



Toolkit for plastic waste-free hospitality

HYGIENE & SAFETY FOR BUSINESSES IN LEISURE
WITHOUT THE NEED FOR SINGLE-USE PLASTICS!

DECEMBER 2020

Plastic Waste Free Islands

An initiative supported by Norad,
managed by IUCN and co-implemented by
Searious Business.

Goal of this package

This package will give you tips & tricks on how to be hygienic and environmentally-friendly in your hotel/restaurant/bar and how to effectively combine forces with your business partners/suppliers

How does this help you?



Low-cost, smart investments



Offer convenience and safety for customers



Less plastic waste costs



Less pollution and CO2 emissions



Happy customers!



TUI analysis shows that hotels with a focus on sustainability outperform those without, demonstrating 10 per cent lower CO2, 24 per cent lower waste volume, 19 per cent less fresh water per guest night, 23 per cent higher use of green energy and higher customer satisfaction scores

Hierarchy of alternatives

KEEP IT IN THE LOOP

Upstream Innovation

Preventing waste from being created. Rethink products, business models and packaging during design stage.

Refuse



- Ban/say no to unnecessary items, and hazardous/toxic materials
- Eliminate non-renewable/recyclable materials without a market value

Reduce



- Minimise the quantity
- Use renewable (within 1 year), and recycled content

Reuse



- Design products to enable cleaning, reuse, repair, refurbishment
- Consider how to remanufacture, or repurpose products

Downstream Innovation

Affects a product or material after its first use, e.g. developing new collection, sorting, and recycling technologies

Recycle



- Collect waste streams separately and recover high quality material e.g. plastics with a positive market value
- Mechanical and bio/chemical recycling are included, prioritise mechanical. Incineration with energy recovery is excluded

Recover Energy



- Incinerate non-recyclable waste for energy production, e.g. in bio-gas converter

Responsible Disposal



- Waste which can't be processed is collected for disposal in a managed landfill. This is the least favourable option

Bathroom and personal care



- Use **contactless dispensers** instead of small bottles for **soap, shampoo, conditioner, sunscreen and disinfection**
 - More convenient to clean than small bottles
 - Can have a basic or luxurious appearance
 - Encourages guests to travel with their own toiletries



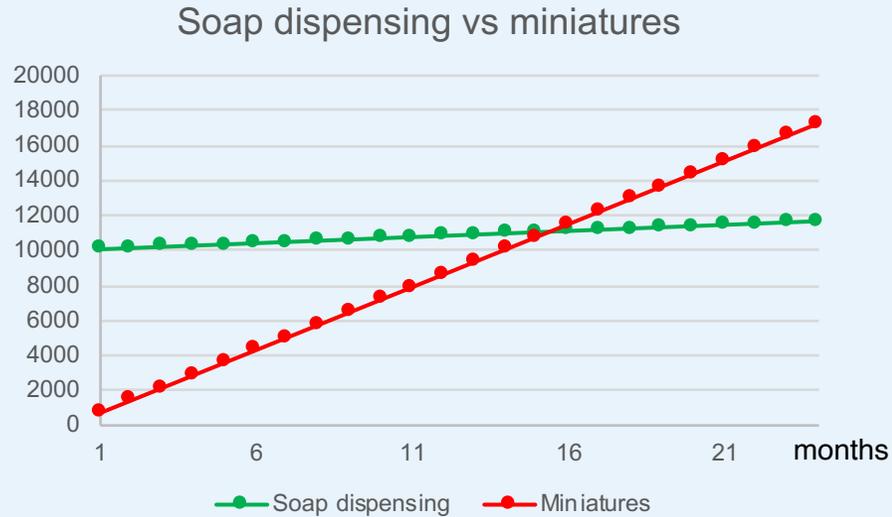
- Use **tablets for toothpaste**
 - No plastic or aluminium packaging
 - Keep toothbrush and paste at reception. Provide only on request



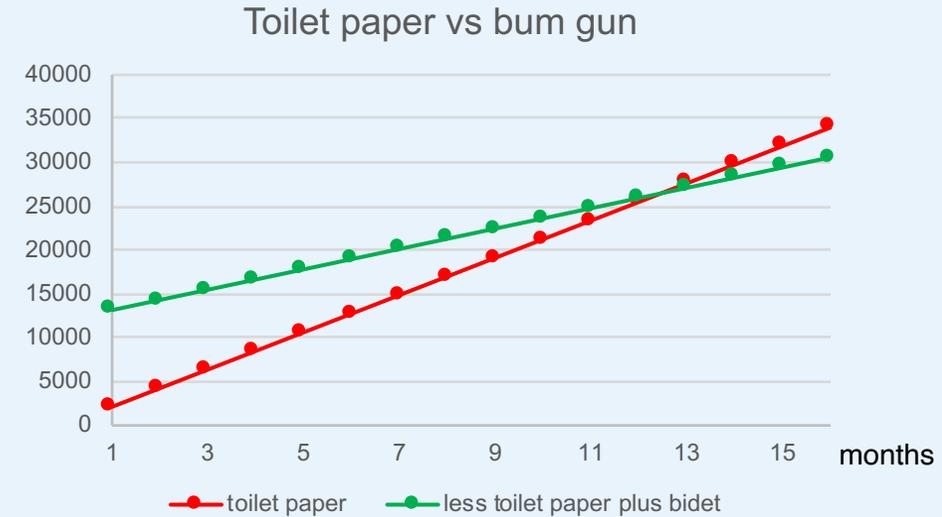
- **Bidet bum gun**
 - Is more hygienic and removes more bacteria than toilet paper
 - Saves toilet paper (up to 95%)

Bathroom and personal care

COSTS



- \$ 5600 / 2 years
- 🗑️ -95%
- ☁️ - 65700 kg CO₂/year



- \$ 1482 / 14 months
- 🗑️ -33%
- ☁️ 207 kg CO₂ / year

Key for symbols:

- \$ Cost reduction in US \$
- 🗑️ Waste material reduction
- ☁️ CO₂ reduction

Food



- Offer pre-portioned food items without plastic (jams, honey, chocolate, butter, cereals, yoghurt, sauce salt/pepper/sweeteners, etc.) in **dispensing system or open jars**



- Offer **a-la-carte** option instead of buffet. This provides more control over hygiene, and leads to less food waste



- Or: **staff serve food from the buffet** onto the plate and offer less options to choose from. This is convenient for your guests, allows better hygiene control and leads to less food waste



- Use **reusables**, e.g. for take-away containers and cutlery. Participate in container return programmes with your vendors

Beverages



- Provide or sell your own branded **reusable bottles**, and offer reusable glasses



- Offer **filtered tap water** in rooms, café/restaurant areas, or on the hallways in glass jars. Covid-solution: use contactless dispensers



- Do **not offer single-use water bottles**, beverage bottles, or wrapped single-use cups



- **Offer reusable (plastic) cups**. Apply a no straw/stirrer policy (only on request). Alternatively: Reusables (steel/glass), or straw/bamboo/pasta/paper straws and stirrers

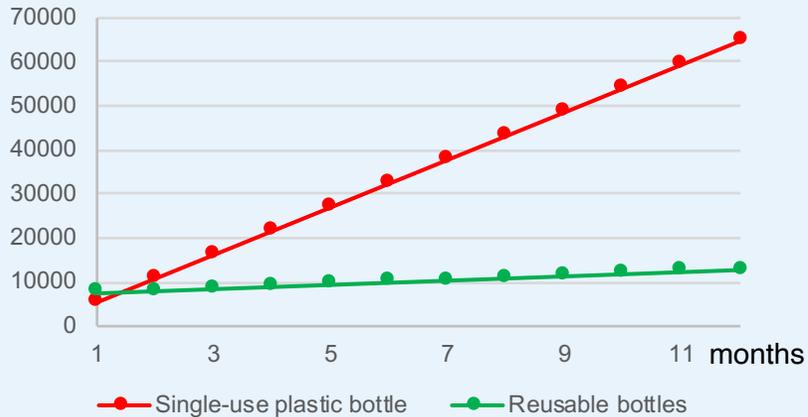


- Offer complementary coffee and tea in public areas instead of individually in rooms, (e.g. one on each level)

Food & Beverages

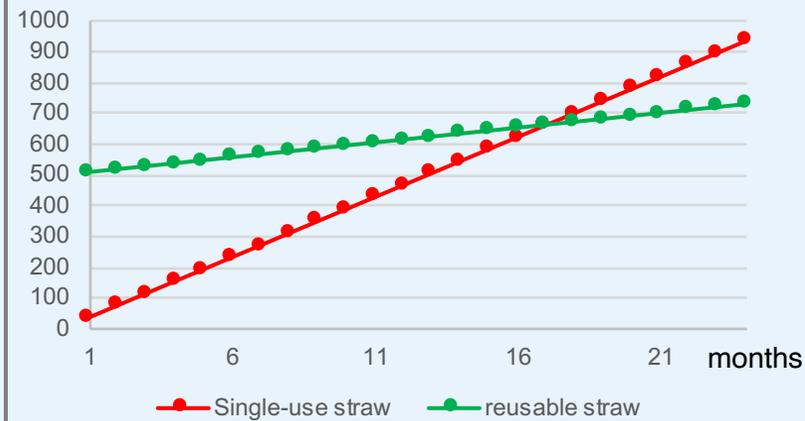
COSTS

Single use plastic bottle vs reusable bottle + water filter



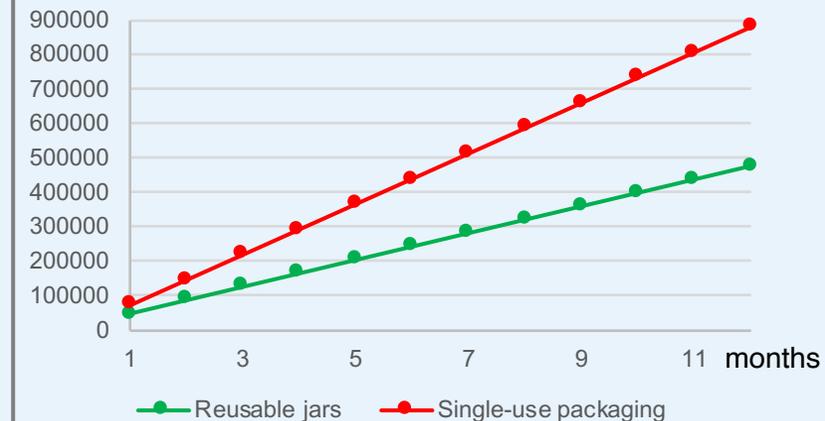
\$ 52041 / year
 🗑️ -100%
 ⬇️ 5457 kg CO₂/year

Single use straws vs reusable straws and straw brushes



\$ 436 / 2 years
 🗑️ -100%
 ⬇️ 97,2 kg CO₂/year

Reusable packaging vs single use



\$ 40322 / year
 🗑️ -100%
 ⬇️ 12166 kg CO₂/year

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Rooms, Pool/spa/gym, entertainment areas



- Offer **Slippers** on demand. Alternatively: place slippers in bathrobe pockets, or in cotton bags



- **Hotel directories:** Provide digitally on a TV channel or App. Alternatively: paper brochure 100% FSC/PEFC and without a laminated cover or leather binder



- **Decorations:** Avoid unnecessary decorations. Alternatively: use reusable decorations made from wood, bamboo, paper, or recycled plastic



- **Clothes/Door hanger:** Reusable, made from natural materials

Slippers and directories

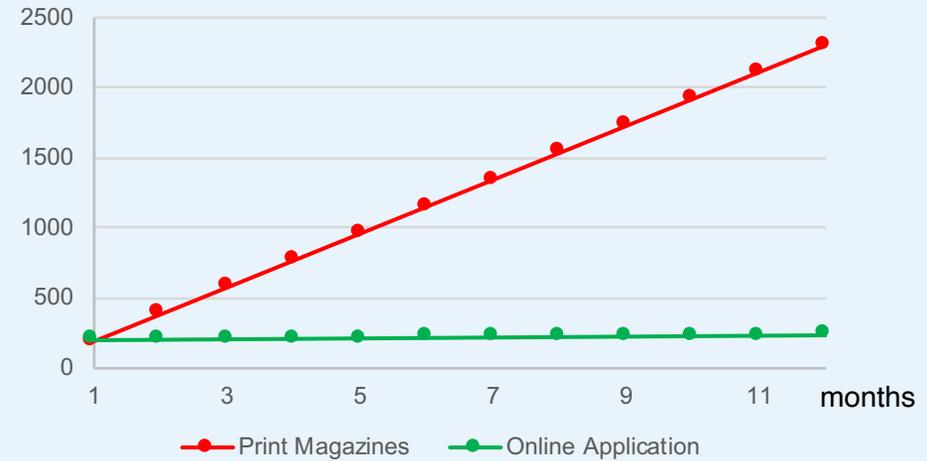
COSTS

Slippers



- 5750 / year
- 40%
- 6854 kg CO2/year

Hotel directories



- 2068 / year
- 100 %
- 1640 kg CO₂ /year

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House keeping



- Use marine/environmental friendly detergent **concentrates** in combination with **reusable/refillable bottles and spray cans**; buy in bulk-size



- Provide **max 1 garbage bin liner** per room



- Provide **reusable laundry bags** for laundry service. Provide reusable organic cotton bags instead of single use plastic bags



- Give guest option to **skip or reduce cleaning services**
 - Change bed linen less often (for example: every 3 days during a stay)
 - Give guest option to reuse their towel instead of washing it daily

House keeping

COSTS

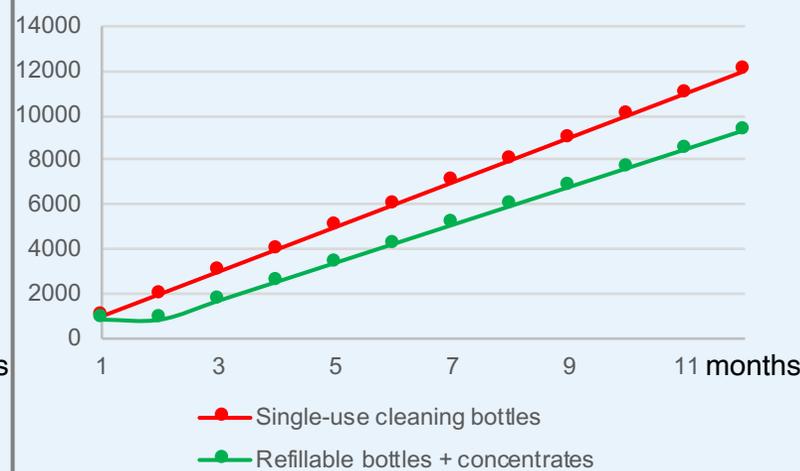


Laundry bags



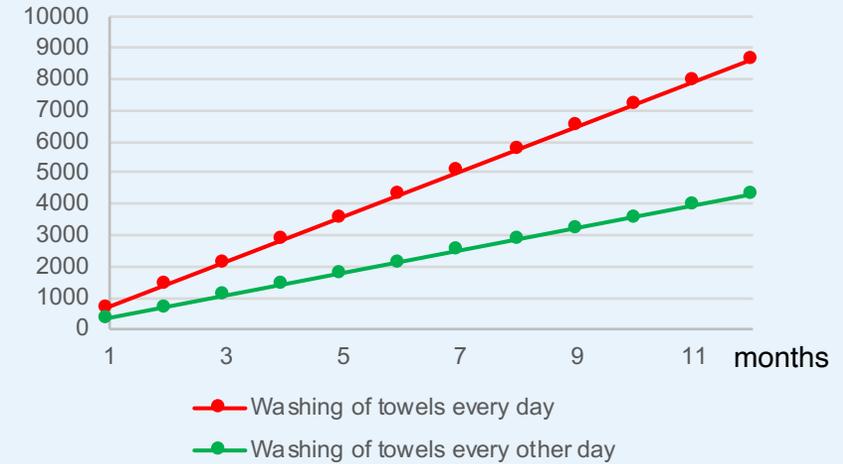
\$ 24000 / year
 🗑️ -100%
 📉 108 kg CO₂/year

Detergents



\$ 2650 / year
 🗑️ -70%
 📉 252 kg CO₂/year

Towel washing



\$ 4320
 🗑️ -50%
 📉 11880 CO₂/year

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- 📉 CO₂ reduction



Plastic free textiles



- Chose **natural (organic) fibres for all textiles**. They should be **GOTS certified** - i.e. crew uniforms, kitchen textiles, bed linen, table cloths, etc. Polyester based fabrics are one of the biggest sources of microplastics



- Use marine/environmental friendly washing detergent in combination with dispensing units and **reusable/refillable bottles and spray cans**; buy in bulk



- Use an add-on filter for washing machines to catch microplastics. Replace filters regularly



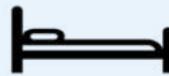
Furniture



- Buy **ReUsed or refurbished** furniture, or furniture and foam from **locally recycled plastics**
 - Collaborate in island recycling system to create plastic outdoor furniture from the **island's plastic waste**



- Use **carpet tiles**, not big and long carpets
 - Easier to replace when necessary
 - There are even carpet tiles from recycled material! (from fishing nets, for example)



- Use mattresses that have the option to **replace individual parts**, or **lease a mattress** that will be returned to the manufacturer at end of life, so you get a discount



- Establish a **Refurbish/ReUse/donation database** for items such as furniture, mattresses, sheets, towels and clothing



Crew areas: reception, lobby, shops



- Establish a **paperless office**, work mostly digitally



- Use **pencils** instead of pens or alternatively use pens from **recycled plastics**



- All inclusive **wrist bands and key cards**: woven wristbands, from recycled plastics (best would be from island agricultural or plastic waste), or apps

This offers great customer storytelling:
“The future is in your hands”

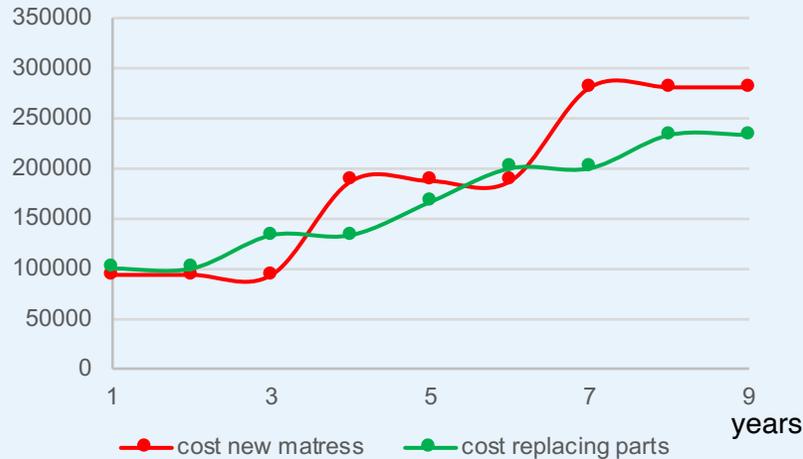


- Avoid free giveaways, or only offer sustainable giveaways

Furniture & office

COSTS

New mattresses vs replacing parts



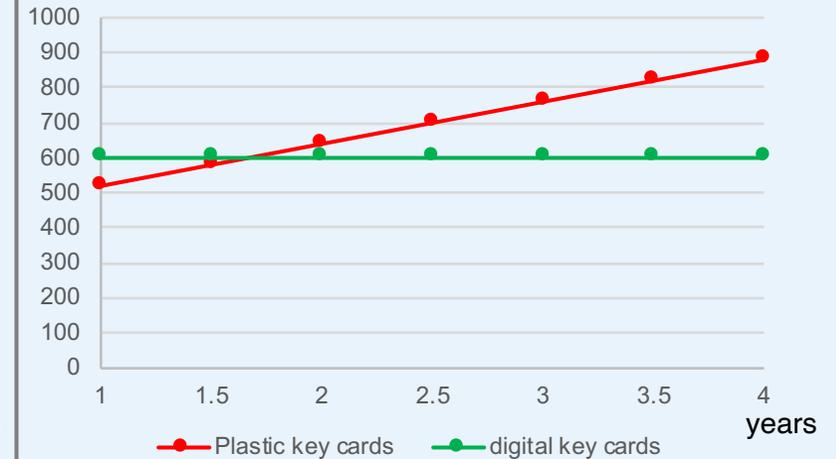
\$ 47500/9 years
 🗑️ -66%
 🌱 -34% CO₂

New vs recycled furniture



\$ 30000 / 9 years
 🗑️ -80%
 🌱 24000 kg CO₂

Key cards vs mobile app



\$ 180 / 4 years
 🗑️ -100%
 🌱 11 kg CO₂/year

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- 🌱 CO₂ reduction

Beach supplies



- Set up a **beach supplies sharing platform**. Hotels close to the beach are a great location. Customers can rent or borrow inflatables, buckets or umbrellas



- Provide **portable ashtrays** to your customers so they can dispose of their cigarette butts. Install cigarette trash cans at central locations around your office



- Offer **sustainable sunscreen in refillable bottles**. Often, regular sunscreen products contain chemicals and microplastics which harm marine ecosystems. Your guests will love this service





Personal Protection Equipment



- Offer **ReUsable face masks** with disposal & washing services. Alternatively offer compostable visor (see picture)



- Promote 1.5m distance rule, **washing hands with soap** instead of offering disposable gloves. Health experts say washing hands with soap and water helps prevent the spread of COVID-19. On the contrary, single-use plastic gloves do not contribute to a safer environment, as they are often the source of cross-contamination and contribute to a false sense of security. Critically assess HACCP plan

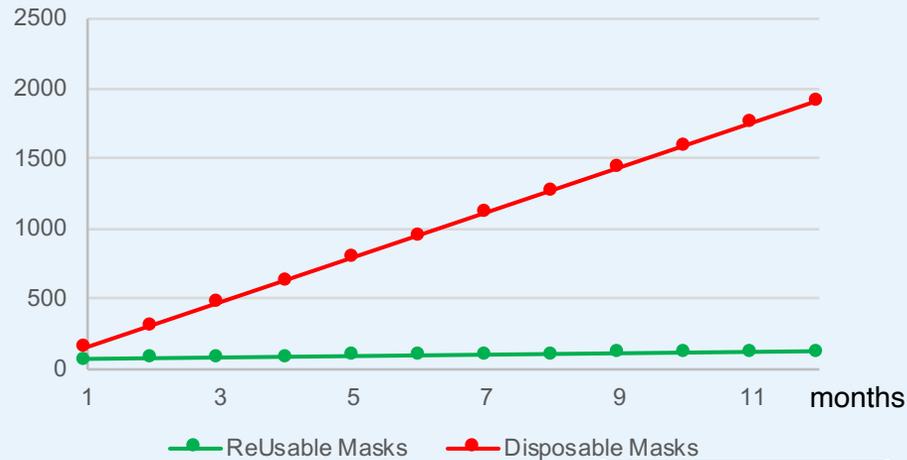


- Install **contactless dispensers** for antiviral disinfectant instead of handing out gloves or disinfectant miniatures

Personal Protection Equipment

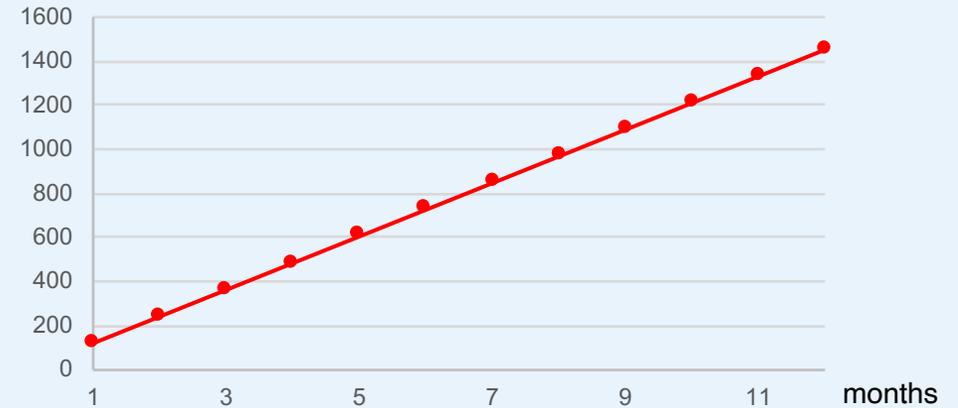
COSTS

Single use vs reusable masks



- \$ 1790 / year
- 🗑️ 100 %
- ⬇️ 30 kg CO₂/year

Cumulative costs of single-use plastic gloves



- \$ 1452 / year
- 🗑️ 100%
- ⬇️ 26,2 kg CO₂/year

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NEXT STEPS

TOWARDS PLASTIC WASTE-FREE CRUISING



Team up & Inspire!



- Creating plastic waste-free destinations is a **joint effort**. You can set a **positive example** for other businesses, tourists and citizens, and **take the lead**. Aim for strong relationships and authentic marketing



- **Build Partnerships** with tour operators, Destination Coordinating suppliers, cafes and restaurants which offer alternatives to single-use plastics. Promote these to your customers



- Make it **fun and interactive**: hand out a **map** with your partners' locations. Boost the plastic waste-free movement by arranging **discounts** for your guests at your partner locations



- Create cross-brand, cross-sector innovation teams. **Environmental stewardship and innovation is celebrated and rewarded**

Communicate

Communicate your goals and principles

- Convey your aims to your organisation and customers

Internally

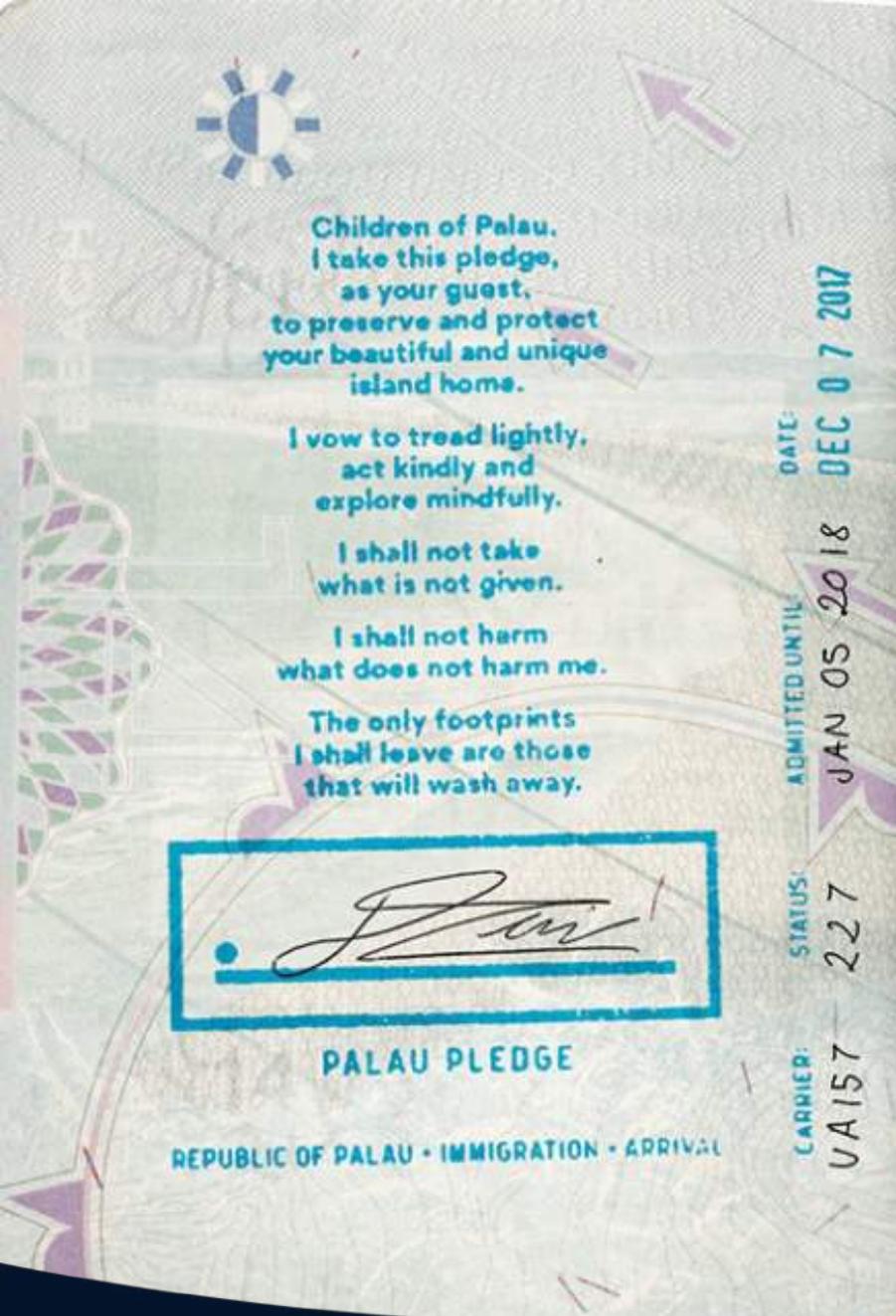
- Organise a staff meeting and communicate changes. Make sure your staff understand the WHY and HOW. Agree on some principles (no plastic bags, no single-use plastic bottles) which every staff member has to follow. Set up an internal policy that every employee needs to sign

Externally

- Involve your supply chain partners in finding solutions
- Address the issue of plastic pollution at the beginning of every holiday to your guests and explain what your company does to have a positive impact and how your customers can help to tackle this problem
- Make impact visible: celebrate success using posters, announcements and videos



Be the change



- **Support centralised solutions**, such as a city/island-wide collection scheme or deposit schemes
- **Support government and industry actions** that aim to bring about systemic change through collective action



- Palau changed its immigration policy for the cause of environmental protection: Upon entry, every visitor has to sign a passport pledge (“The Palau Pledge”)
- (Inter)National single use plastic bans popping up everywhere



- **Join Tourism platforms** that have started **sector-wide initiatives** which focus on tackling plastic pollution and make the change happen!
 - UNWTO International Tourism Plastic Pledge
 - Global Sustainable Tourism Council

Be part of the change, to ensure future-proof tourism

Resources and next steps



LET'S KICKSTART YOUR COMMITMENT TO PLASTIC-FREE HOSPITALITY!



Identify your problem areas
& start working on them



Distribute briefing material
to inform staff members



Develop an Internal Policy on Plastic Waste
Reduction & Recycling



Use promotional material for external
and internal communication



Make an announcement to supply chain
partners about going plastic waste-free



Need help? Send us an email to
connect@seariousbusiness.com

Plastic waste free hospitality - Let's catch the circular wave together



 IUCN_Plastics
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 <https://www.iucn.org/theme/marine-and-polar/our-work/close-plastic-tap-programme>
#CloseThePlasticTap



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#PlasticWasteFreeHospitality

Plastic Waste Free Islands

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