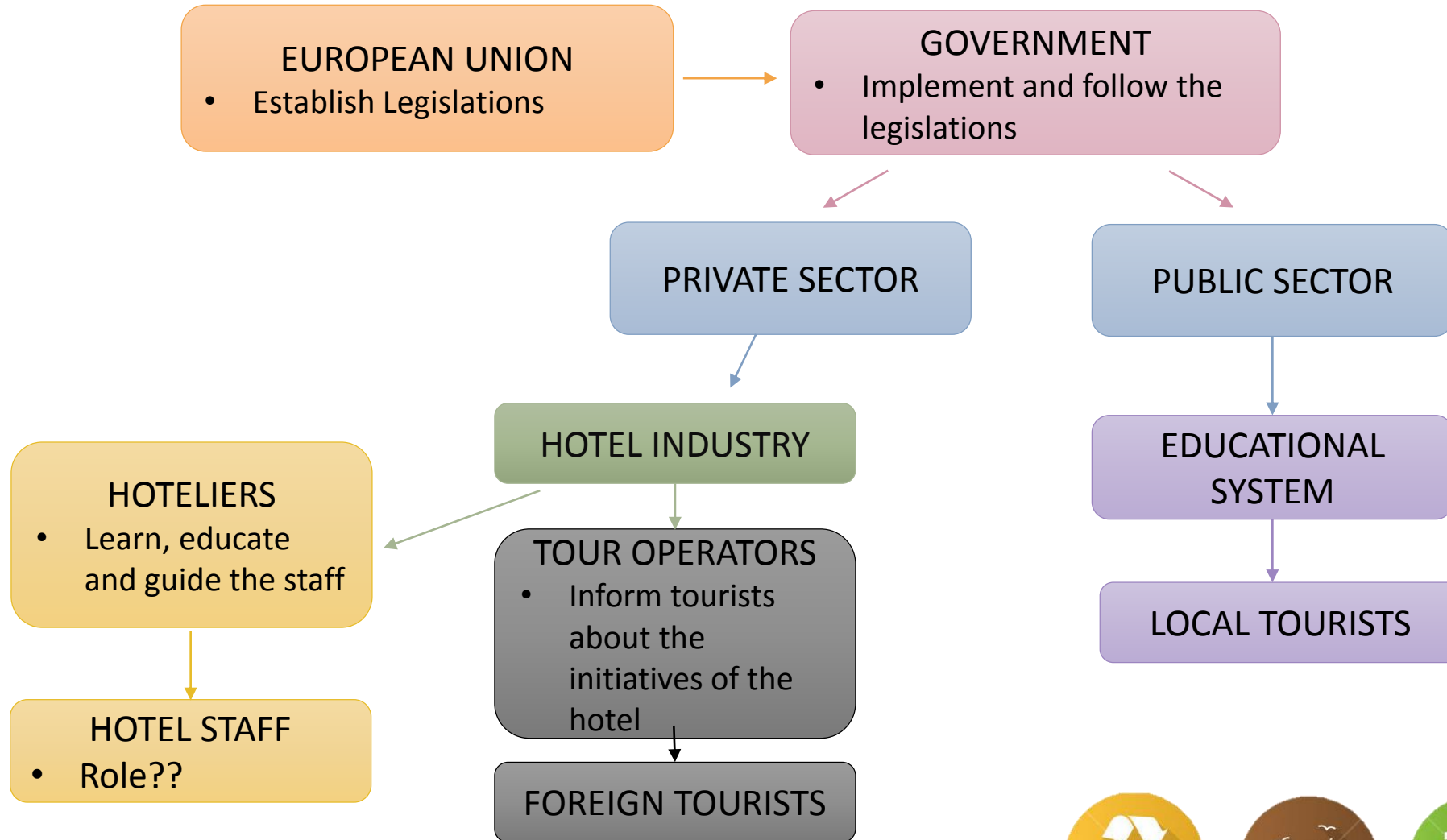
Optimal Choice



Worst Choice



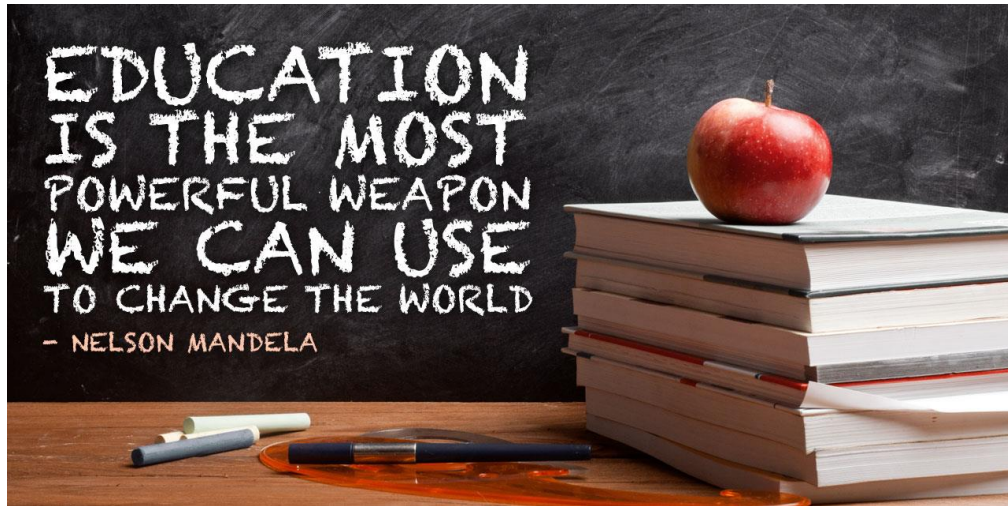
# Who are the important players??



# Education in the hotel industry

The environmental impact of the Hotel Industry can be minimized through the Education of the staff and Training in waste management.





**Information and Education**  
are the most important  
factors in the development  
of an effective waste  
management system.



# Importance of Education in the Hotel Industry

- The overall quality in the hotel industry depends on education.
- Sustainable development of tourism demands an efficient national policy of education.
- Education of staff presents both the first and the last link in the chain of competitiveness and business success.
- Staff education comprises the most important factor that both directly and indirectly reflects the competitiveness of tourism products.



# Importance of Education in the Hotel Industry

- Only educated staff enables the development of new technologies, innovative products and services.
- Education in the hotel industry helps to raise the quality of services provided in the industry.
- Investment in the staff education is inevitable for a hotel striving to meet the guests needs.





# Waste Management tool

The tool was developed to:

1. Enable the identification of the sources, types and quantities of waste produces



2. Help to identify areas where simple measures can be implemented to minimise waste and save money





# Waste Management tool

## Waste Mapping Guidance for Hotels in Cyprus: Saving money and improving the environment



The guideline of the Waste Management tool describes and analyses key steps for managing waste. It provides practical advice, knowledge and technical tools for waste management, applying low-cost practices to prevent or reduce waste, and save money.

### Guidance developed by:

Authors: Nia Owen, Sarahjane Widdowson and Lucy Shields  
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Date of issue: November 2013

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## STEP 1

### Map overall hotel waste production and management

- Outline current waste contractors and costs
- Outline current measurements (volume / weight) of waste
- Identify current, on-site waste management facilities

## STEP 2

### Map hotel waste production and management by department areas

- For each hotel department map and then collate: any existing waste/recycling policies, existing guest communications/feedback, types and amount of waste produced, the amount of waste ending up in landfill, recycled or reused/repurposed, and staff training

## STEP 3

### Map waste 'journeys' (by department)

- Focusing on key departments (e.g. offices, housekeeping, kitchens, maintenance, leisure facilities) map out the waste 'journey' for the 3 key waste items identified for the department

## STEP 4

### Outline priorities and activities for waste reduction

- Identify opportunities for reducing waste at each stage of the waste 'journey'
- Develop action plans, prioritise and assign responsibilities
- Start implementing interventions

## STEP 5

### Record progress and review activities

- Once per month: measure progress against action plan
- Once per quarter: Re-conduct Step 2
- After Year 1: Re-conduct Steps 1, 2, 3 & 4

# The tool



# STEP 1

## Step 1

- Identify the amount of waste is currently being produced by the hotel as a whole
- Identify the waste management facilities that the hotel currently has
- Outline existing waste contractors and costs



## Step 2

Map out for each hotel department and area the following:

- ✓ Any existing waste / recycling policies
- ✓ Existing guest communications provided or common guest feedback received relating to the environment or waste and recycling management
- ✓ The different types of waste produced
- ✓ The amount of general waste being produced
- ✓ The amount of waste that ends up recycled or is reused/repurposed
- ✓ Staff training relating to the environment or waste and recycling management



# STEP 3

## Step 3

- ✓ Map out for each department, the Waste 'Journey' for at least 3 key waste items identified.
- ✓ The key waste items can be identified by:
  - Using your general waste and recycling bin audits from Step 2; and / or
  - Asking staff within the department for their feedback and suggestions.



## Step 4

- ✓ Identify opportunities for reducing waste at each stage of the Waste 'Journey'
- ✓ Develop action plans, prioritise and assign responsibilities
- ✓ Start implementing interventions



# STEP 4

What interventions you could apply to reduce waste?

Work with your suppliers to reduce potential waste before it reaches the site.

Work with your staff to amend and alter process to reduce waste being produced.

How waste could be reduced at each stage of the Waste 'Journey' for each products / items?



# STEP 4

Allow staff to be as creative and broad as they like when completing this activity.

Develop clear action plans for implementing the most applicable ideas.

Ensure you develop a measurement technique for each idea / intervention.

Identify which of the staff ideas will bring the greatest benefit.





## Step 5

- ✓ Review what you have achieved (on a weekly, monthly and annual basis)
- ✓ Communicate your results
- ✓ Make new plans for the future

### Weekly

- ✓ Check on your action plan, review activities and ensure you are on target
- ✓ Conduct any additional measurement activities

### Monthly

- ✓ Re-conduct Steps 1
- ✓ Re-conduct elements of Step 2

### After 12 months

- ✓ Re-conduct Steps 1,2,3 & 4
- ✓ Review all measurements from action plan
- ✓ Compile results
- ✓ Communicate your findings

# The next steps

Repeat  
the waste  
managem  
ent  
process  
once a  
year

Staff  
training

Develop  
communic  
ations  
plan

Create a  
“Green  
Team”

Document  
and  
publicize  
your green  
initiatives

Work with  
your  
suppliers  
and guests

Provide  
Feedback  
and  
promote  
achieveme  
nts



At the end of the day is all about money  
and the air we breath!

Manage your waste to protect the  
environment and save your money!

