

ANNEX 1

With4Less tips & recommendations per business sector

CONSUMELESS ADVISOR HANDBOOK



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WITH
LESS

ANNEX 1

With4Less tips &
recommendations
per business sector

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CONSUMELESS ADVISOR
HANDBOOK

ABOUT ANNEX 1

Tourism and hospitality service providers have significant negative impacts on the environment, contributing to carbon emissions (greenhouse effect-global warming) and resource depletion.

By adopting environmentally sustainable practices, such as efficient waste management, energy conservation, water-saving initiatives, use of local, eco-labelled and renewable products and resources, tourism service providers can contribute to global efforts in mitigating climate change and resource depletion.

Implementing more environmentally sustainable and responsible practices is not just a good idea; it's becoming increasingly essential. Embracing eco-friendly practices contributes to environmental conservation, meets consumer expectations for responsible and sustainable tourism, and ensures the long-term success of their businesses in the face of global challenges.

The tips conveyed in this Handbook annex represent simple yet useful principles and practices for tourist service providers to reduce waste, water and energy consumption. They also address the use of organic and local food and other eco-labelled and renewable products and promotion of sustainable behaviours through management communication and marketing.

The tourism service providers covered here include the following businesses:

- **HOTELS AND SIMILAR ACCOMMODATIONS**
- **CAMPING SITES**
- **FOOD AND BEVERAGE SERVICE PROVIDERS**
- **SOUVENIRS AND HANDICRAFT SHOPS**
- **BEACH RESORTS**



This specific set of tips and solutions here presented are divided in two categories: **Simple** and **Advanced**.

Each category indicates the level of commitment in achieving significant results to improve the environmental sustainability and efficient resource use of the above-mentioned tourist facilities.

S = SIMPLE SOLUTIONS

Simple solutions (**S**) represent the minimum commitment for facilities to achieve improvements in reducing waste, water & energy consumption and efficient use of resources. These kinds of solutions are often feasible, irrespective of context, type of organisation and regulations.

A = ADVANCED SOLUTIONS

Advanced solutions (**A**) represent more challenging requirements that encourage the businesses to constantly make an extra effort to reduce the environmental costs and negative impacts in and around the tourist facilities.

The contents of these solutions are provided for reference purposes only, and can be detailed in the future, if necessary, by the ConsumeLess advisors and/or by tourism entities addressed and engaged.

We kindly suggest, at first, to focus on the Simple solutions and to use the Advanced solutions for subsequent initiatives.

In order to facilitate the reading of the annex, the solutions and environmentally sustainable business practices are grouped by theme.

The following themes are considered:

- ENERGY
- WATER
- WASTE
- ORGANIC, LOCAL & ECO-PRODUCTS
- MANAGEMENT & COMMUNICATION

The advisor should also check the template (ANNEX 2) prepared to be used in the field visits and in the advisory sessions, which is organised by type of tourism service providers.

ENERGY



TARGET

HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

SOUVENIRS & HANDICRAFT SHOPS

BEACH & RESORTS

S ENERGY EFFICIENT LIGHTING PRODUCTS

As light bulbs constitute a significant amount of energy consumption, the establishment ensures that, at least 30% of all light bulbs (including halogen lamps) in the establishment are energy efficient.

The most energy efficient and therefore preferred light bulbs are LED lighting, but other energy-efficient light bulbs (compact fluorescent lighting, CFL) can also be used. Energy efficient light bulbs are in most cases more expensive than non-energy efficient light bulbs, but besides being more energy efficient, these light bulbs last much longer and will not need replacement as often as not-efficient light bulbs. This reduces the costs in the long run, and it also reduces the working time spent on replacing light bulbs.

S AUTOMATIC / SMART CONTROLS

are used for internal illumination of guest rooms, cabins, bathroom and public areas or, if the lighting is not switched off automatically, guests must have highly visible information reminding them to switch off all lights before leaving the room/cabins/bathroom.

The most common system guaranteeing that lights and electrical appliances are turned off when guests leave their rooms/cabins is the "key card" system. When the key card is taken out of the holder, the electricity will shut off immediately or within 1-2 minutes after.

Other automatic systems include occupancy sensors, or motion/body heat detectors that recognise when guests leave the rooms and automatically switch off lights and electrical appliances. This can also be implemented in garages, corridors and balcony doors. Otherwise installing a dimmable lighting system, that adjust according to the light it enters inside the building.

In case it is not possible to install an automatic system in all the rooms, guests must have highly visible info reminding them to switch off all lights before leaving or when not absolutely necessary.

S HEATING & AIR-CONDITIONING CONTROL SYSTEMS

are applied according to the seasonal changes or when the establishment's facilities are not in use. A computerised system – organised by identifying and programming a set point parameter for heating and cooling - allowing to change or switch off the heating and air-conditioning system in the establishment can be centralised automatic or manual. It can also be an adjustment of the heating and air-conditioning done manually in the different parts of the establishment described in the standard operational procedures for the staff.

The control system considers the changes of season and the use or non-use of the different parts of the establishment (guest rooms, conference facilities, restaurant areas, other public areas, etc.). In addition, the AC system could be switched off at a certain time during the day to ensure that the system is not left on, otherwise a main switch-off can be operated by the key card.

S DEFINING A STANDARD TEMPERATURE FOR COOLING AND HEATING

The standard cooling temperature should be set at a minimum of 24 C° and the heating temperature at a maximum of 21 C°.

Cooling temperature, in particular, should preferably not exceed more than 8 C° outside temperature. It is strongly encouraged to have the standard cooling temperature set higher and the standard heating temperature set lower than mentioned above.

The standard temperature can be set automatically from a central system or it could be set manually in each guest room. It will still be possible for guests to have the standard temperature in their rooms changed manually or via contacting the reception.



S WRITTEN PROCEDURES FOR ELECTRIC DEVICES

There is a written procedure regarding electric devices in empty bedrooms and the automatic switch to energy saving mode (TV Computers, printers and copy machines, etc.).

The standard operational procedure should include a plan on how to reduce energy and heating in case of guest rooms not being used for shorter periods of time: it can be related, for instance, to the stand-by function of the TV being turned off or the heating/cooling temperature.

For the periods of occupancy below 50%-70%, the management should have a written policy regarding additional energy savings taking into account all electrical devices in the guest rooms as well as the heating/cooling. The written policy, for instance, can consider the fact that a certain part of the establishment (an entire floor or wing of the establishment) could be closed off during periods of low occupancy.

S DOORS ARE ALWAYS CLOSED WITH FUNCTIONING AIR CONDITIONING SYSTEM

Leaving the doors or the windows open while the air conditioning or heating system is in operation is definitely a low efficiency practice from the energy consumption point of view.

Closing the door can also turn useful to avoid the so-called "air blades" effect at the entrance of bars and restaurants, an inefficient thermal management behaviour, as well as often harmful to health.

[This tip is particularly useful for Cafes and Restaurants, Souvenirs and handicraft shops].

S OUTSIDE LIGHTING IS MINIMISED AND/OR HAS AN AUTOMATIC TURN OFF SENSOR INSTALLED

The minimisation of the outside lighting could be reached either by having the lighting automatically turned off at certain periods of the night or by installed sensors that turn on lighting when detecting movement. Different systems may apply to different outside lighting serving different purposes.

In certain areas, the outside lighting should be also minimised in order not to disturb wildlife (e.g. nesting turtles at establishments located at the beachfront in certain areas, etc.).

[This tip is particularly useful for Beach Resorts].

A HALL AND CORRIDOR LIGHTING HAS MOTION DETECTORS AND/OR DIMMABLE LIGHT FITTINGS

Dimmable light fittings and/or motion detectors turning off the light in periods without persons can be installed in halls, corridors, and passageways.

In order to reach further energy savings, an automatic system for energy-efficient lighting can be installed in public areas, such as conference room, swimming pool, gym or spa.

A INSTALLING HEAT RECOVERY SYSTEMS

A heat recovery system, e.g. refrigeration systems, ventilators, swimming pools or sanitary wastewater, is installed.

Larger energy consuming machines and equipment often produce excess heat. A heat recovery system installed for the refrigeration systems, ventilation system, swimming pools or the wastewater treatment system can recover heat to be used in other areas, such as indoor parking areas, etc.

A EXTERNAL WINDOWS AND DOORS HAVE AN ADEQUATE DEGREE OF THERMAL INSULATION OR OTHER ENERGY EFFICIENT MEASURES CORRESPONDING TO THE LOCAL REGULATIONS AND CLIMATE

Windows and doors leading to outdoors can be a significant source for high energy consumption.

An establishment located in areas with cold weather need a high degree of thermal insulation (e.g. double or triple layer glasses with U value lower than 2,5 W/m² K⁻¹), and establishments in areas with hot weather should have windows including other energy efficient measures (e.g. sun-reflecting material, blinders or other types of shade, etc.).

In areas with very hot or cold weather, the establishment could also have restrictions on the possibility for opening the windows. If there are national or local regulations regarding insulation or other energy efficient measures, the establishment must always comply with these requirements.



A NEWLY PURCHASED ELECTRIC DEVICES USED IN GUEST ROOMS, CABINS, KITCHEN, LAUNDRY, ETC. ARE ENERGY EFFICIENT (THE HIGHEST ENERGY LABEL CLASS)

To ensure that the devices are energy efficient, when available on the market, they should hold an eco-label or the first or second highest European Energy Label class (in general, higher categories appear in the green bands of A+, A++ and A+++).

In the guest rooms/cabins/food shops, there can be energy efficient TVs and radios, hairdryers, etc. In the kitchen, it can be energy efficient ovens, refrigerators, freezers, dishwashers, etc. In the washing area, it can be energy efficient laundry and drying machines, etc.

For Cafes and Restaurant, in the kitchen, it can be energy efficient ovens, refrigerators, freezers, dishwashers.

A CONSUMING ECO-CERTIFIED AND/OR RENEWABLE ENERGY

The electricity market offers several proposals related to the supply of 100% certified renewable electricity.

The cost of renewable energy has been decreasing considerably in the last decade, when compared with the cost of energy generated by fossil fuels or other non-renewable sources. In regions where the green energy cost is still higher than the electricity generated by combustion systems, for non-residential clients, this cost is often subject to bilateral negotiations between the parties, especially for big consumers.

The purchase of 100% certified renewable electricity is equivalent to reduce to zero the CO₂ emissions related to the electricity consumption of the hotel/Camping site.

This kind of action has a strong communicative impact with guests/customers.

A SOLAR THERMAL OR PHOTOVOLTAIC PANELS OR AIR-AIR HEAT PUMPS FOR DOMESTIC WATER HEATING

The use of solar energy in tourist facilities represents a great potential for energy savings.

In general, the energy demand peaks occur during the warmer months of the year, when the production of solar plants is maximum, so the heat generated with solar thermal plants or the electricity produced with photovoltaic systems can cut the peak demand (generally more expensive) and permit to save substantial energy consumption, depending on the size of the solar systems.

The technical and economic feasibility of a solar system should be evaluated on the basis of the absorbing surface available and the thermal (for solar thermal systems) and electric (for photovoltaic system) energy consumption profile.

Another interesting opportunity for high-efficiency heat production concerns the air-air heat pumps. Such devices are able to transfer part of the heat contained in the air (and therefore renewable) to a user. The energy efficiency of the heat pumps is inversely proportional to the climate rigidity and therefore well suited to the production of domestic hot water for hotels.

A ENERGY USE IS REGISTERED AT LEAST ONCE A MONTH

The records of total energy consumption should be done at least once a month.

With a small investment, it is possible to install electric consumption meters on the main counters or secondary boards of the user. These tools allow to record the consumptions with predetermined time intervals (e.g. 15 minutes), thus permitting the reconstruction of the daily load curves. In this way it is simple to identify any inefficiencies or abnormal situations.

For hotels/camping sites a useful indicator to be calculated is the energy consumption per guest night.

ENERGY



CAMPING SITES

BEACH & RESORTS

A SOLAR THERMAL SYSTEMS ARE INSTALLED, IN PARTICULAR FOR SHOWERS' WATER HEATING.

The best-known use for solar thermal plants is hot water production.

The consumption of fossil energy to produce hot water represents an essential item in the budget of a campsite. Infrastructures of this type often have the advantage of possessing already a centralised system for hot water production by a traditional heat production fossil energy system.

Moreover, even if hot water could be needed throughout the year, campsites show a peak demand mostly during the summer months, precisely those in which the production of the solar plant is more intensive.

Systems like solar showers, with a capacity of at least 20 litres of hot water (which is continually renewed in the day), can be easily installed. There is no need to carry pipes for hot water but just a simple connection of the cold-water pipe to the integrated solar collector. Operating like a regular shower, it allows to adjust the water temperature from warm too cold for the desired temperature.

A PHOTOVOLTAIC PANELS ARE INSTALLED.

The production of electricity with photovoltaic plants in tourist facilities represents a great potential for energy savings.

In general, the electric demand peaks occur during the warmer months of the year, when the production of photovoltaic plants reach the highest value. Electric energy production with photovoltaic systems can cut the peak demand (generally more expensive) and permit to save substantial energy consumption, depending on the size of the solar systems.

The technical and economic feasibility of a solar system should be evaluated on the basis of the absorbing surface available and the electricity consumption profile.

WATER

TARGET

HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

SOUVENIRS & HANDICRAFT SHOPS

BEACH & RESORTS

S STAFF & MAINTENANCE PERSONNEL HAVE A SYSTEM IN PLACE TO REGULARLY CHECK FOR DRIPPING TAPS AND LEAKY TOILETS

The standard operational procedures that are in place for the house keeping staff and cleaning personnel include regularly check for visibly dripping taps and leaky toilets.

A leaking toilet can lose 750 litres of water per day and a dripping tap can waste enough water in a day to fill a bath. In the case of dripping taps and leaky toilets being observed, corrective actions to terminate the leak are implemented.

S WATER TAPS AND SHOWERS ARE EQUIPPED WITH WATER SAVING DEVICES

Showers are the main consumers of water in hotels, accounting for an average of about 40%, while wash hand basins count for about 10% (Investing in Water - Life+ project).

In order to decrease water consumption, the management should install restrictors or aerators on taps and showers, or replace shower heads with more water efficient ones or partially close angle valves in the water supply to taps. It is important to keep in mind that such actions need to be coupled with a high-water pressure: in fact, change of devices in floors with low water pressure could be ineffective.

These devices are considered as soft-measures which are applicable to all the built-up typologies since once fitted they will reduce the flow and therefore the consumption of water. Flow restrictors can reduce water consumption by 30-40%, tap aerators by 30-50% and water saving showers by 40-50%.

For example, a standard showerhead uses about 10-12 litres of water per minute, while a water saving showerhead uses 7 litres per minute or less. As regards water saving devices applied to taps, they should guarantee a maximum consumption of 6 litres per minute.

S THERE ARE SIGNS IN THE ROOMS INFORMING GUESTS THAT SHEETS AND/OR TOWELS WILL ONLY BE CHANGED UPON REQUEST

The signs regarding the reuse of towels should be preferably placed in the bathroom of the guest room, and the signs regarding the reuse of sheets near the bed.

The signs inform guests about the standard procedure about changing sheets and towels (e.g. every third day) and give further information about the procedure if a guest would like a more frequent change than the standard procedure.

It is strongly encouraged that the establishment has a procedure in place both regarding the reuse of towels and of sheets. The signs can be produced by the establishment or be a standard sign produced by the chain of the establishment.

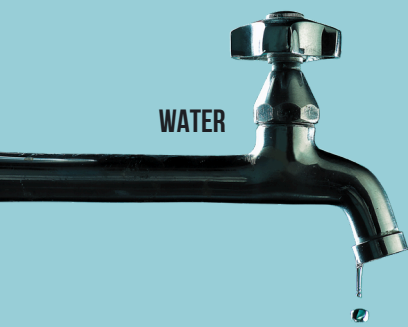
S SMART FLOWER AND GARDEN WATERING PROCEDURES ARE IN PLACE

A very simple smart watering measure, for instance, could be related to the draft of procedures foreseen watering during morning or evening hours.

On the other hand, especially in case of more extensive garden areas, specific technical measures could be implemented: for example, a moisture sensor system or a drip system aiming at minimising evaporation and providing the best impact for the roots of the plants.

It can also be the use of collected rainwater, grey water or treated wastewater for watering flowers/garden, also an irrigation system with a timer for landscaping.

In order to improve landscape and environmental performance, endemic and indigenous plant should be planted.



S GUESTS HAVE BEEN GIVEN HIGHLY VISIBLE INFORMATION REMINDING TO TURN OFF WATER TAPS AND SHOWERS, IN CASE THEY ARE NOT FITTED WITH AUTOMATIC CONTROLS

The information reminding guests to turn off water taps and showers should be given both at the reception and applying signs when needed.

The signs can be produced by the establishment or be a standard sign produced by the chain of the establishment.

S TOILETS ARE LOW FLUSH VOLUME AND/OR ARE EQUIPPED WITH WATER SAVING DEVICES.

New efficient low flow toilets available on the market use an average of just 4.5 litres per flush, compared to older models that use roughly two or three times more than that.

Additionally, it is possible to install dual flush toilets having a split flush button which gives the user the choice of how much water to use. Dual flush toilets typically use 3-6 litres of water opposed to the old-style flush systems which use a massive 9-12 litres per flush.

If it is not feasible to change all toilets, the water used in flushing can be reduced significantly (about 6 litres per flush) by manually fixing the floater of the water tank or by placing a brick or full water bottle in the cistern (effectively displacing some of the water).

A WASH HAND BASINS OR SHOWERS IN PUBLIC AREAS ARE FITTED WITH AUTOMATIC CONTROLS

The application of on-off switch devices on wash hand basins or showers permits the user to stop water flow by pushing a button, therefore water flow can be stopped when the user is lathering, to be immediately resumed to continue the flow.

Another possibility is to install a shower timer in order to help the user gauge the time spent showering: an alarm goes off after a pre-set time to make the user aware that she/he has exceeded the intended 'showering time'.

Since water consumption when showering is directly proportional to the time spent under the shower, reduction in 'showering time' results in lower water consumption.

A RAIN WATER HARVESTING AND ITS USE IS PRACTICED IN THE ESTABLISHMENT/CAMPING SITES.

Rainwater should be collected and used for toilets or other suitable purposes, such as irrigation of the green areas of any establishment, whereas possible, but particularly on camping sites or beach resort.

This system operates by collecting water from roofs, storing it in an underground tank and pumping it up to a feeder tank. More commonly an on-demand pump is used to supply water from the rainwater tank to wherever there is a demand for the water.

A rain harvesting system can provide water to replace up to 50% of mains supply for non-potable water use. The pipe work for rainwater should be clearly marked to differentiate it from main supply.

A WASTEWATER IS RE-USED IN COMPATIBLE USAGES

Facilities can have different tiers of rejected water (toilets flushing, washing, cleaning, water generated from Reverse Osmosis processes) that should be reused according to compatible uses.

For example, the treatment of water originating from baths, showers and hand washbasin (which is usually less polluted than water originating from kitchens and washing machines) involve simple diversion and in-line surge tanks with coarse filtration with subsurface garden watering and irrigation purposes only.

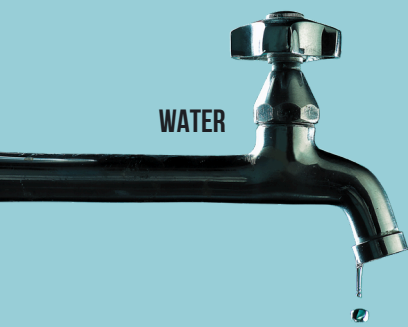
More sophisticated systems that involve storage, fine filtration, biological treatment and UV disinfection and pumping offer greater economic value when used for toilet flushing, laundry washing and garden irrigation applications.

Using these waters to flush toilets, as fertiliser of the green areas of the establishment or elsewhere appropriate, can reduce water consumption approximately by 20% (Investing in Water - Life+ project).

It is likely that in most cases, wastewater recycling will not be possible due to a plumbing infrastructure which does not permit the separate collection of grey from black-water (i.e., waste water from showers and wash-hand basins separate to that from toilets). In some cases, lack of space for a grey-water treatment plant could also make this option unfeasible, despite the fact that grey-water treatment plants do not require significant space.

In these situations, it would be highly beneficial for renovating hotels to ensure that their waste water collection systems for showers and wash-hand basins are separate from the toilet waste water collection, and that there is a possibility to introduce a separate feed line for toilets.

This would allow the hotel to implement grey-water treatment technology when renovating. New tourist facilities should also be built with this infrastructure already in place, allowing operators the possibility of introducing grey-water treatment.



HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

SOUVENIRS & HANDICRAFT SHOPS

BEACH & RESORTS

A REGULAR CHECKS OF THE SWIMMING POOL AND CORRECT PROCEDURES FOR CLEANING THE POOL AREAS

Leaks in outdoor or indoor swimming pools can significantly increase water consumption.

The monitoring system can be in the form of a visual inspection around the swimming pool, but it is a better solution to install a separate water meter monitoring.

It is strongly recommended that the inspection is carried out daily. Also correct procedures for the cleaning of pool areas could turn useful to prevent water losses. (e.g., ensuring that hoses have not been left open).

CAMPING SITES

BEACH & RESORTS

FOOD & BEVERAGE PROVIDERS

A APPROPRIATE SYSTEMS TO AVOID CONTINUOUS FLUSHING IN URINALS ARE INSTALLED: E.G. BY USING BUTTONS, MOTION-DETECTORS, ETC.

The urinals should either have detection sensors or a “push” button (not flushing more than 3 litres per minute).

Each urinal should have individual sensors. Waterless urinals can also be installed: they use cutting edge technology that eliminates the need for flush or low flush urinals, guarantying at the same time hygienic conditions and the absence of odour.

A NEWLY PURCHASED COVER OR TUNNEL DISHWASHERS MUST NOT CONSUME MORE WATER THAN 3.5 LITRES PER BASKET

New purchased professional cover or tunnel dishwashers in the kitchen should not exceed an average water consumption of 3.5 litres per basket (as reported in the technical datasheets and manuals).

A INSTRUCTIONS FOR SAVING WATER AND ENERGY DURING OPERATION OF DISHWASHERS MUST BE DISPLAYED NEAR THE MACHINE

The instructions for using the dishwasher in the most environmentally friendly way to save energy and water should be placed by the machine and presented in an easily understandable way (few sentences in appropriate languages or pictograms and icons).

The instructions could include indications about only starting the dishwasher when the basket is full, using correct dose of detergent, sweeping of food before loading the dishwasher, using correct dishwasher programme, etc.

WASTE

TARGET

HOTELS AND ACCOMMODATIONS

CAMPING SITES

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S A WASTE SEPARATION AND MANAGEMENT SCHEME FOR RECYCLABLE WASTE IS IN PLACE IN COMMON AREAS ACCORDING TO THE LOCAL SELECTIVE COLLECTION SYSTEM

Examples of the types of separated waste are paper, cardboard, metal, cans, glass, plastic, bottles with refund, organic waste, garden waste, cooking oil, etc.

The waste sorting areas should be easily accessible to the staff and instructions/signs clearly indicating how to separate the waste should be made available for the staff. Establishments with kitchens should separate waste in the kitchen, if possible.

Separate bins for separated waste or one bin with separation for separated waste can be placed in the shop, corridor, lobby, restaurant, conference areas, parking areas, bars, etc. It is very important to give clear instructions/signs (preferably illustrations or icons) indicating the different bins/compartments for the different waste categories.

The separation scheme within the specific sites of the establishments should align also with the local/municipal network of bins in the proximity of the targeted establishment. The management has to provide documentation showing that waste collection is done according to the municipal rules.

S DISPOSABLE AND CONSUMABLE GOODS, WHEN POSSIBLE, ARE MINIMISED: REDUCTION OF SINGLE DOSE PRODUCTS BOTH IN ROOMS AND RESTAURANTS; DRINKS SERVED IN REUSABLE OR RETURNABLE BOTTLE OR DISPENSER, ETC.

Particularly for Food and beverage services, single dose packaging, when possible, are minimised, and durable dishes, glasses, and cutlery are used.

It is strongly encouraged that the establishment minimises the use of disposable (single use) products. In guest rooms, toilets in public areas and toilets/showers in staff areas, individually packaged single dose containers of shampoo, shower gel and soap should be substitute with dispensers.

It is strongly recommended that bars & restaurants reduce the use of disposable single-dose products, sugar, jam, yogurt, butter, cream and similar food products should be served in bowls and jars. For example, sugar bowls should be preferred to single dose packets, jams should be served in bowls or jars and vinegar and oil in refilled jugs.

Dish meals in the dining areas of hotels, camping and beach resorts can be prepared with projections on preparing meals from the leftovers generated on previous meals. It is strongly encouraged to pay attention during the ordering of supplies, since waste reduction starts from this.

The packaging of the supplies should be carried out in reusable packages taking into account that they can be returned to the producer for future use. In case this is not feasible, the selection of suppliers that don't use disposable packages should be prioritised as the first choice when searching for suppliers.

Moreover, the ordering of the supplies, especially when considering the food supplies, should be done by making use of the minimum number of stocked food products while avoiding overloading non-consumable products. Food supplies or medicinal products with expiring dates should be managed with exceptional attention, thus consuming stocks with the shortest expiring date in the first place.

A table sign could invite guest to feel just like at home when enjoying the breakfast buffet, reminding them politely to finish everything they take from the buffet.

The possibility of offering tap water depends on the quality of the water itself. If the quality of the tap water allows, it can be offered as it is or it can be filtered before being offered. The tap water should be offered to guests in restaurants and meeting rooms, but it could also be offered to guests at the reception, in guest rooms, etc. Where possible, organise an award system for customers that bring their refilled glass with them (especially for Food and beverage service providers).

WASTE



HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

BEACH & RESORTS

In case the management chooses to have individually packaged single dose containers, the packaging material should be as environmentally friendly as possible by having an eco-label or be recyclable or biodegradable.

In case the management decides to use disposable cups/glasses, plates and cutlery it should be only done in certain limited circumstances/areas, namely in the pool areas, at certain events, in fitness and spa areas or in connection with take-away of food and drinks. In this case, it is recommended to use biodegradable products instead of plastic ones. Durable dishes, glass and cutlery should be used instead of disposable ones.

Grind the remaining guest soaps. Use them as laundry detergent. Donate leftover or used old furniture and appliances.

S HAZARDOUS WASTE ARE DISPOSED AND/OR RECYCLED IN ACCORDANCE WITH CURRENT ENVIRONMENTAL LAWS

Waste oils are recycled in accordance with current environmental legislation – Particularly for Cafes and restaurant.

Examples of the types of separated hazardous chemicals are oils, batteries, pesticides, paints, light bulbs, cleaning material, swimming pool disinfectants and other disinfection substances, etc.

Waste batteries, in particular, should be collected and sent to authorised recycling facilities as foreseen by the EU directive.

Waste oils used in kitchens should be collected separately and sent to authorised recycling facilities in accordance with the current environmental legislation.

Clear instructions should be made available to the staff. The separated hazardous chemicals should be stored safely in compliance with relevant legislation.

It is strongly encouraged that the hazardous chemicals are located in a locked room separated from other waste. Besides the separation and safe storage of hazardous chemicals, the management is encouraged to reduce the amount of these types of chemicals or substitute (when available) by products less harmful for the environment.

S THE USE OF PAPER IS REDUCED AND THE PURCHASE OF RECYCLED AND/OR ECOLOGICAL PAPER INCREASED

The initiatives to reduce the use of paper can include the limitation of paper available in the guest rooms and meeting rooms, for example: a few pieces of paper available only in a smaller format (A5 instead of A4), paper only available upon

request, paper only available at a central table in the meeting rooms, accessibility to tablets for writing notes, etc.

Inside Food and beverage service providers, paper menus can be replaced with QR codes inserting menus on the visitor's tables.

In offices, the initiatives can include a promotion of electronic administration and management documents (e. g. invoices) and the encouragement to limit the printing of documents, to print on both sides and/or to reuse paper for notes (the backside of prints).

Staff in other areas than offices (e.g. front desk staff) can also be encouraged to reduce the use of paper, when possible.

Paper purchased should be preferably recycled and/or awarded with an internationally or nationally recognised eco-label.

SOUVENIRS & HANDICRAFT SHOPS

S CUSTOMERS ARE ENCOURAGED TO USE REUSABLE BAGS

Customers should be encouraged to use reusable bags, charging them the cost of single use bags and/or awarding customers who bring their own bag.

In case single use bags are needed, plastic bags should be substituted with biodegradable ones.

S MEASURES FOR MINIMISING PACKAGING AND USING MONO-MATERIAL PACKAGING ARE IN PLACE

When possible, mono-material packaging (paper or plastic) should be preferred to composting or mix packaging.

The use of plastic bowls for food (e.g. cheese) should be minimised and the weight of bags reduced.

Products with reduced packaging (concentrated detergents, soap recharges, bottled drinks with a refund scheme) should have a higher visibility, putting them together in a "special" corner or using stickers and labels to differentiate them from the other ones.

WASTE



HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

BEACH & RESORTS

A GUESTS HAVE THE POSSIBILITY TO SEPARATE WASTE BOTH IN THEIR ROOMS AND COMMON AREAS.

Separate bins for separate waste or one bin with separation for separate waste can be placed in the guest rooms.

It is very important to give clear instructions/signs (preferably icons or illustrations) indicating the different bins/compartments for the different waste categories. It is alternatively possible to have a system of separate waste placed in separate locations (e.g. paper and newspaper on the table, bottles and cans next to the bin and other waste in the bin).

The cleaning staff should be trained on the correct separation of plastic, paper and glass to be collected in rooms.

A CONCENTRATED CLEANING PRODUCTS AND DETERGENTS (OR PURCHASED IN REUSABLE CONTAINERS) ARE USED

Cleaning products used should be concentrated products or should be purchased in reusable containers.

The use of dishwasher and laundry detergents, in any case, should be kept at a minimum (using the correct dosage).

A FOOD WASTE REDUCTION MANAGEMENT POLICY IS IN PLACE

An effective food waste management policy should include a wide range of measures considering:

- the reduction of food waste at source avoiding over-purchasing, over-stocking and unnecessary spoilage and inspecting food quality upon delivery;
- a menu properly planned and regularly reviewed obtaining feedback from guests on their preferences for portion size and meal types;
- lighter portion for dishes available in the menu;
- proper management of the quantity of food in buffet (when available), e.g. providing smaller plates encouraging the customers to head back for refills and asking for an extra fee for leftover food;
- increase of the customers awareness to help prevent over-ordering and encouraging them to use doggy bags to take leftovers home;
- donation of surplus food to recycling or charitable organisations in compliance with local requirements and/or established guidelines.

A ORGANIC WASTE IS COMPOSTED, IF SUITABLE AREAS ARE AVAILABLE

To reuse the amount of waste from organic sources, the establishment should have a system for composting its organic waste (food waste and/or garden waste).

Organic waste should be composted on the premises of the establishment following the standard methods on the matter, and later reused.

It is important that composting should be done without affecting the hygiene for the guests, staff and surrounding community.

SOUVENIRS & HANDICRAFT SHOPS

A PRODUCTS ON TAP ARE AVAILABLE (BEVERAGES, DETERGENTS, CANDIES, ETC.).

It is encouraged, when possible, the on tap selling of selected categories of products, making use of reusable bottles or other kind of containers.

In particular, beverages (milk, wine, juices), dry food (cereals, rice, beans, etc.), candies, detergents such as dish-washing liquids and laundry liquids.

A DISCOUNTED RATE IS APPLIED TO FOOD PRODUCTS WHICH HAVE A CLOSE EXPIRY DATE.

When food products like fresh cheese and yogurt (but also snacks and biscuits) are near the expiry date, they can be sold applying a discount which is higher as the expiry date is nearer. These special offers should be visible and clearly communicated to customers.

As an alternative, expired products could be donated to recycling or charitable organisations in compliance with local requirements and/or established guidelines.



LOCAL & ECO FRIENDLY PRODUCTS

TARGET

HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

SOUVENIRS & HANDICRAFT SHOPS

BEACH & RESORTS

S LOCAL AND ORGANIC FOOD, WINE, LOCAL HAND-CRAFTED PRODUCTS AND NATIONAL OR INTERNATIONAL ECO-LABELLED PRODUCTS ARE PROMOTED AND MORE VISIBLE INSIDE THE TOURIST SERVICE

Whenever possible, local food should be offered to customers in order to lower the environmental footprint from reduced transportation and to stimulate local economy.

At least 5 of the following products should be partly sourced locally: Milk, Eggs, Fruit, Vegetables, Oil, Pork, Beef, Lamb, Chicken, Fish, Mineral Water, Beer. Furthermore, the wine list should include an offer of locally produced wine. A minimum of five types of products are mentioned, but it is advisable to include additional ones, which should be progressively increased.

Whether a product is locally produced would depend on different circumstances, but a distance of less than 100 km from the source of production to the establishment is normally recommendation as a product being locally produced.

When purchasing products, it is also recommended that they are recognised as organic. This policy should be properly communicated to the staff.

In general, the management is also encouraged to sell products having an international or national recognised eco-label (please check the chapter on the ConsumeLess Advisor Handbook).

Higher visibility should be given, putting these products together in a "special" corner or using stickers/labels to differentiate them from others.

S THE MENU CARD OR THE BUFFET HIGHLIGHTS THE PRODUCTS THAT ARE ORGANIC, ECO-LABELLED, FAIR-TRADE LABELLED AND/OR LOCALLY PRODUCED

To increase the awareness of the guests, the establishment should clearly indicate which products are organic, eco-labelled, fair-trade labelled and/or produced from local sources. This could be done on the menu card or on signs on the buffet.

Although this criterion mainly relates to guest menu cards and/or buffets, it is also encouraged to properly communicate this policy to the service staff, when possible.

A INITIATIVES TO BUY SEASONAL PRODUCTS, LESS MEAT PRODUCTS AND NO PRODUCTS FROM ENDANGERED FISH, SEAFOOD OR OTHER SPECIES ARE IN PLACE

The use of seasonal products reduces the environmental footprint created by transportation, and the reduction of meat products reduces the environmental footprint related to farming and production.

The use of products from endangered fish, seafood or other species is in contradiction with the efforts for conservation of biodiversity.

As part of the purchase policy, the management should avoid buying genetically modified organisms (GMOs), choosing fish and seafood with the Marine Stewardship Council (MSC) label or in line with WWF's fish and seafood recommendations, taking animal welfare into consideration when purchasing meat products.

It is encouraged to properly communicate this policy to the staff canteen.

A ECO-LABELLED CLEANING PRODUCTS ARE USED

As part of the purchase policy, the management is strongly encouraged to purchase all-purpose cleaners, detergents for dishwashers, hand dishwashing detergents and laundry detergents awarded with an internationally or nationally recognised eco-label (EU ecolabel, Nordic Swan, Blue Angel, etc.).

A ECO-LABELLED PERSONAL CARE PRODUCTS ARE PROVIDED FOR THE GUESTS

As part of the purchase policy, the management is strongly encouraged to purchase soaps, shampoos, hair conditioners, body lotions and creams awarded with an internationally or nationally recognised eco-label (EU ecolabel, Nordic Swan, Blue Angel, etc.).

MANAGEMENT AND COMMUNICATION

TARGET

HOTELS AND ACCOMMODATIONS

CAMPING SITES

FOOD & BEVERAGE PROVIDERS

SOUVENIRS & HANDICRAFT SHOPS

BEACH & RESORTS

S INFORMATION ABOUT AND INTERPRETATION OF THE NATURAL SURROUNDINGS, LOCAL CULTURE, AND CULTURAL HERITAGE IS PROVIDED TO GUESTS, AS WELL AS EXPLAINING APPROPRIATE BEHAVIOUR WHILE VISITING NATURAL AREAS, LIVING CULTURES, AND CULTURAL HERITAGE SITES

The information includes encouragement for guests to visit natural surroundings, informing them, where relevant, about the local biodiversity and the existence of natural protected areas.

For visits to natural protected areas, cultural and/or historically sensitive sites, the information includes the encouragement to follow established guidelines or code of conduct in order to minimize visitor impact and maximize enjoyment.

The information can be obtained from the reception, an environmental corner in the lobby, via TV monitors in the public areas or in the guest rooms, or be placed in binders in the guest rooms. Although the information is directed towards guests, the establishment is also encouraged to provide similar information for the staff.

S GUESTS/CUSTOMERS ARE INFORMED ABOUT LOCAL ENVIRONMENTAL INITIATIVES AND ACTIVITIES IN WHICH THEY CAN PARTICIPATE

The awareness raising activities could include encouragement to participate in National and International events related activities (e.g. Earth Day, Clean the World, European Mobility Week), nature guided tours to the green areas, involvement in tree-planting events, other special environmental events, organisation of sustainable development activities for local schools or communities, charity events, etc.

The management is also encouraged to contribute to support of biodiversity conservation, including supporting natural protected areas and areas of high biodiversity value.

S GUESTS/CUSTOMERS ARE INFORMED ABOUT LOCAL PUBLIC TRANSPORTATION SYSTEMS, SHUTTLE BUS OR CYCLING/WALKING ALTERNATIVES

To encourage the use of sustainable transportation, the management should provide information about cycling & walking alternatives to the private car use:

- local public/private transportation systems (bus, train, metro, tram, boat, etc.)
- shared taxis/minibus systems/car sharing;
- the possibilities for using shuttle buses provided by the establishment;
- for the guests/customers using electric cars, the establishment could have a smart electric vehicle charging station or inform about the nearby locations for charging electric cars;
- other means of transportation including cycling opportunities and walking alternatives (if possible, bicycles can be borrowed or rent directly from the establishment).

The information can be obtained from the reception/concierge, an environmental corner in the lobby, via TV monitors in public areas or in guest rooms, or in binders in the guest rooms/cabins

S ECO-LABELLED CLEANING PRODUCTS ARE USED

As part of the purchase policy, the management is strongly encouraged to purchase all-purpose cleaners, detergents for dishwashers, hand dishwashing detergents and laundry detergents awarded with an internationally or nationally recognised eco-label (EU ecolabel, Nordic Swan, Blue Angel, etc.).

SOUVENIRS & HANDICRAFT SHOPS

S SHOP WINDOW LIGHTING IS REDUCED DURING CLOSURE

For commercial reasons the lights of shops and shop windows often remain turned on even during the night. In many cases this choice depends on security issues related to the adjacent spaces of the shop. It should be assessed carefully the lighting level required using special motion sensors and high efficiency devices (LED).

MANAGEMENT AND COMMUNICATION



A THE MANAGEMENT HAS IMPLEMENTED A LONG-TERM SUSTAINABILITY MANAGEMENT SYSTEM WHICH ADDRESSES ENVIRONMENTAL, SOCIAL, AND CULTURAL ISSUES. THIS MANAGEMENT SYSTEM SHOULD INCLUDE A POLICY WITH SPECIFIC GOALS (AVAILABLE TO ALL STAFF) AND THE MONITORING OF THESE GOALS

To ensure an overall frame for the sustainability work, a long-term sustainability policy should describe the overall aims and level of ambition in relation to management, training, information and awareness raising activities.

The sustainability policy includes environmental issues as well as have references to social and cultural, issues.

It is a general statement with a commitment for continuous improvements.

To ensure more concrete results, specific goals to be reached in the coming 1-3 years and an action plan of how to reach (and monitor) them in the coming years should be formulated.

All the staff should be informed about the sustainability policy and the goals which have been set.

A THE MANAGEMENT MUST ESTABLISH ACTIVE COLLABORATION WITH RELEVANT STAKEHOLDERS.

An active collaboration with relevant stakeholders should be ensured in order to enhance the active role the facility plays in creating environmental awareness in the local area and promoting environmentally friendly practices to collaboration partners.

This collaboration could also refer to social and cultural issues. Where appropriate, it is encouraged a cooperation with stakeholders involved in the protection of local historical archaeological properties and sites.

The relevant stakeholders (at least one type should be selected) could be non-governmental organisations, local community groups, local authorities, local residents, local schools, suppliers, etc.

In order for the collaboration to be considered, it should be an active two-way collaboration between the facility and the relevant stakeholders.

ANNEX 1

With4Less tips & recommendations per business sector

CONSUMELESS ADVISOR
HANDBOOK



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