Greener Business, Better Workplace

Module 2

Greener Processes and Workplaces
Module 2: Greener Processes and Workplaces

Main topics

1. People and systems for greener processes and workplaces
2. Staff participation and guest engagement
3. Waste management with the 3R
People and systems for greener processes and workplaces
Delivering quality services to guests and providing quality jobs while using resources in the most efficient way and having the minimum negative impact on the environment.
Hotel improvement: towards greener processes and workplaces

Greener Processes & Workplaces by

- Modifying ways of working
e.g. work practices, procedures and habits
- Modifying/replacing equipment

Work with Systems & People
Where to improve?

Every area of the hotel can be improved, and it requires collaboration among different departments and across the organization functions.

COOPERATION and PARTICIPATION ARE KEY

Courtesy of Producer
Greener processes and workplaces: the kitchen
Greener processes and workplaces - the kitchen: Examples of greener practices

- Ensure right temperature setting in the cold kitchen
- Ensure cold kitchen and fridge doors close properly
- Regularly maintain equipment and report malfunctioning
- Don’t keep gas fire on when nothing is being cooked
- Cover pots when boiling water/food
- Monitor and reduce food waste in the restaurant and the canteen
- Reduce packaging and disposable containers from suppliers
- Recycle oil & use organic waste for EM production for cleaning/compost

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Greener processes and workplaces - the kitchen: Examples of greener practices 2

- Have the exhaust hoods switched on only when needed
- Use only the sufficient amount of chemicals and water when cleaning
- Clean regularly the kitchen to reduce amount of chemicals and water needed
- Don’t keep the water running when washing items
- Report and fix leakages
- Consider installing water saving faucets
- Operate dishwasher at full load
Greener processes and operations - housekeeping in the guestrooms
Exercise

Working on systems - Green Housekeeping Checklist

1. Look at the guest room cleaning checklist provided.

2. Highlight items on the list that can contribute to greener housekeeping practices.

3. What other green housekeeping actions can you think of?
<table>
<thead>
<tr>
<th>1. Entry Door</th>
<th>4. Windows &amp; Drapes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door clean in &amp; out?</td>
<td>Windows clean?</td>
</tr>
<tr>
<td>Do not disturb sign in place?</td>
<td>Drapes clean?</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Bathroom</td>
<td>5. Beds</td>
</tr>
<tr>
<td>Floor clean?</td>
<td>Bed made?</td>
</tr>
<tr>
<td>Toilet clean?</td>
<td>Bedspread clean?</td>
</tr>
<tr>
<td>Stoppers &amp; drainers clean?</td>
<td>Sheets changed only if requested?</td>
</tr>
<tr>
<td>Towels changed only if requested?</td>
<td></td>
</tr>
<tr>
<td>Sustainability signs all in place?</td>
<td></td>
</tr>
<tr>
<td>No Leakages (toilets, sink, shower) (in case, report)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Equipment</td>
<td>6. Overall Room</td>
</tr>
<tr>
<td>Dusted?</td>
<td>Room vacuumed?</td>
</tr>
<tr>
<td>Remote control working?</td>
<td>Room fresh smelling?</td>
</tr>
<tr>
<td>Proper volume &amp; temp. set?</td>
<td>AC on 25 Degrees, fan speed and light setting to minimum?</td>
</tr>
<tr>
<td>TV turned off (no stand-by)</td>
<td></td>
</tr>
<tr>
<td>Fridge functioning (door closes, leakages) and set to medium temperature</td>
<td></td>
</tr>
<tr>
<td>Light bulbs all functioning</td>
<td></td>
</tr>
</tbody>
</table>
Greener processes and operations: practices in the Guestrooms: Examples of greener practices

- Close the blinds when the room is not occupied, and consider double layer curtains to keep it cool.
- Open curtain for natural light while cleaning the room.
- Ensure windows are closed.
- Report and fix Leaking taps and toilets.
- Consider water saving faucet for taps and water saving toilet flushes.
- Adjust temperature, fan and light settings to conserve energy.
- Switch AC on shortly before the scheduled arrival of guests.
- Consider installing energy saving lighting.
- Consider installing automatic access control system (Key tag).
Achieving greener processes and workplaces

Good Housekeeping in all departments & Process Control

Changes through People & Systems

Changes in work practices, procedures, habits
- e.g. lights/water off when not necessary, using natural light,
- keeping clean and tidy workspaces, reporting and fixing equipment faults, applying correct settings in the use of equipment, use of timers etc.

No/little cost

Changes in equipment (small and large)
- e.g. light sensors, energy efficient refrigerators or AC systems, etc.

Some investment required, but payback period can be less than 6 months

Awareness raising and participation staff, training, guest engagement ...

Modification of Standard Operating Procedures

Checklists, Compare technology options, calculate payback period for investment, training staff on the use of new equipment

Measure before and after
Staff participation and guest engagement
Changes in work practices and guest behaviour: key facts

Why are ‘soft’ changes in work practices and behaviour important?

- Changes in work practices and behaviour are key factors in determining hotels environmental impacts and resource efficiency
- Changes in work practices and guest behaviour are typically low-cost in comparison to equipment changes
- They are sometimes the most difficult changes to bring about
- Specific efforts are needed to encourage staff and guests to participate and contribute to the hotel improvement efforts

Note: equipment changes and very technical maintenance issues will be covered in the elective sessions on energy and water
Staff commitment and participation for greener processes and workplaces - Why?

Staff commitment and participation is important because:

- In their jobs, staff use equipment, electricity, water, chemicals and other inputs - changes in the ways of working is essential for concrete improvements

- Staff can help identify problems, and ways to improve thanks to their first-hand knowledge and experience with hotel operations

- Staff participation on resource efficiency and environmental initiatives can open up opportunities for wider cooperation and dialogue

- Workers are agents of change and can help spreading good environmental practices in their households and communities
Staff participation - How?

✓ Involve staff from the onset of the development of the hotel environmental initiatives
✓ Establish channels for staff to share their environmental concerns and ideas for improvement
✓ Establish mechanisms for worker-management cooperation, joint teams, and trade union’s involvement
✓ Run awareness-raising campaigns
✓ Integrate environment/resource conservation into in-house training programs
✓ Be transparent, report achievements and progress to all
✓ Identify opportunities for sharing gains/benefits of activities with staff
Examples - GBA Phase I Hotels

Staff champions and leaders

Worker-management teams, discussions, joint actions

Training

Better communication & visual reminders

Awards and competitions
Guest engagement for resource greener processes and workplaces - Why?

Communicating well with guests environmental concerns and getting them adjust their behaviour is important because

• Many guests (Europeans, Australian, Japanese,..) value hotels’ efforts to be environmentally friendly, and this can positively affect their experience at the hotels

• Guests, with their behaviour greatly affect the hotel usage of energy and water and other environmental impacts (e.g waste)
Guest engagement - How?

- Communicate your concern for the environment and what your hotel is doing
- Mention concerns like the preservation of the local environment and its beauty
- Communicate at different points of the guests stay and through different channels (website, check-in/reception, guestrooms, restaurant,...)
- Make the design appealing and eye-catching
- Link communication to action: indicate what guests can do to help (you can also consider small prizes/incentives)
Exercise- Get your guests to be more environmentally friendly

- Discuss and list guest types of behaviour that lead to high energy consumption/water wastages and other environmentally unfriendly impacts
- Think of ways in which you could induce them to change and improve - be creative!
- Outline the key elements of your strategy and actions needed to implement it
Examples - GBA Phase I Hotels

- Giving guest ways to help environmental efforts
- Signs in reception, room and restaurant areas
- Creative ways to attract guest attentions
Examples of achievements and results

- Improved strategies to encourage guest participation in bed-linen scheme >> reduction of laundry expenses by 18% (& associated reduced impact on water and energy use) - Cost savings per year: 10,500 USD equivalent

- Energy conservation awareness raising on lighting - Cost saving per year: 3780 USD equivalent
Waste management with the 3R
Nick Smith

Large amounts of waste mean

Health and environmental problems

Hotels generate large amounts of waste

Throwing away resources

Why care about waste?
The impacts of waste

Air and water contamination

Negative experience of tourists

Hygiene and health problems
True or false: myths about waste management

• Waste management is all about recycling
  FALSE!

• As long as I separate waste into different types, I am doing my share to help solve waste problems
  FALSE

• Waste starts from the decisions I make about purchasing
  TRUE!
An approach to improve waste management (and more than that): it will help maximize the benefits and use of supplies and materials while generating as little waste as possible
3R & the Waste management hierarchy

Reduce

Reuse

Recycle

Disposal

Most favoured option

Least favoured option
The 3 R explained

1. **Reduce**: minimizing generation of waste in the first place: avoid unnecessary purchasing, packaging, minimise rejects

2. **Reuse**: when possible, using items again for the original purpose or a different purpose

3. **Recycle/Recover**: discarded items or their parts are utilised as inputs for other products/processes
Benefits of the 3R

- Generating waste means that resources are not used in the best way - reducing waste helps improving efficiency.

- The 3R looks for the root cause of the waste problem instead of looking at the effects: the starting issue to solve is ‘how do we reduce waste’ instead of ‘what to do with waste’.

- The 3R considers the environmental benefits and costs of each option: reducing waste has a better impact on the environment than recycling.
Getting Started - Waste Review

Review

- Reduce
- Reuse
- Recycle
- Disposal

Measure, monitor and analyse

- HOW MUCH waste the hotel/department produces
- WHAT types
- HOW it is being disposed
Measuring - waste

Practical tip: identify containers where you collect waste, check their capacity (litres), and calculate the quantity of waste by:

\[
\text{Number of containers filled} \times \text{capacity per container (litres)} = \text{litres/KG} \\
\text{Guest-night}
\]
Applying the 3R

1. Look at one type of waste
2. Start with trying to eliminate and reduce it
3. When further reduction is not possible,
   - Look for options to use discarded items again
4. When further reuse is not possible,
   - Look for ways to recycle them
5. When further reuse is not possible,
   - Disposal
Waste management, health & safety - hazardous wastes

Some of the waste hotels generates can pose risks for the health and safety of hotel staff and those in charge of disposal. This is hazardous waste.

Examples of Hazardous Waste found in hotels:

- Light bulbs, batteries, chemicals residuals, chemicals containers (including paints, fertilizers), any medicines,

Managing Hazardous Waste:

- Identify hazardous waste types
- Indicate safe handling instructions
  Train staff to ensure they are aware on how to handle this type of waste
- Designate specific safe collection area and closed containers
- Dispose of hazardous waste in appropriate local facilities
Waste management, health & safety - waste handling and storage

- Ensure staff are trained in waste management, including safe and hygienic procedures for handling and disposing of waste.

- Store solid waste in a safe, sanitary place until it is picked up.

- Keep the waste collection area clean and tidy to avoid hygiene problems and pests.
Reduce – GBA Hotels examples

- Replace disposable guest utilities with refill containers
- Utilisation of reusable containers/tupperware to store food to reduce plastic wrappings
- Develop a procurement policy requesting suppliers to deliver in bulk and with as little packaging as possible.

- “Love Food Hate Waste” campaign has been set up at the staff canteen, to raise awareness about the importance of not wasting food
- “Food audit” to understand the type of food that was wasted in the restaurant, and take action to adjust food quantities
Reuse- GBA hotels examples

- Use left over soaps for cleaning purposes
- Use of damaged sheets/tablecloths for making hand towels
- Reuse broken deck-chairs to construct other type of furniture, like tables and chairs.
- Donate and/or sell unwanted furniture, furnishings
Recycle - GBA Hotels examples

- Utilisation of fruit and vegetable waste (e.g. pineapple rind) for producing Effective Microorganisms and phasing out of selected chemical cleaning products
- Implementation of an efficient waste sorting system for recyclable items.
- Sale of segregated waste and utilisation of revenues for staff funds
- Utilisation of food waste make organic compost for hotel grounds
Exercise - Waste Ecomap review + waste management problem solving

1. Look at the waste ecomap you have developed
2. Identify and mark any problem/areas for improvement you may have missed earlier on
3. Look at the main problems and try to find their causes (you can use the fishbone diagram)
4. Identify solutions (remember the 3R approach!)