ABOUT GREENVIEW

With offices in the United States and Singapore, Greenview supports hospitality organizations with their corporate responsibility and sustainability platforms to drive profitability, streamline data management, keep up with trends and provide effective communications for their stakeholders by leveraging the power of data, common guidelines, best practices, and innovation. We work with you to set strategies, develop programs, measure, and report on sustainability, social responsibility, and ESG. We also offer a specialized online sustainability data platform to make routine tracking, reporting and advancing in sustainability easy.

Greenview has a niche focus and expertise in the hotel industry and work with many of the hotel industry’s leading chains including Marriott, IHG, Wyndham, Mandarin Oriental, Hyatt, and Hilton. Beyond hotel companies, Greenview works with research institutions, destinations, and cruise lines to catalyze sustainability as the industry’s thought leader.

Greenview also developed and launched the Greenview Portal, an online platform for hotel owners, operators, and customers to track, benchmark, report, and improve on various aspects of environmental and social performance. It was named among the top 10 tech solutions in Travel & Hospitality in Asia Pacific by CIO Outlook for 2018.

In addition, Greenview launched several innovative industry initiatives including the Cornell Hotel Sustainability Benchmarking Index, the Hotel Footprinting Tool, and the Hotel Owners for Tomorrow coalition.

www.greenview.sg
Twitter: twitter.com/greenviewing
Instagram: instagram.com/greenviewing
linkedin.com/company/greenview
Greenview’s online platform for hotel owners, operators, and customers to track, benchmark, report, and improve on various aspects of environmental and social performance. We manage data and perform evaluations for hundreds of hotels, venues, and commercial properties every year, and developed the Greenview Portal for hotels and hotel companies to use the Portal as their own sustainability management system.

One place to collect all your sustainability data

Store all your sustainability data including energy, water, waste, carbon, sustainable practices, efficiency programs, and community and giving.

Real time benchmarking of sustainable practices

Benchmark against your competition to stay ahead of the game. Trends data are available for city, country and global with growing data set.

Action-oriented dashboard

The dashboard provides a snapshot of your progress, performance, to-dos, missing data, latest trends data to keep you current.

Automatic calculation of key metrics

Property’s carbon footprint is automatically calculated and industry specific key metrics such as per occupied room, per guest stays are available through the Portal.

Guidance on 50+ attributes (and growing)

We understand not everyone is proficient in sustainable practices. The Portal can be used as a library of resources on various sustainable practices from low to high level of difficulty.

Assess your risks and potential impacts

Based on the location of the property, the Portal provides water risk assessment and biodiversity reports.

Unlimited number of users under the same property or portfolio

We understand that sustainable practices at a hotel covers all functional areas. So a property can have users from front desk, housekeeping, engineering, without incurring additional fees.

Client ready HCM reporting capability

It is becoming common practice for customers to request an environmental footprint report, which can be pulled in a few seconds in client ready format.

Please email support@greenviewportal.com to sign up. If you have a portfolio of hotels (e.g. owner, management or brand company), you will be eligible for a portfolio discount.
ABOUT THE COMPARE REPORT

The free compare report provides a quick snapshot of your responses to the Green Lodging Trends Report survey, with each benchmarked among the data set globally. The information contained in this report is confidential. It will only be shared with the survey participant, and if applicable, the management company of the property.

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
<th>Participant Compare Report</th>
<th>Your Response</th>
<th>Global</th>
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<tr>
<td></td>
<td></td>
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<td></td>
<td>All</td>
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<td></td>
<td></td>
<td></td>
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<td>Full Service</td>
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<td>4</td>
<td>Monthly</td>
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<tr>
<td>7</td>
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<td>8</td>
<td>Comment/Suggestion Process</td>
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<td>Aligned with best practice</td>
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<td>Staff Recognition</td>
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<td>10</td>
<td>Staff Commitment Letter</td>
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<td>Room for improvement</td>
<td>33%</td>
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<tr>
<td>11</td>
<td>% Non Smoking Guestrooms</td>
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<td>Hotel is among the leaders</td>
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<td>% Non Smoking Guestrooms</td>
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<td>% Non Smoking Guestrooms</td>
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<td>14</td>
<td>% Non Smoking Guestrooms</td>
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<td>CO and Radon Routine Testing</td>
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<td>Room for improvement</td>
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<td>18</td>
<td>Energy</td>
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<td>Room for improvement</td>
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<td>Low-VOC or VOC-free paints in renovations/additions</td>
<td>Yes, always</td>
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INTRODUCTION

The Green Lodging Trends Report is the lodging industry’s annual exercise to assess and catalyze green innovation, best practices, and awareness regarding the state of sustainability across hotels worldwide. The Report highlights and summarizes responses to 115 survey questions in these categories: Energy Management, Waste Management, Water Conservation, Health & Wellness, Back of House, Communications, Staff Involvement, Community Involvement, and Climate Action & Certification.

This year, we received data for 4,544 hotels across 61 countries. Of the overall data set, 2,202 properties were classified as City/Urban Hotels, 814 as Suburban Hotels, 607 as Resorts, 296 as Small Metro/Town, 258 as Airport Hotels, 211 as Convention/Conference Centers, 66 as Bed & Breakfast (B&B) Hotels and 11 as Serviced Apartments (the remainder of the properties are unidentified). A total of 2,271 properties of the data set were located in Asia-Pacific, 2,127 in the Americas, and 146 in Europe, the Middle East and Africa. In terms of service type, 2,564 (56%) properties were classified as full-service properties, and 1,954 (43%) were classified as limited service (the remainder <1% properties’ service type is unidentified). The responses do not represent the full data set, however, as participants were not required to answer all questions. The full data set also includes integration from other sources to augment the missing regions and hotel types.

Participants received an insightful Benchmarking Report with further peer analysis by location and market segmentation across all the best practices surveyed. One of the objectives of this report is to establish a benchmark against which one can compare one’s own property from year to year - whether that is against one’s own progress or that of other similar properties. While impossible to tell the individual stories of thousands of properties, this report includes examples of best practices in action throughout the world.

Thank you to all of you who supported this year’s Green Lodging Trends Report. Be sure to share the results with your colleagues.
ENERGY MANAGEMENT

Key Statistics:

**Common practices**
- Energy Tracking (99.4%)
- > 90% Guestrooms with Digital Thermostat (80.4%)
- > 90% Guestrooms with Occupancy Sensors (80.2%)
- > 90% Meeting Space with Digital Thermostat (80.9%)
- > 75% Interior Space with LED Light Bulbs (82.7%)

**Established practices**
- Variable Frequency Drives (74.7%)
- Benchmarking Energy Among Peers (74.4%)
- Energy Sub-Metering (63.8%)
- > 90% Meeting Space with Occupancy Sensors (62.8%)
- High Efficiency Boilers (>85% efficiency) (66.2%)
- High Efficiency Chillers (>0.5 kW/ton) (56.7%)
- Sustainable Transportation Encouragement (69.2%)
- Energy Audit Within Past Four Years (52.0%)

**Emerging practices**
- HVAC Commissioning/Retro-Commissioning (28.1%)
- > 90% Windows with Enhanced Reflective / Insulating Characteristics (38.9%)
- Electric Vehicle Charging Stations (32.5%)
- Preferred Parking for Electric Vehicles (34.0%)

**Innovative practices**
- On-Site Renewable Energy (21.4%)
Energy Tracking

- 99.4% of participants responded that they track energy, 1.1% increase from 2017 and 8.2% increase from 2016.

Benchmarking Energy Among Peers

- 74.4% benchmark energy among their peers. This practice has steadily increased since 2016 (64.9%) and 2017 (68.2%).
- Full service properties have a higher adoption rate of 76.0% compared to 62.8% of the limited service properties.
- EMEA and Asia Pacific regions indicated an increase in this practice over the last three years, while America region has stayed relatively the same since last year.
> 90% Guestrooms with Digital Thermostat

- 80.4% have over 90 percent of guestrooms with digital thermostats.

> 90% Guestrooms with Occupancy Sensors

- 80.2% have over 90 percent of guestrooms with occupancy sensors.
> 90% Meeting Space with Digital Thermostat

- 80.9% have over 90 percent of meeting space equipped with digital thermostats.

Common Practice

> 90% Meeting Space with Occupancy Sensors

- 62.8% have over 90 percent of meeting space with occupancy sensors.

Established Practice
> 75% Interior Space with LED Light Bulbs

- 82.7% have over 75% of their hotels’ interior space equipped with LED light bulb, up from 2017 (70.1%) and 2016 (54%).
- Small Metro/Town hotels scored higher at 92.7% compared to urban (82.2%), suburban (83.1%), resort (83.3%), airport (87%) and convention/conference hotels (79%).

<table>
<thead>
<tr>
<th>Service Types</th>
<th>Global</th>
<th>Full Service</th>
<th>Limited Service</th>
<th>Americas</th>
<th>EMEA</th>
<th>Asia Pacific</th>
<th>Urban</th>
<th>Suburban</th>
<th>Resort</th>
<th>Small Metro/Town</th>
<th>Airport</th>
<th>Convention</th>
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<tbody>
<tr>
<td>75% Interior</td>
<td>82.7%</td>
<td>82.6%</td>
<td>83.2%</td>
<td>84.9%</td>
<td>96.0%</td>
<td>81.8%</td>
<td>82.2%</td>
<td>83.1%</td>
<td>83.3%</td>
<td>92.7%</td>
<td>87.0%</td>
<td>79.0%</td>
</tr>
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</table>

**Common Practice**

**Variable Frequency Drives**

- 74.7% of hoteliers have installed frequency/speed drives and/or electronically commutated motors in any HVAC or elsewhere. This number has dropped since 2016 (88.9%).
- 59.6% of respondents indicated that variable frequency drives (VFDs) are used in water pumps, 52.6% are used in main air handling units and 50.8% used in elevators.
“Most of our rooms are made of natural materials and look like traditional Filipino houses. The air circulates well, and the rooms are mostly non-air conditioned.”

Coco Beach Island Resort, Philippines
Energy Audit Within Past Four Years

- 52% conducted energy audit within the past four years. This number has increased moderately since 2016 (47.0%) and with a slight drop in 2017 (43.5%).
- Convention/conference hotels have a higher adoption rate of 67.6% compared with the other hotel types. Airport hotels has the lowest rate of 30.0% for this practice.

Established Practice

HVAC Commissioning/Retro-Commissioning

- 28.1% did building re-commissioning in the past three years to improve the operation and maintenance of building systems.
> 90% of Windows with Enhanced Reflective/Insulating Characteristics

- 38.9% of hotels have over 90% of windows with enhanced reflective and/or insulating characteristics such as low-emissivity glazing, reflectivity films/coatings, gas fills, heat absorbing tints, etc. to reduce heating and cooling loads.
- Limited service hotels recorded slightly higher adoption rate of 40.0% compared to full service hotels (38.6%).

Emerging Practice

Energy Sub-Metering

- 63.8% sub-meter energy consumption in various areas of the property, an increase from 2017 (61.7%) and 2016 (43.1%).
- EMEA and Asia Pacific hotels have higher adoption rate compared to the Americas, 75.5%, 65% and 36.5%, respectively.
“We have separate meters for the rooms and kitchen, which allows us to analyze the consumption according to the covers and the number of guests in the hotel.”
High Efficiency Boilers (>85% efficiency)

- Globally, 66.2% have high efficiency boilers.
- Over 73% of urban and suburban hotels have this practice in place.

High Efficiency Chillers (>0.5 kW/ton)

- Globally, 56.7% have high efficiency chillers.
On-Site Renewable Energy

- 21.4% of hotels have on-site renewable energy.
- 9.9% indicated investing in heat pump, followed by solar thermal (5.7%), solar PV (3.9%), wind (0.7%), geothermal (0.6%), and hydroelectric (0.4%). Note, some hotels use more than one source of on-site renewable energy.

<table>
<thead>
<tr>
<th>Service Types</th>
<th>Americas</th>
<th>EMEA</th>
<th>Asia Pacific</th>
<th>Urban</th>
<th>Suburban</th>
<th>Resort</th>
<th>Small Metro</th>
<th>Airport</th>
<th>Convention</th>
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<tbody>
<tr>
<td>Global</td>
<td>21.4%</td>
<td>71.7%</td>
<td>17.3%</td>
<td>17.3%</td>
<td>77.4%</td>
<td>29.1%</td>
<td>64.5%</td>
<td>16.7%</td>
<td>12.3%</td>
</tr>
</tbody>
</table>

Innovative Practice

Sustainable Transportation Encouragement

- 69.2% provide facilities/resources such as bike storage and change rooms, subsidized public transport passes, shuttle buses, parking for low emission vehicles to encourage employees to favor sustainable transportation in an effort to reduce transportation-related GHG Emissions. This is an increase from 2017 (64.9%) and 2016 (57.1%).

<table>
<thead>
<tr>
<th>Service Types</th>
<th>Americas</th>
<th>EMEA</th>
<th>Asia Pacific</th>
<th>Urban</th>
<th>Suburban</th>
<th>Resort</th>
<th>Small Metro</th>
<th>Airport</th>
<th>Convention</th>
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</thead>
<tbody>
<tr>
<td>Global</td>
<td>69.2%</td>
<td>86.5%</td>
<td>65.8%</td>
<td>72.3%</td>
<td>72.2%</td>
<td>73.6%</td>
<td>52.0%</td>
<td>20.2%</td>
<td>40.0%</td>
</tr>
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</table>
Electric Vehicle Charging Stations

- 32.5% have electric vehicle charging stations installed, an increase of 6% since last year.

Emerging Practice

Preferred Parking for Electric Vehicle

- 34% provide preferred parking locations for guests and staff driving fuel efficient vehicles. The prevalence for this practice for the past three years is relatively the same.
“All public areas are geothermal, we use salt water in our pool facilities (pool and hot tub), we recycle paper, cardboard, bottles and use compostable Keurig cups, plastic.”

Best Western Plus Kamloops Hotel, Canada
Sharing of best practices:

**Hyatt Regency Maui Resort & Spa, Hawaii, USA**
“We are a trend-setter in the area of renewable energy and have recently installed the largest rooftop solar photovoltaic system in the County of Maui. This 598 kW system allows us to meet 10.2% of our property’s electricity needs or enough to power 2,144 homes for one year.”

**Six Senses Con Dao, Vietnam**
“Energy efficient LED lights are utilized throughout the resort and rechargeable torches are available in the villas. The whole resort is equipped with electrical buggies as opposed to petrol fueled ones. All our villas are equipped with solar panels.”

**Nana Beach Resort, Greece**
“A solar field has been installed, which covers about 30% of the needs in hot service water. The remaining 70% of hot service water is covered by state-of-the-art heat pumps of high efficiency degree (COP).”

**Terranea Resort, California, USA**
“Electric Vehicle charging stations were installed in 2014, to accommodate electric vehicles. This initiative serves as an alternative fueling station, saves gasoline and prevents greenhouse gas emissions. The charging stations are linked to GPS and appear on interactive maps including tablets and smartphones, so guests are easily able to locate and identify a place to charge their vehicle.”

**Alila Fort Bishangarh, India**
“We have solar panels installed for hot water generation and automatic voltage stabilizer installed to reduce diesel consumption.”
WASTE MANAGEMENT

Key Statistics:

**Common practices**
- Recycling in Common Areas (75.6%)
- >90% F&B with Reusable Food Service Ware (75.5%)
- Newspapers Not Delivered to Guestrooms (79.5%)

**Established practices**
- Waste and Recycling Tracking (56.0%)
- >90% Guestrooms with Bulk Soap/Shampoo Dispensers (58.5%)
- Compostable or Bio-Plastic Products (61.0%)
- Food Waste Tracking (57.7%)
- Food Waste Prevention Strategies (72.7%)
- Kitchen Grease Recycling (72.0%)
- Recycling Bins in Guestrooms (53.1%)

**Emerging practices**
- Waste Audit Within Past Four Years (27.7%)
- Elimination of Plastic Straws (49.1%)
- Elimination of Single Use Plastics (30.7%)
- Hand Dryers in Restrooms (35.0%)
- Excess Food Donations (40.0%)
- Waste Water Treated by Municipal Sewage Treatment (48.1%)
- Waste Water Treated by On-Site (if applicable) Waste Water Treatment (28.8%)
- Food Waste Composting (40.1%)

**Innovative practices**
- Waste Heat Recovery (23.1%)
- Elimination of PVC Key Cards (12.3%)
“We crush all glass bottles on-site and use for golf sand bunkers.”

The Ranch at Laguna Beach, California, USA
Recycling in Common Areas

- Globally, 75.6% recycle in all common areas of their property.
- Over 90% of suburban and small metro/town hotels have this practice in place.

>90% F&B with Reusable Food Service Ware

- 75.5% have reusable service ware for over 90% of food and beverage facilities.
Newspapers Not Delivered to Guestrooms

- 79% have newspapers available in the lobby/front desk area or central guest floor areas for guests to pick up, instead of delivered automatically to every guestroom door. Prevalence for this practice has stayed relatively the same over the last three years.

Recycling Bins in Guestrooms

- 53.1% place recycling bins in guestrooms, an increase since 2017 (43.8%) and 2016 (42.6%).
- 69.9% of limited service properties have this practice in place compared with 48.5% of full service properties.
Waste Audit Within Past Four Years

- 27.7% have conducted waste audit within the past four years, and 3.1% conducted waste audit prior to four years ago.

Emerging Practice

Waste and Recycling Tracking

- Globally, 56.0% track volume of waste and recyclables leaving their hotels including waste diversion rate on at least a quarterly basis. Prevalence for this practice has stayed relatively the same over the past three years.

- Regionally, 92.2% of EMEA properties have this practice in place compared with the Americas at 57.6% and Asia Pacific hotels at 55%.

Established Practice
>90% Guestrooms with Bulk Soap/Shampoo Dispensers

- 58.5% have bulk soap and shampoo dispensers in over 90% of their guestrooms.
- This practice is more prevalent in Asia Pacific (63.2%) than in EMEA (39.2%) and the Americas (23.2%).

Established Practice

Elimination of Plastic Straws

- 49.1% eliminated the use of plastic straws throughout the property.
- Over 30% plan on implementing this practice within the next 12 months.

Emerging Practice
“We use woven containers and wooden cutlery for take-away meals.”

137 Pillars House Chiang Mai, Thailand
Elimination of Single Use Plastics

- 30.7% have eliminated/reduced to an absolute minimum the use of single use plastics.
- 38.1% are in progress to eliminate single use plastics.
- 14.4% are planning on implementing this practice within the next 12 months.

Emerging Practice

Compostable or Bio-Plastics Products

- 61% use compostable or bio-plastic products to reduce plastic use.
Hand Dryers in Restrooms

- 35% have high efficiency hand dryers in public restrooms, and as a result have eliminated paper towels use. This is a slight increase from 2017 (30.9%) and 2016 (32.5%).

Emerging Practice

Food Waste Tracking

- 57.7% measure the amount of food waste generated and take initiatives to reduce food waste.
- Full service properties have a much higher adoption rate of 66.1% compared to limited service properties (25.6%).

Established Practice
Food Waste Prevention Strategies

- 72.7% have food waste prevention strategies.
- 45.0% adjust portion sizes to minimize guest generated waste.
- 42.6% redesign menus that allow an increase in ingredients reuse.
- 31.6% have online or in-person training on the topic.
- 29.7% have changed the size of serving vessels, serving utensils, and/or plates to discourage food wastage by guests.

Established Practice

Excess Food Donations

- 40% donate excess food to community kitchens or any other similar programs.
Green Lodging Trends Report 2018

Kitchen Grease Recycling

- 72% recycle kitchen grease, which is an increase from 2017 (68.2%) and 2016 (60.2%).
- Asia Pacific region has the lowest adoption rate among the regions at 37.8% compared with EMEA (88.2%) and the Americas (75.6%).

Established Practice

Waste Water Treated by Municipal Sewage Treatment

- 48.1% treat waste water by municipal sewage treatment.
- Asia Pacific region has the lowest uptake at 13.9% compared with EMEA at 68% and the Americas at 75.6%.

Emerging Practice
“We have sewage treatment plant to recycle waste water.”

Alila Jabal Akhdar, Oman
Waste Water Treated by On-Site (if applicable) Waste Water Treatment

- 28.8% have an on-site waste water treatment plant to treat waste water.
- Asia Pacific region has the highest uptake at 75% compared with EMEA at 24% and the Americas at 17.2%.

### Emerging Practice

**Food Waste Composting**

- Globally, 40.1% compost food waste.
Waste Heat Recovery

- Globally, 23.1% recover waste heat for reuse.
- The uptake for this practice is higher among EMEA hotels with 56.0% followed by Asia Pacific (26.3%) and the Americas (9.4%).

Elimination of PVC Key Cards

- 12.3% have implemented key cards made from paper, wood or bio-plastics, eliminating the use of key cards made from PVC.
“The resort collaborates with Chefs to End Hunger, a non-profit organization that redistributes prepared food that would normally go to waste in hotels, restaurants, and other food service operations to local food agencies serving meals to those in need. Terranea regularly donates its safely chilled and unserved surplus food to the cause. In 2017, the resort donated more than 4,000 pounds of food through this program.”
### Sharing of best practices:

**Lapa Rios Eco Lodge, Costa Rica**  
“Hotel plastic free since 2008. E.g. no straws, no bottled water, no single use plastic bags, no single use cutlery, reduction of plastic packaging and wrapping.”

**El Dorado Royale, Mexico**  
“Reusable bags for the housekeeper department, reduction of bags for gardening pruning, oxo biodegradable bags, use of reusable glasses in employee dining rooms, reusable glasses are occupied in bars.”

**Huntingdon Manor, Canada**  
“Special Sustainability training program that must be completed by all staff members. Eliminated all plastic water bottles, plastic cups in guestrooms. Switching to bulk items (jams, creamers, etc.) for breakfast, working with suppliers to limit plastic packaging, got rid of Keurig coffee machines, eliminated plastic bags for garbage and composting, switched to biodegradable cutlery/plastic for single serving items – when requested by guests.”

**Six Senses Con Dao, Vietnam**  
“We have no plastic straws on our resort, instead we use the grown lemon grass to produce our own straws. We separate the waste into paper, plastic, metal, glass, organic and toxic waste. Organic waste is composted and reused as a fertilizer in our organic garden. Other plant waste is dried, shredded and added to the compost. We produce our own drinking water by using a reverse osmosis plant and bottling it in reusable glass bottles.”

**137 Pillars House Chiang Mai, Thailand**  
“90% percent of garden and green kitchen waste is composted or turned into biochar which are in turn returned to our gardens.”

**Alila Villas Uluwatu, Indonesia**  
“We have “zero waste to landfill” project that is not sending the waste to the environment or other area outside the hotel.”

**W San Francisco, California, USA**  
“20-yard garbage compactor converted to recycling compactor.”
WATER CONSERVATION

Key Statistics:

**Common practices**
- Regular Water Tracking (98.1%)
- >90% Low Flow Toilets (75.6%)

**Established practices**
- >90% Efficient Faucets (68.2%)
- >90% Efficient Showerheads (69.7%)
- Native or Drought Tolerant Landscaping (65.4%)
- Smart Irrigation/Automatic Sprinkler Systems (54.9%)
- Low Flow Pre-Rinse Kitchen Spray Valve (51.1%)
- Water Sub-Metering (62.3%)

**Emerging practices**
- Toilet Tank Fill Diverters (33.8%)
- Rainwater Capture (26.1%)
- Grey Water Reuse (31.9%)

**Innovative practices**
- Leak Detection (22.5%)
Regular Water Tracking

- 98.1% track water consumption regularly, an increase from 2017 (91.4%) and 2016 (86.6%).
- 61.8% track water consumption on a weekly basis, while 34.5% track on a monthly basis.

Common Practice

>90% Low Flow Toilets

- 75.6% have low-flow or dual flush aimed to conserve water for over 90% of guestroom toilets.
>90% Efficient Faucets

- 68.2% have low-flow aerators for over 90% of the guestroom faucets, a significant increase from 2017 (41.6%) and 2016 (31.1%).

Established Practice

>90% Efficient Showerheads

- 69.7% have low-flow showerheads for over 90% of the guestrooms.

Established Practice
Toilet Tank Fill Diverters

- 33.8% have toilet tank fill diverters in the guestrooms.

Emerging Practice

Rainwater Capture

- 26.1% capture rainwater for property use.
- Asia Pacific region has the highest uptake at 63.4% compared with the Americas at 21.1% and EMEA at 10.9%.
“Collect rain water as our raw water.”

Alila Seminyak, Indonesia
Grey Water Reuse

- Globally, 31.9% reuse grey water.

Emerging Practice

Native or Drought Tolerant Landscaping

- 65.4% use native or drought-tolerant landscaping to reduce irrigation needs.

Established Practice
“Water from guestrooms run to water treatment system then, we are using for gardening for 100%.”

Evasion Hua Hin, Thailand
Smart Irrigation/Automatic Sprinkler Systems

- 54.9% have smart irrigation system and/or automatic sprinkler systems equipped with moisture sensors to prevent watering during or after rain.
- The adoption rate for this practice among limited service hotels are higher compared to full service hotels by 18.7%.

![Graph showing adoption rates of smart irrigation systems across different regions and hotel types.]

Established Practice

Low Flow Pre-Rinse Kitchen Spray Valve

- 51.1% of hotels use low flow pre-rinse spray valves in the kitchen. The adoption rate for this practice has increased since 2017 (47%) and 2016 (45%).

![Graph showing adoption rates of low flow pre-rinse valves across different regions and hotel types.]

Established Practice
62.3% have water consumption sub-metered in various areas of their hotel, which is the same as last year and an increase from 2016 (50%).
“Installed a water meter for monitoring the night cleaning water consumption at kitchen area.”
Leak Detection

- 22.5% have installed a leak detection system for water piping or toilet tanks. The adoption rate for this practice has increased from 2016 (18.5%) and 2017 (20.7%).
“We have 10 underground wells with meters for watering and fire prevention.”

Evasion Ana Mandara, Vietnam
Sharing of best practices:

**QO Amsterdam, Netherlands**
“42% decrease in water usage because of our grey water system. Locally filtered & Bottles still and sparkling water for every liter of water that we bottle, 1,000 liters will be donated to development countries by our partner made Blue.”

**Sheraton Vistana Resort Villas, Florida, USA**
“We have an on-site laundry that processes over 9 million pounds of linen and terry per year. We currently take final rinse water, filter (shake) it for sediments and then reuse this “high temp” water for initial wash. Savings are both in water consumption and in fuels as it takes less Natural Gas to heat the water to 180-degree wash temp. We have solar power tech charging stations on pool deck and solar powered stop signs. Several electric golf carts. We even have recycling on pool decks for trash and in smoking areas for recycling cigarette buts. As was noted previously our 135-acre resort was transitioned from potable water irrigation to gray water. All villa/room thermostats are modified to keep temperatures within specific zones (not too cold not too hot). Approximately 60% of the 1682 villas (about the size of a 3500-guest room standard hotel) now boast double pain low “e” emission, windows, sliding glass doors and have primary entry doors changed out.”

**Azul Beach Resort Sensatori, Mexico**
“All grey water (from the sewage treatment plant) is used for irrigation. No potable water is used for irrigation. Pools are only filtered up to 3% of the volume to avoid water waste.”

**Best Western Plus Wine Country Inn & Suites, California, USA**
“We have a water-cooled ice machine. I was able to capture the water after it cooled the coils in the ice machine (which is now very warm water) and deposit it into the swimming pool. This not only helps reduce the amount of water consumption, but also helps heat the pool.”

**Terranea Resort, California, USA**
“Terranea employs natural irrigation and water treatment through a series of wet ponds and vegetated wetland channels called bioswales. These wetlands enhance water quality while serving as a habitat for native avian species. First flush rainfall collection systems called Storm Filters also reduce and treat the runoff of pollutants.”
HEALTH AND WELLNESS

Key Statistics:

**Common practices**
- HVAC Filter Routinely Checked (98.3%)

**Established practices**
- CO and Radon Yearly Testing (53.9%)
- Eco Friendly Amenities (59.0%)
- Marketing (72.4%)
- Low VOC or VOC Free Paints in Renovations/Additions (68.4%)

**Emerging practices**
- Evaluate Suppliers in Human Rights Areas (40.3%)
- >90% Non-Smoking Guestrooms (48.3%)
- Portable Air Purifiers (41.0%)

**Innovative practices**
- Saline or Salt Water Chlorination (24.0%)
“Regularly monitoring the noise level to maintain authenticity of the place and to give our guests a noise free environment.”

Alila Fort Bishangarh, India
HVAC Filter Routinely Checked

- 98.3% check and change HVAC system filter regularly. The adoption rate for this practice has stayed relatively the same for the past three years.

<table>
<thead>
<tr>
<th>Region</th>
<th>Adoption Rate</th>
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<tbody>
<tr>
<td>Global</td>
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<td>100%</td>
</tr>
<tr>
<td>EMEA</td>
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</tr>
<tr>
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<td>Small Metro / Town</td>
<td>96.2%</td>
</tr>
<tr>
<td>Airport</td>
<td>100%</td>
</tr>
</tbody>
</table>

CO and Radon Yearly Testing

- 53.9% conduct test for carbon monoxide (CO) and radon regularly.
- Asia Pacific has the lowest adoption rate of 33.3% compared with the Americas (57.8%) and EMEA (59.3%).

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Eco Friendly Amenities

- 59.0% of hoteliers have offered guests eco-friendly amenities.
- Asia Pacific has the highest adoption rate of 81.6% followed by the Americas (56.7%) and EMEA (48.1%).

Marketing

- 72.4% target travelers who are concerned about health and wellness in their marketing.
“Balance Wellness by Anantara program for guest wellness – 1 Day Wellness Revival.”

Anantara Bophut Ko Samui Resort, Thailand
Evaluate Suppliers in Human Rights Areas

- 40.3% have a program in place to monitor operations and evaluate suppliers in human rights areas including modern slavery.

**Emerging Practice**

>90% Non-Smoking Guestrooms

- 48.3% have over 90% of their guestrooms as non-smoking rooms.
- Limited service properties have a higher adoption rate of 60.8% compared with full service properties at 46.4%.
- The Americas have the highest adoption rate at 95.7% followed by EMEA (82.1%) and Asia Pacific (44%).

**Emerging Practice**
Low VOC or VOC Free Paints in Renovations/Additions

- 68.4% use low- or no-VOC paints, finishes and other items for renovation and/or additions.
“Health Day for employees during which all employees that wish will be examined by various doctors at no charge.”

 Atlantica Aeneas Resort, Cyprus
Portable Air Purifiers

- 41.0% offer portable air purifiers in guestrooms upon request or in designated rooms for guests with allergies or chemical sensitivities.

Emerging Practice

Saline or Salt Water Chlorination

- 24.0% have a saline/salt water system for generating chlorine in the swimming pools.
- Asia Pacific has the highest adoption rate of 47.5% followed by the Americas (19.7%) and EMEA (17.0%).
“Salt water system in the swimming pool, jacuzzi and infinity pool.”

Hotel Arts Barcelona, Spain
Sharing of best practices:

137 Pillars House Chiang Mai, Thailand
“Healthier food options in the staff cafeteria and running a ‘biggest loser’ competition to focus staff of healthy eating. For guests we have developed a sleep therapy to aid those with sleeping difficulties.”

Best western Plus Kamloops Hotel, Canada
“We offered a bonus to any staff who quit smoking for 6 months.”

Fogo Island Inn, Canada
“Webinars on health and wellness every Friday.”
BACK OF HOUSE

Key Statistics:

**Common practices**
- Linen or Towel Reuse with Training (91.5%)
- Vegetarian Menu Options (87.8%)
- Prevention Maintenance Program (97.8%)
- >50% Green Cleaning Products (78.7%)
- Environmentally Friendly Pesticide/Insecticide Alternatives in Guestrooms (75.5%)
- Integrated Pest Management Program (91.4%)
- Local Procurement Policy (85.8%)

**Established practices**
- Housekeeping Opt-Out (51.2%)
- Sustainable Seafood Procurement (70.5%)

**Emerging practices**
- Linen or Towel Change Only Upon Request or Every 3 Days (41.3%)
- Food Grown On-Site (42.5%)
- Green Roof (34.0%)
- Soap Donation (35.8%)

**Innovative practices**
- Vegetable Garden (10.2%)
- Beekeeping (4.1%)
- >90% F&B Local Spend (17.1%)
- End-Of-Life Take-Back Vendor Arrangement (24.3%)
Linen or Towel Reuse with Training

- 91.5% have a towel reuse plan in place, which includes housekeeping training and periodic checks. The adoption rate for this practice has increased since 2017 (87.3%) and 2016 (86%).

Common Practice

Linen or Towel Change Only Upon Request or Every 3 Days

- 41.3% have linen/towel reuse program in place that changes linens every three days by default except upon guest request or check-out.

Emerging Practice
Housekeeping Opt-Out

- 51.2% have linen/towel reuse program in place that offers guests the option of opting out housekeeping services altogether for one or more nights.

Established Practice

Vegetarian Menu Options

- 87.8% have vegetarian menu options offered in the restaurants.
- Full service properties have a higher adoption rate for this practice at 95.3% compared with limited service properties at 61.2%.

Common Practice
Preventive Maintenance Program

- 97.8% have a preventive maintenance plan which checks, at least quarterly, that building energy and water equipment are functioning properly. The adoption rate for this practice has increased since 2017 (96.1%) and 2016 (93.5%).
- All service types, regions and hotel types have an adoption rate of over 90% for this practice.

>50% Green Cleaning Products

- 78.7% have at least 50% of the products used for cleaning that are green certified by a third party. The adoption rate for this practice has increased since 2017 (73.9%) and 2016 (61.9%).
Environmentally Friendly Pesticide/Insecticide Alternatives in Guestrooms

- 75.5% use environmentally friendly pesticide/insecticide alternatives in guestrooms.

Integrated Pest Management Program

- 91.4% employ integrated pest management techniques throughout their hotel. The adoption rate for this practice has increased since 2017 (86.5%) and 2016 (77.9%).
Local Procurement Policy

- 85.8% have a policy that required procurement from local supplies. This is an increase from 2017 (82%) and 2016 (74.4%).
- EMEA has the highest adoption rate of 91.8%, followed by the Americas (74%) and Asia Pacific (86.3%).

**Common Practice**

Food Grown On-Site

- 42.5% grow food ingredients such as herbs or vegetables on-site.

**Emerging Practice**
“Cooking class using some ingredients from organic garden.”

Alila Villas Uluwatu, Indonesia
Green Roof

- 34% have greenery planted on the roof. The adoption rate for this practice has increased since 2017 (28.6%) and 2016 (17.5%).

Emerging Practice

Soap Donation

- 35.8% collect all usable bathroom amenities for donation to various charities and/or staff.
- The Americas have the highest adoption rate for this practice at 79%, followed by EMEA (53.7%) and Asia Pacific (29.6%).
Sustainable Seafood Procurement

- 70.5% have sustainable seafood purchasing policy, an increase since 2017 (57%) and 2016 (62.1%).

**Established Practice**

Vegetable Garden

- 10.2% have vegetable and/or herb garden on the roof of their hotel. The adoption rate for this practice has increased since 2017 (7.8%) and 2016 (6.3%).

**Innovative Practice**
Beekeeping

- Globally, 4.1% have an apiary (beekeeping) on the roof.
“Organic herb and vegetable rooftop garden. The Chef uses the bounty from the garden daily in ARC menus, and to create culinary masterpieces in the kitchen.”

Fairmont Waterfront, Vancouver, Canada
> 90% F&B Local Spend

- Globally, 17.1% purchase food and beverages from local providers.

End-Of-Life Take-Back Vendor Arrangement

- 24.3% have agreements with vendors for end-of-life take-back for recycling.
COMMUNICATIONS

Key Statistics:

Common practices
- Written Environmental Policy(ies) (77.2%)
- Green Initiatives Communication in Guestrooms (77.9%)

Established practices
- Green Practices Shared on Website (55.3%)

Emerging practices
- Green Investment/Initiative Press Release (49.0%)
Written Environmental Policy(ies)

- 77.2% have written sustainability policy/set of policies in place. The adoption rate for this practice has increased since 2017 (74.3%) and 2016 (72.4%).

Green Initiatives Communication in Guestrooms

- 77.9% have green initiatives communicated in Guest Services Directory (or elsewhere) within the guestrooms.
Green Practices Shared on Website

- 55.3% have a space in their hotels’ website dedicated to sharing green practices. The adoption rate for this practice has increased since 2017 (51.4%) and 2016 (48.2%).

Green Investment/Initiative Press Release

- 49% have issued a press release highlighting a green investment or initiatives.
- Asia Pacific has the highest adoption rate of 78.9%, followed by EMEA (49%) and the Americas (39.8%).
STAFF INVOLVEMENT

Key Statistics:

**Common practices**
- Staff Training (90.0%)

**Established practices**
- Green Champion (64.6%)
- Green Team (70.6%)
- Green Team Budget (52.2%)
- Comment/Suggestion Process (57.1%)
- Staff Recognition (67.2%)

**Emerging practices**
- Staff Commitment Letter (33.2%)
“Staff training around proper waste management. Traceability of what happens to recycling in the municipality.”

Lapa Rios Ecolodge, Costa Rica
Staff Training

- 90.0% have staff training at least once a year on understanding and implementing green practices. The adoption rate for this practice has increased since 2017 (75.5%) and 2016 (79.4%).

Green Champion

- 64.6% have a sustainability coordinator or green champion at their property to oversee the various green initiatives.
- EMEA has the highest adoption rate at 98.2% followed by the Americas at 79.6% and Asia Pacific at 62.4%.
Green Team

- Globally, 70.6% have green team or sustainability management team. The adoption rate for this practice has stayed relatively the same over the last three years.

Established Practice

Green Team Budget

- 52.2% give their sustainability coordinator or green team a budget to implement green initiatives. This is an increase from 2017 (51.8%) and 2016 (43.8%).

Established Practice
“We have the 'Most Sustainable Department' award every two months, zero waste kits are given as present to the winning department.”

Six Senses Duxton, Singapore
Comment/Suggestion Process

- 57.1% have an employee comment/suggestion collection process for sustainability-related issues.

Staff Recognition

- 67.2% give recognition to staff members who go above and beyond with regards to sustainability. The adoption rate for this practice has increased since 2017 (59.2%) and 2016 (47.7%).
Staff Commitment Letter

- 33.2% of employees request employees to sign a commitment letter, demonstrating their commitment to participating in sustainability initiatives. The adoption rate for this practice has increased since 2017 (26%) and 2016 (21.7%).

Emerging Practice

- [Bar chart showing staff involvement by region and hotel type]
“Staff member doing a community clean up.”

Huntingdon Manor Hotel, Canada
Sharing of best practices:

Dan Hotels, Israel
“Determination of annual indices and monthly details in the framework of reports passed to the Company’s management, as well as a financial incentive for savings. In addition, managers who work in the field are evaluated by personal feedback set out in the work plan.”

Falcon Point Resort, Colorado, USA
“We are managed by East West Hospitality their level of commitment for green initiative’s goes above and beyond. I continue to sit on their EcoCare committee sharing a number of sustainable programs throughout Falcon Point and East West.”

Alila Villas Uluwatu, Indonesia
“Every month, we have a meeting with Staff Welfare Committee. Every three months, we have departmental meeting in each department. Every year, we have staff recognition event with the staff members who have delivered long service at the hotel and every year, we have staff party for hotel anniversary. In all those events, the General Manager and other management team deliver the achievement information of the hotel to all team members that the successes that we achieve (operation efficiency, the profit, staff happiness, etc.) is because of great effort and contribution from the staff members.”

Six Senses Kaplankaya, Turkey
“At the moment, there are on-going 2 separate “host of the month” initiative programs. One is driven by HR department for awarding the host who showed a good and different performance. The host is given additional 250 TL on his/her salary that month. Another incentive and awarding program have been just started; we select the “sustainable host of the month” who comes with a sustainable and feasible brilliant idea to be implemented at hotel. The host will be awarded by a SPA treatment for him/herself or by a dinner with his/her spouse. In addition to these official incentive programs, operational departments and hosts are encouraged and awarded verbally by GM. Also, a special lunch has been organized at host coffee to celebrate their success.”

Six Senses Samui, Thailand
“Sharing and motivating the team with a multitude of recognition at host appreciation days, giving awards for the best NIBI’s, which is also built into our G&O’s/ bonus structure. We’re also driving for awards such as green hotels - Gold and others, to which we will reward our hosts with gifts for doing so. Gifts - Trash Hero mugs (Stainless steel).”
COMMUNITY INVOLVEMENT

Key Statistics:

**Established practices**
- Involve Guest to Support Green Initiatives (62.7%)
- Participate in Local Conservation and Biodiversity Protection (56.7%)
- Employee Volunteering Opportunities During Work Hours (70.6%)
- Local Heritage Offerings Communicated (54.0%)

**Emerging practices**
- Hosted Events Highlighting Practices (46.9%)
- Local Conservation and Biodiversity Protection Communicated (43.2%)

**Innovative practices**
- Reward Program for Sustainable Guests (20.9%)
Hosted Events Highlighting Practices

- 46.9% have hosted a community or guest event highlighting environmentally sustainable or socially responsible practices.

Emerging Practice

Involve Guest to Support Green Initiatives

- 62.7% ask guests to support the hotel’s environmental, social and community work.
“We hosted a ‘green market’ event at our resort to promote plastic free. Vendors are not allowed to bring any plastic products into the resort. Biodegradable plates and bamboo cups and banana leaves were used as cups/plates. It is a charity event where vendors are invited to sell their sustainable product at no cost. 10% of the income from each vendor goes to charity.”

Six Senses Samui, Thailand
“We clean the beach from plastics every month, we also invite the guest to help us.”

Alila Manggis, Indonesia
Local Conservation and Biodiversity Protection Communicated

- 43.2% communicate about local conservation and biodiversity protection to guests and employees.

![Bar chart showing local conservation and biodiversity protection communicated by region and hotel type.]

**Emerging Practice**

Participate in Local Conservation and Biodiversity Protection

- 56.7% participated in initiatives related to local conservation or biodiversity protection or contribute to an environmental organization.
- Asia Pacific has the highest adoption rate of 84.2% followed by EMEA (78.0%) and the Americas (39.3%).

![Bar chart showing participation in local conservation and biodiversity protection by region and hotel type.]

**Established Practice**
Employee Volunteering Opportunities During Work Hours

- 70.6% give employees the opportunity to volunteer time and services during regular working hours.
- EMEA has the highest adoption rate of 92.2% followed by the Americas (80.3%) and Asia Pacific (69.4%).

Local Heritage Offerings Communicated

- 54.0% communicate to their guests about local heritage offerings.
Reward Program for Sustainable Guests

- Globally, 20.9% have a reward program for sustainable guests.
“One of our activities for our little VIPs: to go to the resort garden and learn how to plant their own seeds.”

Six Senses Con Dao, Vietnam
Sharing of best practices:

137 Pillars House Chiang Mai, Thailand
“We have engaged a mosquito expert to provide us best practices and help eliminate breeding areas and reduce the use of pesticides. We have shared these with our neighbors.”

Alila Villas Uluwatu, Indonesia
“We have ‘zero waste to landfill’ project and we take care of two social foundations by providing some donations (money and food base materials). The foundations are called Bali Life Foundation and BaliWise Foundation.”

Atlantica Nissaki Beach, Greece
“Recycling of plastic water bottle caps in order to purchase wheelchairs and offer to needy people, yearly beach clean ups, donations to charitable organizations and associations, free bus transfer service to guests so as to visit the local areas/town of Corfu, farewell departure packages with local Corfiot products.”

Six Senses Laamu, Maldives
“Our corporate sustainability guidelines set high standards for green operations and corporate responsibility. At the property level, we have an Earth Lab, a hub for onsite recycling and waste-to-wealth. Self-sufficiency in production is the ultimate goal, with an onsite tailor, carpentry workshop, and organic garden. We conduct a community outreach program, in which we visit all inhabited islands around the atoll, in addition to a yearlong marine and environmental education program, now being conducted in our third local school. We also have a sustainability fund, where 0.5% of revenue are collected for use in community development projects, and a water charity, where 50% of water sales in F&B go towards projects to provide clean water to those in need.”

Lapa Rios Eco Lodge, Costa Rica
“Internal career path and cross training program for all workers after three months securing a 98% local staff.”
CLIMATE ACTION AND CERTIFICATION

Key Statistics:

**Emerging practices**
- Third-Party Certification (42.1%)
- Climate Change Driver of Actions (36.0%)
- Carbon Footprint Measured (49.0%)
- HCMI Metric Used for Calculations (39.3%)
- Guest Comment Led to Sustainability-Related Changes (29.3%)
- Rebate, Tax Credit or Other Incentives (26.0%)

**Innovative practices**
- Carbon Offsets or Renewable Energy Certificate Purchase (8.9%)
- >90% Overnight Guests Ask About Carbon Offsetting (5.5%)
- >90% Meeting Customers Ask About Sustainability Initiatives (4.9%)
Third-Party Certification

- Globally, 42.1% have sustainability related third-party certification.

Emerging Practice

Climate Change Driver of Actions

- 36.0% said climate change has significantly drove them to make operational improvements and investments.
Carbon Footprint Measured

- Globally, 49.0% measure their property’s carbon footprint. The adoption rate for this practice has increased since 2017 (40.8%) and 2016 (35.0%).
“We publish annually a Carbon Footprint Report showing that we are climate neutral.”

Irota EcoLodge, Hungary
HCMI Metric Used for Calculations

- 39.3% use HCMI (Hotel Carbon Measurement Initiative) to measure their property’s carbon footprint.

Emerging Practice

Guest Comment Led to Sustainability-Related Changes

- 29.3% said guest comments related to green initiatives led to operational changes.
Rebate, Tax Credit or Other Incentives

- 26.0% take advantage of a rebate, tax credit or other incentives to help pay for an energy or water saving system.

Emerging Practice

Carbon Offsets or Renewable Energy Certificate Purchase

- Globally, 8.9% purchase carbon offsets or renewable certificates.

Innovative Practice
>90% Overnight Guests Ask About Carbon Offsetting

- 5.5% said over 90% of overnight guests ask about carbon offsetting.

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Innovative Practice

>90% Meeting Customers Ask About Sustainability Initiatives

- 4.9% said that over 90% of meeting customers ask about sustainability initiatives.

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Innovative Practice
“Fogo Island Inn takes this even further, employing the Shorefast economic nutrition label to readily demonstrate “where the money goes”. As Innkeeper Zita Cobb explains: “Most people are accustomed to seeing nutritional labelling on the foods and beverages they purchase. These labels allow consumers to make conscious and informed decisions about their food choices. Food nutrition labeling was revolutionary for the food industry. Now, we want to spark the same energy for change with the launch of economic nutrition labelling.” A label at Fogo Island Inn therefore describes how much of a guest’s bill goes to pay staff wages, materials and supplies, and how much is returned to Shorefast, the charity that owns the Inn, to invest in community resilience projects. The label also provides a geographic breakdown of where the money spent by guests ends up, e.g. how much remains in the local community, and in the region.”
Why was this Hotel|Kitchen created?

World Wildlife Fund (WWF) and the American Hotel and Lodging Association (AHLA), with support from The Rockefeller Foundation, came together to work with the hospitality industry on understanding and reducing food waste. Through research and a series of demonstration projects with properties across the country, innovative strategies were identified to engage staff, partners and guests in cutting waste from hotel kitchens. Participating hotels saw reductions of 10-38% in just 12 weeks. If this scaled across the industry – it would eliminate half a million tons of waste within a year.

Who is this toolkit for?

Primarily full service hotels, because changes in buffet and banquet service can have major impact. But the toolkit includes valuable approaches that can be applied to all property formats and food service institutions, including restaurants, cruises, and catering companies.

How do I use the toolkit?

You can start by selecting your role and get relevant content tailored to your responsibilities, or page through the toolkit beginning here. Use the + to jump directly to topics you want.

What are the benefits?

Reducing food waste at your properties does a lot more than feed people and help the environment: it can directly impact your bottom line, engage your staff, and strengthen relationships with your customers. Specifically, we found these strategies can: SAVE MONEY. EMPOWER STAFF. MEET CUSTOMER DEMAND. Individuals, meeting planners and corporate clients, especially large consulting firms, expect their event venues to act sustainably, including minimizing waste.

For more information: https://hotelkitchen.org/about-toolkit/
Boston Green Tourism

Boston Green Tourism (BGT) is a membership organization for Boston hotels. It also organizes green hospitality workshops across the United States, and advises hotels and companies that serve hotels. BGT helps hotels reduce energy, water and waste and toxins; choose greener transportation alternatives; identify greener food options; and attract more business based on their environmental performance. For Boston hotels, BGT organizes eight green hotel workshops a year, publishes a newsletter, provides a green hotel training program, helps hotels secure utility incentives and tax breaks and introduces hoteliers to qualified vendors.

Contact Dan Ruben at (617) 527-7950 or dan_ruben@usa.net.

C9 Hotelworks

C9 Hotelworks is a globally awarded hospitality consultancy recognized as Asia’s leading advisor on residential and mixed use developments, with projects and clients across all markets within Asia Pacific. With a history spanning over a decade, C9 has worked throughout Asia and in many other locations around the globe from its base in Thailand, delivering independent, strategic advisory services to owners and developers for market studies, feasibility reports, management operator negotiations and asset management. C9 has a high level of expertise in both hospitality and property sectors, with deep experience producing and analyzing research that delivers insight to identify key issues, evaluate complex ones and support clients in achieving solid success.

For more information: https://www.c9hotelworks.com, Telephone: +66 (0)76 325 345/6 and Email: info@c9hotelworks.com.

Green Key (FEE)

Green Key is a voluntary ecolabel for hotels, hostels, campsites, holiday parks, small accommodations as well as conference centers, attractions and restaurants. The Green Key award is based on compliance with strict criteria in the areas of environmental management (water, energy, waste, cleaning, etc.) and sustainability education (staff, guests, supplliers, etc.). Compliance with the criteria are confirmed through a rigorous application process and verified at on-site audits. The award is valid for one year at a time.

Currently, more than 2,500 establishments in 54 countries are awarded with the Green Key. The program is managed by the international charity, the Foundation for Environmental Education. Green Key is endorsed by the World Tourism Organization and recognised by Global Sustainable Tourism Council. E-mail info@fee.global for more information.
Green Key Global

Green Key Global is a leading, international, GSTC Recognized, environmental certification body whose suite of industry standard programs and resources has been designed specifically for the lodging and meetings industries. Our affordable programs, including the Green Key Eco-Rating and the Green Key Meetings Programs, help members leverage organizational CSR activities to support their property’s sustainable initiatives, improve overall fiscal performance and community relations. With member properties in over 20 countries and a notable mix of branded and independent members Green Key Global truly is the lodging industry’s certification program of choice.

For further information contact info@greenkeyglobal.com, (613) 237-7149, or go to www.greenkeyglobal.com.

Green Lodging News

Green Lodging News, a Hasek Communications L.L.C. publication, is the lodging industry’s leading environmental news source. Created in 2006, it consists of the Green Lodging News website (www.greenlodgingnews.com), weekly Monday e-newsletter and weekly Wednesday Green Supplier Spotlight e-blast that focuses on one supplier. The website currently attracts 36,000 to 38,000+ different visitors each month. The newsletter and Spotlight reach more than 9,000 opt-in subscribers. To subscribe to the newsletter and Green Supplier Spotlight, go to www.greenlodgingnews.com, or e-mail editor@greenlodgingnews.com to be added to the circulation list.

Publisher and Editor Glenn Hasek has more than 24 years of lodging industry experience—as a journalist, public relations consultant and publisher. He got his start in 1989 with what was then Hotel & Motel Management magazine. He worked there until 1996 and again with the publication from 2000 to 2001. Glenn Hasek has spoken and moderated at many industry events and has received numerous awards for his work.

Green Seal

Green Seal, an independent 501(c)(3) nonprofit organization founded in 1989, provides science-based standards and certifications that are credible, transparent, and essential in allowing manufacturers, purchasers, and consumers to make responsible choices that protect human health and the environment while positively impacting business.

Our leadership standard for Hotels and Lodging Properties, GS-33, focuses on waste minimization, energy conservation, fresh water resource management, wastewater management, pollution prevention, and environmentally sensitive purchasing. Certification is achievable for a wide range of properties—from national chains to boutique hotels—and the three-tiered system encourages gradual but steady improvement.

Learn more at www.greenseal.org and www.greenseal.org/GS33, or contact us at (202) 872-6400 to find out how we can help with your sustainability goals.
Horwath HTL - Asia Pacific

Horwath HTL—Asia Pacific is the regional arm of Crowe Horwath International's Hotel, Tourism and Leisure Consulting Group. Since its establishment in 1987, Horwath HTL has been involved with thousands of projects throughout the region in all phases of the property lifecycle for clients ranging from individually held businesses to the world's most prominent hotel companies, developers, lenders, investors and industrial corporations. Offices are currently located in Singapore, Hong Kong, Tokyo, Beijing, Shanghai, Jakarta, Kuala Lumpur, Bangkok, Sydney, Auckland and Mumbai.

By combining resources from our offices in key cities throughout the Asia Pacific region and globally, when needed, we ensure clients receive a multi-skilled international perspective for their projects and benefit from our wide-reaching industry contacts. We are also supported by the Horwath HTL database.

Our services are grouped under three main areas: Planning & Development Services, Asset Management Services, and Transaction/Lender Services

Travelife

Travelife is an internationally recognized sustainability certification scheme, and has been developed by the travel industry for the travel industry. Travelife is the only certification scheme to work in partnership with tour operators like TUI, Thomas Cook, DER Touristik, Virgin Holidays and Flight Centre UK and many others—including over 50 of their travel brands, all of whom promote the adoption of Travelife by their contracted accommodations. Travelife is a fair and affordable system that assists hotels and accommodations in showing that they are serious about sustainability.

Travelife currently has 1,400 member hotels in 55 countries with 768 gaining the Travelife Gold certification. Since Travelife’s inception in 2007 the certification has grown to be recognized and used by all major European tour operators.

Call +44 (0) 20 3693 0160, e-mail info@travelife.org, or go to www.travelife.org.
UNWTO

The One Planet Sustainable Tourism Programme has the overall objective to enhance the sustainable development impacts of the tourism sector by 2030, by developing, promoting and scaling up sustainable consumption and production practices that boost the efficient use of natural resources while producing less waste and addressing the challenges of climate change and biodiversity.

The One Planet Sustainable Tourism Programme is a multi-stakeholder partnership that promotes networking among likeminded organizations and brings together existing and new initiatives focused on decoupling tourism’s growth from the increased use of natural resources. It is recognized as an implementation mechanism for Sustainable Development Goal (SDG) 12, with potential to advance other connected goals such as SDG13, SDG14 and SDG15 on climate and marine and terrestrial resources respectively and progress is reported officially to the United Nations Economic and Social Council (ECOSOC).

For further information, please contact the Coordination Desk:

c/o World Tourism Organization (UNWTO) C/ Poeta Joan Maragall 42
28020 Madrid, Spain
Email: oneplanetstp@unwto.org
The Greenview Portal 2.0 turns sustainability into profit generating solutions.

SIGN UP to increase profitability, save time, benchmark and gather insight on your daily operations.

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<th>GET IN THE GAME</th>
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<td>Track and report your sustainable practices, energy, water, waste data and more</td>
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Please email support@greenviewportal.com to sign up.
If you have a portfolio of hotels (e.g. owner, management or brand company), you will be eligible for a portfolio discount.

Have multiple properties? Contact us for a reduced portfolio pricing.