



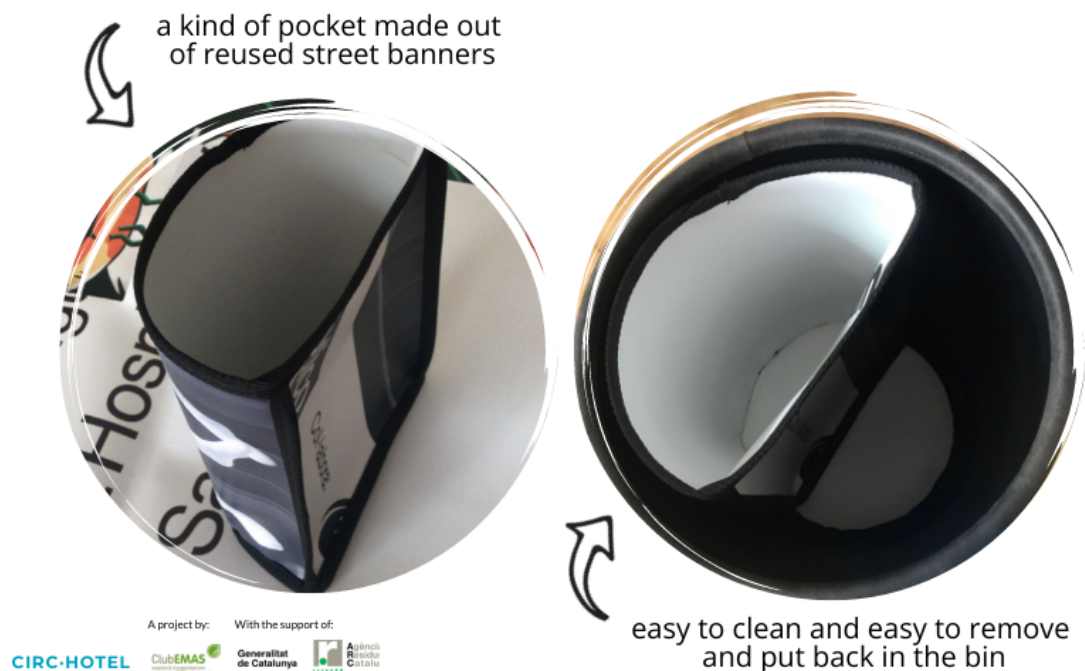
## Circular Economy in the Hotel industry: from challenges to action!

Some good practices that can inspire you!

### Waste segregation

- Provide the customer with the necessary information and bins for waste segregation.
- Adapt existing bins so that they do not have to be replaced.

## Adaptation of the waste bin



- If there is not enough space or the waste bin does not allow the integration of a separator, ask the customer to leave the glass or paper waste on the table.

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Déjanos sobre la mesa, el personal se ocupará de reciclarlos ¡Gracias!

Deixa'ns sobre la taula, el personal s'ocuparà de reciclar-nos. Gràcies!

Leave us on the table, the staff will take care of recycling us. Thank you!

Laissez-nous sur la table, le personnel se chargera de nous recycler. Merci !

Lassen Sie uns auf dem Tisch liegen, das Personal wird sich um das Recycling kümmern. Danke!

Deixe-nos sobre a mesa, o pessoal encarregar-se-á de nos reciclar. Obrigado!

把我们放在桌子上，工作人员会负责回收我们的。谢谢你!

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### Laundry

- Replace single-use customer laundry bags with reusable bags. Alternatively, avoid bagging, ask the customer to leave the linen with the delivery note and have the staff put the linen in a reusable bag.
- Agree with the external laundry provider to remove and deliver linen and towels in reusable boxes or bags without single-use plastic wrapping.



**USE REUSABLE CUSTOMER LAUNDRY BAGS**

**44 g**  
weight of 52x 46 cm non woven bag

**10 g**  
weight of 60 x 39 cm plastic bag

Reusable

### Personal hygiene products

- Eliminate individual products and opt for refillable dispensers.
- Eliminate accessories (dental kit, shaving kit, etc.) and offer the customer the possibility to request it in case he/she has forgotten a product.

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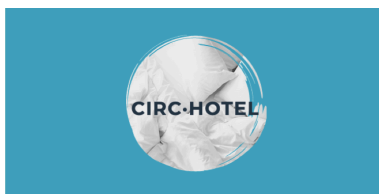
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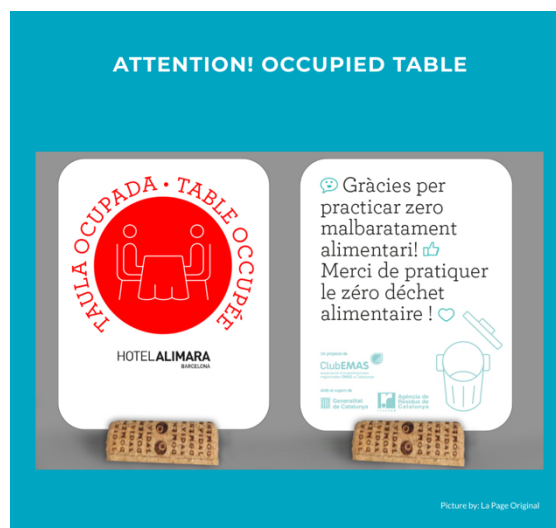


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### Food and beverage

- Eliminate water packaged in single-use bottles, offer the option of tap water as long as it is fit for consumption or offer water filtered in the establishment itself.
- Choose coffee machines without capsules.
- Eliminate individually packaged products from the breakfast buffet, except those for coeliacs, which should be packaged to avoid possible cross-contamination.
- Use dispensers for drinks, preserves, cereals, etc. and buy the product in bulk or large format, products with less or returnable packaging.
- Provide the customer at the entrance of the breakfast buffet with a sign to identify that the table is occupied and ask him/her to return it at the end.
- This allows the staff to identify if the customer is still occupying the table and avoids early table clearance. Often food that the customer was still consuming is thrown away and it also generates the need to wash more dishes, cutlery, napkins, etc.



### In the kitchen

- Reduce the consumption of plastic film by using gourmet lids (better if they are made of stainless steel because they are more resistant and durable than those made of other materials), reusable lids, for example, adjustable silicone lids, etc.

### Reduce food waste

- Properly plan food preparation based on forecasts.
- Use smaller dishes at the buffet.
- Raise customer awareness to prevent wastage.
- Implementation of show cooking.
- Use of gourmets or smaller trays and replenishment of the buffet based on the consumption of each product.
- Assessing and adapting portion sizes. Offer the possibility to have small, medium or large portions.

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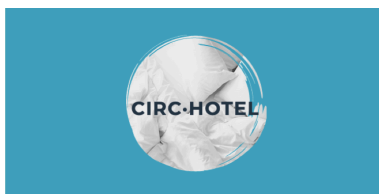


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- Preparation of small individual portions to prevent customers from serving themselves an excessive amount of food.
- Use surpluses for the staff canteen.
- Adopt appropriate food hygiene protocols to be able to preserve and donate unconsumed food to social programmes or to be sold on food waste prevention platforms.
- Develop recipes and dishes with parts of food that are not usually consumed but are edible (citrus peel, leaves and stalks of certain vegetables, dried bread, etc.).
- Study and assess the waste that is generated, e.g. through regular inspections or the use of smart bins that weigh and identify the type of waste that is thrown away in the kitchen organic waste bin.
- In the case of picnics, limit packaging as much as possible. If the customer plans to return the same day, opt for reusable containers for both food and drink.

### At the bar

- Eliminate all single-use plastic products and use leftover fruit and vegetables, herbs, etc. as an alternative for decorations. For example, it is possible to dehydrate or freeze leftovers from kitchen preparation to create decorative elements in the bar.
- Even if the straws are made of paper, do not use them by default in all drinks, use them only for those drinks that require them due to their consistency or in case of express request by the client.

### Organic waste management

- Use organic waste to generate compost and reuse it for the maintenance of green areas or donate it to the community. You can also give the organic waste to local farmers so that they can use it to fertilise their fields and commit to buying some of the local produce from these same farmers.
- Use the organic waste to generate biogas. There are now digesters, even small ones, that allow the production and reuse of biogas on site.

### When shopping

- Food: local and seasonal products, from organic farming, with as little packaging as possible and with a reverse logistics system for potentially reusable packaging such as fruit and vegetable boxes.
- Tissue paper products: choose those made from recycled fibres and with the European Ecolabel or other officially recognised eco-labels.

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- Office equipment: consider buying remanufactured equipment, check with IT about the possibility of extending the life of the equipment and ensure that the equipment is properly managed at the end of its useful life.
- Souvenirs offered in the shop: items that are truly local and better if made from reused/recycled materials.

### Cleaning products

- Products with Ecolabel or other recognised eco-labels.
- Liquid or concentrated solid products.
- Products in returnable packaging.
- Preparation of liquid or solid soap from used vegetable oil.
- Cleaning processes with ozonated water.
- Chemical leasing.
- Reduction of packaging for cleaning products such as sponges, cloths, brushes, mops, etc., and choose those made from recycled materials or renewable natural fibres.

### Work uniforms

- Avoid single-use uniform items such as hats, overalls or plastic aprons.
- Choose good, wash-resistant materials.
- Do not embroider the name of staff or the hotel so that it can be reused or donated. The tag name is the best option and also saves us from throwing away the uniform if there is a change of corporate image.
- Use pieces made of good materials and well finished so that they last.
- Do not remove the label indicating the type of fibres they are made of in order to facilitate recycling.
- When selecting colours, take into account those most suitable for the type of work to avoid staining or ageing.
- As far as possible, avoid fabrics composed of mixed fibres that mix natural and synthetic fibres. Since it is more difficult to recycle these materials afterwards.
- Try to avoid using materials with fibres that release micro-plastics during washing. If you want to buy products made of recycled synthetic fibres, choose this type of fibre for those pieces that do not require frequent washing.
- Take advantage of fabric parts in good condition to make other products that can be used in the hotel, for example, laundry bags, covers to protect material that is not used in certain seasons, etc.

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### Furniture

- Repair broken furniture or, if this is not possible, manage it so that it can be reused by others or, ultimately, useful parts can be recycled.
- When buying, choose furniture that is easily repairable and renewable, e.g. those in which parts are fitted or assembled rather than glued together, which have covers that can be washed and replaced, and also furniture that incorporates already recycled materials, e.g. frame or upholstery material.
- Choose room tables with a simple design and without drawers that can be turned if one side is damaged, thus extending its lifespan (see photo).
- Intervene early on in any renovation project to include circularity criteria.



### Flooring and carpets

- When replacing flooring or carpeting due to wear and tear, consider the possibility of using the parts that are still in good condition elsewhere in the hotel or donating them for reuse rather than throwing them away.
- When purchasing new flooring or carpeting, opt for modular or block flooring, e.g. carpet tiles, as these allow you to replace worn parts and keep those that are still in good condition.
- Choose carpets that incorporate recycled material.
- Work with suppliers that have "take back" systems for the product.
- Prioritize for flooring and carpets where it is easy to separate the different materials that make up the product to facilitate later repair or recycling.
- Verify compliance with indoor air quality standards.

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- In the case of non-synthetic materials, opt for those with a third party verified eco-label such as the European Eco-label, FSC chain of custody or PEFC for wood products.

### Mattresses

- Choose those with the European Ecolabel or other recognised eco-labels.
- Ask for mattresses that are manufactured in such a way that they can be repaired and remanufactured (for example, those in which the parts can be separated). In Europe, there are already companies that offer this alternative with a quality, durable, re-manufacturable and recyclable product.
- Work with suppliers with a "take-back" system.
- In the case that a mattress is no longer suitable for a certain category of hotel, consider the possibility of reusing it in other types of facilities.
- Extend the life of the mattress during its use phase by ventilating it so that it does not accumulate humidity or odours, protecting it with a cover, turning it over periodically, if it is a spring mattress do not fold it when it is not being used. Store mattresses correctly (with a cover or protector and without folding it so that it does not get dirty, does not get humidity and does not get deformed).

### Involve the clientele

- Be creative and use language that invites involvement.
- If you can, refer to figures in your messages and compare them to things that allow the customer to understand the magnitude of the issue, e.g. "X tonnes of waste equals X cars or elephants, etc."
- Offer a "reward" for those customers who collaborate, for example, by waiving the cleaning of the room and the change of towels and sheets. The reward can also be a contribution to an environmental or social project.

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