We have a very packed agenda today, I will just very quickly refresh your memories on the 3 categories of products for reporting and recap on some of the challenges we discussed last time and some of the new challenges that have come up during the bilateral support programmes, with some suggestions for approaches to overcome them, before moving into the products themselves and presenting some potential solutions.
Reuse Models for challenging SUPPs

3 categories for reporting
But in terms of priority for reporting, these are the items that fall into category 1 which are top priority – I’ll be covering potential solutions for all of these in the coming slides. If you want to Access the full methodology for reporting you can do so on the QR code on the screen.
Category 2 items are listed here, again, I will have suggestions for most of the items in the coming slides.
Category 3 includes a large range of single-use items and I’ve done my best to cover the vast majority of these in the slides, in some cases I have needed to group items together for the sake of time, such as dry bathroom amenities for example, but remember, you Will get the slides so don’t worry too much about trying to take notes or screen shots as I go through. If you do find that you have some questions as I go through, please write them down and we can cover them at the end.
Reuse Models for challenging SUPPs

Operational challenges and mindset for change
## Operational Challenges

### Operational Challenges

- Staff time, staff engagement
- Lack of awareness raising material
- New systems and processes required for circular solutions
- Systems to take corrective action if new procedures are not working.
- Cost
- Access to safe water on long drives
- Guest expectations
- Supply chain engagement

### Challenges related to alternatives

- Lack of clarity around sustainability credentials of some alternatives e.g. PLA
- Availability of alternatives
- Durability of alternatives
- Hygiene of alternatives
- Ease of use of alternatives
- Recyclability and disposability of alternatives at end of life
- Sparkling water refill options

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At the beginning of November when we first started this, GTPI asked you to identify your key challenges and for those of you that have been working with me bilaterally, we have started to address some of these and think about how to overcome them. What has been clear over the last few weeks of working together is that the types of changes many of you now need to implement really do involve changes to processes and procedures, they involve some important decisions around cost versus commitments to plastic reduction. The fact that you have come so far already means that you are left with the much more difficult decisions and this is where the solutions focussed mindset really comes into play.
Sp, you’ll remember the mindset slide I shared last time, these being the most common responses that I hear whenever I suggest changes. Working directly with those of you in the bilateral support group it’s been great to see the solutions focus, no-one has said the lines “we can’t do that, or we’ve always done it that way which is great because these are really limiting beliefs, but there are still legitimate concerns that have been raised about guest expectations, costs, suppliers and Brand standards. So, we’ve been digging a bit deeper into these.
Guest expectations and behaviour when faced with changes is still a concern for some. The way that we are approaching this is to ask questions like......
Solution Mindset

• How can we budget for this?
• Can financial savings from other actions contribute to covering the cost?
• If the action is a visual communication of our commitment to reducing plastic, can the costs be attributed to the marketing department?
• Are we prepared to invest in the solution in order to meet our targets on plastic reduction?

Cost is a real issue and I totally understand that, the questions that we are asking around this are..................
MINDSET FOR CHANGE

Solution Mindset

• Are any of our current suppliers willing to change how they do business to help us meet our targets?
• If they are, will it increase our costs and are we prepared to pay for it?
• Have we looked far and deep enough?
• Have we looked locally?
• Is our supplier onboarding process prohibitively complicated for smaller local businesses that have the products we need?

THERE ARE NO SUPPLIERS

Depending on the geographical location of your businesses, available suppliers is a relevant challenge, questions we are asking around this include....
Brand standards are still tricky, many people working in a business feel so identified with Brand standards that changing them almost feels like a change to your own personality, so it can be hard. But many standards have been around for decades and aren’t necessarily aligned with the new expectations of our customers that are more concerned about sustainability, so considering a Brand standard review is definitely recommended. Some of the questions that we have been asking around this include......
Solution Mindset

- Are we willing / able to levy a deposit system to ensure the return of reusable packaging?
- Can reusable bottles / coffee cups work in a similar way as the pool towel programme – you return your towel and you get a clean one?
- Are there enough reusable crockery collection points around the premises?
- Establish regular collections by staff
- Ensure housekeeping collect reusable packaging from guest rooms and return it

Since the focus of this Project is on multi-use alternatives, a common concern that is being raised is the loss of reusable stock. This is important because a product that is designed to be reused and isn’t is often worse for the environment than the single use plastic it is designed to replace, and it is most definitely more expensive for your Budget. Some questions we have been asking around this are.....
So before we head into the potential solutions for the products, it’s a good time to remind ourselves of the success strategies of those businesses that are achieving this. Unfailing commitment, refusing to give when faced by hurdles that seem difficult to climb, revising standards and procedures, taking a collaborative approach throughout the value chain and communications which we still have one more webinar to cover.
Reuse Models for challenging SUPPs

Alternatives per operational area

So, with that in mind, with our solutions focussed mindset in play, let’s look at the products.
The 90+ products that we saw earlier on fall into these operational areas. In the coming slides I’m using lots of images, some of my own and some that I’ve had to source online, but this should help you to visualize how you could make changes. If your businesses are doing any of these things already and would be happy to share or develop some case studies with us please let us know as we would really like to share ideas amongst the signatories so that we can accelerate positive change towards reducing waste.
Bathrooms

**Category 1**
- Miniature Toiletry Bottles
- Toothbrushes
- Dry Amenity Packaging
- Bin Liners

**Category 2**
- Toothpaste

**Category 3**
- Ear buds
- Bath salt packaging
- Hygiene products
- Hygiene ribbons
- Loofahs
- Mouthwash bottles
- Sanitary bags
- Shavers
- Shaving cream
- Shower caps

So for bathrooms we are looking at these items listed, I’m not going to cover each one separately but Will give an overview of how you could approach change for these particular items.
I know a lot of you have tackled miniature toiletry bottles already and we covered reusable alternatives on our first group call so this is more of a reminder for this one, with some reasons about why this is so important and the potential for cost and waste reductions. I’m also going to share more of the benefits and also the considerations of these switches.

When I speak with housekeeping teams, 99% of them tell me that 2 things happen when it comes to amenity bottles. A lot of guests take them home, especially if they are Good quality amenities or if they are branded, they become a kind of memento of the trip. If guests haven’t taken the toiletries bottles with them, most of the small bottles are half full of shampoo, gel, body lotion etc when the guest leaves, so it’s not just creating plastic waste from the bottles themselves, but there can also be a lot of wasted producto – of shampoo, of shower gel itself. Your hotel is paying for something that your guests have not used in full and then you have to throw it away. The benefits to switching to larger format or reusable alternatives are a definite reduction in the overall volumen of plastic waste created and depending on how you co about it, it can save time for staff and it can generate cost savings.
Bathrooms – Larger Format Toiletries

Considerations:
- Size, style and brand of large format bottles and containers to suit your brand
- How much product is dispensed when the pump is pushed?
- What is the product made from? Does it contain parabens, microplastics, microbeads?
- What happens with the larger format container when it is empty?
- Do you need to dispose of the pump mechanism differently?
- Still producing regular plastic waste

If you haven’t done this yet, what are the things that you need to consider? Well, there are so many new brands around these days that cater to a variety of tastes and styles, but you might also want to stick with the brands you know your customers are already happy with, and a lot of the brands that are used to working with hotels are now making larger format toiletries available like crabtree and evelyn as you see on the picture on the left. If you’re able to, you might be able to choose from more locally available alternatives so that the products and packaging are not travelling so far, it’s a positive impact on your scope 3 emissions and you have a nice local procurement story to share with your guests. I’ve shared the picture of the bottle with the great water saving message on it before, I think looking around for this kind of style is great for brands that want to deliver multiple sustainability messages. Paying attention to how much product comes out of the dispenser with each press of the pump is important. I was in a hotel a few weeks ago and the amount of liquid soap that came out of the soap dispenser was ridiculous. Equally, I have stayed in showers where you have to press the pump many many times to get enough product – these small things can be important. Also, think about what the product is made from, does it contain microplastics or microbeads? What happens with the container, can you separate it for recycling, do you need to separate the pump as most pump mechanisms will have some small metal springs and can often be made from a different plastic polymer to the bottle? Larger format bottles that are separated for recycling are definitely better than miniature bottles but you do still create a lot of regular plastic waste.
### Bathrooms – Refillable Toiletries

**Annual supply of shampoo for guest bathroom:**
600,000 litres

<table>
<thead>
<tr>
<th>Bottles Type</th>
<th>Bottles Qty</th>
<th>Bottle Size &amp; Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miniature Bottles</td>
<td>20,000</td>
<td>Each bottle 30ml, 8g</td>
</tr>
<tr>
<td>Domestic Size Bottles</td>
<td>1,000</td>
<td>Each bottle 600ml, 36g</td>
</tr>
<tr>
<td>5 litre refill</td>
<td>120</td>
<td>Each bottle 500ml, 175g</td>
</tr>
<tr>
<td>5 litre, returnable refill*</td>
<td>4</td>
<td>Each bottle 5000ml, 175g</td>
</tr>
</tbody>
</table>

*Returnable bottle used 30 times

When it comes to refilling, the volume of plastic is reduced much more. This is a Good way to visualize it. Let’s use the crab tree and Evelyn picture to explain it. Let’s say a hotel consumes 600,000 litres of shampoo in a year, if that is provided in miniature bottles of 30ml, then the hotel needs 20,000 bottles. If the hotel switches to a larger format bottle, let’s say of 600ml, then to deliver 600,000 litres the hotel needs 1,000 bottles. There is less plastic per litre the bigger the bottle, so now instead of 160,000g of plastic the 600ml bottle creates 36,000g of plastic. If we then look into refill, if the refill dispenser is 5 litres then the hotel uses 120 refill bottles and if the refill bottle is returned to the supplier for reuse we get this volume right down to just 700g of plastic from 4 bottles.

In the first call we had together I shared some statistics from a hotel in Mallorca that operated with a returnable refill system, after an initial investment in bottles and Brackets, the return on investment for them buying in bulk came in year 2 so it is a quick return.
Bathrooms – Refillable Toiletries

<table>
<thead>
<tr>
<th>Considerations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Which type of container best suits your design and demographic?</td>
</tr>
<tr>
<td>• How staff friendly is it for housekeeping to see when the content needs to be refilled?</td>
</tr>
<tr>
<td>• Are you doing the refill with your own staff on site or outsourcing that service to the supplier?</td>
</tr>
<tr>
<td>• Do you need to keep a log of batch numbers when refilling?</td>
</tr>
<tr>
<td>• Are bottles and brackets easy to clean?</td>
</tr>
<tr>
<td>• Are bottles tamper proof?</td>
</tr>
</tbody>
</table>

Refills can be provided in lots of different ways using different materials and styles, generally now there is a style for every business. Some dispensers, such as the White one you see with SOAP20, use powder refills mixed with water, so there’s no flexible plastic pouch to deal with. The White bottle is a nice elegant way to provide toiletries and the transparent line down the side helps housekeeping teams to see when the content needs to be replaced. The stainless Steel tamper proof Brackets and glass bottles second from the right are super easy to clean, the bottles and pumps can go through a dishwasher to be thoroughly cleaned. Small ceramic bottles such as these I saw in a boutique hotel in Laos are also really nice depending on your customer demographic.
When it comes to dry amenities and amenity packaging, my first piece of advice to accommodation providers is to ask themselves if these items really and truly add value to the guest stay. There are 12 items on this tray not including the paper bag and the sewing kit. Even if the guest doesn’t use them, they are going to be disposed of once the guest leaves because you can never be sure if they used them or not, I honestly personally don’t see the point of having these items in the room. Ask yourself honestly... Does your ideal customer really book your accommodation because they get these items in the bathroom? Is their first question that they ask themselves when booking – I wonder if there will be a small plastic comb and a razor in the room, if not, maybe I won’t book. Of the 100+ filters you can choose from on booking.com, miniature room amenities isn’t one, if it was truly a deciding factor I’m sure they would list it.

Are you current brand standards obligating you to use single-use plastic? If you have a brand standard review coming up soon, it is a good time to take a look at all the items that form part of your brand standards and identify the ones that are forcing you to continue using single-use items, then ask yourself, if the heart of the brand standard had to be waste reduction, what new standards would we set?
Bathrooms – Dry Amenities and Packaging

There are some reusable alternatives to dry amenities but they are going to be more expensive per unit and it is very likely that your guests would take them home, so this cost would need to be budgeted for or absorbed by the business. Here you see reusable, washable slippers, a reusable shower cap, reusable cotton rounds and reusable face cloths – all would go through the same washing process as face, hand and bath towels so no reason for them to be considered unhygienic. Reusable glass nailfiles are also widely available, or, as the Tasigo Omm Inn in Turkey, you could leave a basket of reusable items in the room, kindly advising people that they are available for sale and that if they are removed from the room, a charge will be made on the credit card that the hotel has on file.
There are some dry amenities for which reusable alternatives that stay on the premises to be reused just don’t exist. For example, toothbrushes, combs and razors are never going to be washed and reused on site. If you do decide to use these items, it is likely that they will be more expensive per unit. The way to ensure that they become reusable is to encourage your guests to take them home, but this will increase your budget, which is why it is important to ask whether or not you really need to make such items available in the first place.
Bathrooms – Dry Amenities and Packaging

- Go beyond the label
- Ask suppliers for product specifications
- Ask suppliers how packaging should be responsibly disposed of
- Don’t fall for brown paper or green leaves

And then a final Word on dry amenity packaging is to really go beyond the label. I was asked by one of my hotel clients a while back to look into stone paper, I found a lot of it is made with some plastic content meaning it can be very difficult, if not impossible to recycle in practice. The image of the shower cap is one I took in a hotel in Spain, it looks like a paper wrapper, but inside there is a plastic lining and the shower cap itself is single-use plastic. You would be amazed how many times I have been in a hotel and seen a set of dry amenities presented in this style of cardboard packaging, only to open them and to find that all the amenities are actually made from plastic, they would look exactly the same as those on the tray on this picture when you take them out of the cardboard packaging. In our next sesión, we Will go into a deeper dive about identifying and avoiding greenwash, but this certainly is a key one to look out for. Just because something is in cardboard or paper packaging doesn’t mean there isn’t a whole host of plastic inside.
In terms of hygiene ribbons, I still see a lot of these which I find astonishing. Personally I think they are completely unnecessary, people expect the toilet to be clean, I don’t think we need to label that. We don’t label the taps or the shower or the bed or the furniture, but for some reason we’re obsessed about the toilet. If you think about it logically, it is not a magic cleaning device, it is a piece of communication. I also advise not to simply switch to a paper one either, we don’t want to reduce plastic but create paper waste. If you absolutely can’t bear not to have something, then I quite like this idea that I saw in the Playitas Resort in Fuerteventura. It is the thicker towel that goes on the floor next to the shower or the bath.

When it comes to hygiene bags for sanitary items it is useful to consider the guest experience when considering the material. The disposal of sanitary items is in itself a one-time action, bags that can contain leaks and prevent odours are a much better service to your guest. Speaking from personal experience, I have always been concerned for the housekeepers that have to empty bins that contain sanitary waste. In some cultures, women would rather flush sanitary items down the toilet than leave them in a waste bin so sanitary disposal bags play a large role in preventing pollution. They also play a big role in preventing the plumbing systems in your hotel from becoming clogged up.
When it comes to hygiene bags for sanitary items it is useful to consider the guest experience when considering the material. The disposal of sanitary items is in itself a one-time action, bags that can contain leaks and prevent odours are favoured by many women. Speaking from personal experience, I have always been concerned for the housekeepers that have to empty bins that contain sanitary waste. In some cultures, women would rather flush sanitary items down the toilet than leave them in a waste bin wrapped in toilet roll for someone else to deal with, so sanitary disposal bags play a large role in preventing pollution. They also play a big role in preventing the plumbing systems in your hotel from becoming clogged up. Having a message about preventing marine pollution by avoiding flushing anything but toilet roll in guest rooms or in your public bathrooms is also a useful approach.
Bathrooms – Soap

I see this a lot in premium rooms – for some reason brands believe the dispenser isn’t enough and put a soap or even miniature amenities in AS WELL. I think it is important to remember that soaps themselves last a long time, they almost always outlast the guest and so it’s not just packaging waste but the actual bar of soap that regularly gets wasted.
For cleaning, GTPI wants you to report on all of these items, hopefully the slides Will clarify what we mean by each of these, but please jot down any questions if you have them and ask us at the end.
Cleaning - Stabilised Aqueous Ozone

About the SAO:
- Uses water from the mains
- Filters the water before the electrical current transforms it to SAO
- Sanitizing power lasts 4 or 24 hours depending on device chosen
- No toxic chemical content
- Dispensers into reusable plastic spray bottles

I talked about this previously, this is a solution to avoid non-flexible packaging and the continuous consumption of cleaning bottles. Talk about SAO.
Cleaning - Stabilised Aqueous Ozone

About the trial:
- Trial in 10 rooms
- Processes agreed with housekeeping
- Replaced 3 products (bleach, bath cleaner, glass cleaner)

The trial was in the same hotel as the reusable bin liners so it was in 10 rooms. It replaced bleach, bath cleaner and glass cleaner and we provided a short training on housekeeping on how to use the product. They were provided with reusable plastic bottles that can be used over and again and they simply fill the bottle from the hose pipe in the morning in the same way they would fill up from the concentrated chemicals. It doesn’t add extra time, in fact it saves time due to it being such a great product on glass, shower cubicles etc as it leaves no marks so you can finish the job more quickly.
Cleaning – Stabilised Aqueous Ozone

<table>
<thead>
<tr>
<th>Original Product</th>
<th>Total Packaging Consumed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bleach</td>
<td>513 plastic bottles (1L)</td>
</tr>
<tr>
<td>Glass &amp; Bath Cleaner</td>
<td>190 flexible plastic pouches</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cost per GN (original)</th>
<th>Cost per GN (Tersano)</th>
<th>Difference</th>
<th>Estimated Annual Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>€0,0765</td>
<td>€0,0118</td>
<td>€0,0647</td>
<td>€9,531.53</td>
</tr>
</tbody>
</table>

If the hotel were to apply the Tersano to all guest rooms, and replace just these 3 products, the estimated savings would be around 9500 every year. The bottles and pouches would be eliminated but there would be a cardboard box and a plastic bag in each Tersano package and the black filter cartridge would need to be disposed of by the hotel. In some countries where there is a significant customer base, Tersano does take back the filters themselves.
Cleaning – Cleaning Tablets, Powders and Perfumes

Considerations:
• Single-use packaging is still generated but it is not plastic and it is a smaller volume.
• Tabs and powders significantly reduce emissions associated with transporting liquid cleaners as “water” is added later to dilute.

If the hotel were to apply the Tersano to all guest rooms, and replace just these 3 products, the estimated savings would be around 9500 every year. The bottles and pouches would be eliminated but there would be a cardboard box and a plastic bag in each Tersano package and the black filter cartridge would need to be disposed of by the hotel. In some countries where there is a significant customer base, Tersano does take back the filters themselves.
Cleaning – Engaging suppliers to take back packaging

- Where possible, use the influence of procurement teams to encourage suppliers to take back their packaging.
- Can cost increases for such a service be absorbed by the business?
- Where is the line drawn between costs versus circularity targets?

The types of plastics used to contain chemicals are extremely sturdy and could be used many times over. Instead, they often need to be disposed of by the hotel, and often they need to go into hazardous waste which costs the hotels more money.

I sincerely believe that in some geographical regions where logistics allow, suppliers could put systems in place to collect empty packaging and reuse it. There are some companies operating in the Canary Islands dealing with pool chemicals and they even give the hotels a 4€ discount for each container that is returned to them. In other scenarios, where hotels have asked about packaging take back, suppliers say they will need to raise the Price, this means that your business then has to make a decision based on the impact of the Price increment versus the impact on circularity targets.
99% of wet wipes are NOT flushable, even if they say they are on the pack. If housekeepers are using wet wipes to clean bathrooms, it is very possible that they discard of them down the toilet. The synthetic material that wet wipes are made from clog up sewerage systems and can cost your business a lot of money if you need to unblock drains. When you read the instructions on sanitizers and disinfectants, you will see that these items need to be left for some time, usually 60 seconds or more for the product to actually kill any germs. Even with spray bottles, if you wipe and immediately spray, all you have done is cleaned the surface but you won’t have sanitized or disinfected it. The humidity left behind by a wet wipe often does not last long enough either, and they can often dry out in storage. Most of the time, wet wipes just spread germs around. Reusable cleaning cloths are always preferred. Unfortunately in terms of microplastics, most of the really efficient cleaning cloths are made from microfibre, so when they’re washed they can discard tiny fibres into the waste water. If possible, ensure that laundry’s have a filter to catch these or put them into a filter bag and dispose of any small fibres with general waste. Microfibre can save a lot of water, some of them are threaded with colloidal silver which is anti bacterial so they have a lot of good qualities. There are also bamboo clothes, glass fibre cloths and other different materials that you can try.
### Food and Beverage

**Category 1**
- Stirrers
- Straws
- Takeaway containers
- Takeaway cups
- Takeaway cutlery
- Takeaway lids

**Category 2**
- Bags and packaging for sweets and chips
- Cling film
- Disposable Plates
- Plastic beverage bottles under 750ml
- Single-Serve Condiment sachets
- Takeaway bags

**Category 3**
- Bakery packaging
- Cocktail picks
- Toothpicks
- Wet wipes
- Yoghurt cups
- Coffee capsules
- Packaging for tea bags

We also asked you to identify operational challenges which you did and I’ve summarised those on the left hand side, but many of you also highlighted operational challenges that were directly related to alternative products, and over the course of this workstream we can also look at helping you with that. There were some questions around the sustainability credentials of other single-use alternatives, we will do more on that in the static guidance we will be creating because I want to keep our attention on eliminating items that are unnecessary and prioritizing reusable alternatives first and foremost during the coming months. Some things that I wanted to highlight at the beginning in terms of operational challenges are specifically around staff engagement, guest communications and overcoming health and safety objections because I think these are important strategies to consider from the beginning.
F&B – Stirrers and Straws

In many cases, plastic straws have been replaced with paper straws which obviously doesn’t reduce waste unless they are only made available on request. There are lots of different types of reusable straws, from this glass Straw on board TUI Mein Schiff at the juice bar, to stainless Steel and bamboo straws that are really popular in Laos and south east Asia, and reusable plastic straws like these that were in a hotel in Antalya in Turkey and were used for things like smoothies and milkshakes. I think you can use different straws in different areas, for example a glass Straw in the cocktail bar but maybe bamboo or reusable plastic around a pool side. Wide circumference bamboo straws are Good for smoothies, Slim stainless Steel straws are not so Good for smoothies. The glass straws are made from something like pyrex, they are really hardwaring. Straw hygiene is obviously important, I liked the sign at the Bloom Boutique Hotel in Laos because it tells you how to keep a Straw clean naturally and gives you confidence that this is what they are doing with their straws.
F&B – Stirrers and Straws

Considerations:
- Type and size of straw cleaner
- Processes to clean the straws
- Processes to clean the straw cleaner
- Time / Role Responsibilities

Depending on your operation, the time required to clean straws manually might be difficult to find, in which case these Sonic baths can be a great idea. You would need to put procedures in place to ensure that straws are properly washed, rinsed and dried. The reason glass straws are Good is that you can see immediately if they are clean. Using a reusable Straw should be no different to using knives, forks and spoons if they are washed in the same way. If you’re concerned about perception of hygiene, have a note somewhere about them going through the dishwasher with all the other cutlery.
When it comes to stirring tea and coffee I am a great fan of the common spoon – yet if you work in hotels you Will know how astonishing it is that so many of these seem to go missing, you always seem to be buying spoons for some reason. If you want something a bit different you can get glass swizzlers like you can see on the right, or stainless Steel ones – short for coffee, long for a cocktail. Glass decorative cocktail stirrers are abundant but they are very likely to go missing depending on your clientele. Stainless Steel cocktail picks also exist, again, this would be very dependent on the clientele. They can be used like this for drinks but they could also be used on buffets or to hold together something like a club sandwich because they come in different sizes.
I had a conversation with someone the other day about why they had reusable cups but single-use wooden coffee stirrers, it was because at the tea and coffee stations at the buffet and self service bars, people were putting used spoons back into the container where clean spoons were kept. So, there needs to be a way to differentiate clean and dirty spoons and to make putting the dirty spoon in the right place easy. I saw this hanging cutlery stand on the TUI Meinschiff last week and thought, if this just had spoons, the clean ones could be on here and there could be a container next to it to put used spoons in. It is easier for people to drop a spoon into a container than put it back onto the hook.
When it comes to take-away, there are two different types in my mind. Take-away because people are going to leave your premises and not come back, and take-away because they order something from the bar or a snack bar and are going to eat it near to the swimming pool or take it back to their room. If it is the latter, it is a take-away style but the food and drinks Will be consumed on site, then there are a number of reusable options for this. Reusable coffee cups that look exactly like a take-away style so it gives the same feeling to people. The pictures of the fridge and of the takeaway food are pictures a friend of mine took on a Virgin Cruise a few months ago.
F&B – Take Away Items

Considerations:
- Where do people deposit them after they have finished with them?
- What are the collection, washing, drying, storage procedures?

These 2 pictures on the left are the Meinschiff, this is how they’re serving ice-creams which people are taking to eat near the pool side, the picture on the right I took here in the Canary Islands of a reusable crockery collection point which is regularly attended by staff to get reusable items back into the kitchen for washing.
Why do so many people think sachets are more hygienic? Tell the story. Again, depending on your Brand style, you could opt for any of the solutions on the screen – extra large format, domestic size format, decanting into small dishes from large format packaging, and the tins you see there, that’s a close up screen shot from the Virgin Cruise of how they are making condiments available for take-out, they could just as easily apply to room service.
There are also breakfast condiments to consider. Increasingly we’re seeing quite stylish large format dispensers which are easy to use and easy to clean, jams can be decanted into larger bowls and guests fill a small glass or ceramic dish or simply just add the jam to their plate. The top right is how sugar, butter and jam were served to me in Laos, South East Asia, you could choose your jam flavours so that reduced food waste too. Often I hear people voice concerns around the perception of hygiene of jams that are served in glass bowls or jars like this, they use the Word cross contamination in the wrong way. The key steps to avoiding cross contamination when serving a buffet are happening in the back of house, at the preparation phase were raw and cooked foods shouldn’t mix because it can cause illness. Front of house, the cross contamination that we often refer to is more about cleanliness, tidiness and avoiding food waste. If people use the same spoon to serve the strawberry jam and then to serve the apricot jam, you won’t become ill from eating the two types of jams together, but your buffet Will look untidy and eventually you might get to the stage where the jam bowls have to be emptied and cleaned which causes food waste. The biggest issues on open buffets for hygiene reasons are sneeze and cough protection and the regular changing of serving utensils. No-one says that the rest of the buffet is unhygienic, people are using the same tongs to serve themselves loads of different foods. We don’t individually wrap every chip, every potato, every piece of meat so why is it that jam and butter are unhygienic if served in bulk but nothing else is?
Packaging for sweets and crisps can be really hard to replace, especially with reusable alternatives. It is very likely to require you to make changes to the way snacks are served. Firstly of course, it depends where snacks are being served – is it part of the mini bar service, part of the welcome snacks on arrival. The mini bar glass jars are from Red Carnation Hotels in London, if the jars go back to the supplier for reuse this can be a Good way to serve snacks, but if they’re single-use and going straight into the recycling, that is not the best idea. The top middle is Universal Beach Hotels in Mallorca. This means buying snacks in larger volumes and decanting them yourselves into reusable jars. The same with the reusable bags bottom left, you can decant from larger packaging or even get deliveries from refill stores without packaging – these bags are great for picnics and for tourists on itinerary trips like hiking and cycling. Popcorn kernals can be purchased in large volumen packs and served decanted into reusable dishes, you could make this fresh, mix it with your own spices or just serve plain. In a hotel my husband worked in, the chef used to make his own crisps and biscuits, it was a small boutique hotel and this level of attention to detail really wowed the guests. In the end, I think it depends on whether or not the snacks make an income for the business, in which case switching to bulk and decanted might be harder.
Yoghurts are easy to serve in bulk as well to be honest, I think like everything we’ve gone through already, it depends on your style and demographic how you decide to go about this. You can decant into smaller glass jars yourselves and place them on the buffet. If you have lidded jars like the ones in the top left, you can differentiate for soya yogurts, lactose free yogurts etc so they can help to cater for dietary requirements without needing to always just have single-use yogurts. You can decant into larger self service bowls like the top middle image, or if you want something to look a bit nicer you could do a yogurt bar, I found this picture on the bottom left online and thought it was a great idea.
Another common use for wetwipes is in food and beverage, particularly after eating finger food or products like prawns that may need to be peeled by the consumer. This service can be offered by having warm water with a slice of lemon taken to the table (just 1 slice) or by thinking a little differently and using equipment like this small towel steamer that you should normally find in a spa. You can put essential oils in there for a pleasant fragrance, but of course you need to think about the impacts of these options too. There will be organic waste from the lemons and procedures around ensuring you have enough towels, that they are collected, washed and dried. If your F&B outlets have a high turnover it might not be suitable. Perhaps a fragrance free hand sanitizer in a reusable bottle would be a better option all round.
Coffee Capsules – Solutions

Coffee Capsules – Solutions Will vary depending on where capsules are used, are they used in the bar, in the breakfast room, in the guest rooms, only in VIP rooms? In guest rooms for example, you could decant coffee into reusable glass jars as you can see with the Little red circle which is at the Omm Inn in Turkey. You could provide french presses, this means also needing a sealed jar for the coffee and you would need to think about the number of people in the room and the size of the press. Guests would also need to dispose of coffee grounds every time they had a coffee so this might not lend itself well to an in-room service, unless they can call down to have the press removed and replaced with a clean one on demand. It would work better in apartments with kitchens, as would the coffee percolator. Reusable capsules that are compatible with nespresso drop down machines do exist, they are a bit messy sometimes and would still require you to provide coffee in a jar and to give guests a means to responsibly dispose of coffee grounds so you would need to think about processes and communications to support this.
If it is very difficult for you to move away from coffee capsules quickly, consider informing your guests about how you are responsibly disposing of them. This is a communication I saw in a hotel in Madrid, the round tabs are disposed of into this collection point and the information tells the guests that they coffee pods go back to Nespresso for processing so that the materials can be used again.
F&B – Tea Bags

Considerations:
• Which teas are the most popular?
• Investment in tightly sealing jars to keep tea fresh
• Investment in diffuser tea pots or diffuser cups

Even tea bags that are not wrapped in plastic can be made with synthetic materials or have synthetic glues holding the bags together, so just because it doesn’t look like a plastic bag on the outside, doesn’t mean it is free from plastic, it is a Good idea to check with suppliers. If you know that your guests drink a lot of breakfast tea in the morning, can you make a full urn of breakfast tea using loose leaf tea yourself? Used leaves could be used in gardens, as can coffee grounds.
A Loose leaf tea menu is a potential option for F&B areas and for guest rooms, this is often Good for speciality teas. It would require investment in diffuser pots and or cups and you would need to think about it like the coffee – how Will you keep tea fresh? How Will guests dispose of tea leaves?
There are so many ways to avoid single-use plastic water bottles in hotels now, I think it’s just a matter of finding what Works for your Brand style. Bottom row second from the left is in an Ale Hotel in Italy had these self service containers that we would probably associate more with serving coffee at events but they used them for breakfast, I think this could also be a possibility for smaller hotels, they could either be filled from dispensers in the back of house area, or much larger bottles could be used to fill the containers therefore reducing volumes of plastic. You can serve water to order, allow people to serve themselves, whatever Works for you. I think one of the main sticking points for hotels is not around the options that are available but the cost of those options. In the end, the Brand needs to make a decisión about whether it is willing to invest in sustainability actions to meet its commitments, especially if these have been communicated publicly. Perhaps cost savings gained elsewhere in the business could be designated for investment in onsite refill, the cost savings from renewable energies for example. Cost savings for filtered water don’t necessarily need to come out of the F&B Budget which is bound to be really tight already.
Atmospheric Water Generators

About the trial:
• Originally trialled around the poolside and in the gym
• 4 further units were ordered to the success
• Guests encouraged to bring their own water bottles, or they can purchase customized reusable bottles at the hotel
• By end November 2023, 6 units had produced 88,310 litres of water.
• 176,000 plastic bottles avoided

I also just wanted to rehighlight some of the innovative tech I’ve seen over the last 12 months. This was a great idea that I saw on a Project we are doing with Hilton Hotels in Dubai and Abu Dhabi, it fits well with the climate there and is turning humidity in the air into drinking water. It meets all health and safety requirements, the water is regularly tested and it is going down extremely well with guests. Statistics at the end of November showed that the units have produced 88,130 litres of water, given that most people fill up a 500ml bottle, it can be accurately estimated that they have prevented the use of over 176,000 single-use plastic bottles in much less than a year.
Onsite filtering and bottling

Smart Water Dispensers

- Self Service
- Possibility to add a payment programme to differentiate between all-inclusive and guests on other board basis
- Internet connectivity to advise immediately number of litres refilled
- Download your own impact report

This system is really interesting, particularly if you have a mix of board basis on site as you can incorporate a payment function for those guests that are not on all-inclusive if you want to. You can even download your own impact report which tells you how many bottles of plastic you’ve avoided and the CO2 eliminated. If you want any additional information about some of the solutions for water that I’ve shown you here let me know so that I can put you into contact with the companies that I know about.
The larger water brick can be good for big groups and in cooler destinations where the water won’t get hot in the vehicle, although I learned from EXO that this can be difficult when drivers work with different operators and some operators request single-use bottles of water, meaning the water in the brick can sit for a long time absorbing the taste of the plastic container, drivers end up throwing water away. Including as many stops at refill points along the way can help ensure people have access to cool drinking water, but thermal covers such as the blue one from trash hero are also a good idea if water bottles are carried in vans. The bottom right shows EXO using ice coolers to keep water cool on itinerary trips. The other 3 photos on the bottom row are also from EXO, this is a bag which enables them to carry larger water bottles upside down and serve using a tap which is fixed to the neck of the bottle. There’s also the option of water filter bottles and steripens if your customers are open to using such products.
I’ve spent some time over the last 2 weekends on TUI Mein Schiff and TUI Marella Cruises as they regularly come into the port of Las Palmas in Gran Canaria, it was great to see that lots of steps are taken to avoid plastic bottles of water on board and that water refill stations are available at various points on every deck so that passengers can regularly refill their own glasses or bottles. Cabins have carafes and glasses that can be refilled from the dispensers, the mein schiff even had energy crystals which I’ve never seen offered in hospitality before so that was interesting. Up on the pool deck of the Marella, self service water coolers are also available.
Water - Guest Room Apartments

One Planet Network – Sustainable Tourism Programme (STP)
F&B – Cling film

About the product:
• Quite widely available
• Made from reusable plastic
• Easy to wash

We have previously covered clingfilm so I won’t dwell on this, these are the reusable rack trolley covers I showed last time.
And these were the ideas I shared about avoiding clingfilm in kitchens as well as in guest rooms for things like room service and picnics.
### Kitchens

<table>
<thead>
<tr>
<th>Category 1</th>
<th>Category 2</th>
<th>Category 3</th>
</tr>
</thead>
</table>
| • N/A      | • N/A      | • Disposable aprons  
|            |            | • Disposable baking Sheets  
|            |            | • Disposable hair nets  
|            |            | • Disposable baking moulds  
|            |            | • Disposable net bags  
|            |            | • Disposable piping bags  
|            |            | • Disposable sponges  
|            |            | • Shrink wrap  
|            |            | • Plastic beverage bottles 750ml and above  

We also asked you to identify operational challenges which you did and I’ve summarised those on the left hand side, but many of you also highlighted operational challenges that were directly related to alternative products, and over the course of this workstream we can also look at helping you with that. There were some questions around the sustainability credentials of other single-use alternatives, we will do more on that in the static guidance we will be creating because I want to keep our attention on eliminating items that are unnecessary and prioritizing reusable alternatives first and foremost during the coming months. Some things that I wanted to highlight at the beginning in terms of operational challenges are specifically around staff engagement, guest communications and overcoming health and safety objections because I think these are important strategies to consider from the beginning.
I did a quick search on the internet for things like reusable waterproof aprons and reusable hair nets, a whole range of possibilities comes up so one of the things that I think would be really important for businesses on the call is to get their procurement teams involved in the search for these types of products, firstly by asking current suppliers that you already trust if they are able to help you to source Good quality products that are fit for purpose. Perhaps you Will need to consider how you can buy locally rather than centrally. Are Good quality products available but the process for getting smaller suppliers into your approved supplier database is too complex or time consuming for them. Can any concessions be made to facilitate entry for them?
Some things that really are proving difficult to find solutions for are vacuum bags and piping bags. Solutions exist but they are very much aimed at the domestic market and not the commercial market. Feedback from kitchen teams about reusable piping bags has been very negative, they can often absorb Grease, fats and odours from previous contents and are time consuming to clean. There really is no magic reusable replacement for these therefore the only way to reduce consumption of these items at the moment would be to reconsider the menus so that they are not required in the first place.
Kitchens – Baking Sheets and Moulds

Considerations:
- Processes for washing, drying and storage

Again, an internet search brings up a range of options for silicon baking sheets and moulds,
In kitchens, the reason that gloves are worn is to avoid cross contamination but very often, when people wear gloves they stop washing their hands, or they change gloves so regularly that hundreds of pairs of single-use gloves are being used daily in hotels. Previously when I was in H&S, we implemented a few different ways of avoiding single-use gloves whilst dealing with illness outbreaks, one that worked really well was setting a hand-washing regime, so every 30 minutes an alarm would sound and remind people to wash their hands. Hand washing stations were installed in all food prep areas making it easy to do. Treating hand washing in the same way as how you would treat a chopping board – e.g. washing it between different uses – do the same with hands. If it’s not possible to install handwashing sinks, odourless sanitizing gel stations might work, there are foot operated hand gel sanitizers, and some companies sell sanitizing foam refills in paper sachets. Reusable gloves for food preparation can be quite difficult because they are quite thick material and dexterity is lost, so having a handwashing protocol is often preferred. Reusable gloves for cleaning activities, or invest in chemical free cleaning so that cleaning teams don’t have to worry about protecting their hands from using so many harsh chemicals.
## Logistics

<table>
<thead>
<tr>
<th>Category 1</th>
<th>Category 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>• N/A</td>
<td>• Packaging materials (foam peanuts, raffia)</td>
</tr>
<tr>
<td></td>
<td>• Pallet wraps</td>
</tr>
<tr>
<td></td>
<td>• Polystyrene ice boxes</td>
</tr>
</tbody>
</table>

Packing materials and pallet wraps are really going to be in the hands of your suppliers, but you could suggest some solutions to them and potentially even co-invest.
I found some great products again via an online search, the left is a thermal pallet wrap which could be useful for suppliers transporting frozen goods. A few years back when talking with Six Senses, I heard how they had invested in their own reusable ice boxes for their suppliers of fresh and frozen goods to use. I’m not sure if anyone from Six Senses is on the call today that would tell us more about it and the processes in place to provide confidence that ice boxes were always properly cleaned.

For things like packing peanuts, the main alternative is shredded paper but this is still going to create waste and it is heavier. I saw suggestions about using popcorn but that gives you food waste to dispose of, clothes and linens that have been cut into strips, but they would be really heavy and how would you get them back to the original supplier? One thing that suppliers really do need to do is to use packaging that fits the products so that there is not so much empty space that needs filling up in the first place.
Guest Rooms / Apartments / Cabins

Category 1
• Bin liners

Category 2
• Laundry bags (for collection)

Category 3
Disposables:
• Combs
• Ashtrays
• Corkscrews
• Shirt collar and pant clips
• Shoe shines
• Shoe horns
• Slippers
• Door hangars
• Garment covers (delivery)
• Glass covers

Next operational area is guest rooms, apartments and cabins. Combs, hair brushes, shoe shines, slippers, sewing kits, dry amenity packaging, vanity kits were all covered earlier on under bathrooms so we won’t go through those again but I’ll quickly cover ideas for the other items. I’m not sure where single-use ash-trays came from, maybe it’s from itinerary tours and not here in guest rooms? Does anyone on the call use single use ashtrays, if so let me know if the chat, there are reusable pocket size cigarette butt holders that tour operators might find interesting, or you might even want to make such things available to guests heading out to the beach.
Guest Rooms/Apts/Cabins – Bin Liners

Considerations:
• Is a liner really necessary?
• Processes and procedures to clean and sanitise bin cylinders or reusable liners
• Investment in reusable liners or bins with separate compartments to facilitate recycling
• Washing, collection and drying of reusable liners
• Quantity required to ensure that there are enough for liners to be in use, in the washing machine and in the dryer.

The first question to consider is whether or not bin liners are really necessary in the guest rooms, this will depend on the type of waste that guests are likely to produce. If they are staying in a self-catering apartment then there is likely to be a lot of food waste so perhaps you do need a liner for that, but if the vast majority of waste is dry recyclables like plastic bottles or paper, then a liner isn’t really necessary. Processes and procedures to keep bin cylinders clean and hygienic are easy to put in place, if you wish to avoid any unpleasant odours, a lid over the cylinder is a great idea. If you find the idea of no bin liner really difficult to implement, there are reusable, washable bin liners, we talked about these last time, you need a procedure similar to the bin cylinder, e.g. if the bag had only had dry waste in the waste was removed and the bag simply sanitised using a spray and a cloth. In terms of removing it for washing that would happen if it had had wet waste in it, or every 7 days or on checkout day. In trials I oversaw in Mallorca it really didn’t impact upon housekeeping time at all and they were really pleased with the producto.
## Reusable Bin Liners

### Return on Investment and Plastic Reduction:

<table>
<thead>
<tr>
<th>Original Product</th>
<th>Total bin liners to waste</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single-use bin liners</td>
<td>147,319</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>New Product</th>
<th>Total bin liners to waste</th>
<th>Initial Investment</th>
<th>Annual Savings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reusable, washable liners</td>
<td>0</td>
<td>€4,590</td>
<td>€4,419</td>
</tr>
</tbody>
</table>

As the Price per reusable liner drops significantly for larger volumes orders, the return on investment would be a year for the pilot hotel.
Guest Rooms/Apts/Cabins – Laundry Bags

Considerations:
• Investment in reusable bags that guests may take home
• Opportunities to support local organisations that make reusable laundry baskets
• Collaboration with off-site, 3rd party laundry suppliers to avoid single-use garment covers when returning items

Many hotels are now switching to reusable laundry bags but sometimes an issue with that is that bags are taken by guests to put their own dirty laundry in which they then take home, meaning a constant repurchasing of reusable bags which is more expensive. You can overcome that with reusable baskets which definitely wouldn’t fit in the luggage and you could identify the room number from which the laundry came using a tag that can be written on with a removable marker pen. This basket is actually made with single-use plastic bags weaved by local women, you can find it at Jaya House in Cambodia, so there is also a great story behind it.

If your laundry is onsite, it is a lot easier for you to avoid garment covers altogether, the laundry can simply be placed back into the guest wardrobe. If you do feel it necessary to cover it, reusable garment covers made from old linens would be sufficient, obviously they’d be made to look nice. If it’s an offsite, 3rd party laundry provider, would they be prepared to keep clothes under reusable garment covers like this one, folded items could go onto the shoe shelves. A procedure would need to be worked out to identify the guest’s laundry on its return.
Guest Rooms/Apts/Cabins – Linen and Towel Packaging

Considerations:
- Create a system to ensure clean and dirty linens don’t mix
- Cover linens on shelves with old linens that are no longer used

If your hotel has control over its laundry operations, then you don’t need to wrap items in plastic. If you have a system to ensure clean and dirty linen don’t mix – for example dirty linen goes into the green trolleys and clean linen comes back folded without a trolley cover, or if it needs to be protected from dust/rain, the clean laundry has different trolley covers. Once items are in storage, you can keep them clean by covering them with old linens, King size bed sheets are great for this. If your laundry is outsourced, agree the same clean and dirty linen systems with them so that plastic covers can be avoided. Towels wrapped in single-use plastic actually look a lot less attractive in my opinion as you can see by this picture I took in a hotel gym some time ago. If you switch between Winter and summer duvets or Winter and summer dressing gowns, they can be stored longer term in reusable zip bags or reusable vacuum packaging if you need to save on space.
Guest Rooms/Apts/Cabins – Glass Covers

Considerations:
- Check with your H&S teams which they prefer
- Coasters should be easy to keep clean, non-porous
- Processes for when reusable covers will be laundered

Single-use glass covers made from paper or thin card continue to be popular but they do create a lot of waste. Why not go all the way and just have no covers? There are two schools of thought on this – some H&S experts say if glasses are facing upwards they should be covered so that nothing drops into them and no-one coughs or sneezes onto the rim. There are other H&S experts that say glasses should be face down on a Surface that is easy to clean and therefore nothing Will drop in and no-one could cough or sneeze on the rim. You would need to check with your own H&S people about what their preferred option is. There are reusable covers such as these cotton ones on the right, you would need processes for when you would launder them and you might need to leave guests information on where to put them once they remove them so they don’t go missing in the room. You could even get these made locally and tell a nice story about them.
Guest Rooms/Apts/Cabins – Newspaper Bag and Turndown

Sweets, biscuits, macaroons, cakes – things that can be bought in larger volumes or even made in your own kitchen, presented on a more traditional tray or a bit more innovatively like this chocolate under a wine glass. Maybe you don’t have to provide food at all, it could be a different style of gift, it could even just be a card with an inspiring quote or message.
Reusable newspaper bags are also widely available.

Considerations:
- Edible gifts that could be made on site
- Locally made gifts that support local businesses and organizations
- What type of gift best suits your brand and destination?
Guest Rooms/Apts/Cabins – Key Cards

Considerations:
- Will all clientele be happy to use an app?
- What if someone’s phone battery is dead?
- How can you make the return of key cards easier and quicker?
- All key cards contain electronics

Personally I don’t see key cards as single-use because the idea is that they are supposed to be returned to be used over and over again, but of course so many people do go home with them. I quite like this message as a play on words encouraging people to bring back their key card. Depending on your installation, available tech and clientele, you might go completely keyless entry. A lot of hotels are switching to wooden key cards or to key card bracelets. If it’s a bracelet, then waste is still created when the bracelet is removed. All key cards have electronics inside of them, if wooden key cards are damaged and need to be disposed of, can the supplier take them back to reuse the electronics or do you need to dispose of them with e-waste?

You could also just got back to a Good old fashioned key.
Service Areas

Category 1
• N/A

Category 2
• N/A

Category 3
• AI wrist bands
• Disposable swim caps
• Disposable undergarments
• Packaging around corporate gifts
• Sunscreen bottles
• Umbrella cover

We also asked you to identify operational challenges which you did and I’ve summarised those on the left hand side, but many of you also highlighted operational challenges that were directly related to alternative products, and over the course of this workstream we can also look at helping you with that. There were some questions around the sustainability credentials of other single-use alternatives, we Will do more on that in the static guidance we Will be creating because I want to keep our attention on eliminating items that are unnecessary and prioritizing reusable alterantives first and foremost during the coming months. Some things that I wanted to highlight at the beginning in terms of operational challenges are specifically around staff engagement, guest communications and overcoming health and safety objections because I think these are important strategies to consider from the beginning.
Service Areas – AI Wristbands

Considerations:
- Do you need to identify AI guests or is your whole hotel AI?
- Reusable bands could easily be removed and passed onto people that are not on the AI regime in your hotel.
- Constant reinvestment in bands that guests will take home

So many hotels offer multi board basis now that it is important to be able to identify guests that are on AI. But if the whole hotel is AI then bands aren’t necessary. If you use key cards already, or the customer has the hotel app to open the door, could these also be the way in which AI customers identify themselves so that bands are not required? Reusable solutions include silicon bands that can be washed and sanitised, but they could easily be removed and given to people that are not on the AI regime so your customer demographic will really play a part in your decision. Crafted bands similar to friendship style bands could be made locally and link to other sustainability initiatives, it is likely that they will be taken home by the guests so you will need to constantly invest in replacing them, this is much easier to do if it is linked to a community engagement Project.
Service Areas – Shoe Covers

Considerations:
• Investment in stock
• Requires a process to collect, wash, dry and redistribute to staff / visitors

There are actually a lot of reusable shoe cover styles if you look for them. The pair on the right looks like yellow trainers but when you zoom in you see they are actually like silicon short socks, they are very non-slip so Good for kitchen areas or other areas with high water usage.
Service Areas – Dispensers

Considerations:
- Cost to the business – loss of revenue from sunscreen sales
- The sunscreen refill is likely to still generate plastic packaging waste that may not be recyclable
- Hand sanitising dispensers refills without inner flexible packaging
- Installation of portable sink units

Since the pandemic, dispensing units really have moved on in terms of usability for staff that need to keep them clean and in Good working order and for the people that use them. There are a variety available now that don’t require inner pouches so they can be easily refilled from larger format bottles. In terms of sunscreen I think this is more difficult. Dispensers exist but given people’s preferences for screens that are compatible with their skin type, the SPF factor they prefer etc, I’m not sure dispensers are the way to go, but if you decided to give it a go, a message about microplastics and ocean protection by using reef safe screen is great, such as this one. For hygiene purposes and regular hand washing you might also consider installing hand washing stations, these portable ones can be easily plumbed in by your maintenance teams and you can provide soap dispensers on a nearby wall or on the frame itself.
# Hygiene Related

<table>
<thead>
<tr>
<th>Category 1</th>
<th>Category 3</th>
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<tbody>
<tr>
<td>• N/A</td>
<td>• Disposable face masks/shields</td>
</tr>
<tr>
<td></td>
<td>• Plastic wrap for high touch surfaces</td>
</tr>
<tr>
<td></td>
<td>• Plastic wrap for dine-in / room service</td>
</tr>
<tr>
<td></td>
<td>• Disposable gowns</td>
</tr>
<tr>
<td></td>
<td>• Disposable shoe covers</td>
</tr>
<tr>
<td></td>
<td>• Disposable medical caps</td>
</tr>
<tr>
<td></td>
<td>• Mini hand sanitisers</td>
</tr>
</tbody>
</table>

In previous slides, we have already covered dine in and room service, disposable shoe covers, gowns/aprons and we’ve just looked at hand sanitizing dispensers. In terms of masks and shields, providing reusable ones for staff and having procedures in place to ensure that they are regularly changed and properly washed is key, I’m sure you have all perfected these procedures over the last years. Medical caps could be replaced with reusable hair nets that we saw in the kitchen slides.
Hygiene Related – High Touch Surfaces

Considerations:
• What was the point of the plastic cover?
• How did businesses respond to other high touch items
We've covered a lot today and we haven't been able to go into lots of details in this short time but this is why we have the next steps and why we're doing this over a 3 month timeframe.
Next Training Sessions (closed)

Next training session:

- Deep-dive into operational challenges, staff engagement and customer communications
- Finalizing bilateral support
- Consultations on factsheets and decision trees

We Will be holding 2 more closed consultation calls like this one. One Will focus on some of the other product groups you highlighted as problematic in the survey, so plastic bottles, bathroom amenities and amenity packaging and on-the-go / takeaway style F&B items. The other Will focus on overcoming operational challenges, and engaging staff and customers. We Will get in touch with you to suggest some dates for those son.
Any Final Questions?