

GENERAL HOSPITALITY

This fact sheet is aimed at general managers and receptionists of hotels. It provides advice on improving resource efficiency, ie making the most of available resources (water and energy), and minimising waste.

STAFF AWARENESS

More than ever before, the public is supporting environmental initiatives. Involving staff in a waste, water and energy reduction process can lead to:

- increased staff morale owing to a sense of teamwork;
- economic benefit to the business through lower running costs;
- positive impacts on the environment.

Simply implementing training can lead to savings and is more effective if people feel included - organise brainstorming sessions and provide suggestion boxes. Hospitable Climates reports that many hotels achieve savings of 10% of total energy bills from training alone.

Implementing lots of small changes can be just as effective as one big one, and may cost less to perform.

Funding is available for a variety of initiatives, as low-interest or interest-free loans for energy projects (www.carbontrust.co.uk/energy) and Enhanced Capital Allowances for water and energy projects (www.eca.gov.uk).

TRY IT:

Consider recording and displaying water and/or energy account information on staff notice boards, and compare consumption with the same period for last year. Donating a percentage of any savings to a morning tea or social fund is a great way to encourage participation.

WASTE

Under the Landfill Directive, as of 30 October 2007, waste contractors must minimise the waste sent to landfill through sorting and recycling. In addition, landfill tax rates are scheduled to double to £48/tonne by 2010/2011. This will increase the costs of disposal, leading to greater pressure on businesses to become more 'waste wise'.

It is important to understand the types and volumes of waste being generated. Try a policy of having different bins for different waste streams (paper, cardboard, plastics, glass, food waste etc). Determine the relative volumes of each waste stream, and identify the top three as priorities. A simple way to reduce

waste is to think of the waste hierarchy (steps 1 to 4 overleaf) for all items in your business.

Table 1 Composition of waste in hospitality

MATERIAL	% OF TOTAL WASTE
Paper and cardboard	19.1
Food waste and serviettes	18.5
Glass	16.4
Plastics	8.7
Cans, tins and foil	2.8
Garden waste and soil	2.0
Total recyclable	67.5
Kitchen non-compostable	17.4
Non-recyclable paper	2.8
Disposable nappies	1.8
Clothing and textiles	1.8
Total non-recyclable	23.8
Minor components (<1.0%)	8.7

Source: (Combined) Environment Agency UK, Centre for Environmental Studies in the Hospitality Industry¹



ⁱ Oxford Brookes University, *Waste Counts (2001)*, Department of Hospitality, Leisure and Tourism Management Business School

GENERAL HOSPITALITY

1. Avoid

Is the product or service that creates the waste necessary for business? For example:

- e-mail copies of invoices instead of hard copies;
- send e-mails instead of mail-outs, and print out only when necessary;
- remind others to print only when necessary;
- use electronic calendars for booking procedures.

2. Reduce

Can you deliver the same goods or service using fewer resources?

- Print double-sided if possible and use recycled paper.
- If you own a single-sided printer, when it is time to renew equipment, offset the cost of a double-sided printer against halving the cost of your paper consumption.

Ask your suppliers if there is any way that they can reduce the amount of packaging you receive. This could be done by:

- using less material;
- bespoke packaging;
- bulk purchasing;
- packaging that can be easily re-used or returned.

3. Re-use

Before any item is disposed of, check if it can be re-used.

- Ink cartridges for printers can often be refilled instead of buying new ones.

- Paper that may have non-confidential information printed on one side could be used for note-taking on the other side.
- Unwanted furniture that is still fit for use can be re-used - discuss your requirements with the Furniture Re-use Network (www.frn.org.uk).

4. Recycle

If you have a supply of material that cannot be dealt with by any of the above, contact your waste contractor for advice, or use one of the service providers on the internet (www.letsrecycle.com).

For businesses that have only one waste bin, separating recyclables for individual collection may not be cost-effective. However, for larger businesses, or those that have two general waste bins collected weekly, consider using one of these for recyclables only. This could save up to 20% of your waste costs.

TRY IT:

Just as important as recycling material is closing the loop by purchasing recycled material. When having brochures printed or ordering stationery, ask if they can be printed on recycled paper.

KEY PERFORMANCE INDICATORS

In order to successfully monitor and be aware of waste generation, it is necessary to have a standardised measurement. This is sometimes referred to as a Key Performance Indicator (KPI). There are various KPIs for general hospitality, and which one you choose to use should be based upon the data you

Fig 1 Example of KPI monitoring record

Date	Waste disposed (kg)
July	180
Aug	160
Sept	

can readily obtain, and what makes sense to you.

Two examples are:

KPI tonnes per year per employee (total tonnes of waste each year divided by the number of full-time employees)

KPI kilogrammes per night per occupied bed space (total kg of waste each night divided by the number of occupied bed spaces)

The longer the record of a KPI you have, the better placed you will be to determine the exact savings to your business.



As with waste benchmarks and KPIs, water use will vary depending on the type of facility and services provided on site. Get in the habit of taking weekly meter readings and record the data in a spreadsheet.

Calculate the number of people using the hotel, and from the benchmarks provided in Table 2 calculate your estimated annual water consumption. Compare this

fact sheet

Waste recycled (kg)	% Recycled
220	55%
230	59%

figure with data taken from water bills and your meter readings.

Table 2 Hospitality water use benchmarks

ACTIVITY	WATER USE (LITRES/PERSON)*
Staff	25-40
Guest	100-120
Diner in the restaurant	10-15
Conference delegate	25-40
Guest at a function	25-40

* Excludes in-house laundry service

If your water use is higher than you have calculated, check the following:

- Is your water bill based on estimated meter readings?
- Do you have urinals fitted without flush control?
- Do you have power showers in the guest rooms?
- Do you operate an in-house laundry?

The majority of water use in general business and offices is due to toilet flushing. Check if your business could reduce its water use through the following actions.

TRY IT:

Install water saving devices in toilet cisterns, these can save up to 1.5 litres each time the toilet is flushed. They can be obtained and installed at low or no cost, with near instant payback.

Urinals that flush at intervals work well in populated venues, where use is consistent. However, consider how much water may be used outside business hours - it may be possible to fit a timer that switches off after normal hours, or a sensor that operates a flush when motion is recorded (see Envirowise leaflets EN666 and EN667).

TRY IT:

If you can fill a pint glass with water in less than six seconds, you may want to consider fitting an aerator to the tap fitting (approximately £5 from most hardware shops). For a tap that is used for only three minutes per day, reducing the flow rate from 18 litres/minute to 6 litres/minute will pay for itself in as little as three months. Aerators can be purchased for the majority of tap fittings in the UK (see Envirowise leaflet EN664).

If you are planning a refurbishment or a refit of your premises, think about:

- Water efficient low-flush or dual-flush toilets and automatic shut-off (percussion) taps. These can save large amounts of water when properly installed and maintained.

- Rainwater tanks for use in hotel gardens. Using an average rainfall for the South-east and a 100 m² roof, you could collect over £100 worth of rainwater every year, or even more in wetter areas of the UK.
- Water and energy efficient kitchen equipment. Information is available through the Waterwise website regarding the efficiency of dishwashers and washing machines (www.waterwise.org.uk).

ENERGY

Monitoring energy consumption can be done easily by examining the total annual energy consumption divided by the floor area of the building. This is a common KPI and a good practice value for hotels annually is around 360 kWh/m². As with all KPIs, they must be taken into context of the services being offered. Comparing your current performance against the last 12 months may be more use than comparing against national averages.

FACT:

Every 100 W incandescent light replaced with an equivalent energy efficient compact fluorescent light (CFL) (18 W) will save you £10/year, including the cost of the light bulb. (Savings based on 10 hours' use per day.)

For specific information regarding refurbishment of listed buildings, go to the building conservation website (www.buildingconservation.com/directory.html).

TEN LOW-COST WAYS TO SAVE ENERGY

- Switch off lights when not in use
- Label banks of lights
- Replace spent light bulbs with compact fluorescents
- Replace older 38 mm fluorescents with 26 mm tri-phosphor tubes
- Have light fittings cleaned regularly
- Make better use of natural lighting by moving desks and work areas closer to windows (remember to avoid glare by installing blinds)
- If you have conference areas or whole floors that are used intermittently, turn off the heating and lighting to these parts of the building between use
- Turn off electronic equipment such as computers, printers and televisions at the wall when not in use
- Maintain correct temperature through heating and cooling - common areas such as hallways and receptions should be between 19 and 21°C
- Service boilers regularly - the cost of maintenance can often be recovered quickly through the improved efficiency achieved



LEGISLATION

Consideration should be given to the disposal of old materials when replacing them with newer, energy efficient equipment. Note that fluorescent strip lights and CFLs are hazardous waste and cannot be disposed of in the general waste.

Always contact your waste contractor to determine how batteries, old computer equipment and spent lighting can be disposed of in your area, as certain components of these items can have a negative environmental impact.

FURTHER INFORMATION

More information and sustainable business ideas can be found on the following websites:

www.envirowise.gov.uk

www.carbontrust.co.uk

www.waterwise.org.uk

www.environment-agency.gov.uk

www.eca-water.gov.uk

Other fact sheets in this series include:

EN795 *Drinks service*

EN796 *Food preparation*

EN797 *Sports facilities*

EN798 *Guest room facilities*

EN799 *Green procurement and the supply chain*

EN800 *Gardens and grounds maintenance*

EN801 *Assessment form for hotel rooms*

EN802 *Self-assessment form for the hospitality industry*

envirowise } ADVICE LINE 0800 585794

Harwell | Didcot | Oxfordshire | OX11 0QJ | E advice@envirowise.gov.uk www.envirowise.gov.uk

Envirowise - sustainable practices, sustainable profits. Envirowise is a Government-funded programme dedicated to putting the sustainable use of resources at the heart of business practice. It is managed by AEA Technology plc and Serco TTI. Envirowise is funded in England by Defra's Business Resource Efficiency and Waste (BREW) Programme and supported by BERR; the Scottish Government in Scotland; the Welsh Assembly Government's Materials Action Programme (MAP) in Wales; and Invest Northern Ireland in Northern Ireland.



© Crown copyright. First printed March 2008. Printed on paper containing 80% recycled post-consumer fibre. This material may be freely reproduced in its original form except for sale or advertising purposes.