



## Hotels/Motels

AN ICI WASTE REDUCTION STRATEGY HANDOUT

### Less is more at Fairmont Hotels

Fairmont Hotels & Resort (formerly known as Canadian Pacific Hotels) leads the hospitality industry in its commitment to solid waste reduction. In the early '90s, the chain developed a Green Partnership for its Canadian hotels, the objective of which was to reduce landfill waste by 50 percent and paper use by 20 percent. Data was compiled on the supplies and energy used at each hotel, existing waste reduction and recycling programs, and perhaps most importantly, employee attitudes toward environmental reform. Of the 2,600 employees who responded to a survey, more than 90 percent welcomed the introduction of more environmentally-friendly practices in their hotels.

#### Green Partnership Phase I Waste Reduction Achievements:

- Worked with suppliers to reduce packaging.
- Established a chain-wide program to recycle paper, news-paper, cans, organic waste, motor oils, cardboard, plastics, bottles, coat hangers, and printer cartridges.
- Established policies and procedures to identify and dispose of hazardous waste.
- Reduced or eliminated the use of disposable cups and individual packages of sugar, cream, and condiments.
- Introduced recycling bins in all guest rooms.



- Established a corporate purchasing policy that promotes waste reduction.
- Redistributes and/or recycles all used soaps and amenities.
- Purchases only re-refined motor oils and re-inked printer ribbons.

#### Green Partnership Phase II

##### Achievements:

- Phase II was launched in 1998 with the company's first-ever environmental conference. New goals were set and new programs developed to encourage employee performance. Achievements include:
- Diverting organic waste from landfills using industrial composting alternatives,
  - Offering an environmentally-sensitive and no-waste meeting option called Eco-Meet,
  - Donating left-over food to local shelters, soup kitchens, and food banks through a Second Harvest program, and
  - Offering used linens, towels, and amenities to local charities.



For more information about the Green Partnership, please contact Lyle Thompson, Supervisor of Environmental Affairs at (416) 874-2410.



### Other Success Stories!

- Le Chateau Montbello in Quebec built a composting site, the end result of which will be used to fertilize and mulch an herb garden.
- The Ritz-Carlton in Pasadena, California makes aprons and napkins out of stained and worn linens. It also saved \$45,000 by reducing the amount of laundry chemicals used.
- Pebble Beach, which operates two hotels and several golf courses in Northern California, produced more than 2,500 tonnes of compost in 1999 from grass clippings and forest trimmings. This saved more than \$25,000 in disposal, labour, and maintenance costs.
- The Doubletree Hotel at Fisherman's Wharf in Monterey, California, reduced water use by installing low-flow toilets in its 380 rooms. Replaced toilets were recycled into 15 tonnes of porcelain to be used for road base. It also sends food waste, including spent barley from its on-site microbrewery, to local livestock farmers.

### Wasting Away!

Here's how your hotel/motel can save money, boost your "green" image, protect the environment, and support provincial and local legislation.

1. Establish a Waste Reduction Committee, with representatives from all operational areas (e.g. administrative offices, food and catering services, and janitorial services).
2. Research waste reduction success stories in the hospitality industry.
3. Conduct a waste audit in each area (e.g. offices, restaurants, guest rooms, meeting rooms, and public areas). Contact the Regional District for a Waste Audit Kit.
4. Prioritize waste streams and identify how you can reduce, reuse, and recycle (in that order) the materials in each stream.
5. Set waste reduction goals, develop a Waste Reduction Plan, and introduce policies and procedures that support your plan (e.g. purchasing policies that require less packaging). Contact the Regional District for a Waste Reduction Planning Kit.
6. Identify "champions" and establish waste reduction programs in each operational area (e.g. composting for food services).
7. Organize space to sort and store recyclables.
8. Provide suitable recycling containers for each area (e.g. well-marked bins in public areas, easily-accessible bins in office areas) and arrange for regular pick-up.
9. Educate employees (including janitors) and guests about proper recycling procedures.
10. Promote recycling to guests and employees and recognize those who participate.
11. Monitor, evaluate and refine your recycling program regularly.
12. **Enjoy the benefits!**

## The Paper Chase!

While 75 percent of organizations recycle paper and cardboard to some extent, these products still account for the biggest portion of business waste. Therefore, the most important things you can do to divert waste are to reduce, reuse, or recycle all paper products.

### Reducing, Reusing, and Recycling Paper Products

- Buy products in bulk to minimize packaging
- Encourage guests/staff to reuse/recycle reading materials
- Use e-mail, post messages on a central board, or circulate single copies for internal communication
- Save documents on disc rather than making hard copies
- Proof documents on screen before printing
- Ensure all employees know how to operate printers/copiers
- Photocopy on both sides of paper
- Eliminate unnecessary forms
- Use self-sticking fax memo notes
- Circulate reports/publications rather than making copies
- Revise mailing lists to avoid unnecessary mailings
- Use paper printed on one side for scrap or printing drafts
- Recycle paper products that can't be eliminated or reused

## Waste Reduction Benefits

**Financial Benefits** include reduced waste management and treatment costs, reduced overhead and administrative or health and safety costs, increased productivity and/or improved product quality, and/or reduced expenses in raw materials.

**Regulatory Benefits** may include fewer compliance requirements, decreased risk of violating regulations, and reduced time and frustration associated with reporting, permit applications, etc.

**Public Image and Marketing Benefits** can be realized by promoting your environmentally-conscious practices, which could lead to free media exposure and increased sales.

**Liability Benefits** can be gained particularly if hazardous waste generation is reduced or eliminated.

**Ecological Benefits** include extending the lives of non-renewable resources, decreasing the volume of waste for disposal, and reducing the future potential of damaging or polluting the environment.

*While many hotels/motels enjoy the benefits of waste reduction, others face challenges that make waste reduction either cost prohibitive or of minimal benefit. These challenges include:*

### Waste Reduction Challenges

**Lack of Information:** Many hotel/motel operators are unaware of the benefits of waste reduction, and don't know how to develop or implement a recycling program.

**Inadequate Space:** Space constraints often make recycling prohibitive. Hotel/motel receiving docks are typically designed to provide space for receptacles and compactors, but not for sorting and storing recyclables.

**Lack of Control:** Some smaller hotels/motels are attached to malls or other commercial centres and must share waste receptacles with other businesses.

**Quantity of Recyclables:** Some operators don't appreciate that recycling even small quantities of waste benefits the organization and the environment.

**Staff Turnover and Training:** Waste reduction requires additional staff training, and hotels and motels typically experience high staff turnover.

## Other Waste Reduction Hints

### In Guest Rooms

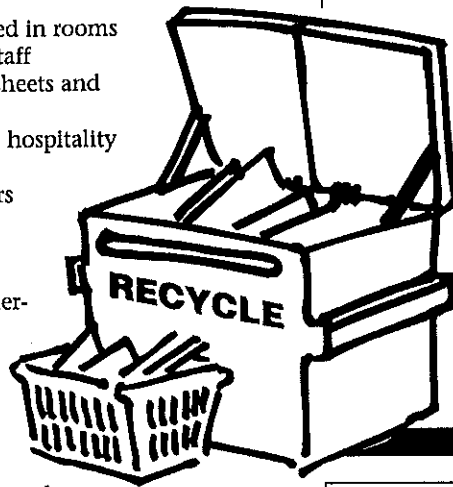
- Ensure that all recyclables generated in rooms are source separated by guests or staff
- Offer the option of not replacing sheets and towels daily
- Avoid over-packaged or disposable hospitality items
- Provide complimentary newspapers only to guests who request them

### In Meeting Rooms

- Provide reusable utensils and dinnerware and refillable containers for sugar, etc.
- Use cloth napkins and tablecloths
- Place well-marked recycling bins in conference areas for beverage cans, glass containers, newspapers, and fine paper
- Avoid providing guests with individual pads of paper and disposable pens/pencils
- Provide a container for waste food which can be composted with kitchen waste

### In Restaurants

- Reduce portion sizes if most customers aren't cleaning their plates
- Buy less food more often to avoid spoilage
- Clean fryers and filter oil daily to reduce oil use
- Use vegetable trimmings in soups or stocks
- Donate useable food to community groups or shelters
- Research on-site or government-run composting programs



## Contact Information:

B.C. Green Economy Initiative [www.gov.bc.ca/ges/](http://www.gov.bc.ca/ges/)

B.C. Materials Exchange 1-800-667-4321

B.C. Recycling Hotline 1-800-667-4321

Recycling Council of B.C. (604) 683-6009  
[www.rcbc.bc.ca](http://www.rcbc.bc.ca)

Regional District of North Okanagan (250) 545-5368  
[solidsolutions@nord.bc.ca](mailto:solidsolutions@nord.bc.ca)