



FREE Introduction

THE PLASTICS REDUCTION GUIDE FOR **HOTELS**

let's reduce single use

www.TravelWithoutPlastic.com



Let's Reduce Single-Use

The Plastics Toolkit for Hotels - an introduction

Travel Without Plastic have created Let's Reduce Single-Use: The Plastic Reduction Toolkit for Hotels to help hotels around the world reduce or eliminate unnecessary single-use plastic, protect the environment and even save money.

This **FREE** introduction includes a host of ideas for one of the most significant streams plastic waste found in hotels around the world.

THE PROBLEM



The earth wasn't designed to digest plastic. Expanded foam and petroleum-based plastics do not decompose in the same way as organic material. Instead, they break up into a myriad of tiny pieces over time. Plastics generate litter, harm wildlife and are a major contributor to ocean pollution. This isn't just a problem for the one million sea birds and 100,000 marine mammals killed annually from ocean plastics,¹ they are also a problem for us, as plastic particles are eaten by plankton and fish larvae before gradually make their way up the food chain to end up on our plates.

This is a global problem and it needs global solutions. The international hotel industry is a significant contributor to the 300 million tons of plastic produced globally every year (half of which is for single-use). Plastics do have a role to play within hospitality, but there are many instances where single-use plastics are stocked and used out of habit, rather than necessity. Not only do these bad habits generate waste, but the financial costs can really add up too.

Help and advice from industry experts

The Travel Without Plastic Toolkit has been created by industry insiders, who understand the challenges and financial pressures involved in hotel operations. We are pragmatic and recognise that change may need to come in stages. Our approach is designed to ensure that health and safety requirements can still be met and customer expectations around quality are not compromised. We know that potential solutions and/or alternatives need to be:

- **Affordable**
- **Available**
- **Good quality**
- **Health & safety compliant**
- **User friendly**
- **Popular with customers**
- **Truly better for the environment**

We offer practical but effective solutions suitable for a world with a growing plastic waste problem, with which consumers are increasingly concerned.

HOTELS

WHERE IS SINGLE-USE PLASTIC?

It's everywhere! Hotels can get through a lot of single-use plastic:

- bottled water and other drinks,
- drinks stirrers,
- straws,
- toothpicks,
- plastic cutlery,
- plastic glasses and cups,
- polystyrene cups,
- plastic plates,
- plastic sealed teabags,
- individual portion packs of butter, jam and other condiments,
- sachets of ketchup and mayonnaise,
- yoghurt pots,
- the insides of mini cereal boxes

and all this is before guests have even got to their rooms. Once accommodated they are likely to encounter:

- plastic laundry bags and shoe care kits,
- mini bar items in plastic bottles and packets,
- toiletries in tiny plastic bottles,
- plastic drinks glasses (sometimes wrapped in plastic)
- and even on occasion, plastic banners placed across the bowl notifying them that their toilet has been hygienically cleaned.



Where plastics are used in hotels and how long they can take to break down

Pool Bar



Plastic water bottles
Up to 70 - 450 years

Plastic straws and stirrers
Up to 200 years

Swimming Pool



Single-use plastic glass
20 - 30 years

Styrofoam cups and
takeaway packaging
50 years

Gym



Plastic lined paper cones
30 years

Housekeeping



Bin liners
Up to 1000 years

Cleaning product bottles
Up to 100 years

Hotel Room



Plastic wrap for glasses
Up to 1000 years

Miniature toiletries
Just under 100 years

Toilet seat covers
Up to 1000 years

Gardening



Garden waste bags
Up to 1000 years

Shop



Plastic bag
Up to 1000 years

Restaurant



Plastic jam/honey packets
20 - 30 years

Plastic lined tea bags
20 - 30 years

Kitchen



Plastic ketchup bottle
70 - 450 years

Plastic food wrap
10 - 20 years

FUTUREPROOF YOUR BUSINESS

As consumers are waking up to the scale of the problem, legislators and businesses are responding. Over the last 12 months we've seen a significant increase in the number of commitments from companies, towns, cities and even countries to ban or reduce single-use plastics. By working through the Let's Reduce Single-Use Toolkit you too can respond to changing tastes, protect the planet, anticipate future legislation and even save your business money by making the switch away from single-use plastics.

Your business may use some, or all of the single-use plastics we've referenced here. It's rare to find a business that uses none of them.

Throughout the Let's Reduce Single-Use Toolkit we delve deeper into all of the operational areas to look at how hotels and accommodation suppliers can minimise or even eliminate these items, and we'll go into the details you need to make an informed decision for your business.

We've chosen one of our favourite single-use topics - bathroom amenities - to give you an idea of how we structure our advice and recommendations within the Let's Reduce Single-Use Guide.

Miniature bathroom amenities...what are your options?

Zero Cost Option

Many local quality standards require hotels to provide amenities such as shampoo, conditioner, shower gel and body lotion in order to be compliant, but this does not necessarily mean that these items need to be left in the rooms. With good communications you can inform your guests of all toiletries and amenities available to them, whether this is free of charge or at a cost, and then provide them on request - either through housekeeping or making them available for collection at reception.

Effective customer communications enabled a 4* all-inclusive hotel with 180 rooms go from providing approximately 30,000 individual miniatures per summer season to zero. By informing guests that shampoo, conditioner and shower gel was available free of charge at reception should they need it, the hotel met requirements for provision of the service without actually leaving miniature toiletries in the room. At the end of the season, not one guest had approached the reception to ask for these products, saving approximately 6,000€ by not having to replace them. Guests travelling on holiday usually bring their own preferred brands with them to last throughout their stay and don't often require anything other than soap for handwashing.

By informing guests that shampoo, conditioner and shower gel is available at reception should they need it, a hotel can still meet star rating requirements for provision of the service and still supply these items to guests that would like them with the added benefits of minimizing on waste and cost and cutting room turnaround time for housekeeping.

Guests act out habit too. If miniatures are there, they will use them - or swipe the lot! If the choice is slightly more difficult for the guest (e.g. they have to request miniature toiletries from reception) the result is that they will almost always use their own toiletries (and have more space in which to store them), with no adverse effect on comfort or satisfaction. The only item we recommend that you continue to provide under these circumstances is hand washing soap or gel. The ideal is to do this without plastic wrapping or single-use packaging, and here are some ideas for this.

Low Cost Option

If you prefer to continue to supply a range of toiletries in guest rooms, wall mounted refillable options are available in a wide range of styles. Using refillable containers for toiletries and even handwashing soap enables you to buy in bulk, reducing costs as well as plastic waste. Whilst there is an initial investment for the equipment, the return should be quick. If you're refilling from bulk containers, check with your supplier if the containers can be returned to them for re-use enabling you to reduce waste even more and create a more circular approach to the use of products.

Investment Option

Why not consider being a little more creative? Shampoo and conditioner bars are available in hundreds of different varieties on craft websites like Etsy where you can support small independent businesses, or via major online distributors, high street stores who can offer a wholesale range. They are currently more expensive than their liquid equivalents and it may not be viable to provide them in guestrooms, however, they could be offered for sale at your reception, or in the hotel gift shop or spa, creating an income stream for the hotel and allowing customers to continue their plastic free journey when they get home.

This is a particularly good approach for higher end hotels. You might even want to continue offering a 'shampoo bar menu' - similar to a pillow menu, it would allow guests to decide which fragrance or which hair type they would prefer and would certainly be an added value to their experience.

Shampoo bar suppliers may also have offcuts from making the bars that cannot otherwise be used and may go to waste. These are a great way to provide 'sample shampoo bars' for guests at a much lower cost.

Resources

As more and more suppliers are creating alternatives to plastic based products, it can be hard to keep up. We continue to look for global solutions and want to help you find local suppliers wherever possible. By subscribing to the Travel Without Plastic Resource newsletter through the link on our website, we'll keep you updated with new products as they come to market and all other things single-use plastic related.

Next Steps

The no cost suggestion for bathroom miniatures alone has the potential to make immediate savings in the amount of unnecessary waste generated and in money spent on toiletries.

But, it will also mean a change for guests, so tell them what you're doing and get them involved. We'll advise on some simple strategies to keep customers engaged. Our tools will help you to communicate what you're doing to engage and motivate guests and staff.

If you're ready to take the next steps to reduce plastic and save money, visit:

www.travelwithoutplastic.com

to find out more about our Let's Reduce Single-Use Toolkit and other services to see how they could work for you.

THE LET'S REDUCE SINGLE-USE:

THE PLASTIC REDUCTION TOOLKIT FOR HOTELS

The toolkit is specially designed to provide practical and affordable advice for hoteliers and accommodation providers to reduce or eliminate single-use plastic without compromising the guest experience.

Our 4-phase approach helps you to:

- 1 **Understand your baseline data around plastic consumption and cost**
- 2 **Engage your staff and guests**
- 3 **Implement and evaluate**
- 4 **Celebrate your achievements**

Toolkit Highlights

- Quickly and easily calculate the total number of plastic items used and the associated cost.
- Save time engaging staff and guests with training templates and customer communications ideas.
- **Start reducing plastic and saving money immediately.**
- Accelerate change and reach your goals more quickly.
- Be featured in our portfolio of hotels working to reduce single-use.
- Be counted - share your progress with us and be part of achieving our goal of reducing single-use plastic items by ONE BILLION by 2020 and we'll shout about your results on our website and across social media.





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