



PLASTIC REDUCTION
GUIDELINES
FOR HOTELS



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8 million tons

of plastic waste enters the oceans each year¹⁾



Every minute, one garbage truck of plastic is dumped into our oceans³⁾



Only 15 % of the plastic waste is recycled²⁾



Nearly 50% of the plastic waste generated globally in 2015 was plastic packaging⁴⁾



Straws are among the top 10 plastic debris in our oceans⁵⁾



Over 11 billion plastic condiment sachets are sold globally every year⁶⁾



***“If nothing changes, in 2050
there will be as much plastic waste in
the oceans as there are fish.”***

The Ellen MacArthur Foundation

INTRODUCTION

There is no denying that the world faces a big challenge when it comes to the use and disposal of plastics. In a timespan of just 60 years, plastics have become one of the most used and produced materials globally. They are cost-effective, lightweight, durable and can be recycled. However they must be carefully managed.

Unfortunately, plastic waste has become a significant environmental problem. Safeguarding the natural beauty of destinations and the tourism experience for our customers is more important than ever. Many plastic items end up in our oceans, ecosystems and landfill sites and it is estimated that only 15 % of plastics are recycled worldwide. Every year, a staggering 8 million tons of plastic waste enters our oceans.

In response to that, the European Parliament has voted in favour of a complete ban on several single-use plastic items, such as straws and cutlery. Worldwide, many countries are now also coming up with legislation on the use of plastics and the subsequent waste produced.

TUI Group acknowledges the challenge the tourism industry faces with single-use plastics, and recognises that we must all take on the responsibility to reduce their use, especially since more environmentally-friendly alternatives are now more readily available. By the end of 2018 TUI had removed 140 million pieces of single-use plastic - initiatives included removing 112 million single-use plastic items alone from hotels. We aim to raise this amount across our business to 250 million by the end of 2020, hence we trust on your ongoing support in reaching our ambitious target.

These guidelines are created for hoteliers with the aim to help you in creating your own single-use plastic reduction programme implementing it throughout your operations. It will provide you with information, practical advice and suggested alternatives on many single-use and unnecessary plastic items that are commonly found in hotels.

We invite you to work together with us in tackling the plastic waste problem in order to protect and positively develop our tourism destinations. You can share your ideas and experiences with us via our dedicated email address: sustainability@tui.com.

Your ongoing commitment to sustainability is very much appreciated.



Sebastian Ebel

Member of the Executive Board
CEO Hotels & Resorts, Cruises,
Destination Experiences



Thomas Ellerbeck

Member of the Group Executive Committee
Group Director Corporate &
External Affairs



“RIU is committed to take action within our responsibility: We plan to eliminate all single-use plastics from our hotels such as straws, amenities, laundry bags in 2019 and we will discuss possible further actions with our suppliers as well.”



Catalina Alemany Sorell,
Manager Corporate Social Responsibility
RIU Hotels & Resorts

Different Types of Plastic

This overview provides you with the most important abbreviations and types of plastics, highlighting that not all plastics can easily be recycled. Recycling facilities in your destination also determines whether or not certain plastics can be recycled by a private or public service provider.

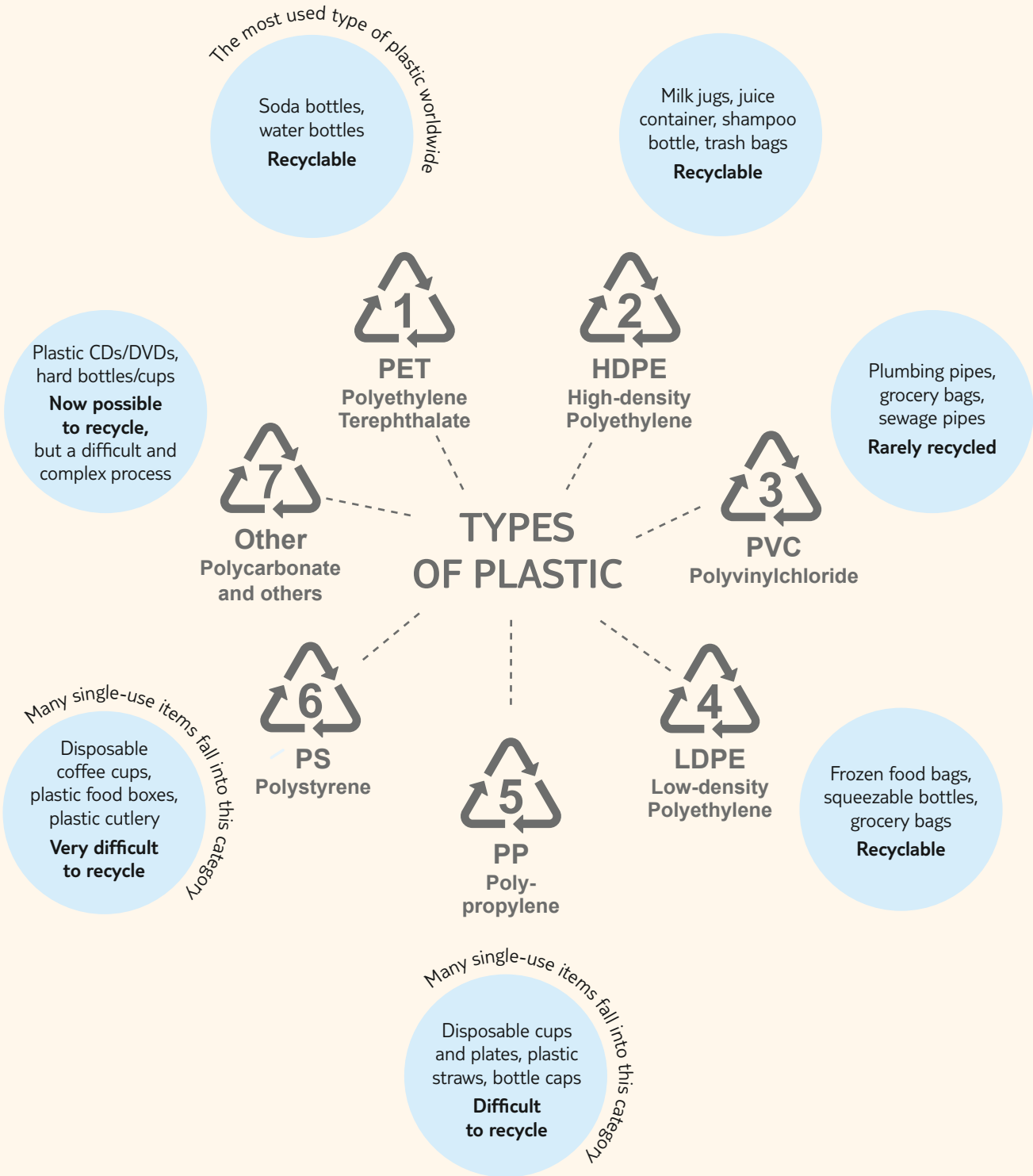
The following terminology explains the most important differences:

- **RECYCLABLE PLASTICS** – Plastics that can be recycled to be used again
- **RECYCLED PLASTICS** – Items that are made from plastics that have been recycled
- **BIO(BASED) PLASTICS** – Plastics that are partly or fully made from renewable natural resources such as corn starch, corn dextrose, potato starch, sugar cane, jute or palm leaves. Some bioplastics are industrially compostable.
- **PLA** – PLA (Polylactic Acid) is a well-known bioplastic that is biodegradable, often made from corn starch and sugar cane. PLA should be composted in a composting station under the right circumstances, and should not end up in landfills.

- **BIODEGRADABLE PLASTICS** – Plastics that break down in a defined period of time (e.g. PLA). However this can only be done successfully under the correct industrial circumstances and by a specialist waste disposal or recycling company. Biodegradable plastics cannot be disposed of via the normal recycling channels and can only be composted if they meet an appropriate composting standard. It is important to remember that some but not all bioplastics are biodegradable/compostable.

- **COMPOSTABLE PLASTICS** – Plastics which can be broken down in industrial composting facilities that meet a recognised compostable standard (for example EN13432). For many standards (including EN 13432) independent certification bodies offer product assessment and certification services, often identified by a logo. Across the EU the 'OK Compost' logo is a good example.

Compostable and biodegradable plastics are not to be confused with the recycling process of conventional single-use plastics. In reality, most biodegradable plastics are still incinerated or end up in landfills so it is important to assess your options regarding local waste management.



Globally, these recycling codes are used for each type of plastic⁷⁾



“To reduce plastic waste, TUI BLUE Sarigerme offers only paper straws to our guests since May 2018. In order to make sure that waste – and plastic waste in particular – is collected separately, we have installed trash bins across the whole hotel and we train our staff regarding proper waste management regularly.”



Yavuz Zeyrek,
General Manager
TUI BLUE Sarigerme Park

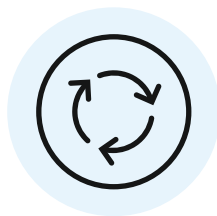
The 4-Rs Principle

The following principle of the ‘4-Rs’ will help you manage your use of plastics: Reduce, Reuse, Replace and Recycle. There is a lot you can consider when looking at its use in your organisation. First, assess which single-use items are not necessary and you can eliminate entirely. Next, consider which items can be replaced with reusable alternatives (for example this might be a reusable plastic

cup or metal cutlery). Then, if a single use item is unavoidable, choose materials that come from a recognised sustainable source and make sure you know how to recycle or dispose of them. Finally, ensure that any plastic items that do remain in your operations can be recycled (or disposed of safely if recycling is not available where you are) when they reach the end of their life.



1. REDUCE
REDUCE YOUR OVER-ALL USE OF PLASTICS THROUGHOUT THE BUSINESS



2. REUSE
CHECK WHICH PLASTIC ITEMS CAN BE CHANGED FOR REUSABLE ONES



3. REPLACE
REPLACE SINGLE-USE PLASTIC ITEMS WITH MORE NATURAL ALTERNATIVES, LIKE THOSE OF WOOD, CORN STARCH, BAMBOO OR PAPER



4. RECYCLE
MAKE SURE THE PLASTIC ITEMS YOU USE ARE RECYCLABLE AND ARE MADE FROM RECYCLED PLASTIC





Hotel Departments

LIST OF PLASTIC ITEMS AND ALTERNATIVES IN A HOTEL

For the assessment of single-use plastics in your operations, it is important to identify which items are used in different departments of your hotel. Then you will be able to decide how they could be eliminated or replaced. During the whole process a proper manage-

ment considering also aspects like quality, guest comfort and health & safety is crucial. In this section, we present you with an overview of plastic items commonly found in different hotel departments and alternatives that are currently available. Using alternatives from recognised sustainable sources, e.g. FSC-certified wood or paper, is

RECEPTION AND LOBBY

Plastic item	Alternatives
All Inclusive wristbands	<ul style="list-style-type: none"> Woven wristbands
Key cards	<ul style="list-style-type: none"> Sustainable wooden keycards App
Pens	<ul style="list-style-type: none"> Pencils Paper, wooden, bamboo pens
Givaways	<ul style="list-style-type: none"> Sustainable giveaways <p>Note: Are you giving small items to guests at arrival or departure? Ensure these are not made of plastic but sustainable.</p>



GUEST ROOM (INCLUDING BATHROOM)

Plastic item	Alternatives
Water bottles/minibar	<ul style="list-style-type: none"> Glass bottle Water dispenser or refill station close to the room Glass carafe in the room
Wrapped single-use plastic cups	<ul style="list-style-type: none"> Hard plastic cups (Polycarbonate or other) Don't buy plastic wrapped single-use plastic cups. Consider paper wrappings Glass cups <p>Note: Hard plastic cups can be polycarbonate (most used) or SAN or Tritan (higher quality).</p>
Amenities/toiletries	<ul style="list-style-type: none"> Soap, shampoo, shower gel dispensers Providing amenities (on request only) <p>Note: Purchase 'micro-plastic free' shower gel, shampoo and soap (biological/ecological).</p>
Plastic bag in bin	<ul style="list-style-type: none"> Don't use plastic bags Compostable bags
Door hanger	<ul style="list-style-type: none"> Reusable door hanger (wooden/bamboo) Electronic 'door hanger', indications
Hotel directory	<ul style="list-style-type: none"> TV presentation Paper brochure (not laminated/leather cover) App
Wrapped slippers	<ul style="list-style-type: none"> Slippers in bathrobe (in pockets, in basket) Slippers in cotton bags Slippers on demand



recommended wherever possible. We understand that each hotel is different. Therefore, this section is intended for your own plastic use assessment, and how a single-use plastic reduction programme can be implemented in your operations.

GUEST ROOM (INCLUDING BATHROOM)

Plastic item	Alternatives
Laundry plastic bags	<ul style="list-style-type: none"> • Change process – explain that a bag will be provided at reception if laundry is needed • Reusable laundry bags (cotton/linen) or paper bags • Laundry on demand <p>Note: <i>If laundry is external, apply policy to reduce plastics, or encourage less use.</i></p>
Tea/coffee station box (bags)	<ul style="list-style-type: none"> • No single packaged bags to put in a jar/ instead • Public coffee and tea provisions, close to the room (e.g. one on each floor) <p>Note: <i>Purchase organic/fair trade coffee and tea.</i></p>
Plastic capsule (Coffee machine)	<ul style="list-style-type: none"> • Reusable coffee press/cafetiere • Reusable capsules • Compostable/biodegradable capsules
Hygiene ribbons (around toilet)	<ul style="list-style-type: none"> • Don't provide ribbons
Toothbrush	<ul style="list-style-type: none"> • Toothbrush on demand • Wooden/bamboo toothbrush
Pens	<ul style="list-style-type: none"> • Pencils • Paper, wooden, bamboo pens
Communication materials	<ul style="list-style-type: none"> • Reusable communications from other materials (paper/wood/bamboo) • Stickers

KITCHEN, RESTAURANTS AND (POOL) BARS

Plastic item	Alternatives
Single-use cups	<ul style="list-style-type: none"> • Hard plastic glasses for all beverages • Glass cups • Biodegradable cups (paper/natural starches) <p>Note: <i>Hard plastic glasses can be Polycarbonate or SAN or Tritan.</i></p>
Straws	<ul style="list-style-type: none"> • No straws policy (on request only) • Reusable straws (steel/glass) • Single-use straws (paper/straw/edible/ bamboo)
Stirrers	<ul style="list-style-type: none"> • Stirrers on request • Reusable stirrers (paper/steel/wooden/ bamboo/straw/glass) • Single-use stirrers (paper/wooden/ bamboo/straw)
Plates and cutlery	<ul style="list-style-type: none"> • Reusable cutlery (metal) and porcelain/ china crockery • Reusable hard plastic plates and cutlery • Single-use compostable/biodegradable plates and cutlery (wooden/cardboard/ bamboo/palm leaves/corn/wheat)
Water bottles	<ul style="list-style-type: none"> • Dispensers plus hard plastic cups • Glass bottles <p>Note: <i>Using plastic water bottles that are made from 'natural ingredients' – e.g. "plant bottles" – or 100% recyclable plastic bottles.</i></p>
Pre-portioned food items (jams, honey, chocolate, butter, cereals, yoghurt, etc.)	<ul style="list-style-type: none"> • Dispensers • Open jars/bowls • Pre-portioned without plastic (e.g. butter)



KITCHEN, RESTAURANTS AND (POOL) BARS

Plastic item	Alternatives
Sachets for sauce (mayonnaise, ketchup, etc.)	<ul style="list-style-type: none"> • Sauce dispensers • Providing sauce in bowls • Providing sauce in a bottle (e.g. at buffet)
Meal box and wrappings	<ul style="list-style-type: none"> • Paper/palm tree leaves boxes • Paper bags <p>Note: Consider not using plastic wrappings.</p>
Single-use drink cartons/containers	<ul style="list-style-type: none"> • Refillable/reusable bottles (e.g. metal) • Aluminium cans • Recycled/recyclable drink containers
Single packaged sugar, salt, pepper, sweeteners	<ul style="list-style-type: none"> • Sugar dispenser • Salt and pepper table sets
Pre-portioned milk cups/sachets	<ul style="list-style-type: none"> • Milk cans/cups • Milk powder (in the rooms) • Glass bottles
Single-use plastic wrappings	<ul style="list-style-type: none"> • Placing food in boxes/trays
Single tea bag wrappings	<ul style="list-style-type: none"> • Loose tea bags (in box) or in paper wrapped tea bags • Loose tea plus tea bags to refill
Plastic bags	<ul style="list-style-type: none"> • Only providing on demand • Compostable/biodegradable bags (e.g. starch) • Reusable bags (e.g. linen)/paper bags
Plastic decorations	<ul style="list-style-type: none"> • Reusable decorations • Wooden/bamboo/paper decorations • Leaving out unnecessary decorations

HOUSEKEEPING

Plastic item	Alternatives
Cleaning materials	<ul style="list-style-type: none"> • Use refillable flasks • Buy large packings and flasks <p>Note: Purchase as much ecological or biological cleaning materials as possible.</p>
Plastic bags/bin bags	<ul style="list-style-type: none"> • Remove plastic bags where possible • Compostable/biodegradable bags (e.g. starch)

CONFERENCE ROOMS

Plastic item	Alternatives
Plastic bottles	<ul style="list-style-type: none"> • Water carafes • Dispensers and glasses • Glass bottles
Plastic amenities (pens)	<ul style="list-style-type: none"> • Pencils • Wooden/paper/bamboo pens
Plastic capsule (coffee machine)	<ul style="list-style-type: none"> • Compostable/biodegradable capsules
Coasters	<ul style="list-style-type: none"> • No coasters • Reusable coasters (wooden/bamboo/cork/glass) • Single-use coasters (paper)
Single packaged sweets, cookies, nuts and others	<ul style="list-style-type: none"> • Provide snacks in bowls/on plates



SWIMMING POOLS, SPA AND GYM

Plastic item	Alternatives
All Spa liquids/soaps gels/oils	<ul style="list-style-type: none"> • Refillable flasks/dispensers <p>Note: Purchase as much as possible ecological/biological liquids/soaps/gels/oils.</p>
Lunch options (cutlery, plates, cups)	<ul style="list-style-type: none"> • Reusable cutlery (metal) and porcelain/ china crockery • Reusable hard plastic plates and cutlery • Single-use compostable/biodegradable plates and cutlery (wooden/cardboard/ bamboo/palm leaves/corn/wheat) <p>Note: Avoid the use of any single-use plastics for drinks and snacks in relaxation areas.</p>
Wrapped slippers	<ul style="list-style-type: none"> • Slippers in bathrobe (in pockets, in basket) • Slippers in cotton bags • Slippers on demand

GENERAL – SHOPS, MAINTENANCE, GARDENING, PURCHASING

Plastic item	Alternatives
Shop items/gifts	<ul style="list-style-type: none"> • Items made out of local/biological/ natural materials
Plastic bags	<ul style="list-style-type: none"> • Don't provide plastic bags or only on request • Compostable/biodegradable bags (e.g. made from corn starch) • Reusable bags (e.g. linen/paper bags)
Packaging	<ul style="list-style-type: none"> • Buying in bulk • Paper/cardboard packaging where possible • Compostable/biodegradable plastics
Plastic giveaways	<ul style="list-style-type: none"> • Sustainable giveaways • Refuse plastic giveaways

FURTHER ITEMS TO CONSIDER

Within this list of items and alternatives most of these are single-use plastics items that can be found in a hotel. However, it is important to note that more plastics can be found throughout your premises. You can approach the use of less plastics in the hotel in a broader sense by considering alternatives in as many ways as possible.

Exemplary items that may contain plastics are:

- Gloves: used by kitchen and housekeeping staff
- Cigarette butts
- Balloons and balloon sticks

FUTURE PROSPECTS AND INNOVATIONS

Due to innovations and legislations, plastic items might be used less in future, and therefore we stimulate you to adapt to future prospects. Remain up to date with developments that could support you to reduce the use of plastics.

Some innovations are very interesting to be used in a hotel, two examples are:

- The edible water bubble made out of seaweed
- A coffee capsule machine for refillable coffee capsules



Communication

A successful sustainability strategy cannot be implemented well without the support of your most important stakeholders.

With sustainability measures such as a plastic reduction programme it is key to involve everyone who has a part in it, ensure they understand why you do it, what measures are taken for what reasons, and what they can do to help. The following section provides you with possible ways to approach these stakeholders: staff, guests, suppliers and the municipality.

Staff

Your employees are very important since they represent your hotel. They are at the forefront of a great guest experience and can be involved and trained to be real ambassadors for sustainability too.

Aiming to reduce single-use of plastics means that engaging your staff from the beginning is vital. Inform and train them about issues around the use of plastics and how your business intends to cut down on single-use plastics. Once they understand the issue with positive encouragement and are given the opportunity to get involved and make a difference, this will make achieving your ambitions a lot easier.

Well trained and engaged employees will act as expected of them, come up with good ideas to improve and can communicate well on the topic to your guests.

Guests

In the process of reducing single-use plastics in your hotel, it is very important that you communicate positively towards your guests. They must be informed on what you are doing, why you are doing it, and what they can do to support your efforts. Many small actions can make a big difference, and they all contribute to preserving the natural beauty of your destination. Given the extent of coverage that plastic waste has had in the media, your guests may expect you to be taking reduction measures and the continued utilisation of single-use plastics could reflect negatively on your hotel, and such feedback from guests to hotels and the TUI Sustainability team is increasing. Recent research has also shown that 57% of consumers would book a more environmentally responsible holiday if they were more readily available.

Positive messaging and communication on removing single-use plastics can be placed throughout the hotel, and staff can inform and explain more about your plastic reduction programme.





Suppliers

Your single-use plastics reduction programme is a challenging ambition, and engaging your suppliers may help you to cut down on plastic waste that enters the business. You can encourage suppliers to use less plastic (e.g. in packaging), allow you to return plastics to them, or adopt alternative ways of delivery. In procurement, buying in bulk has proven to reduce plastic waste as well, and talking about the plastic waste issue may help you to come up with solutions that work for you and your suppliers.

The municipality and waste collectors/recycling stations

Not all materials can be recycled and the local infrastructure in each destination varies considerably. It is advisable to communicate your plastic reduction strategy with the waste/recycling companies and the municipality, to find out what all sides can do for each other. You will be able to learn which plastics can be recycled in your destination, and which cannot. You will also get a better idea of what solutions may be at hand both now and in the near future. This will allow you to adjust your strategy to your local situation, while at the same time having a transparent conversation about the reduction of plastics in the destination. Keeping the engagement positive and coming up with practical solutions with all relevant parties will bring about the best results.

“Nowadays we are all more aware of the shocking quantity of plastic used day-to-day, how little is recycled, and how this is degrading our planet. Whilst appreciating all that has already been done to reduce single-use plastic along our supply chain, we trust that this practical guide will inform and inspire our hotel partners to cut back even more, thereby protecting destination environments for our customers today and in the future.”



Jane Ashton,
Group Director of Sustainable Development,
TUI Group



Best Practice

TUI Sensatori Barut Fethiye



This Turkish hotel considers the reduction of plastic a priority. Therefore, it has assessed the use of plastics in its operations and, where possible, set reductions targets. As a result of this review, the amount of plastic waste is being continuously monitored and recorded, and measures have been implemented to reduce the use of plastic, e.g. the ban of plastic straws. Since 2016, 4,450kg of plastic waste has already been saved. As part of the plastic reduction strategy, the TUI Sensatori Barut Fethiye informs their guests and staff about the negative environmental impact of plastics and the actions that the hotel has taken.

Atlantica Sancta Napa



The Atlantica Hotel Sancta Napa minimized the use of single-use plastic bottles by introducing water fountains where customers can fill reusable polycarbonate glasses or paper cups. Customers also have the option to purchase reusable plastic bottles and use it during their stay in the hotel; 20% of the cost is donated to charity activities. In the restaurant, only reusable glass bottles are used.

TUI Sensimar Lagoon Mauritius



The TUI Sensimar Lagoon Mauritius recycles all of their plastic bottles in close collaboration with a local recycling station. The bottles are processed and then exported to other countries to make anti-allergy products like mattresses and pillows.

Robinson Clubs on Maldives



Plastic waste poses a particular danger to our sea. To prevent pollution of the ocean from the use of plastic bottles on the islands, the two Robinson Clubs on the Maldives are avoiding waste thanks to its sustainable treatment of drinking water. The system uses osmosis to desalinate and purify seawater. By adding minerals and carbonic acid, the freshly generated drinking water is converted into soda water and decanted into one of 7,500 new glass bottles. The bottles are also cleaned locally which cuts out plastic waste altogether, eliminating the transport and disposal of around 800,000 plastic bottles annually.



“At Robinson Club Esquinzo Playa, our guests spend their holiday feeling good: For instance, we removed all plastic straws and replaced them with biodegradable ones. In addition, we buy many items in bulk, avoid single-portion packs at the buffet and provide glass bottles instead of plastic bottles to our guests – because we love the environment!”



Andreas Wittmann,
General Manager,
Robinson Club
Esquinzo Playa



Jessica Bruns,
Head of Customer Strategy,
TUI Hotels & Resorts

“The avoidance of plastic in our hotels is a very important issue, which is becoming more and more crucial for our customers as well, and therefore also gains importance for our guests’ satisfaction. That’s why we are constantly working to reduce the plastic in the best possible way, both at our existing and new hotels. We believe that through our actions and awareness-raising among our employees, we have a positive impact on the environment.”

“We only have one planet! Eliminating single-use plastic from hotel operations is a challenge: Grupotel is ready to play its part.”



Jaime Rosselló,
Chief Operating Officer,
Grupotel Hotels & Resorts



Gülnur Bilen,
Environmental and
Wastewater Treatment
Plant Supervisor,
TUI Sensatori Resort
Barut Fethiye

“Plastic waste is a big problem all over the world. Therefore, we must work together to reduce this waste. Since our hotel is located close to the beach where several animals live - like many other hotels as well – we consider the reduction of plastic waste as a responsibility, not as a duty – for the benefit of our guests and the nature!”



Managing Plastic Reductions

Addressing the use of single-use plastics in your hotel might seemingly be a challenging undertaking in the beginning. Because of that, we suggest a five-step approach that will support you managing your plastic reductions in an effective way.

1. UNDERTAKE A SELF-ASSESSMENT

Learn more about your plastic use and their alternatives. How much and which types of plastics do you use?

2. WRITE DOWN YOUR AMBITIONS AND SET TARGETS

What do you want to achieve and what is the timeframe?

5. EVALUATE THE OUTCOMES AND KEEP ON IMPROVING

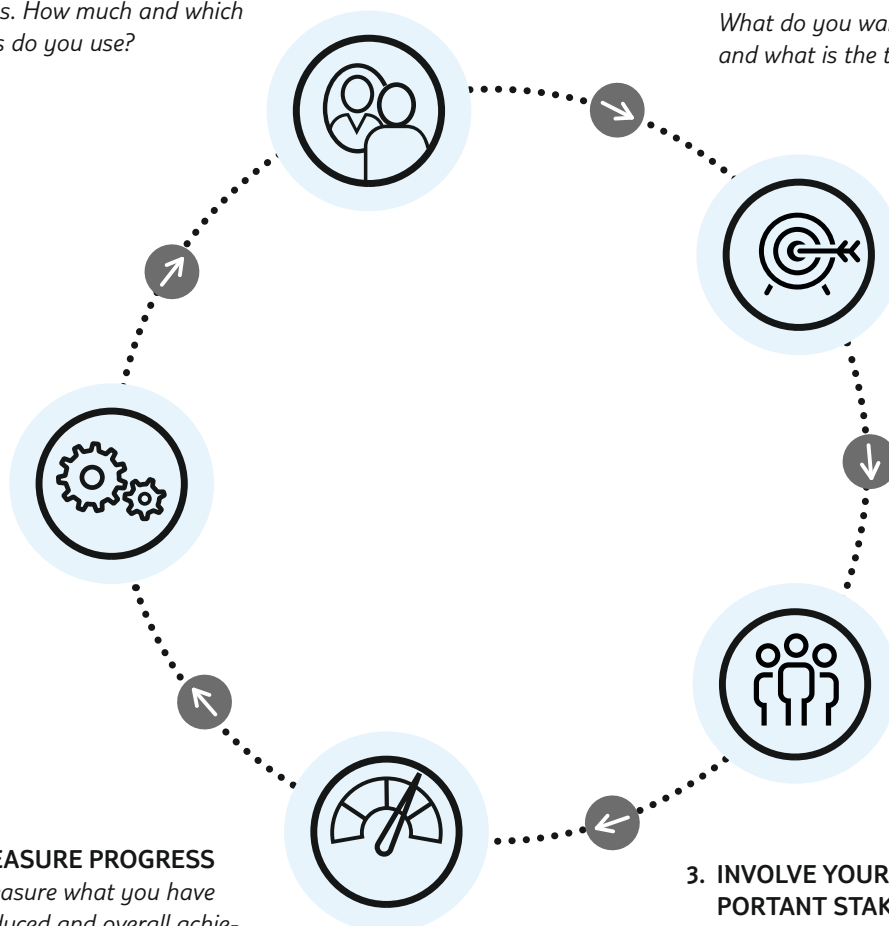
Where are possibilities for further improvement? What went well and what could be done better? Communicate and share your experiences

4. MEASURE PROGRESS

Measure what you have reduced and overall achievements

3. INVOLVE YOUR MOST IMPORTANT STAKEHOLDERS AND COMMUNICATE

Include those that can help with your strategy and communicate it to them





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The Marine Conservation Society

<https://www.mcsuk.org/clean-seas/plasticfree-business>

UNEP – ‘Single Use Plastics: A Roadmap for Sustainability’

<https://wedocs.unep.org>

Waste and Resources Action Programme (WRAP)

<http://www.wrap.org.uk>

Further Reading

Travel Without Plastic

The plastics guide for hotels

<https://www.travelwithoutplastic.com/>

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