

Case study – an example from the tourism sector

The Savoy Hotel in London

The Savoy hotel in London is a traditional luxury five-star establishment managed by the Fairmont Hotel Group. The establishment comprises 268 rooms, 62 suites (equivalent area of two rooms each), two restaurants, two bars and a tea room, and employs over 600 staff.

Type of waste produced (Data from 2011, organic waste fraction excluded):

- wood waste 35%
- cardboard 23%
- paper 8%
- metal 5%
- plastics 24%
- mixtes 4%

Upon reopening in 2010 following a major refit, a comprehensive waste recycling programme was implemented in accordance Fairmont Hotel's Green Partnership Program. This included extensive and ongoing staff training – daily staff briefings incorporate environmental management topics, including waste separation, reuse and recycling.

Consequently, over 95 % of non-food waste is now diverted from landfill, and unsorted waste generation for the hotel and restaurants is equivalent to approximately 0.3 kg per guest-night (this includes waste arising from 30 % non-resident restaurant customers). Organic waste amounting to a further 344 tonnes per year is separated and sent for energy recovery.

Key actions of The Savoy's waste management programme include:

- purchasing department reduces packaging as part of green procurement;
- housekeeping department sorts and recycles all items used by guests from rooms;
- installation of paper and food recycling bins in all departments;
- instigation of 'Food waste to Renewable Energy Scheme' that sends separated organic waste for heat and electricity generation;
- installation of a collection system for used cooking, to enable efficient reuse as biodiesel;
- all natural cork is collected by a Wine company, granulated and used as a mulch in their vineyards;
- an integrated pest management programme, operated by Ecolab Pest Control, minimises hazardous waste generation;
- implementation of a recycling programme for electronic waste and toner cartridges;
- redistribution of household goods and unclaimed lost property items to charity;
- donation of wooden crates to schools for arts and crafts uses;
- electronic document sending, double-sided printing and the use of whiteboards to minimise paper usage.

(source: Best Environmental Management Practice in the Tourism Sector - European Commission Joint Research Centre 2013)