

# COMPENDIUM OF BEST PRACTICES

A brief report on sustainable  
tourism practices

## TOURISME

## WASTE MANAGEMENT

Improving Sustainability of Tourism SMEs  
Through Knowledge Transfer, International  
Cooperation and Multi-Stakeholder



Co-funded by the COSME programme  
of the European Union



# INTRO DUCTION

Supported by the COSME programme of the European Union, this project revolves around the symbolics of windows. Not only they are associated with cars, trains and planes as well as also hotel rooms, but after all they represent opportunities, visions and inspirations- exactly what the TouriSME project wants to bring to SMEs operating in the field of tourism.



# WASTE MANAGEMENT



The UN has been expressing concerns about environmental issues for the last few decades. Initially, the focus was on the manufacturing sector as the main culprit, but recent studies revealed a growing concern on the tourism sector whose activities also harm the environment. Indeed, tourists may generate up to twice as much solid waste per capita as local residents.

# WASTE MANAGEMENT



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Within the tourism sector, hotels and similar accommodations are the largest consumers of durable and non-durable goods resulting in large amounts of waste generated. Waste from this sector has similar characteristics to mixed household waste, and is composed of a diverse mix of materials, including organic and hazardous materials,

that increase the disposal's environmental impacts. Waste in the tourism sector often varies seasonally and is generated in areas sensitive to littering, potentially putting pressure on waste management facilities during peak season.

Waste management simply refers to the activities or actions required

to manage waste from its production to its final disposal. The EU aims at promoting sustainable waste treatment options such as preparation for re-use and recycling over landfilling. It is therefore essential for the hospitality industry to develop an effective waste management system aligned with national and local policies.



## Tracking and measuring food waste

Tourism sector activities:



Hotels and Similar Accommodations

### Description of the initiative:

Kitchens generate large quantities of organic waste, including peelings and trimmings, bones, uneaten returns from customer servings, out-of-date products, the oil used for frying, etc. Organic waste can represent 37 % of residual waste generated by accommodations and almost 50 % of residual waste generated by restaurants. It is estimated that the UK hospitality industry disposes of 400 000 tonnes of avoidable food waste per year, at a cost of almost 900 million euros.

To curb food wastage, InterContinental Hotels Group (IHG) has decided to use Winnow Vision AI-enabled technology, which will help its hotels achieve a 30% reduction in food waste. Through the use of an intelligent camera, smart scales, and AI-based smart meter technology, Winnow Vision analyses ingredients during food preparation, as well as plates returned to the kitchen, to assess which food items are most wasted and in what quantities. This builds up a bank of data which in turn informs buying decisions, shapes menus, and hones food preparation techniques. Winnow's technology has been successfully installed in seven IHG hotels in its Europe, Middle East, Asia & Africa (EMEA) region. One hotel already benefitting from this approach is IHG Fujairah Resort in UAE. In just six months, this resort has been able to reduce food waste by more than 50%. This practice can significantly reduce food waste and thus avoid greenhouse gas emissions.

#### More info:

[European Commission](#)

[InterContinental Hotels Group](#)



Tourism sector activities:



Hotels and Similar Accommodations



Holiday and other short-stay accommodation

Reduce single-use plastics



**Description  
of the  
initiative:**

The Earth was not designed to digest plastic. Styrofoam 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. The hospitality 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.

Holiday Inn and Kimpton hotels are moving toward removing small toiletries in their 843,000 guest rooms and switching to bulk-sized bathroom amenities to reduce the waste footprint as a brand standard. Plastic straws have already been removed.

The Marriott group announced that it will replace most of its hotels' single-use shampoo, conditioner, and bath gel bottles with larger ones by 2020, preventing about 500 million of the tiny plastic bottles from reaching landfills yearly—equivalent to about 770 tonnes of plastic annually and 30% of its current plastic use for amenities. Plastic straws and stirrers are also out, averting the disposal of one billion straws per year.

Hyatt Hotels Corporation is making a concerted effort at its 875 properties in 60 countries. Larger bottles will replace smaller ones in many hotel rooms, water stations will be situated around public spaces for refilling reusable bottles, and water will be served in carafes at business meetings and corporate events in place of single-use water bottles, where water quality is not an issue. Plastic straws and drink picks are no longer automatically provided, and Hyatt Hotels are increasing the use of recyclable to-go food containers. Refillable water bottles, instead of single-use plastic bottles, are offered to guests at check-in at many of its resorts.

**More info:**

[Forbes](#)

[Radisson Hotel Group](#)





Waste sorting bins in hotel rooms

Tourism sector activities:



Hotels and Similar Accommodations



Holiday and other short-stay accommodation

### Description of the initiative:

Tourism is responsible for a small share of waste generation within Europe, contributing towards 6.7% of total waste generation. Nonetheless, the quantities of solid waste generated by tourism enterprises are large in absolute terms. Tourists may generate up to twice as much solid waste per capita as the residents of that city.

On average, hotels generate around 1 kg of waste per guest per night. Any product that cannot be reused and becomes waste should be sorted into its component fractions so that, as much as possible, it can be recovered for recycling. It is estimated that at least 70% of waste generated at hotels can be recycled, provided that there is a functional and effective separation and collection system in-situ.

Keeping in mind that comfort in rooms is a main objective in hotels, there are different environmental practices that can be implemented without reducing well-being of guests while generating environmental benefits, such as placing individual small-sized bins (depending on the space available in the room) adapted for separation of different waste fractions.

The Hilton Slussen in Stockholm (Sweden) has implemented sorting bins in every room so that guests can sort their waste under three different categories and contribute to the recycling process: red box for hard plastics and metal, green box for organic waste and black box for paper.

Through this practice more than 125 tonnes per month is being sent to the landfill were reduced by 76%, reducing the total waste generated per guest per night up to 0.3 kg. In this way, the Hilton Slussen in Stockholm (Sweden) avoided landfill costs.

#### More info:

[Green Ideas for Tourism](#)

[Hilton Stockholm Slussen](#)





Installation of in-house filtered water bottling system

Tourism sector activities:



Hotels and Similar Accommodations

### Description of the initiative:

The hospitality industry is a significant contributor to the 300 million tons of plastic produced globally every year. Studies show that single-use plastic bottled systems consume up to 31 times more energy than tap water systems. These bottles are often transported long distances, sit on a shelf, are consumed, and then tossed in the recycling bin. However, around 80% of such plastic bottles might end up in the landfill anyway.

The Landmark Mandarin Oriental in Hong Kong has started producing its own eco-friendly glass bottled water. The hotel has partnered with leading Swedish freshwater specialist, Nordaq FRESH, to introduce its own in-house, filtered and purified premium bottled water into guest rooms and suites along with bars, restaurants, and spas. Nordaq's patented filtration system removes impurities from local tap water, while retaining natural salts and minerals, making it healthy, refreshing, and balanced in flavor. This is served to guests "still or sparkling" in reusable glass bottles. Filtering and bottling on-site eliminates the need for single-use bottles and reduces carbon emissions generated by the traditional Hong Kong hotel approach of transporting bottled mineral water from Europe. When making trips out of the hotel, guests can use BPA-free compressive "Grab & Go" impact-resistant bottles or stainless-steel alternatives and are encouraged to fill their bottles at the guest lobby's complimentary "central oasis" water dispenser.

#### More info:

[Sustainable Tourism  
2030](#)

[Luxury Facts](#)

[Nordaq](#)



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**Design and layout:** Erneszt Kovács (ACR+)

**Image sources:** Freepik, Pixabay, Flickr, Hippopx, Piquesels, Wikimedia Commons, PxHere, URBAN-WASTE, DECISIVE, Ursula Bach

July 2021

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This Compendium was based on a much more extensive one, with 100+ examples of good practices coming from across the world, existing in many different sectors and targeting various aspects of environmental management. The detailed Compendium publication can be found [here](#).

*The content of this publication represents the views of the author only and is his/her sole responsibility; it cannot be considered to reflect the views of the European Commission and/or the Executive Agency for Small and*



Co-funded by the COSME programme  
of the European Union



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