

SUSTAINABLE RESOURCE MANAGEMENT IN HOTELS TRAINING SESSION

UN 10 Year Framework
Program on Sustainable
Consumption and
Production (UN 10YFP)

AGENDA: DAY 1

MORNING SESSION

What is Sustainable Tourism?

- The Business Case for Sustainability in Hotels
- Tourism in Small Island Developing States: Challenges and Opportunities
- Tourism Development in Samoa: Challenges and Achievements
- Impact Monitoring and Importance of Data Collection
- The Market Opportunity: Understanding the Visitor/Customer
- Communicating Sustainability

Introduction to the 10YFP Program and Sustainable Tourism in the South Pacific

- 10YFP Sustainable Consumption and Production Program
- Sustainable Development Goals
- Sustainable Resource Management in South Pacific Hotels Program

AFTERNOON SESSION

Sustainable Business Operations: Protecting the Environment and Reducing Costs

- Energy Use and Eco-efficiency
- Water Supply and Conservation
- Waste Management

AGENDA: DAY 2

MORNING SESSION

Sustainable Business Operations (Continued)

- Procurement: Supporting the Local Economy, Linkages & Leakages and Health
- Employment: Equal Rights and Benefits
- Pollution: Physical, Chemical & Biological, Visual, Noise, Air
- Conservation: Biodiversity, Animal Welfare, Protected Areas, etc.
- Local Community and Cultural Heritage

AFTERNOON SESSION

Action Planning and Monitoring Operational Impacts

- Engaging Staff
- Baseline Assessment
- Action Planning
- Monitoring results
- Reporting and Communications

LEARNING OBJECTIVES

By the end of the two-day training, participants should be able to...

- Understand the **concept of sustainable tourism** and UN frameworks
- Be able to make a **business case** for managing sustainability impacts in hotels
- Understand the sustainable tourism **market opportunity**
- Gain practical knowledge **on how to manage sustainability impacts** across the 8 themes:
 - Energy**
 - Water**
 - Waste**
 - Procurement**
 - Employment,**
 - Pollution, Conservation and Culture Heritage**
- Be familiar with the the **importance for monitoring tourism impacts**
- Draft a **sustainability action plan** for their hotel
- Report on sustainability impacts and communicate results**



INTRODUCTION

NI SA BULA VINAKA!



Paloma Zapata

Vice President



WHO IS SUSTAINABLE TRAVEL INTERNATIONAL?



**SUSTAINABLE
TRAVEL INTERNATIONAL**

Making A Better World The Destination

Our Mission

Improve the lives of people around the world and the environments they rely upon through travel and tourism.

By leveraging the power of travel and tourism, we aim to ensure that communities thrive and their environments are healthy for future generations.

WHY TRAVEL & TOURISM?



10% of GDP

It is largest, most diverse global industry –
10.2% of global GDP
(\$7.6 trillion)



1 in 10 jobs

Supports 292 million jobs, 1 in 10 workers around the globe



1.2 billion travelers

1.2 billion international tourist arrivals a year
Expected to reach 1.8 billion by 2030

OUR ROLE

An aerial photograph of a tropical island with lush green hills, a winding road, and a small settlement. The island is surrounded by clear blue water with a shallow turquoise lagoon. In the background, more islands and mountains are visible under a blue sky with scattered white clouds.

**We partner with destinations
and businesses on their
journey towards a more
sustainable future**

We have worked with OVER 100 DESTINATIONS and PARTNERS across the world



PARTICIPANT INTRODUCTIONS



- What is your name?
- Where do you work?
- Describe what “sustainability” means to you in *one* word

UNITED NATIONS WORLD TOURISM ORGANIZATION (UNWTO) DEFINITION

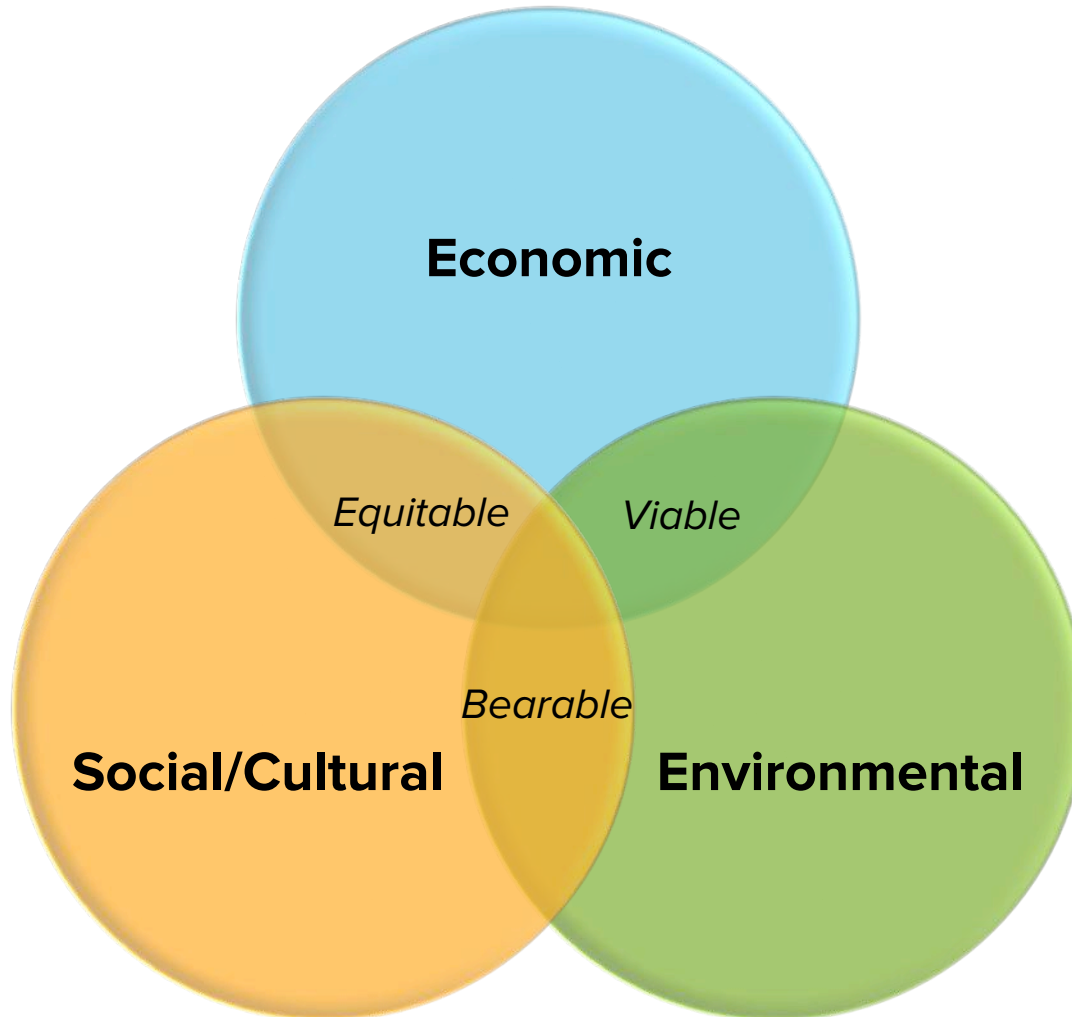
Expressed simply, **sustainable tourism** is defined as:

"Tourism that takes full account of its current and future economic, social and environmental impacts, addressing the needs of visitors, the industry, the environment and host communities"

– UN World Tourism Organization



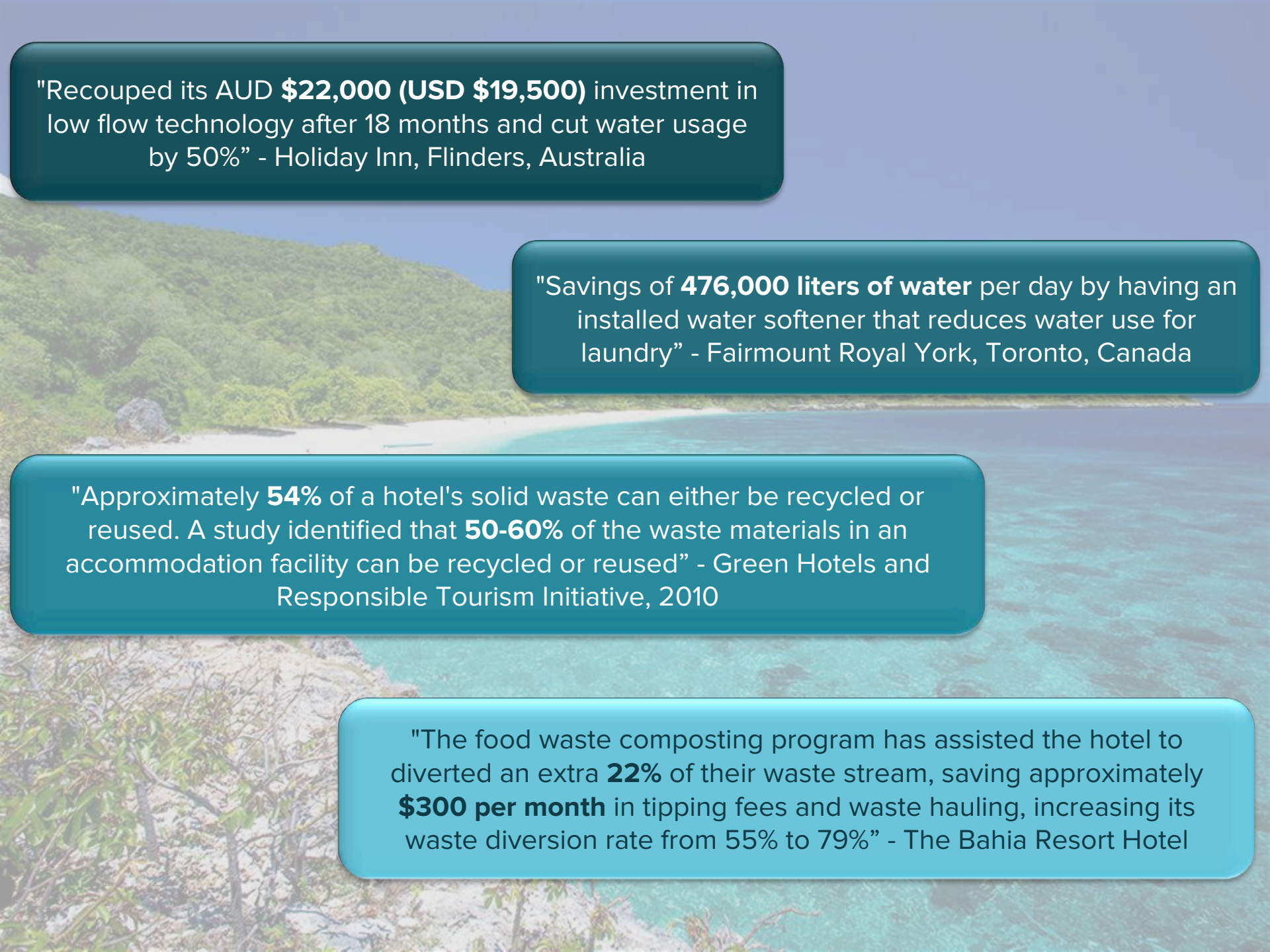
TRIPLE BOTTOM LINE OF SUSTAINABILITY





BUSINESS CASE FOR SUSTAINABILITY

- Gaining competitive advantage
- Cost savings
- Stabilized utility prices and availability
- Increased brand value
- Customer loyalty
- Awards and recognition
- Regulatory compliance
- Fiscal and economic incentives
- Creation of a positive business culture
- Employee retention
- Risk management
- Investor requirements

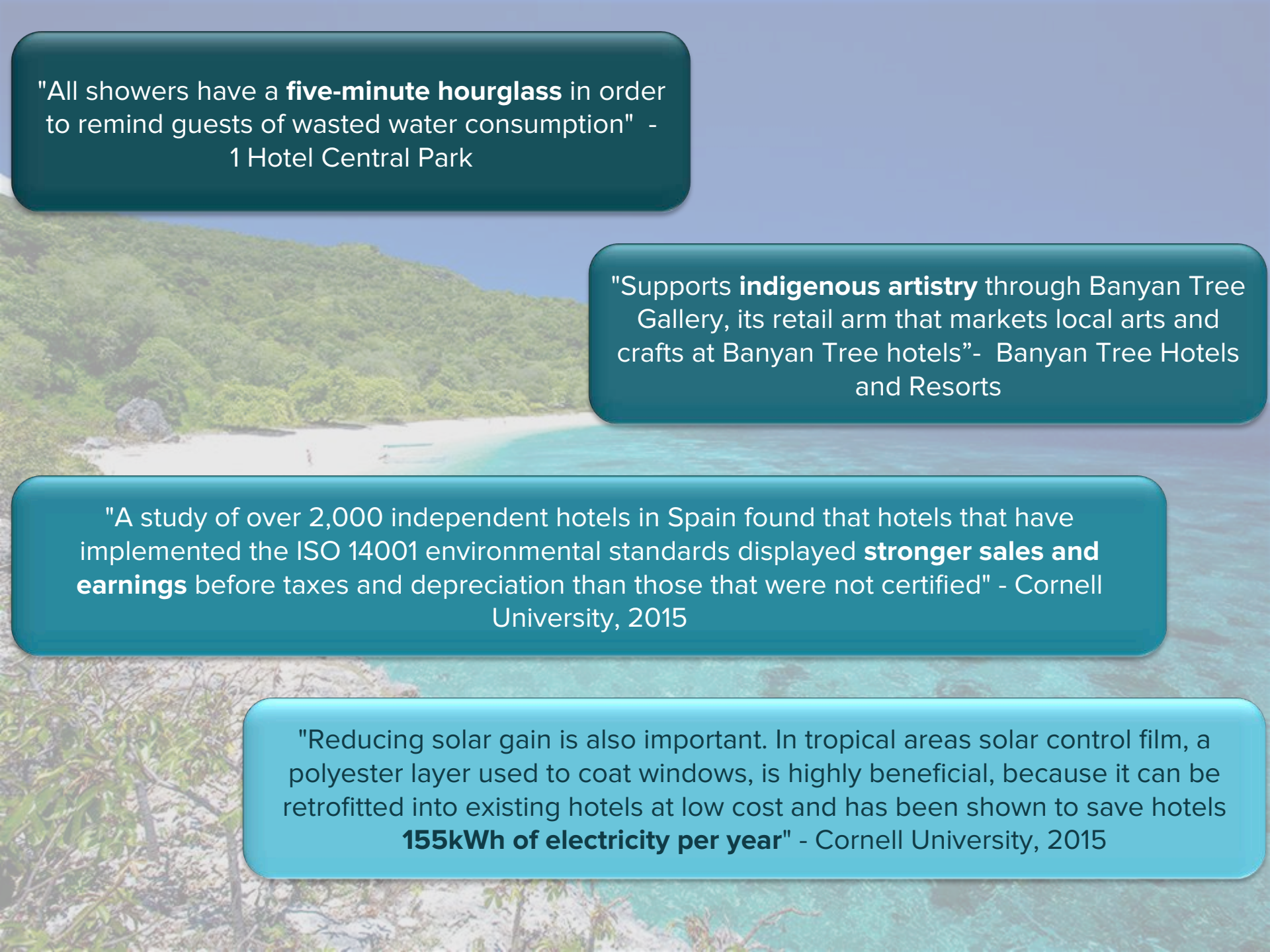


"Recouped its AUD **\$22,000 (USD \$19,500)** investment in low flow technology after 18 months and cut water usage by 50%" - Holiday Inn, Flinders, Australia

"Savings of **476,000 liters of water** per day by having an installed water softener that reduces water use for laundry" - Fairmount Royal York, Toronto, Canada

"Approximately **54%** of a hotel's solid waste can either be recycled or reused. A study identified that **50-60%** of the waste materials in an accommodation facility can be recycled or reused" - Green Hotels and Responsible Tourism Initiative, 2010

"The food waste composting program has assisted the hotel to diverted an extra **22%** of their waste stream, saving approximately **\$300 per month** in tipping fees and waste hauling, increasing its waste diversion rate from 55% to 79%" - The Bahia Resort Hotel



"All showers have a **five-minute hourglass** in order to remind guests of wasted water consumption" -
1 Hotel Central Park

"Supports **indigenous artistry** through Banyan Tree Gallery, its retail arm that markets local arts and crafts at Banyan Tree hotels"- Banyan Tree Hotels and Resorts

"A study of over 2,000 independent hotels in Spain found that hotels that have implemented the ISO 14001 environmental standards displayed **stronger sales and earnings** before taxes and depreciation than those that were not certified" - Cornell University, 2015

"Reducing solar gain is also important. In tropical areas solar control film, a polyester layer used to coat windows, is highly beneficial, because it can be retrofitted into existing hotels at low cost and has been shown to save hotels **155kWh of electricity per year**" - Cornell University, 2015

An aerial photograph of a tropical island. The water is a vibrant turquoise color, transitioning to a deeper blue as it extends into the distance. The island is covered in lush green vegetation, with several small, sandy beaches visible. The sky is bright blue with scattered white clouds. The text is overlaid on a semi-transparent blue rectangle on the left side of the image.

**TOURISM
CHALLENGES &
OPPORTUNITIES IN
SMALL ISLAND
DEVELOPING
STATES (SIDS)**

TOURISM IN SMALL ISLAND DEVELOPING STATES (SIDS)

- Inbound tourism expenditure is valued at more than \$38 billion annually
- Travel industry is a key driver of job creation
- Annual tourism arrivals out-number total population size in SIDS by a ratio of 2.3 to 1
- High prevalence of cruise tourism

*UNWTO. (2012) Challenges and Opportunities for Tourism Development in Small Island Developing States.





CHALLENGES FOR TOURISM IN SMALL ISLAND DEVELOPING STATES

- Scarce and Fragile Natural Resources
- Protection of Natural Habitats and Biodiversity
- Waste Management
- Climate Change
- Community Engagement
- Connectivity
- Economic Leakages
- Economic Diversity
- Market Differentiation

OPPORTUNITIES FOR TOURISM IN SMALL ISLAND DEVELOPING STATES

- Employment & Female Empowerment
- Promotion, Conservation and Protection of Natural Resources
- Blue & Green Economies
- Investment & Value Chains
- Resilience

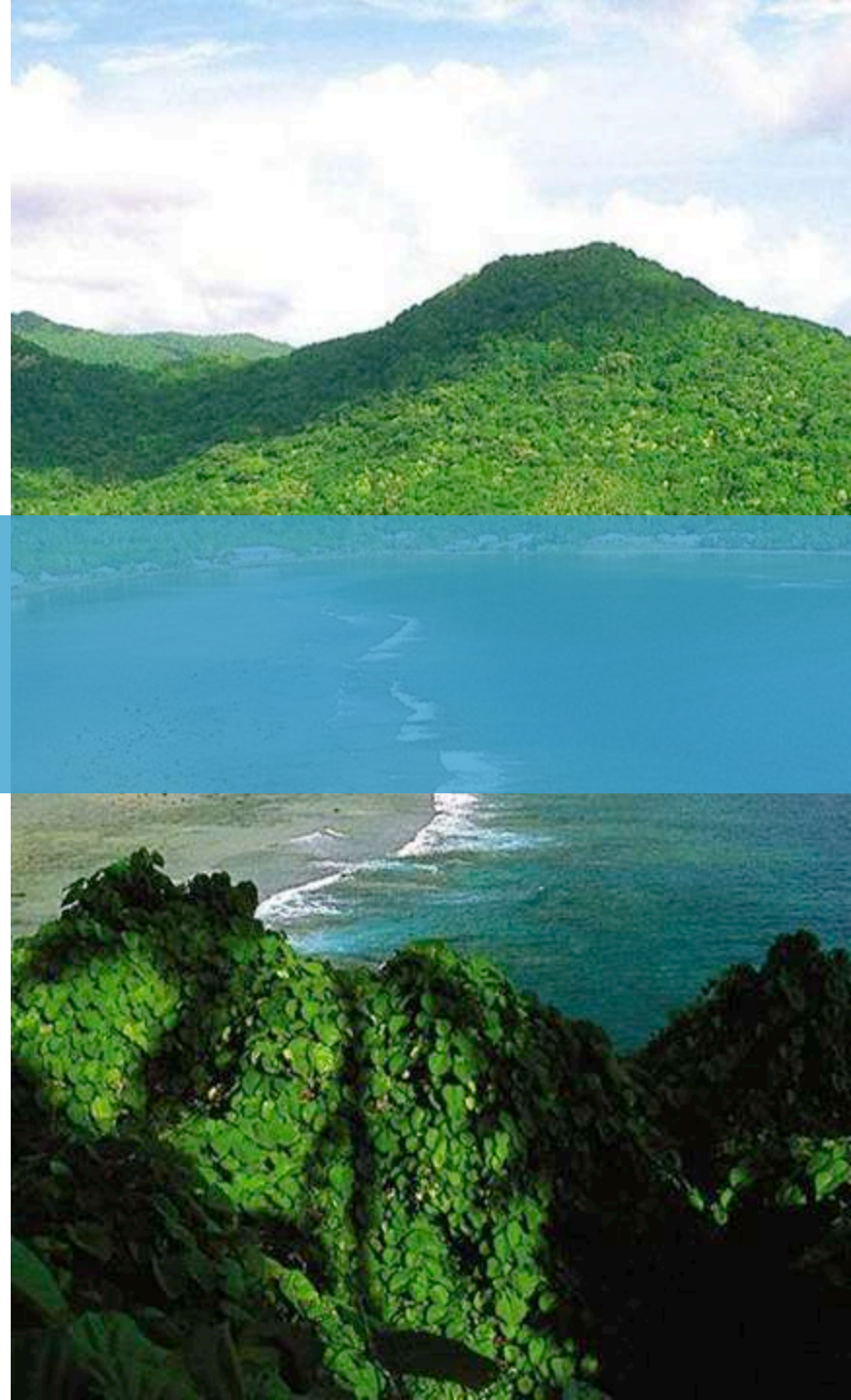


TOURISM SOLUTIONS IN SMALL ISLAND DEVELOPING STATES

- Governance, Private Sector Engagement, and Community Development
- Regional Cooperation



TEA BREAK



An aerial photograph of a tropical island, likely in Fiji, showing turquoise shallow water, white sand beaches, and lush green vegetation. The sky is blue with scattered white clouds. A semi-transparent teal overlay covers the left side of the image, containing the title text.

TOURISM DEVELOPMENT IN FIJI: CHALLENGES & ACHIEVEMENTS

KEY SUSTAINABILITY ISSUES IN HOTELS



- Water consumption and freshwater sources
- Impact on land resources and marine biodiversity from construction and tourism activities (marinas, reef activities, etc.)
- Energy use for electricity and transportation
- Pollution from GHG emissions, solid waste, sewage, etc.
- Funding & incentives for infrastructural support
- Time required for hotels to collect sustainability data
- Enforcement and monitoring efforts

FOCUS AREAS FOR IMPROVEMENT



Promoting sustainable use of water resources

Strengthen biodiversity conservation

Promoting energy efficiency

Enhancing waste management

SUSTAINABILITY ACCOMPLISHMENTS IN HOTELS



- Interest in starting a **“Fiji Sustainable Tourism Network”** of hotels
- Beachcomber Island Resort has a well and **desalination plant**
- **Coral reefs and fishing tabus** that are marked by a certain radius of the island
- **“Projects Abroad”** helps out with a Mangrove Planting project with Uprising in Pacific Harbor
- **Mamanucas Environmental Society (MES)**, founded as a result of the degradation of marine resources in the islands, started several initiatives such as **“Trash Line”** and **“Coral Planting”**
- Properties with proper “disposal facilities” can help those businesses that do not have the proper facilities to **dispose of Wastewater** (e.g. Cloud 9 and Castaway Island Resort)
- **Castaway Island: Recycled items** are barged off the island and sorted according to their type
- **Nukubati has been successful with solar energy for the last 27 years**

IMPACT MONITORING AND IMPORTANCE OF DATA COLLECTION

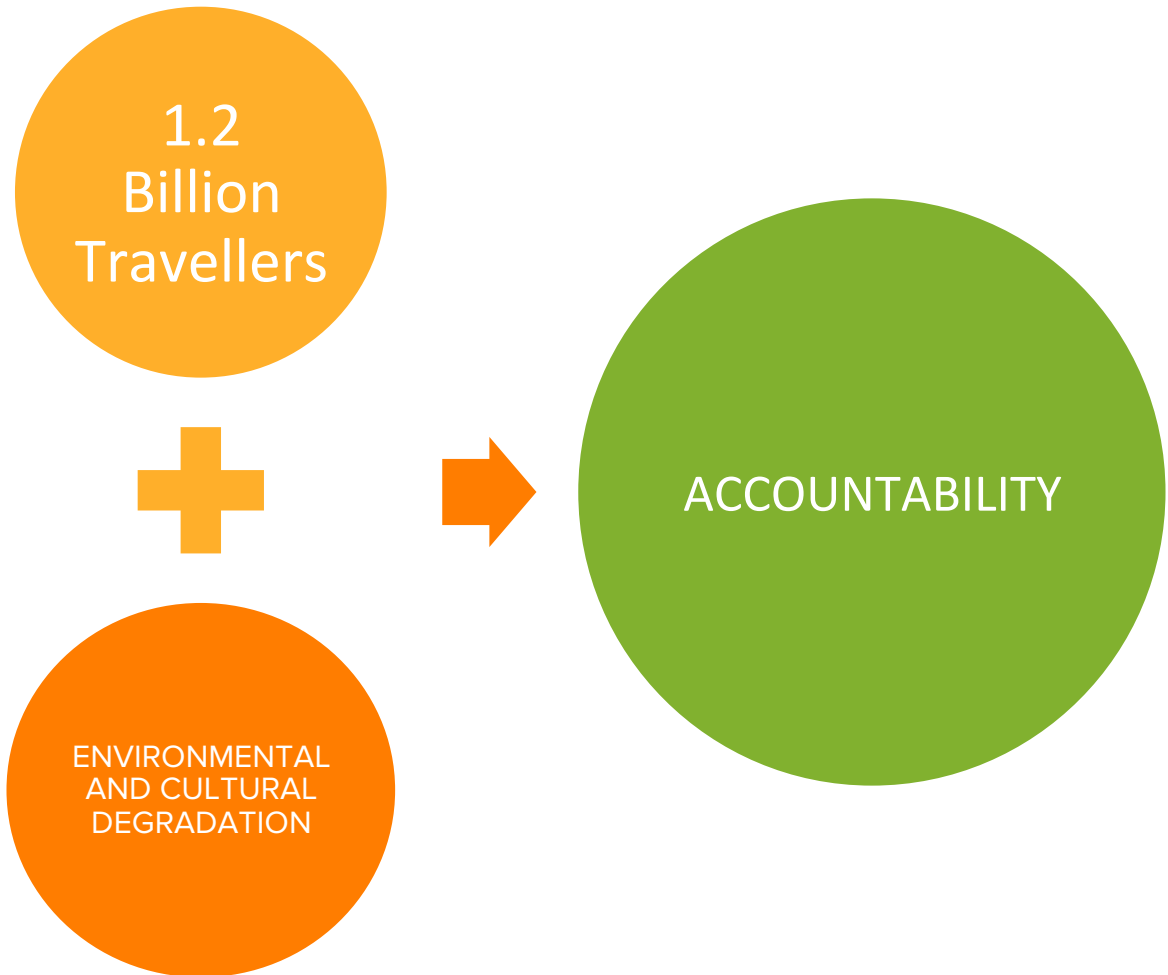


WHAT IS IMPACT MONITORING?



- **Tracking and reporting** the economic, environmental, and social impacts of tourism activities and projects, and their **change over time**
- **Systematic and periodic** measurement of indicators
- **Indicators relate to issues** or conditions at the destination which are influenced by tourism actions

WHY IT IS IMPORTANT TODAY TO MONITOR TOURISM IMPACTS?



WHY YOU SHOULD MONITOR YOUR HOTEL TOURISM IMPACT?

Helps **HOTELS** better...

- Measure and compare performance
- Identify and mitigate risks or limitations
- Determine necessary preventative or corrective actions
- Demonstrate effective use or allocation of resources
- Assess trade-offs and adjust prioritization
- Forecast future impacts and provide an early warning system for potential risks
- Attract and retain donors, partners, investments, employee, and customers
- Communicate positive results and gain recognition
- Advocate and raise awareness
- Share and exchange knowledge and best practices

“If you can’t measure it, you can’t manage it!”



HOW TO MONITOR IMPACTS IN YOUR HOTEL?

7 steps to successful impact monitoring:

1. Working from the action plan, check each task against the following:
 - Was progress checked and recorded?
 - Achievements to date
 - Problems encountered
 - Changes/further action required.
2. Consult regularly with responsible staff
3. Review data according to the reporting period
4. Conduct annual reviews
5. Store the monitoring data.
6. Benchmark against your objectives. Are they still relevant? Still realistic? Or do they need adjustment?
7. Report results internally to staff and externally to suppliers, stakeholders and customers.




OPPORTUNITIES THAT IMPACT MONITORING BRINGS TO YOUR HOTEL

- Linking sustainability impact monitoring to your P&L accounting
- Development of criteria and standards of operations for responsible resource use
- Preparation for international sustainability certification
- Alignment with global initiatives – i.e. Global Sustainability Tourism Dashboard



QUESTIONS & ANSWERS



A tropical resort scene featuring several buildings with thatched roofs and wooden balconies, surrounded by lush greenery and palm trees. The buildings are situated on a small island or peninsula, with clear turquoise water in the foreground. The sky is bright blue with scattered white clouds. A semi-transparent blue overlay covers the left side of the image, containing the title text.

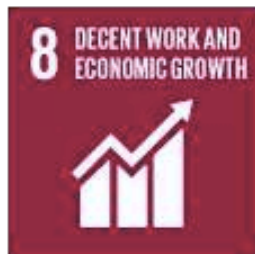
INTRODUCTION TO THE UNITED NATIONS SUSTAINABILITY PROGRAMS

UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS



SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD



UNITED NATIONS

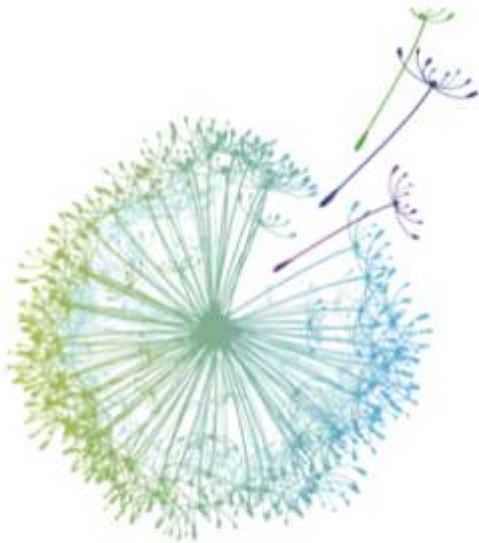
10 YEAR FRAMEWORK PROGRAM (10YFP)

10YFP – Sustainable Consultation and Production objectives

- Separating environmental degradation from economic growth
- Applying the lifecycle thinking
- Increasing opportunities for developing countries and taking them to the next level



2017: INTERNATIONAL YEAR OF SUSTAINABLE TOURISM FOR DEVELOPMENT (IY2007)



2017
INTERNATIONAL YEAR
OF SUSTAINABLE TOURISM
FOR DEVELOPMENT

The #IY2017 will promote tourism's role in the following five key areas:

1. Inclusive and sustainable economic growth
2. Social inclusiveness, employment and poverty reduction
3. Resource efficiency, environmental protection and climate change
4. Cultural values, diversity and heritage
5. Mutual understanding, peace and security



UN 10YFP SUPPORTS SUSTAINABLE RESOURCE MANAGEMENT IN SOUTH PACIFIC



SUSTAINABILITY
MONITORING
PROGRAM

It is a regional initiative that will provide a replicable approach for destinations and businesses across the Pacific to monitor, measure, report on, and address critical barriers to improving sustainable consumption and production in the tourism industry.



SPTO SUSTAINABILITY MONITORING PROGRAM



Specific Objectives

- Collect, monitor, and report on sustainability indicators;
- Provide incentive for hotels to improve performance;
- Prove the business case for sustainability;
- Identify risks, challenges and gaps

IMPLEMENTATION PARTNERS



South Pacific Tourism Organization: Regional tourism marketing and development organization, increased role in promoting sustainable tourism through their Sustainable Tourism Development Unit



Sustainable Travel International: International non-profit working with governments, companies, NGOs and local communities to develop tourism in order to achieve economic sustainability, green growth, and protection of natural and cultural assets.

STRATEGIC PARTNERS



Fiji Hotel and Tourism Association



Empowered lives.
Resilient nations.

PILOT PROJECT ACTIVITIES

Determine destination priorities

Consultation with hotel operators

Test data collection with small groups

Develop Pilot Tool & Monitoring System and Training modules

Train hotel operators on sustainability and monitoring

Collect Impact reporting data from participating hotels

Project review and expansion roadmap

Current Activities



WHY PARTICIPATE?

Cut Your Costs

- by making continual adjustments that lead to greater efficiencies and improved management processes

Follow Customer Demand

- by catering to the new type eco-travelers who are increasingly seeking environmentally-friendly and socially responsible travel experiences

Protect the Destination

- by knowing and mitigating impacts to minimize environmental harm

Drive Regional Change

- by helping the South Pacific region to responsibly plan for tourism development

HOW WILL YOUR HOTEL BENEFIT BY PARTICIPATING?

Knowledge and Capacity building

New technology

Training

Information sharing

Marketing and Promotion

Storytelling

Distribution channels

Brand equity

Recognition

Label

Awards

Certification

Driving Change

Policy influence

Island solutions

Donor funding

INDICATOR CATEGORIES

- 1. Energy:** Fuel, electricity, renewable energy
- 2. Water:** Consumption, source, treatment
- 3. Waste:** Amount, treatment, reduction
- 4. Procurement:** Local, organic and/or sustainable sourcing for food, toiletries, furnishings, etc.
- 5. Employment:** Gender equality, disabilities, training, etc.
- 6. Pollution:** Chemicals, emissions
- 7. Conservation:** Coastal and reef impact, habitats, awareness for guests
- 8. Cultural Heritage:** Promotion of local tours, handcrafts, performances, etc.

QUESTIONS & ANSWERS



LUNCH BREAK



THE MARKET OPPORTUNITY IN SUSTAINABLE TOURISM





UNDERSTANDING WHAT THE NEW TRAVELER IS LOOKING FOR

- **Emergence of experiential travel** - active participation by travels that brings people outdoors
- **Need to connect with nature** - stressed out city dwellers need to reconnect with nature
- **Demand for authenticity** - travellers are looking for engaging, memorable, personal experiences
- **Search for fulfillment** - vacations with deeper meaning, personal growth, responsible tourism, reach a personal goal-challenge

GENERATIONAL CHANGES AFFECTING TRAVEL CHOICES

- **Baby boomers:** empty nesters, live longer and have more active lifestyles
- **Gen X - Rise of SINKS & DINKS:** high disposable income, looking for adventure, environmentally conscious
- **Millennials:** are well informed, tech savvy, active in peer-to-peer, care about social justice and climate change.



ECO-LUX TRENDS

- Increase in demand for wellness
- Continued growth in the demand for Indigenous and Community-Based tourism experiences
- Culinary travel is flourishing: more demand for indigenous ingredients and flavors.
- Increase in travelers combining destinations during their trip

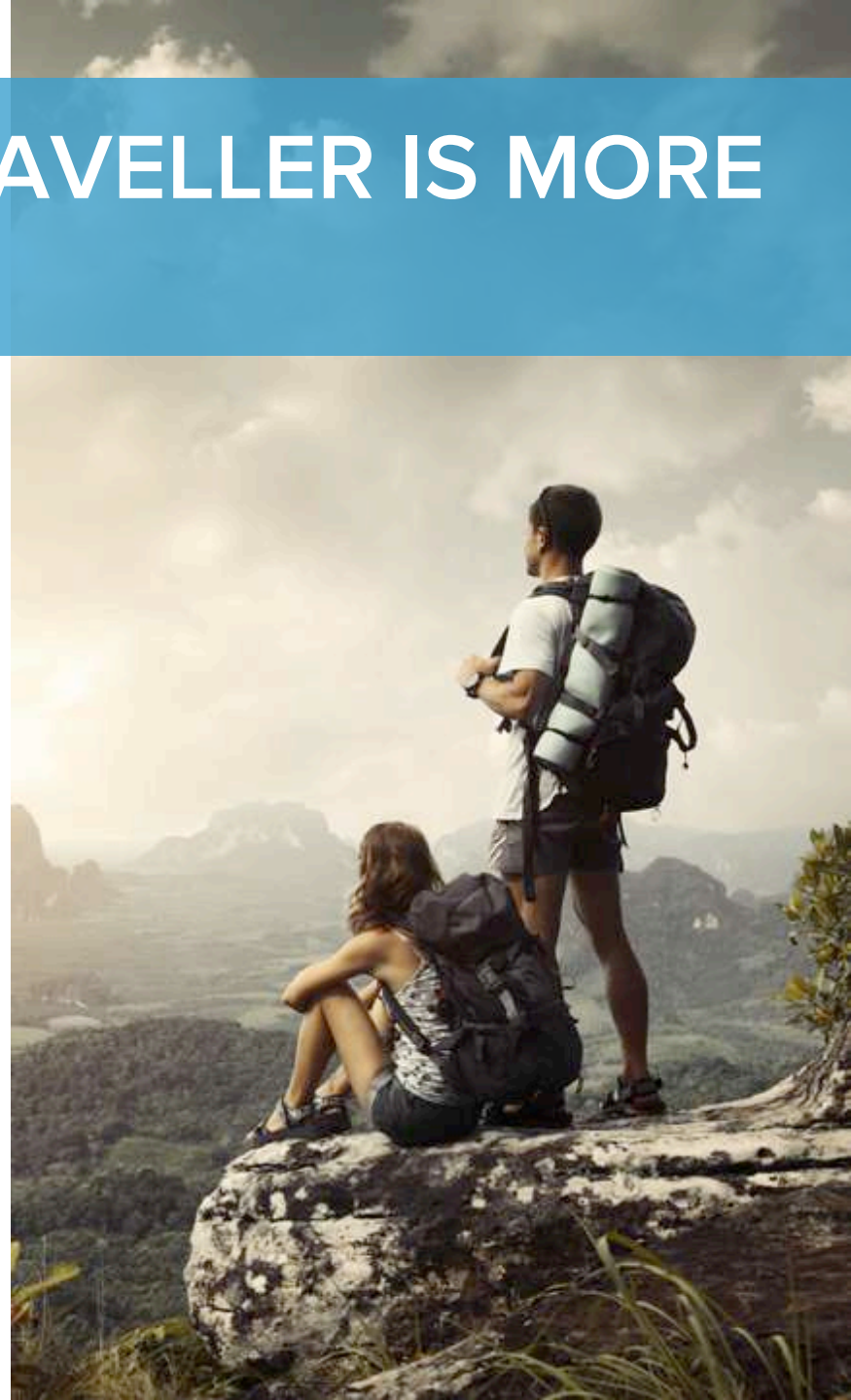
SUSTAINABLE TRAVELLERS PRESENT A BIG OPPORTUNITY

60%

**of all travelers have taken
at least one type of sustainable trip
in past 3 years**

THE SUSTAINABLE TRAVELLER IS MORE LIKELY TO BE...

- **Millennial (20 – 36 y.o.)**
- **Employed full time**
- **From a more diverse background**



TRAVELS MORE FREQUENTLY



Compared to other leisure travellers

STAYS TWICE AS LONG

LENGTH OF STAY

SUSTAINABLE TRAVELERS
WERE SIGNIFICANTLY
MORE LIKELY TO
HAVE SPENT
7 OR MORE DAYS
33% VS. 23%



ALL OTHER TRAVELERS
WAS
LESS THAN 3 DAYS
30% VS. 19%

7+ DAYS
VS
3-4 DAYS

Compared to other leisure travellers

BRINGS MORE TRAVELING COMPANIONS

PARTY
SIZE



4 ADULTS + 1 CHILD
VS
3 ADULTS + 1 CHILD

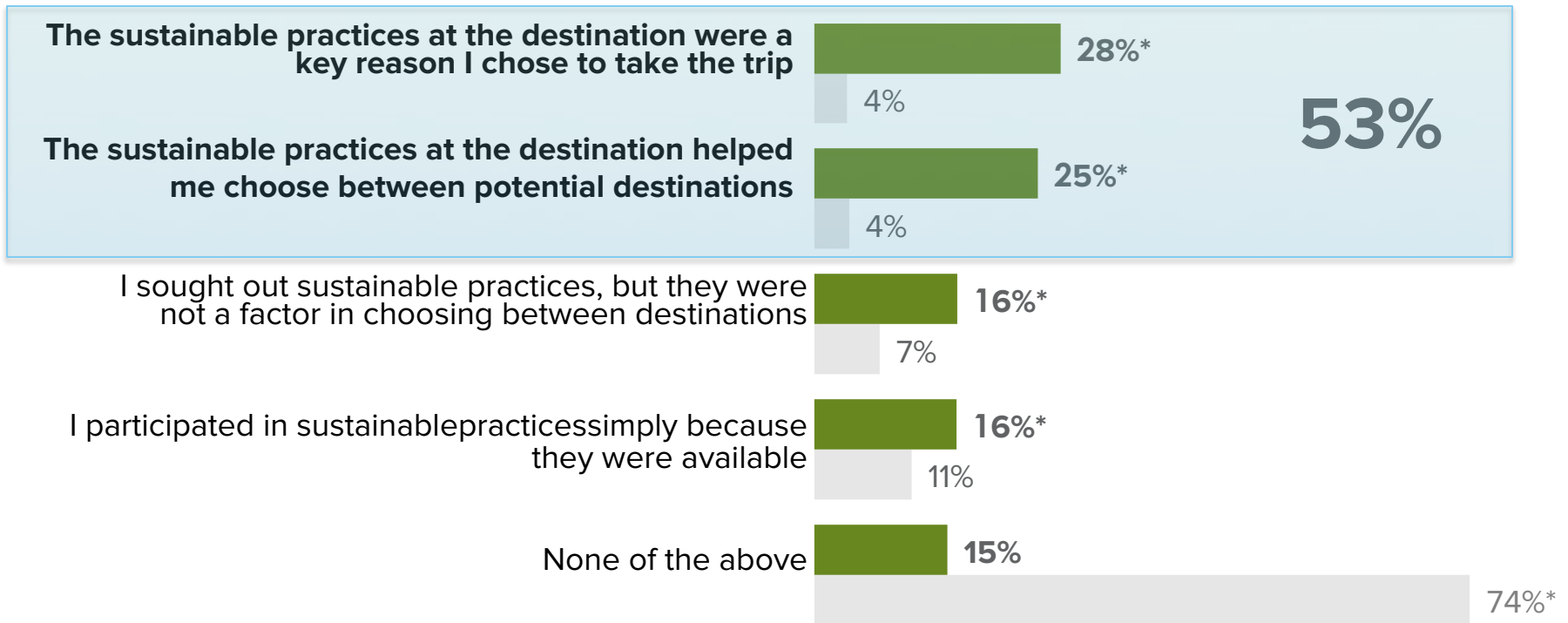
More likely to
travel with friends*
12% vs 21%

Compared to other leisure travellers

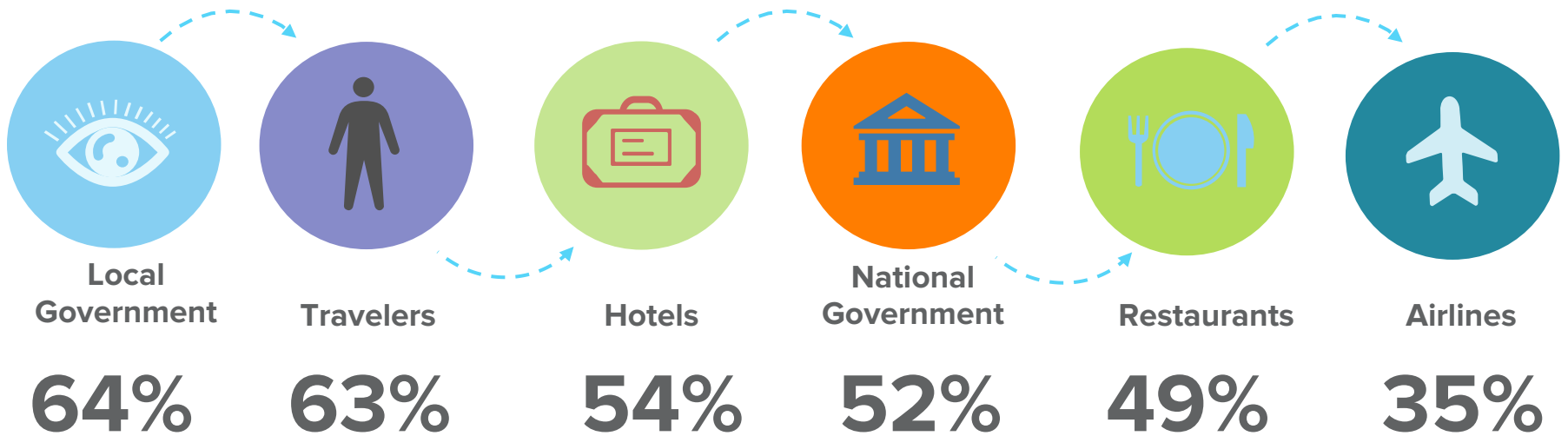
ARE MORE LIKELY TO FACTOR SUSTAINABILITY INTO TRAVEL DECISIONS

Sustainability as a Driver of Destination Choice

■ Sustainable Traveler ■ All Others



BELIEVE IN SHARED RESPONSIBILITY








% of all travelers indicating entity owns
“great deal” of responsibility in sustainable
destination management

ARE LESS PRICE-SENSITIVE AND VALUE CULTURE & NATURAL HERITAGE

Key Factors in Destination Selection

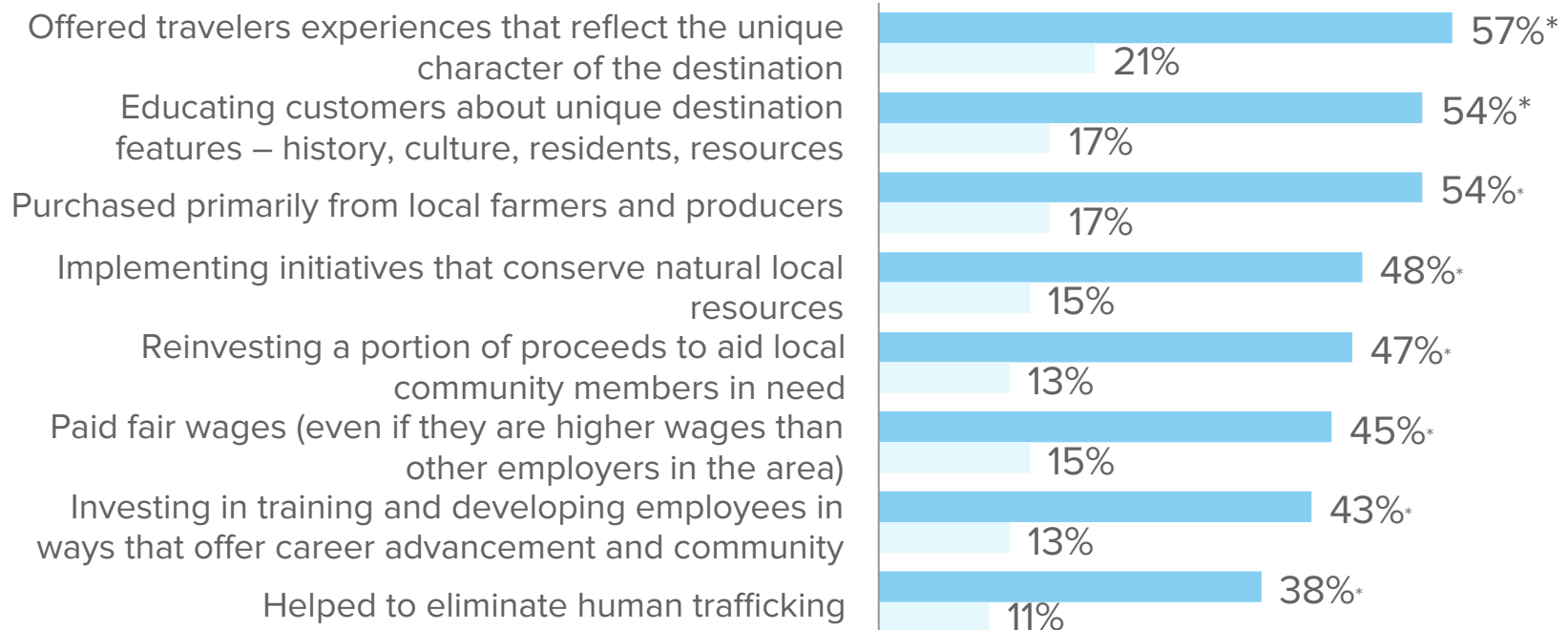
% Top 2 Box Importance

		<u>Sustainable Travelers</u>	<u>All Others</u>
	Price/ Value	75%↓	88%*
	Activities Available	58%	59%
	Luxury / Comfort	31%	33%
	Destinations that Maintain Social / Cultural Heritage	18%*↑	11%
	Well-Preserved Natural Environment	17%*↑	9%

ARE MORE LIKELY TO BUY FROM TRAVEL COMPANIES BASED ON THEIR GOOD PRACTICES

Purchasing Based on Sustainable Practices (% Indicating Action Has Driven Past Travel Decisions)

■ Sustainable Travelers



HOW TO COMMUNICATE SUSTAINABILITY TO TRAVELLERS

Customers that seek experiences ask	Travel Values	How to Communicate Sustainability
<i>“What is in it for me?”</i>	They seek different experiences and are willing to buy ‘sustainability’ if there is a clear personal benefit	Communicate that sustainability equals quality and gives them a better experience.
<i>“Not Bothered”</i>	These consumers are cynical, travel to relax and for work, expect that the basics are covered and wont pay extra	Show them that you care in an simple and subtle manner.
<i>“I care for the planet and Society”</i>	They care about the planet and society, are knowlage, are willing to do resarch and pay extra	Tell them you make a difference.

GOOD STORYTELLING INSPIRE ACTIONS

A GOOD
STORY

IS AUTHENTIC, IS CREATIVE, MAKES AN
EMOTIONAL AND PERSONAL CONNECTION,
INSPIRES ACTION, TAKES AN AUDIENCE
ON A JOURNEY WITH THE BRAND

STORYTELLING CAN INCREASE REVENUE, BELIEVE IT OR NOT



ACTIVITY

- Think about your hotel's current target market and aspirational target market. Are they or can they be a 'sustainable traveller'?
- What are your current offerings and sustainability initiatives and how can you market them toward the 'sustainable travellers'?
- Brainstorm and share your ideas in your neighbor – Product offering, marketing and communication.

VINAKA VAKA LEVU! SUSTAINABLE FIJI

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WELCOME TO DAY 2



A tropical resort pool area with palm trees, lounge chairs, and a building at sunset. The pool is surrounded by a sandy deck with several lounge chairs and white umbrellas. In the background, there are palm trees and a building with a thatched roof. The sky is a mix of blue and orange, suggesting sunset or sunrise.

SUSTAINABLE HOTEL OPERATIONS: PROTECTING THE ENVIRONMENT & REDUCING COSTS

INTRODUCTION

- Deeper dive into hotel sustainability monitoring themes and indicators
- For each indicator
 - Examination of rationale for monitoring and improving performances
 - Examples of best practices and new technologies



INDICATOR CATEGORIES

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1) ENERGY USE & ECO-EFFICIENCY

Introduction

- Hotels can evaluate and reduce their energy use as a means of minimizing cost and their impact on the environment
 - In the South Pacific, energy costs frequently account for **25+%** of a hotel's total operating costs
- Renewable energy sources reduce cost as well as carbon dioxide emissions that cause the negative effects of climate change
- A hotel's energy consumption is affected by:
 - How guests and staff use hot water and appliances,
 - adjust indoor air temperatures,
 - and habits in cleaning rooms and performing other tasks



1) ENERGY USE & ECO-EFFICIENCY

Indicators

Q1/2/3/4 Required data

- Total Units of Electricity Consumed Non Renewable sources (KWh)
- Total Units of Electricity Consumed Renewable sources (KWh)
- Total Units of Propane Gas Consumed (Kg)
- Total Units of Fuel Consumed for Fleet Vehicles and/or Generators (L)



1) ENERGY USE & ECO-EFFICIENCY

Economic Rationale

- Hotel's energy costs account for 4%-8% of total operating costs.
- However, in the South Pacific, energy costs frequently account for **25+%** of a hotel's total operating costs
- Energy efficiency measures can be reduced energy costs by **10% - 40%**

Source: International Institute for Energy Conservation, 2015

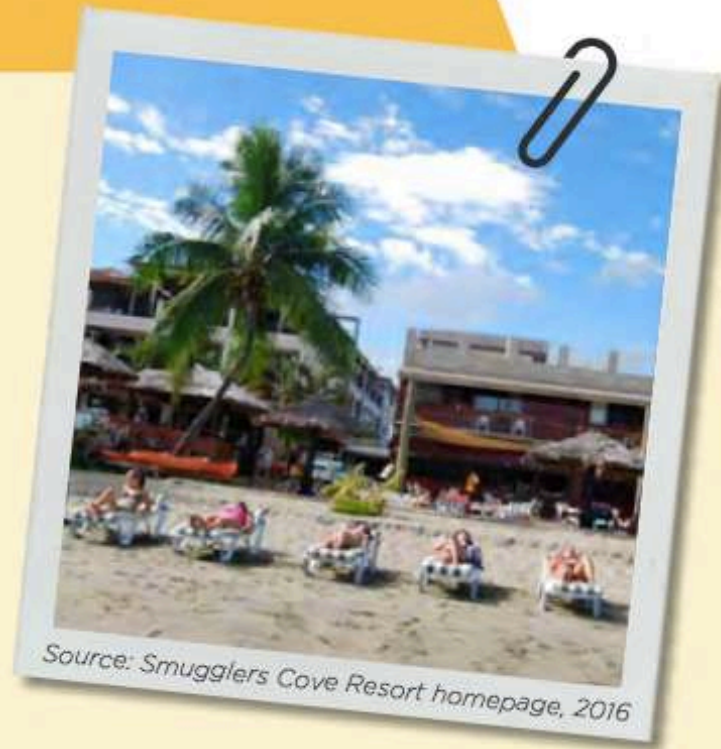


CASE STUDY: SMUGGLERS COVE RESORT (NADI, VITI LEVU, FIJI)

An extensive energy audit conducted on this property yielded a variety of energy-saving recommendations, costing an total estimated FJD 56,000. However, the hotel found that cost savings would ultimately equal approximately FJD 49,000/year on their current electricity bill of FJD 181,003/year, resulting in an excellent estimated payback period of just over one year.

Thereafter, an **“Energy Management Plan”** working committee was formed by senior management and an energy management action plan was created, covering the following key areas:

- electrical work;
- improved maintenance on ACs, coolers, fridges and freezers;



Source: Smugglers Cove Resort homepage, 2016

- purchasing of new energy efficient equipment;
- energy efficiency monitoring by staff and trainings at staff meetings;
- marketing and promotion of renewable energy and efficiency work to guests.

Source: SPC & GIZ (2016)



1) ENERGY USE & ECO-EFFICIENCY

Best Practices & New Technologies

Management

- Conducting management-level monitoring and energy audits; creating a hotel energy database for monitoring; developing and implementing Energy Management Plan
- Developing staff training and guest incentive programs

Technology

- Adopting renewable energy sources (solar, wind, hydro)
- Replacing electricity with natural gas
- Adopting electric golf carts & other sustainable on-site transportation options

Design

- Reducing solar gain through retrofitting strategies
- Adopting bioclimatic architectural design for buildings



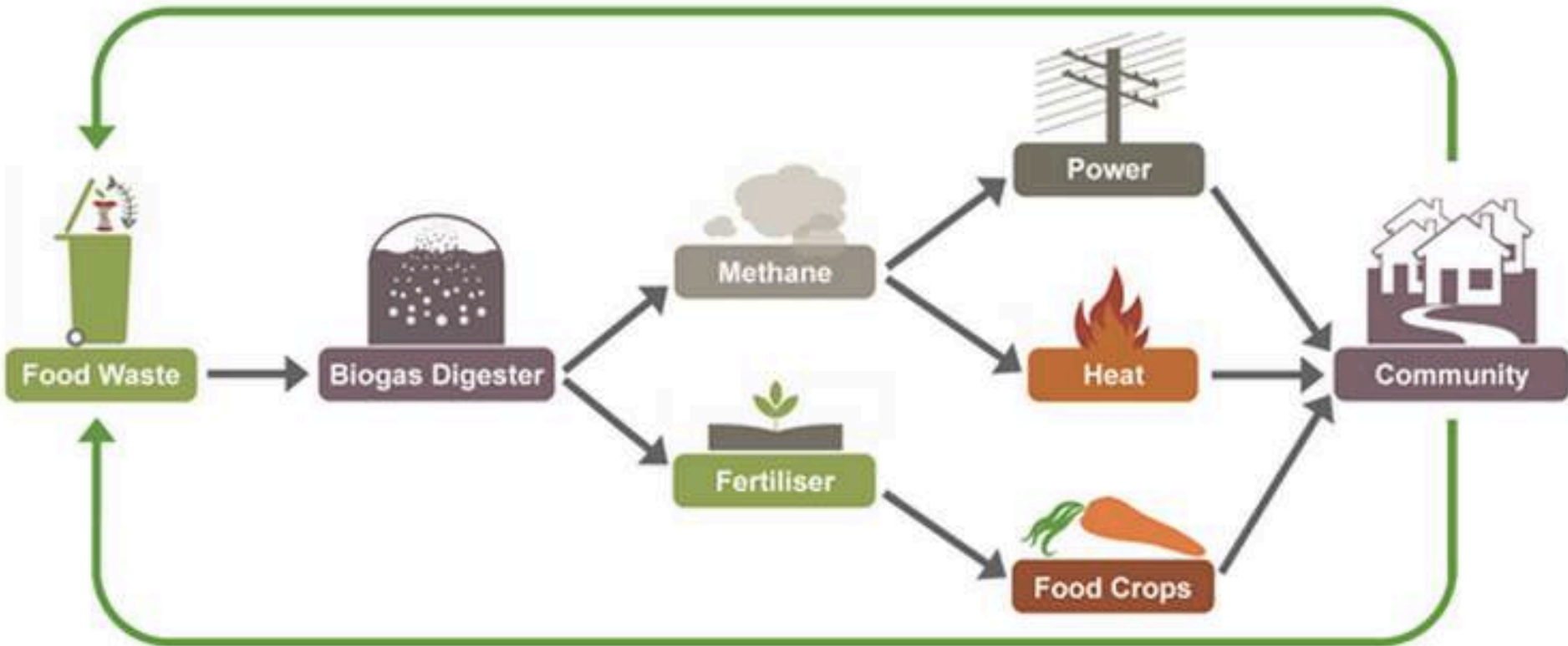
1) RENEWABLE ENERGY SOURCES – WIND



1) RENEWABLE ENERGY SOURCES – SOLAR

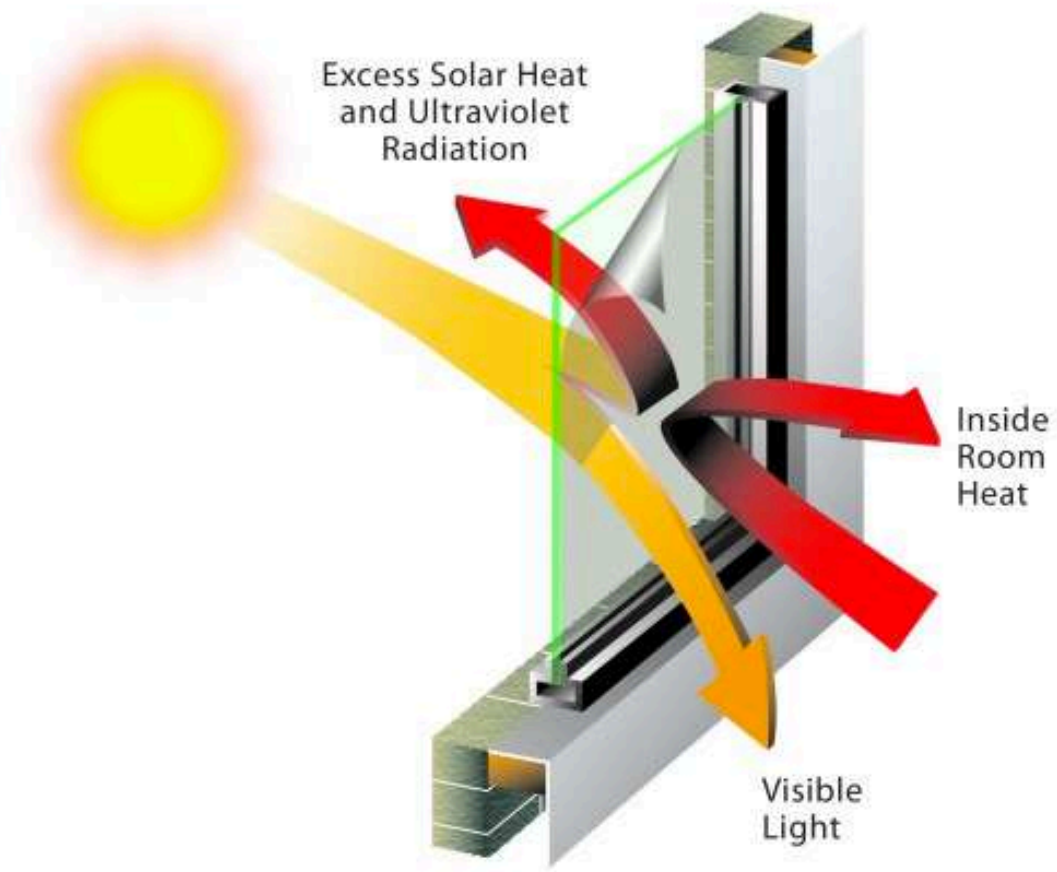


1) RENEWABLE ENERGY SOURCES – BIOGAS



1) REDUCTIN SOLAR GAIN – WINDOW FILM

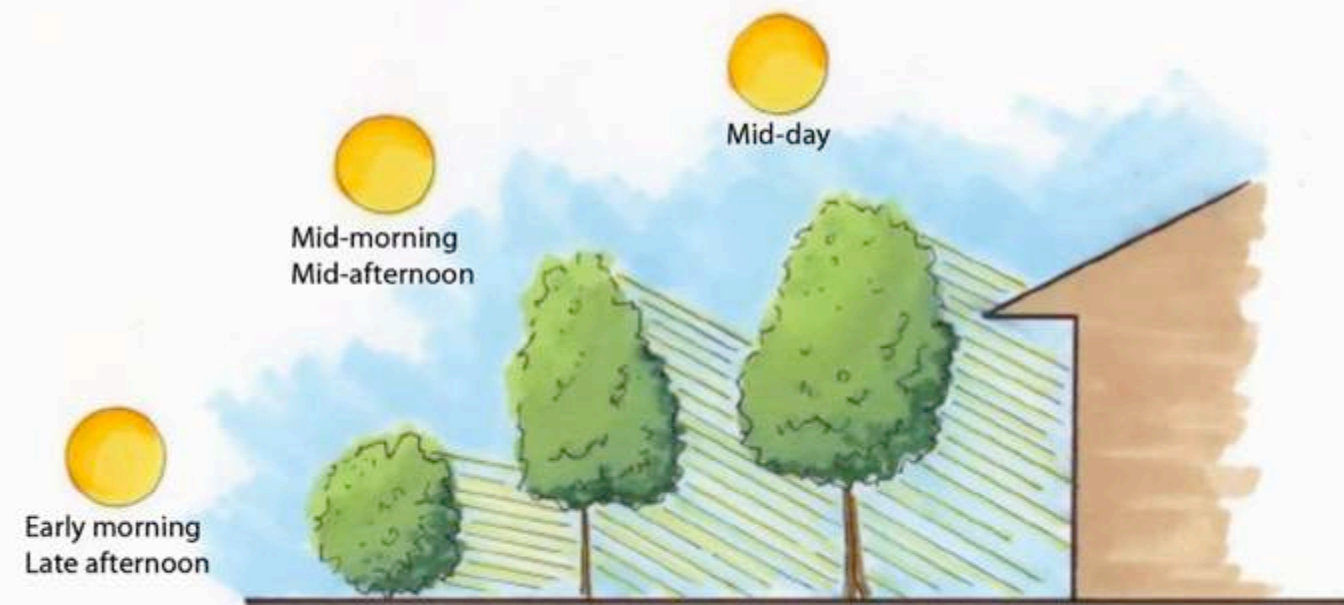
HOW FILM WORKS



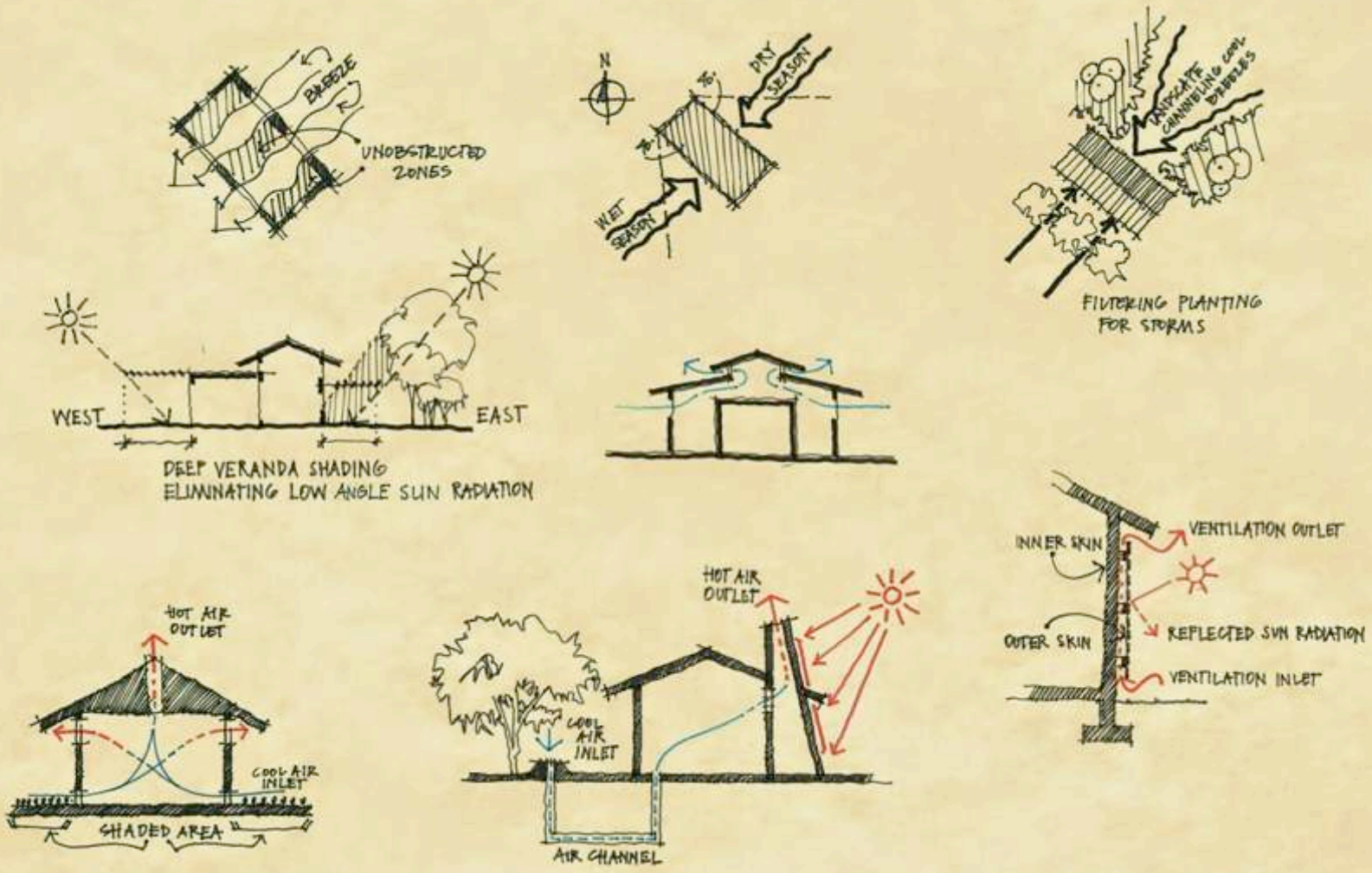
1) REDUCTIN SOLAR GAIN – LANDSCAPING

Energy Conservation Arrangement

This diagram shows a planting composition that provides shade throughout the day, which is more effective than planting a single shade tree. A combination will also provide additional evaporative cooling.



1) REDUCTIN SOLAR GAIN – BIOCLIMATIC ARCHITECTUAL DESING



1) REDUCTIN SOLAR GAIN – BIOCLIMATIC ARCHITECTUAL DESING



1) REDUCTIN SOLAR GAIN – BIOCLIMATIC ARCHITECTURAL DESING



1) REDUCING FUEL CONSUMPTION – SUSTAINABLE TRANSPORTATION



2) WATER SUPPLY & CONSERVATION

Introduction

- The Hotels sector is being **recognised for its high demand and use of freshwater**
 - A limited yet vital resource in SIDS and other remote areas around the world.
- Inefficient or wasteful water consumption can **wreak havoc on neighboring communities and ecosystems** who share those same resources
- Water efficiency measures can **reduce water consumption in hotels by 40%**
 - with an additional **10% reduction** achievable through **water recycling initiatives**

source: European Commission, 2009



2) WATER SUPPLY & CONSERVATION

Indicators

Q1/2/3/4 Required data

- Total Units of Water Consumed from Metered Sources (L, m³)
- Total Units of Water Consumed from Unmetered Sources (L, m³)
- Total Units of Water Delivered (L)



2) WATER SUPPLY & CONSERVATION

Economic Rationale

- Water consumption accounts for 10% of utility bills, many paying *twice*
 - First by purchasing fresh water and then by disposing of it as waste water
- **Planning for Water-efficient fittings** during construction/renovation is low-cost and can result in water and water heating-energy savings of **over 50%**.
 - Otherwise, retrofitting of water-efficient fittings is associated with payback times of months to up to 4 years in most cases

Source: European Commission Joint Research Centre, 2013

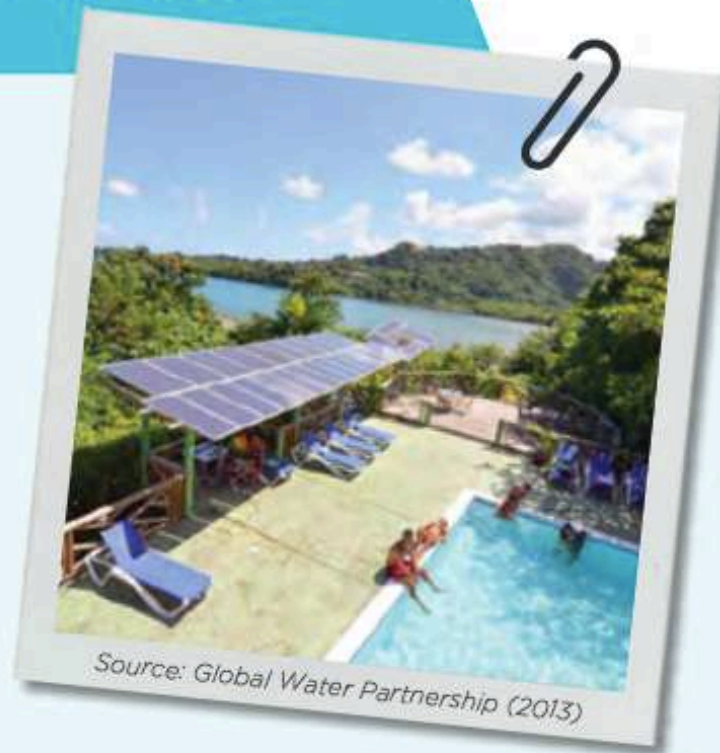


CASE STUDY: ENVIRONMENTAL AUDITS FOR SUSTAINABLE TOURISM (EAST) PROJECT (JAMAICA)

Small hotels participating in the Jamaican Government-sponsored EAST Project saw an average savings of US \$913 per room after implementing a three-step Environmental Management System (EMS) incorporating a variety of novel water-saving technologies and action plans. These included the installation of water conservation devices, drip irrigation and low pressure sprinkler systems, sub-meters to monitor water use in key areas, and voluntary towel reuse programs in guestrooms.

Examples of savings include:

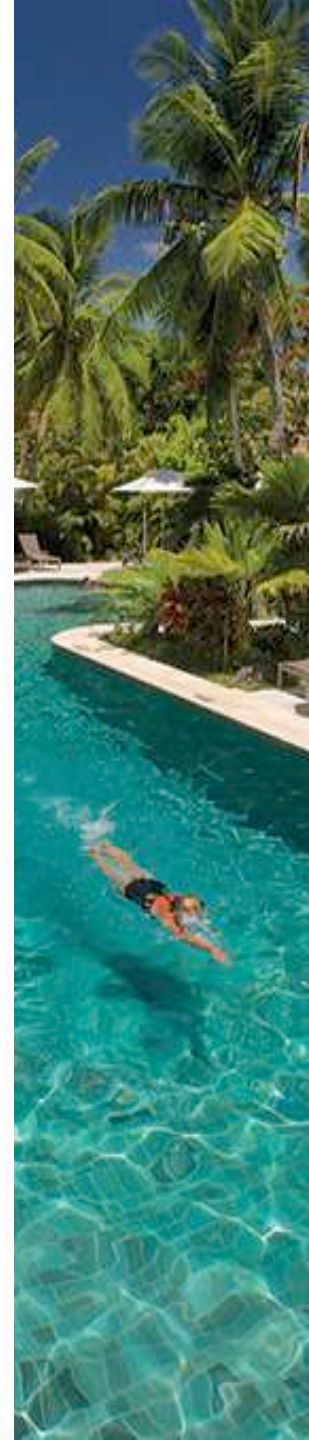
- *“One hotel saved more than USD \$234,000 and reduced its water use per guest night by 50% in the first 18 months of implementing its EMS*



Source: Global Water Partnership (2013)

- *Five of the properties implementing an EMS realized a total cost savings of USD \$620,000, with an average return on investment of 352%, and water savings of 41.4 million Imperial Gallons (IG) and 2,100 tons of CO2 emissions”*

Source: Global Water Partnership (2013)



2) WATER SUPPLY & CONSERVATION

Best Practices & New Technologies

Management

- Providing water-saving signage in all guest rooms
- Regularly maintaining all equipment

Technology

- Installing water-efficient taps, showers, urinals and toilets
- Checking water meters
- Installing a rainwater and greywater recycling system
- Adopting alternative technologies such as low flush composting toilets, spring action faucets and showers, rain water catchments, and solar heated water systems



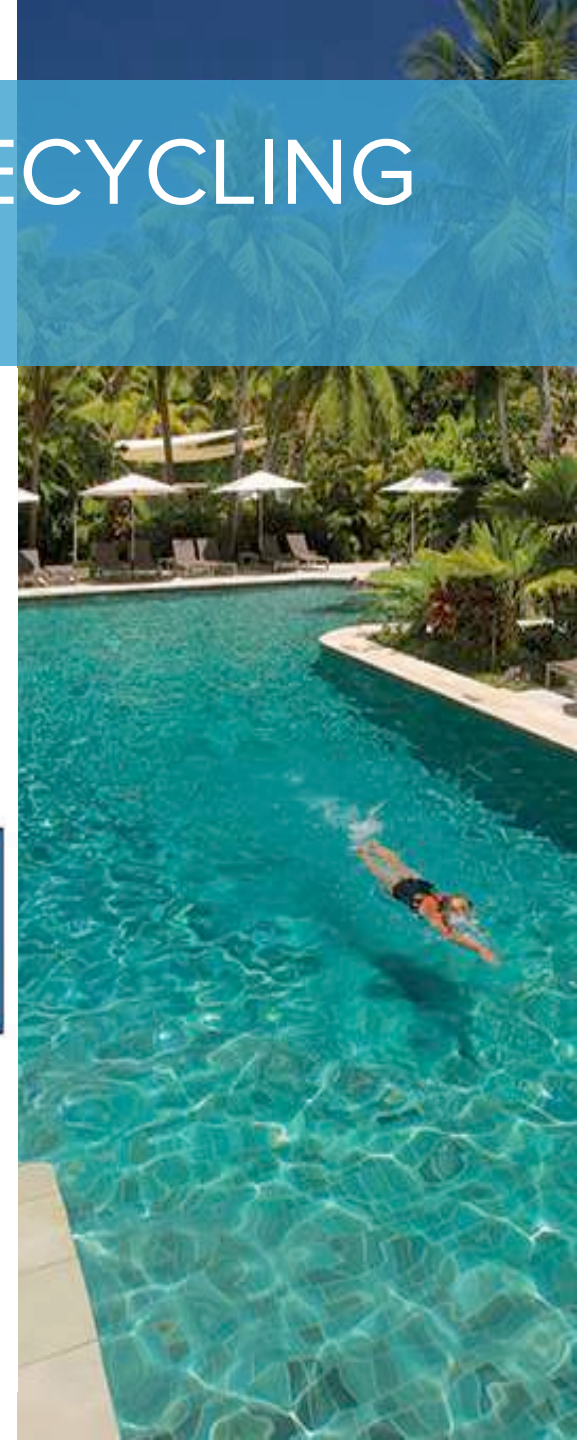
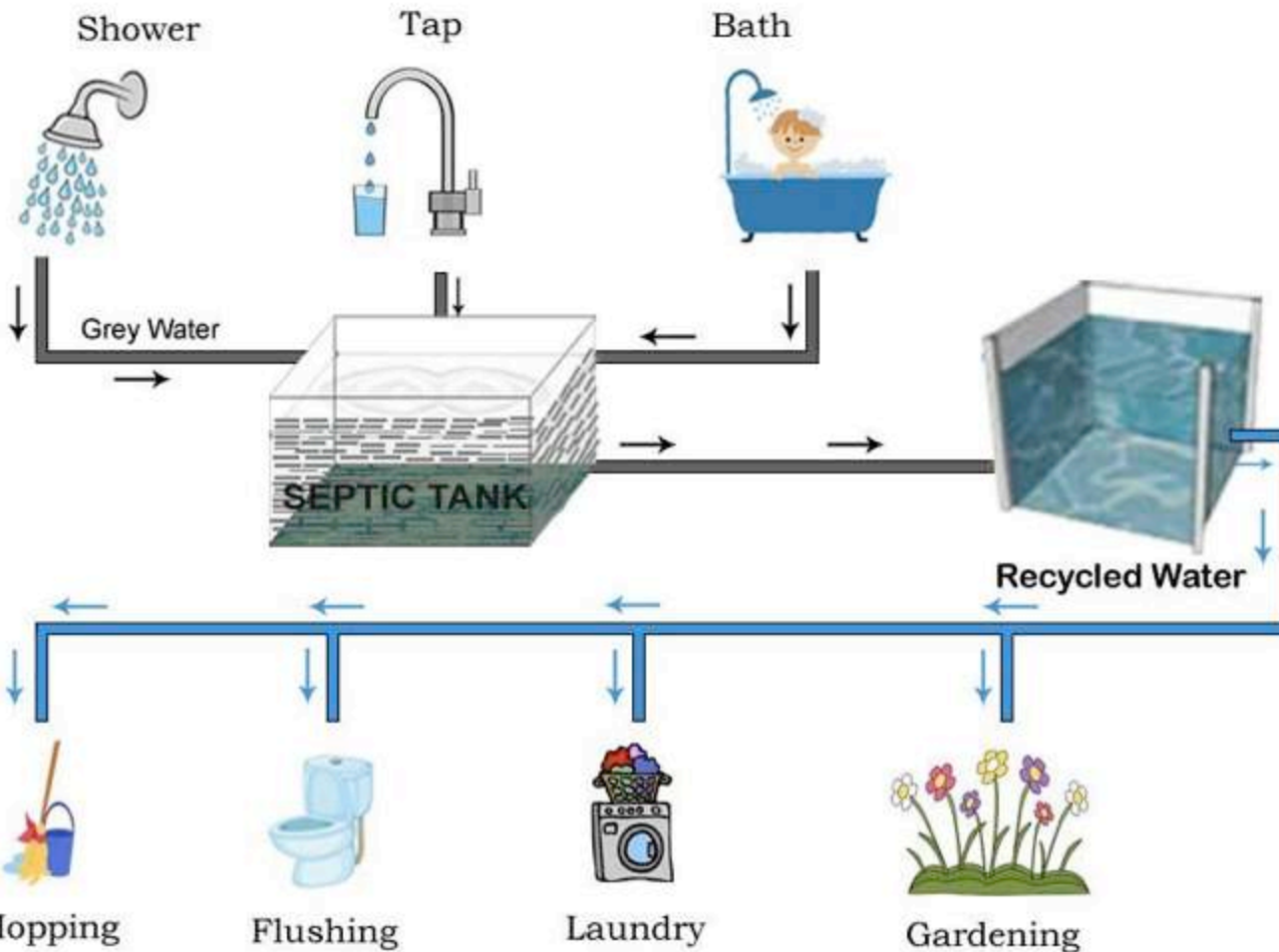
2) WATER CONSERVATION SIGNAGE



2) WATER CONSERVATION RECYCLING RAINWATER



2) WATER CONSERVATION RECYCLING GRAYWATER



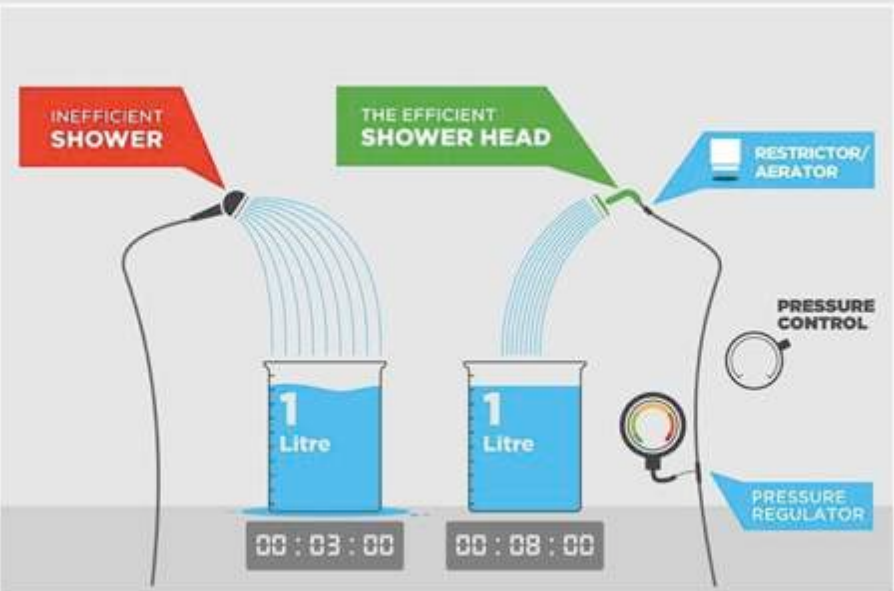
2) WATER CONSERVATION – INSTALLATIONS AND FIXTURES



Savings based on installation of 1.5 GPM showerhead and 1.5 GPM faucet aerator.



A faucet that drips just **once per second** wastes **27,000** gallons of water annually.



High Efficiency Toilets vs. Regular Toilets

HIGH EFFICIENCY

1.08
gpf*

REGULAR

1.6
gpf

BEFORE 1992

5-7
gpf

*gallons per flush



3) WASTE MANAGEMENT

Introduction

- Hotels generate substantial amounts of solid, liquid, and food waste
 - Improper disposal negatively impacts ecosystems and wildlife, water quality, and community health
- Dumping in **landfills leads to high disposal costs**, wasteful land usage for sea-locked SIDS, visual/air pollution, etc.
- Reducing waste through **recycling, composting, and waste prevention** can bring co-benefits for energy and air/water quality
- **Food waste can be composted**, also reducing the amount of landfill waste and methane produced from its decomposition



3) WASTE MANAGEMENT

Indicators

Q1/2/3/4 Required data

- Total unsorted waste (Kg, m3)
- Total waste recycled (Kg, m3)
- Total waste composted or fed to animals (Kg, m3)



3) WASTE MANAGEMENT

Economic Rationale

- **Waste prevention** can significantly reduce costs
- Organic waste can represent
 - 37% of residual waste generated by accommodation
 - and almost 50% of residual waste generated by restaurants (*WRAP, 2011*).
- **Composting** is recognized as a better alternative to dumping food waste
- By removing **paper, plastic, metals** and other recyclables from their waste, hotels can trim their disposal bill by as much as 50% (*Green Hotelier, 2009*)



CASE STUDY: BUCUTI & TARA BEACH RESORT (ARUBA)

This award-winning property is at the forefront of sustainable hospitality, and has undertaken a myriad of initiatives to improve its socio-cultural, economic, and environmental impacts on the small Caribbean island on which it is located.

Specifically pertaining to waste management, the property has adopted a variety of innovative measures, including the following:

- "Delivers as little as 40% of total waste to the Parkietenbos local landfill (a normal hotel would deliver 100%)
- Recycles and reuses 60% of its water, leading to high cost-savings on wastewater delivery
- Reduces food waste and delivers leftovers amounting to 300 kilos per day to local farmers
- Uses organic detergents and nontoxic chemicals
- Refrains from selling plastic bottles and ensures that every room receives aluminum water bottles
- Promotes recycling within rooms and organizes monthly beach cleanups encouraging individual guests to participate
- Organizes group clean-up events (of about 20 people) once a year
- Builds awareness on environmental preservation among guests and staff" (p. 13)

Source: Centre of Excellence for Sustainable Development of SIDS (COE) (2017)



3) WASTE MANAGEMENT

Best Practices & New Technologies

Management

- Performing a waste audit
- Keeping staff informed about the best recycling procedures
- Reviewing stock management and food delivery processes

Technology

- Adopting liquid food composting systems
- Adopting waste-to-energy systems, such as with biogas, gasification of organic materials such as sugar cane, forestry residues, coconut, animal waste



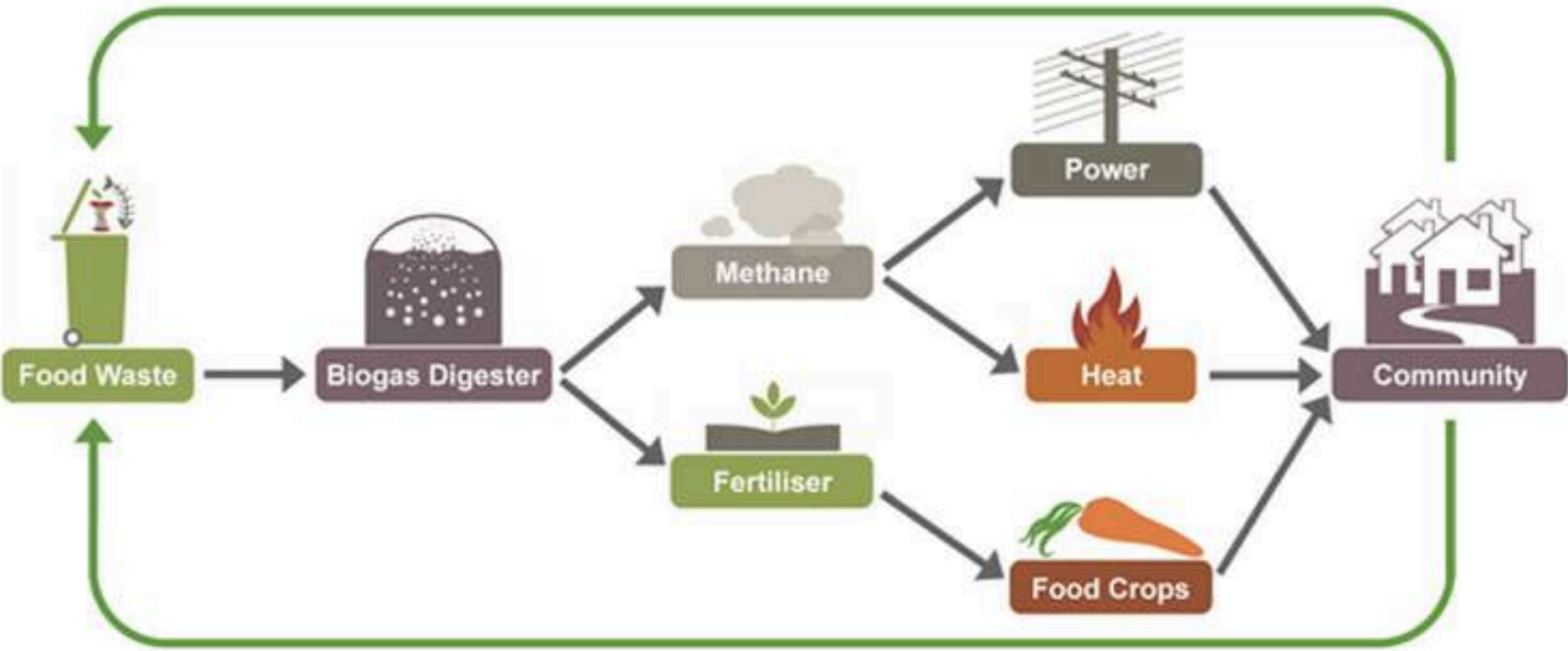
3) WASTE MANAGEMENT – SORTING AND RECYCLING



3) WASTE MANAGEMENT – COMPOSTING



3) WASTE MANAGEMENT – BIOGAS



ACTIVITY

- ✓ Based on today's lecture, think of your biggest challenges in energy, water, and waste management.
- ✓ From those, brainstorm quick-win solutions that your hotel can implement.
- ✓ Now think about long-term investment solutions.
- ✓ Write your ideas down by theme.
- ✓ Then in groups, meet and share your ideas.
- ✓ Then vote on the top 3 ideas per indicator and share with the group.



4) PROCUREMENT

Introduction

- Responsible sourcing from organic and/or local suppliers:
 - Supports the livelihoods of community farmers, producers, and artisans
 - Organic produce reduces use for harmful chemicals and pesticides protecting local ecosystem
 - Provides healthier fresher food and more authentic products
- Resulting in:
 - Lower purchasing costs and
 - Higher quality experience for guests and
 - Marketing and branding appeal *i.e.* “*farm-to-table*” dining experience



4) PROCUREMENT

Indicators

Q1/2/3/4 Required/Voluntary data

- Total spent on agricultural produce (fruits, vegetables, dairy)
 - Total spent on perishable organic produce and fruit
 - **Total spent on perishable produce and fruit bought directly from local farmers**
 - **Total equivalent dollar value of perishable produce and fruit grown onsite and used for operations**
 - Total spent on imported products
- Total spent on animal based products (e.g. beef, chicken, pork, fish) that come from a sustainable source
 - **Total spent on ocean products (e.g. seafood) bought directly from local independent or cooperative fishermen**
 - Total spent on imported products
- Total spent on non agricultural products
 - Total spent on imported products
- Total spent on all chemical products
 - Total spent on non-toxic, biodegradable, green chemical products
- Total spent on linens that were produced locally



4) PROCUREMENT

Economic Rationale

- Sustainable sourcing in hotels = cost savings and quality assurance
 - Particularly for SIDS where there is **High Tariffs** on imports
- Costs incurred from ethical procurement can be offset by **increased market value for products branded as “authentic” or “locally sourced”**
(European Commission Joint Research Centre, 2013)
- Sourcing locally can create ripple effects that expand economic opportunities:
 - fruit / vegetable / meat production,
 - furnishings, guest amenities, and gift store products,
 - laundry, gardening,
 - transportation, maintenance, and construction



4) PROCUREMENT

Strategies

Securing reliable and stable local supply chains

Improving relations with local farmers and producers

CSR (Corporate Social Responsibility) initiatives for marketing appeal

Food quality considerations – organic/local

Product & service differentiation and green marketing



4) PROCUREMENT

Best Practices & New Technologies

- Prioritizing purchasing fresh seasonal produce, which typically lasts longer
- Tracking finances spent on products sourced from local farmers and producers
- Reviewing stock management and food delivery processes for food items with a short shelf life
- Assessing food and drink supply chains to identify environmental hotspots and key control points



HILTON + SUSTAINABLE SEAFOOD

TRAVEL WITH PURPOSE

At Hilton preserving the environment helps us meet the needs of our business today while positively influencing tomorrow.

DID YOU KNOW?



90%
of our oceans are overfished*



50%
of fish species people consume have disappeared since 1970**



Businesses and consumers can make a difference by knowing where our seafood comes from and sourcing it responsibly

HILTON'S SUSTAINABLE SEAFOOD GOALS

By 2022, we commit to responsibly source seafood by:



Protecting the Endangered

Ban the procurement of endangered species* from all our properties.



Buying from the Best

Supply at least 25% of total seafood for owned, managed and leased hotels from MSC or ASC certified sources.



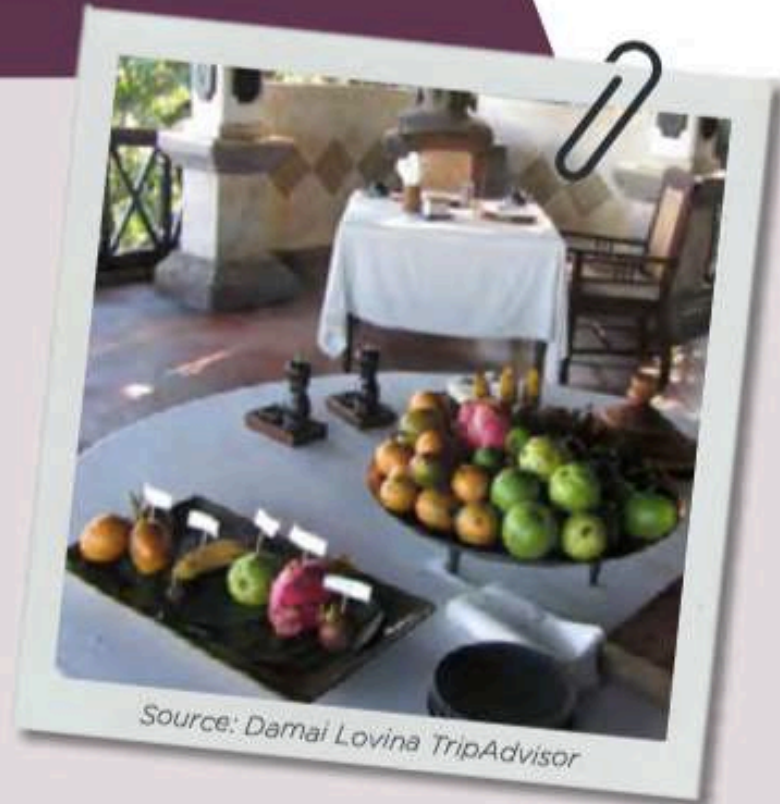
Investing in the Rest

Supply the rest from sources working towards certification, sustainable improvement, or on WWF green list.**

CASE STUDY: DAMAI LOVINA VILLAS BALI (INDONESIA)

Aside from undertaking cost-saving waste and energy-reducing initiatives, this property has taken a variety of efforts with responsible procurement. Among them include:

- Partnering with a local research center that provides the resort with environmentally safe agricultural and household products
- The resort's restaurant sources 80% of its ingredients from an on-site organic garden as well as from local farms
- In practicing sustainable farming techniques, such as permaculture to reduce water consumption and improve crop health &



Source: Damai Lovina TripAdvisor

composting instead of chemical fertilizers, the farm was able to reduce crop production costs by 90% and increase crop production by 20%

Source: Green Hotels and Responsible Tourism Initiative (2010)



5) EMPLOYMENT

Introduction

- **Gender, racial, and accessibility equality** of staff remains an issue throughout the hospitality sector,
 - Particularly within organizational leadership and year-round employment
- **Diversity of staff is key to the moral integrity and economic success of any tourism or hospitality enterprise**
- Proactive hiring policies targeting minority populations and implementing protections from workplace discrimination are vital to achieving a more equitable, diverse, and thriving workplace



5) EMPLOYMENT

Indicators

Q2/4 Voluntary data

- Number of MEN on staff (full time)
 - Number of MEN on staff (part time, casual)
- Number of WOMAN on staff (full time)
 - Number of WOMAN on staff (part time, casual)
 - Number of WOMAN in management positions
- Number of INTERNATIONAL staff
 - Number of INTERNATIONAL staff in management positions
- Number of employees with DISABILITIES
- Number of SEASONAL staff
- Number of employees who participated in Professional Training while employed at hotel



*“HAPPY EMPLOYEES
LEADS TO
HAPPY CUSTOMERS,
WHICH LEADS TO
MORE PROFITS.”*



5) EMPLOYMENT

Economic Rationale

- How Happy Employees directly affect your bottom line:
 - They are more innovative and creative
 - Higher productivity, they work better together
 - They engage better with customers and build stronger, loyalty-based relationships
 - They are more committed to the hotels long-term success



5) EMPLOYMENT

Economic Benefits

Mitigating business risks

Building business opportunities

Building brand awareness

Increased access to international funds

Enabling employees to develop transferable skills

Obtaining higher quality goods and services



5) EMPLOYMENT

Best Practices & New Technologies

- Creating “Inclusive Business Models”
- Identifying employment opportunities suited for marginalized individuals
- Actively targeting hiring initiatives toward women and other minority populations
- Developing and enforcing gender-sensitized policies and frameworks
- Providing tailored training resources for marginalized communities
- Providing safe working conditions, reasonable hours and wages and job security



6) POLLUTION

Introduction

- Proper management of a hotel's **wastewater, sewage discharge, stormwater runoff, and air quality** can help hotels ensure:
 - The health of ecological attractions and
 - local communities
 - and maintain a clean, pleasant environment for guests
- Unchecked hotel pollution, specially in SIDS, can lead to:
 - Poor air/water quality
 - Beach erosion, coral reef loss
 - Degraded wildlife habitat



6) POLLUTION

Indicators

Hotel Profile – one time data

- % of property that is developed and has an impermeable surface (e.g. hotel structure, parking lots, paved surfaces, etc.)
- % of property that is a permeable surface
- % of wastewater treated onsite or offsite
- % of wastewater directly discharged untreated
- % of vehicles using low emission engines



6) POLLUTION

Economic Rationale

- Untreated wastewater + uncontrolled use of marine craft = coral reefs loss and poor health of local residents.
- Wastewater treatment results in:
 - Reduction of water consumption (eg reuse and recycling) allowing for fresh water for community
 - Quality in surface water bodies, ensuring healthy ecosystems and amenity value.
- Soil sealing (ie impermeable surface) can lead to decreased rain absorption resulting:
 - Increased flooding, contamination of water sources, limited wildlife migration path, beach erosion, urban heat
- The use of permeable pavement often results in lower overall construction costs due to elimination of the need for other stormwater management measures



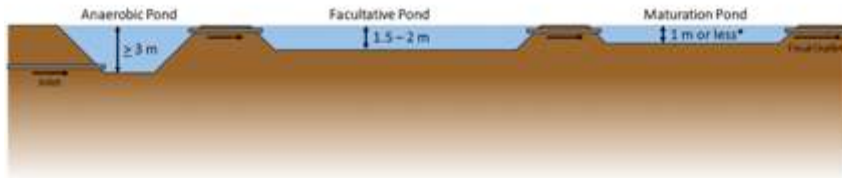
6) POLLUTION

Best Practices & New Technologies

- Adopting a greater percentage of permeable surfaces
- Practicing proper wastewater treatment methods
- Installing an on-site wastewater treatment system
- Using greywater recycling systems that reuse wash water
- Constructing a water recycling plant
- Installing grease traps and interceptors



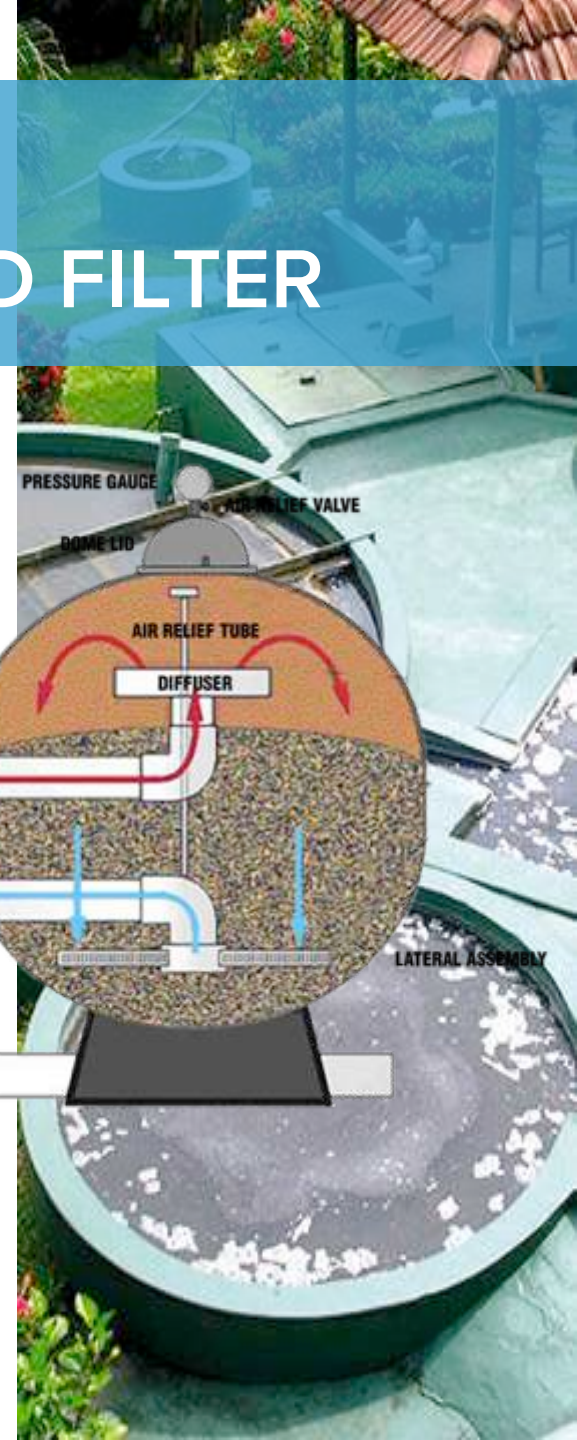
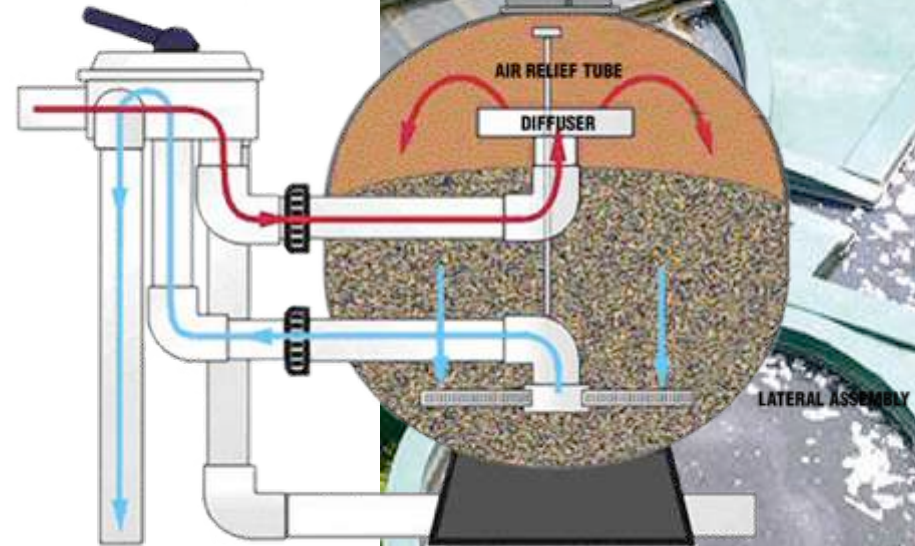
6) WASTEWATER TREATMENT – STABILIZATION POND AND SAND FILTER



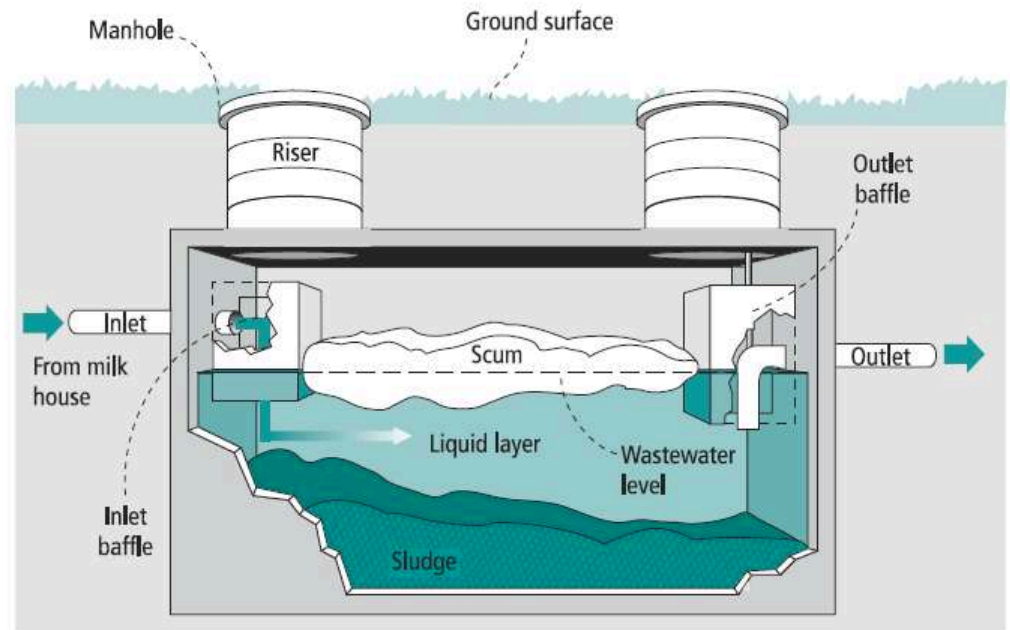
Not to scale



* Recent research has shown that shallower maturation ponds may provide more efficient pathogen removal (Piggott et al. 2012; Salmann et al. 2005). However, the bottom of ponds shallower than 1 m must be lined to prevent the growth of emergent plants.

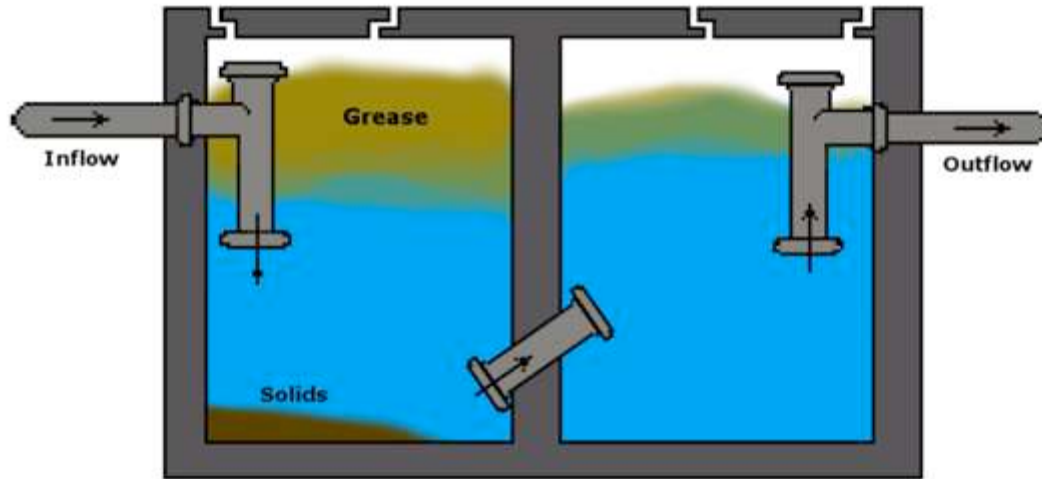


6) WASTEWATER TREATMENT – SEPTIC TANK



6) GREASE TRAP / INTERCEPTOR

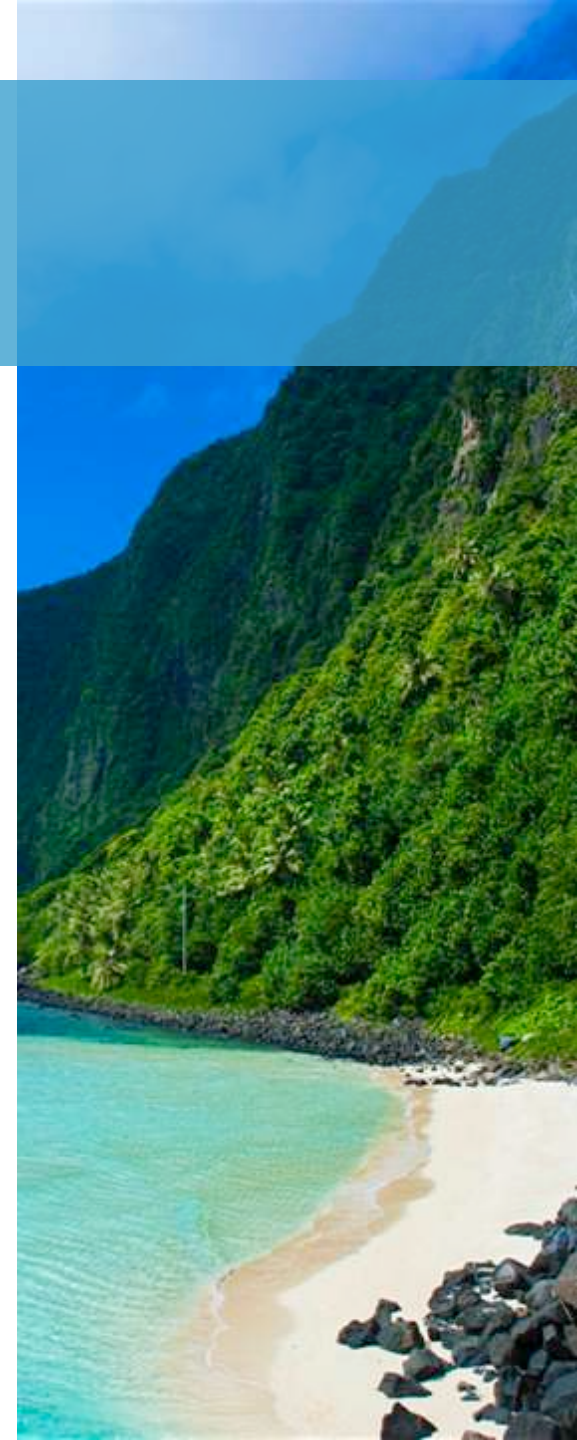
Grease Trap



7) CONSERVATION

Introduction

- Protected areas are
 - Crucial for environmental conservation,
 - And as major tourist attractions
- SIDS economies and coastal environments, which are under threat by rapid development
- Through Sustainable Environmental Management, hotels can help MITIGATE RISKS toward sensitive ecosystems while ENSURING DEMAND from nature-seeking guests

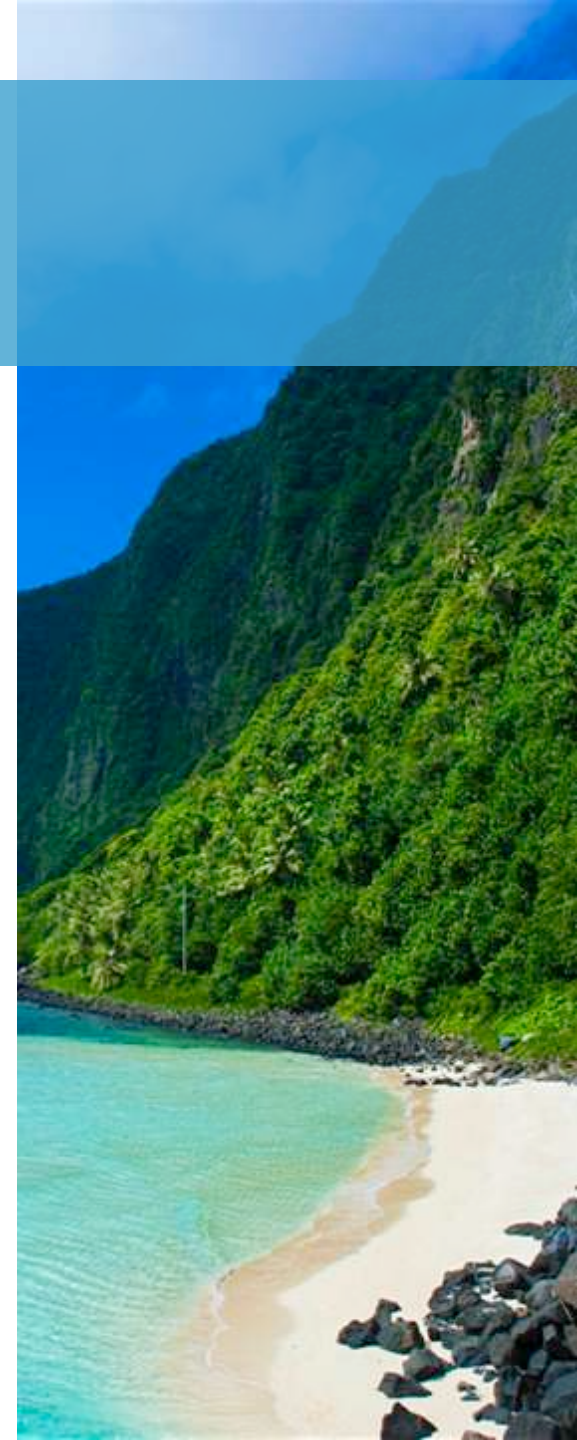


7) CONSERVATION

Indicators

Q2/4 Voluntary data

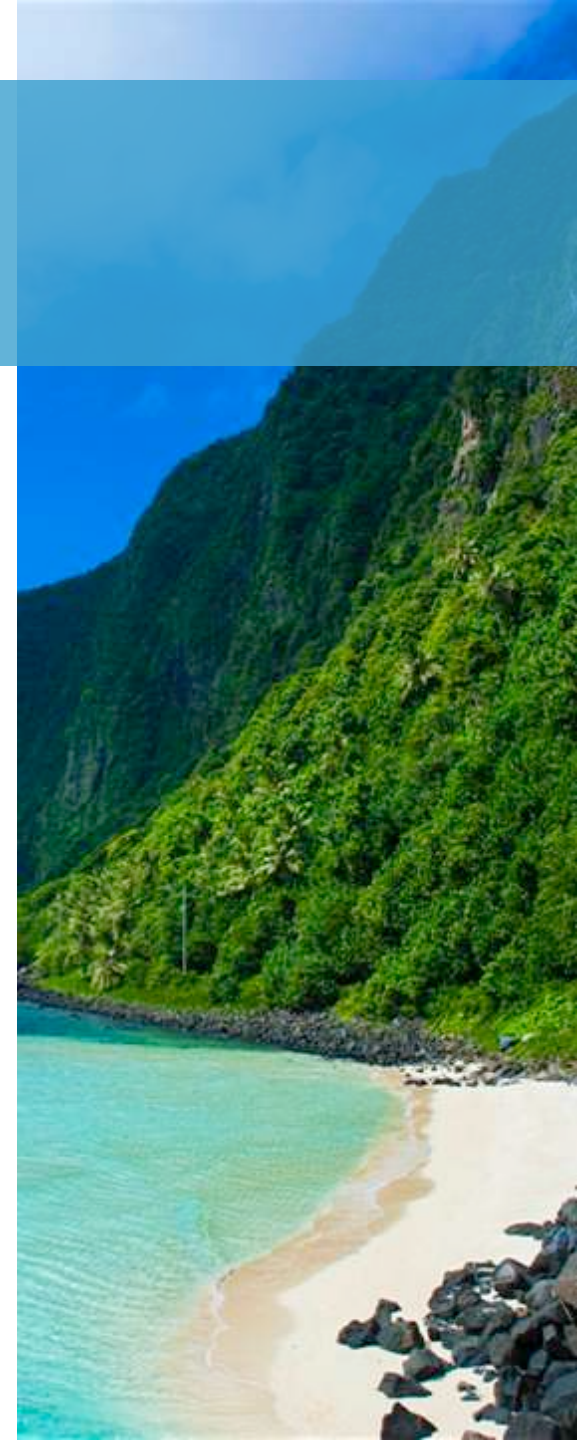
- List measures taken to **reduce water consumption** (e.g. signage, low flow technology)
 - Total number of rooms using water efficiency technology (e.g. low flow fixtures)
- List measures taken on **reduce impacts on coastal zones** (e.g. mangrove planting)
- List measures taken to **inform tourist of sustainable interaction with reef and marine habitats** (e.g. best practice guide)
- List measures taken to **inform tourist of sustainable behavior in protected areas**



7) CONSERVATION

Economic Rationale

- **Visitor demand and spending** depends largely on the preservation and health of terrestrial and marine environments, specially of SIDS
- **Over-visitation** or development of vulnerable areas + combined with mismanaged **pollution = decline natural habitats and their resources**
- Additional societal costs include **resource opportunity lost, reduced commercial value of sites, and negative impacts on local communities** (IUCN, 2012; UNEP, 2013)



7) CONSERVATION

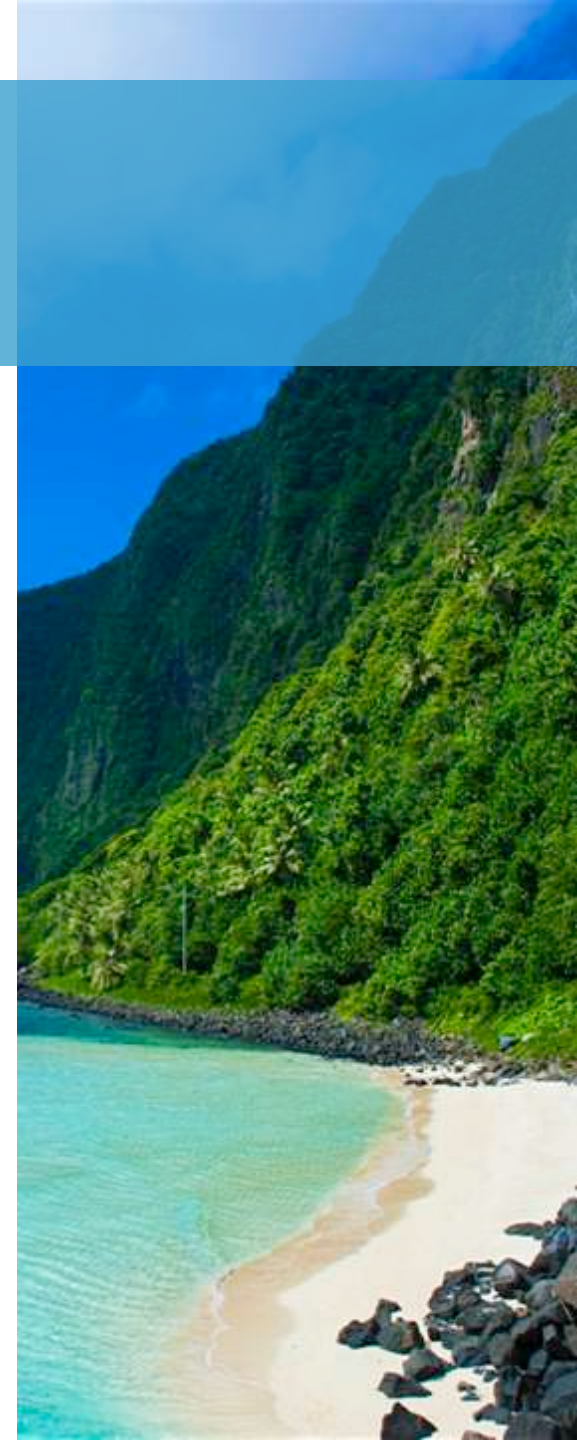
Economic Strategies

Investing in security measures from erosion, thereby providing security from eventual risks and hazards

Supporting sustainable tourism activities for long-term income generation

Promoting environmentally-friendly technologies and cleaner production for future cost savings

Adding brand value to tourism products & services through eco-labeling and targeting ecotourists



7) CONSERVATION

Best Practices & New Technologies

- Carrying out Integrated Coastal Zone Management (ICZM) (ie zoning, LAC, TCCA, EIA, EF)
- Adopting methods for reinforcing existing coastal natural barriers/protections
- Setting seasonal or temporal limit on use levels
- Educating guests on sustainable behaviors when visiting terrestrial, marine, and coastal environments
- Ask guests to make small voluntary donations



7) PRISTINE ATTRACTIVE ENVIRONEMENTS



7) EDUCATIONG VISITORS - SINAGE

Green Fins Code of Conduct

The Code of Conduct is the **CORE** of Green Fins

Dive Centres who follow this will reduce their impact to the surrounding environment

VIDEO to guide you through these 15 actions and activities

GREEN FINS

Guidelines to the Code of Conduct

As a Green Fins member this dive centre is committed to protecting the marine environment by following this best practice. If you notice lack of compliance to any of the following practices please report to info@greenfins.net

GREEN FINS: Best Practices for the Dive Operation		GREEN FINS: Best Practices for the Dive Staff	
1	Display Green Fins certificate and posters in centre and on boat	1	Be consistent into models and follow the Environmentally Friendly Diving and Snorkeling Guidelines
2	Identify and train someone as your "Green Fins Champion"	2	Always provide briefings and enforce a strict "no touch" environmental policy
3	Educate all dive staff in the Environmentally Friendly Diving and Snorkeling Guidelines annually	3	Always use mooring buoys and avoid or minimize where possible
4	Adopt "minimum discharge" and "reasonable garbage" policies through safe collection and disposal of hazardous waste. (e.g. use eco-friendly cleaning products, sewage, no filtering and no fish feeding)	4	Know and tell guests about environmental rules and where relevant, marine protected areas
5	No open fishing or sale and display of corals / marine life	5	Participate in regular beach and underwater cleanups
6	Promote good buoyancy, species ID, and marine monitoring courses (e.g. Reef Watch) and teach careful filming and photography skills	6	Participate in reef and marine life monitoring and offer ID books and photos of marine life
7	Ensure independent swimmers wear life jackets when snorkeling	7	Prohibit the collection, use and display of marine life and do not support the shark trade

GREEN FINS: Best Practice for Customers

As a Green Fins member we are committed to protecting the marine life. As our customers please help us by following these simple guidelines:

7 THINGS DIVERS MUST DO

- Respect animals & don't photos without permission from the animal
- Support conservation & education programs
- Use all equipment in a correct & safe way
- Provide buoyancy control & environmental awareness
- Practice advanced buoyancy techniques
- Only touch coral or "hard" reef if necessary
- Watch animals in nature to maximize your enjoyment

7 THINGS DIVERS MUST NOT DO

- No reef touch
- No animal grabs
- No reef made contact with any part of your body or fins
- No coral grabbers (using tools to grab coral)
- No reef photo contact on corals or other animals (to avoid contact with the animal)
- No reef photo contact on corals or other animals (to avoid contact with the animal)

TAKE CARE OF THE EARTH

Gentile ospite,
immagina quante tonnellate di asciugamani laviamo ogni giorno inutilmente negli alberghi di tutto il mondo, sprecando acqua e usando un'ingente quantità di detersivo che inquina la terra.

Ma possiamo fare una scelta

Asciugamani per terra significa:
"Prego cambiarli!"

Asciugamani riposti su porta-asciugamani significa:
"Li uso un'altra volta"

PER UN MONDO MIGLIORE

Dear guest,
can you imagine how many tons of towels laundered every day in the hotels all over the world, how many water and using a large quantities of detergents are polluting our waters.

Please, make a choice

Throwing away towels on the floor means:
"Please change them!"

Placing the towels on the towel-rack means:
"I'll use them again"

FOR A BETTER WORLD

THANKS

7) EDUCATIONG VISITORS - BRIEFINGS



8) CULTURAL HERITAGE

Introduction

- Cultural traditions, practices, and arts serve as **KEY TOURIST DEMAND** to destinations, and hotels have an important role showcasing cultural products and services and supporting local artists and artisans
- If not properly managed and conserved, cultural heritage can be at risk of becoming:
 - Appropriated or losing its authenticity for the sake of attracting tourists drawn to stereotyped versions of those arts
- **Hotels should** strive to provide cultural heritage products and services that **support local community-based artists and are in line with the traditions of the community**



8) CULTURAL HERITAGE

Indicators

One a year - Voluntary data

- % of PERFORMERS THAT ARE PART OF A ORGANIZED AND/OR REGISTERED GROUP and formally contracted by the property
- % of SOUVENIRS, including handcrafts and cultural products, in THE GIFT SHOP THAT ARE PRODUCED LOCALLY
 - % of souvenirs in the gift shop that certified locally crafted
- % of FURNISHINGS in the hotel that are PRODUCED LOCALLY including artwork and décor
- % of TOURS promoted by the hotel that are OWNED/ OPERATED BY LOCAL COMMUNITIES
- % of UNIFORMS AND LINENS THAT ARE LOCALLY PRODUCED



8) CULTURAL HERITAGE

Economic Rationale

- Traditional arts and handicrafts sales contribute greatly to local **cultural preservation, economy, and travel experience**
- The tourism industry serves as an important market for many craft products and performing arts, with the average **tourist spending USD \$20-80 on handicraft purchases in developing countries** (ITC, 2010)
- Throughout the world, handicrafts in the tourism sector have been shown to be a significant economic boon,
 - Particularly for impoverished rural areas where few other employment opportunities exist

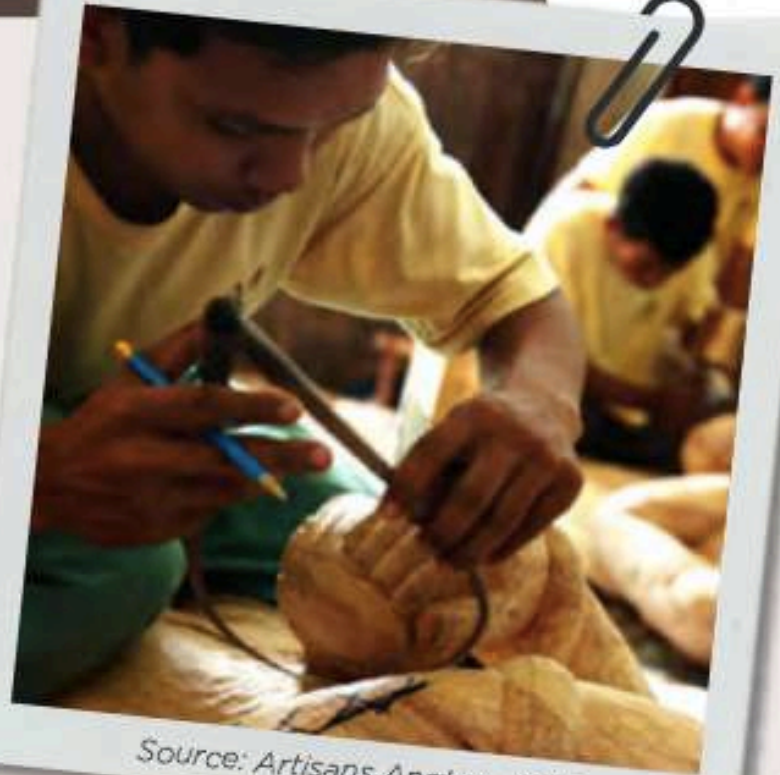


CASE STUDY: ARTISANS ANGKOR (CAMBODIA)

The semi-public company Artisans Angkor employs some 1,300 people in rural Cambodia, including more than 800 artisans, through the creation and preservation of ancient Khmer arts and crafts, including silk-making, stone and wood carving, lacquering, ceramics, and painting. The company provides artists with fair wages and training in various skills, along with employment in traditional workmanship tied to their heritage.

Finished products are sold to tourists visiting the local Siem Reap region. As well, many pieces have been purchased by luxury hotels in the area as decorations for their rooms, lobbies, and gardens.

Source: Artisans Angkor (2017)



Source: Artisans Angkor, 2017

8) CULTURAL HERITAGE

Best Practices & New Technologies

- Conducting a Value Chain Analysis
- Marketing and promotion of local souvenirs and arts & crafts
- Inviting artisans to hotels to sell products directly to guests
- Purchasing certain percentage of hotel furnishings and decor from local artists
- Involving local cultural ambassadors to consult on new tourism product development



SUSTAINABLE OPERATIONS ACTIVITY

- Think of your biggest challenges in procurement, pollution, employment, conservation, and cultural heritage.
- From those, brainstorm quick-win solutions that your hotel can implement.
- Now think about long-term investment solutions. Write your ideas down by theme.
- In groups, meet and share your ideas.
- Then vote on the top 3 ideas per theme and share with the group.



QUESTIONS & ANSWERS



SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM TOOLKIT



SUSTAINABILITY
MONITORING
PROGRAM

South Pacific Sustainability Monitoring Program - Hotel Profile

Welcome

Welcome to the South Pacific Monitoring Program.

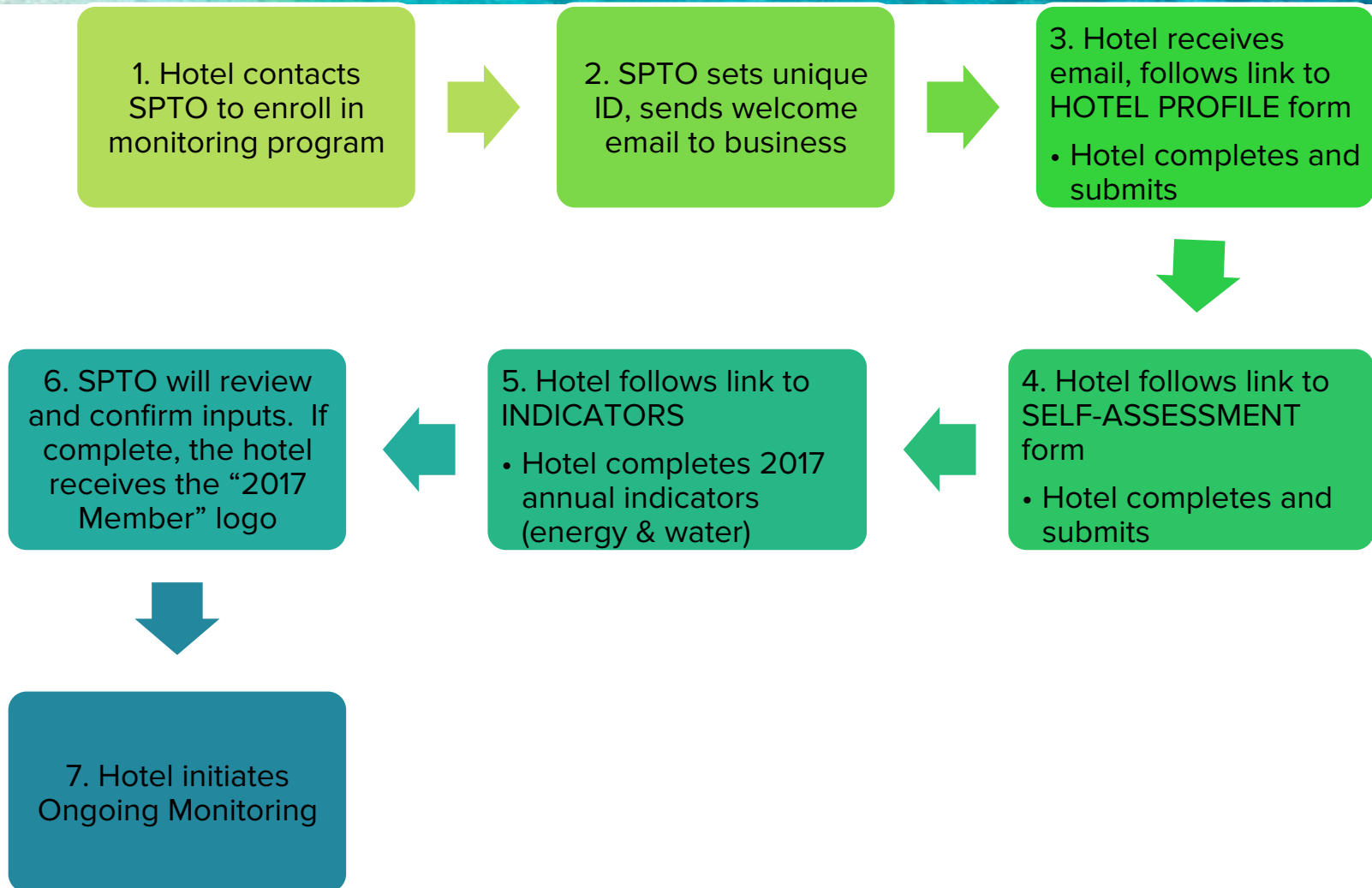
This is the first of two forms that you must fill out. This form must be completed before proceeding to the data monitoring.

The form below includes three sections: Contact Information, Measurement Units, and Hotel Description.

Further instructions for each step are included on the proceeding pages.

Next

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM FLOWCHART



SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM FLOWCHART

8. Q1 Indicators submitted by April 30, 2018

- Energy, Waste, Water, Procurement



9. Q2 Indicators submitted by July 30, 2018

- Energy, Waste, Water, Procurement, Employment, Conservation



10. Q3 Indicators submitted by Oct 30, 2018

- Energy, Waste, Water, Procurement



11. Q4 Indicators submitted by Jan 30, 2018

- Energy, Waste, Water, Procurement, Employment, Conservation, Culture



12. If a hotel enrolls beyond April, can complete Year to Date for Energy and Water only



13. If all data is successfully submitted for the full year, receive the “2018 Member” logo



14. The hotel must be able to continuously provide quarterly data inputs to remain a “Member” in the program and receive incentives



SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM

- South Pacific Sustainability Monitoring Program includes:
 - Online forms for data entry
 - Recurring benchmarking reports
 - Membership Logo



SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM NAVIGATION GUIDE

- Supplemental navigation guide will walk you through the following:
 - Steps for initiating the monitoring program:
 - Welcome Email & Form Links
 - Hotel Profile
 - Sustainability Self-Assessment
 - Indicators
 - Steps for data entry for indicators of eight sustainable tourism themes
 - Previous year data entry
 - Ongoing monitoring

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM WELCOME EMAIL & FIRST LOGIN

Dear <hotel name>,

Thank you for your interest in participating in the [program]. Be sure to save this email and contents within for your records. You will need to return to the links below and use the Unique Program ID# on a regular basis.

Your Unique Program ID# _____ (keep this on file and use it when completing your surveys)

Links to Monitoring Tool Forms:

- [Hotel Profile](https://www.surveymonkey.com/r/spto_profile) (https://www.surveymonkey.com/r/spto_profile) – complete this form first before any of the others. You will only need to do this one time.
- [Self-Assessment](https://www.surveymonkey.com/r/spto_assessment) (https://www.surveymonkey.com/r/spto_assessment) – complete after you complete the Hotel Profile. You should do this once a year.
- [Indicators](https://www.surveymonkey.com/r/spto_indicators) (https://www.surveymonkey.com/r/spto_indicators) – do not start on this form until you have **completed the other two. You will need to return to this form on a quarterly basis so it may be wise to bookmark the link.**

We've attached a quick start guide and resource guide to assist you. |

Please contact _____ @ _____ with any questions.

Kind Regards,

Note – be sure to save this email because it will have your Unique ID#.

Also, be sure to bookmark the indicator form because you'll need to return to it on a quarterly basis.

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM HOTEL PROFILE

Hotel Information	
Hotel Name	<input type="text"/>
Hotel Group Name	<input type="text"/>
Website	<input type="text"/>
Country	<input type="text"/>
Street Address, GPO/PO Box, Private Bag or Lock Box Number	<input type="text"/>
Street Address 2	<input type="text"/>
City/Town, Place, or Post Office Name	<input type="text"/>
Postal Code	<input type="text"/>
Region	<input type="text"/>

What type of accommodation do you operate?	
<input type="text"/>	<input type="text"/>
Contact Information	
Contact Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>
SPTO Unique Program ID#	
<input type="text"/>	

Sections to be completed:

- Hotel Information
- Contact Information
- Measurement Units
- Hotel Description
- Pollution Indicators

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM SELF-ASSESSMENT

Please provide the contact information for the person that will be responsible for providing the ongoing quarterly data inputs.

Contact Information

Contact Name

Hotel Name

Country

Email Address

Phone Number

SPTO Unique Program ID#

Does your hotel have a sustainability policy and/or commitment that is publicly available?

Yes
 No

Does your hotel have formal documented policies and associated management plans that direct actions related to environmental, social and/or cultural sustainability?

Yes
 No

Does your hotel have a formal or informal green team?

Yes
 No

Is at least 50% of your hotel owned by native citizens?

Yes
 No

Sections to be completed:

- Contact Information
 - Contact Name – must be the same as in Hotel Profile
 - Email Address – must be the same as in Hotel Profile
- Self-Assessment Questions
 - You must answer every question

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM INDICATORS

Please provide the contact information for the person that will be responsible for providing the ongoing quarterly data inputs.

Contact Information

Contact Name

Hotel Name

Country

Email Address

Phone Number

SPTO Unique Program ID#

Sections to be completed:

- Contact Information – must match hotel profile and self-assessment
- Reporting Periods
 - 2017
 - 2018 Q1, Q2, Q3, Q4
- Indicators

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM REPORTING PERIODS

Reporting Periods

- Q1: Jan-Mar
- Q2: Apr-Jun
- Q3: Jul-Sep
- Q4: Oct-Dec
- Annual
- Year to Date

Reporting Periods

- Step 1: backlog data entry for 2017
 - Select “Annual” and provide one full year of data for Energy and Water (2017 is required, 2016 is optional)
- *Note: data should be readily available for utility company upon request*

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM INDICATORS

Year
2017 ▾

Total Guest Nights Jan-Mar

Full Time Equivalency (FTE) Jan-Mar

Tonnage of Laundry Jan-Mar

Indicator Data Entry

- Year (2017)
- Total Guest Nights (for all of 2017)
- Full Time Equivalency (for all of 2017)
- Tonnage of Laundry Outsourced for cleaning (for all of 2017 (if applicable))

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM INDICATORS

Total Units of Non Renewable Electricity Consumed (#)

Enter a quantity of electricity purchased from a utility provider that is generated by coal, hydro, or nuclear power.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Total Units of Renewable Electricity Consumed (#)

The includes solar electricity production from solar panels or wind turbines, it may also include the purchase of renewable energy credits from the utility, provided it is acceptable.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Total Units of Natural Gas/LPG Consumed (#)

The unit(s) of the measurement unit should have been recorded in the Fiscal Profile Form. In most cases, LPG the propane that used for cooking is purchased in cylinders and measured in

cylinders or cases. If applicable, record the total number of cylinders purchased not the number of gallons. If natural gas is purchased directly from a utility, and/or, record the approximate

amount consumed in gallons.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Total Units of Fuel Consumed for Fleet Vehicles and/or Generators (#)

Record the amount of fuel (gallons or liters used).

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

2017 Indicator Data Entry

- Energy
- Water

Once complete, click “Done” to submit your data to SPTO

Next, start the ongoing monitoring schedule:

Q1 Jan-Mar: Energy, Waste, Water, Procurement

Q2 Apr-Jun: Energy, Waste, Water, Procurement, Employment, Conservation

Q3 Jul-Sep: Energy, Waste, Water, Procurement

Q4 Oct-Dec: Energy, Waste, Water, Procurement, Employment, Conservation, Culture

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM LOGO



Once you complete the full year of data entry it will be submitted to SPTO

If everything is complete, you will receive the South Pacific Sustainability Monitoring Program “Member” logo

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM DATA REPORTS



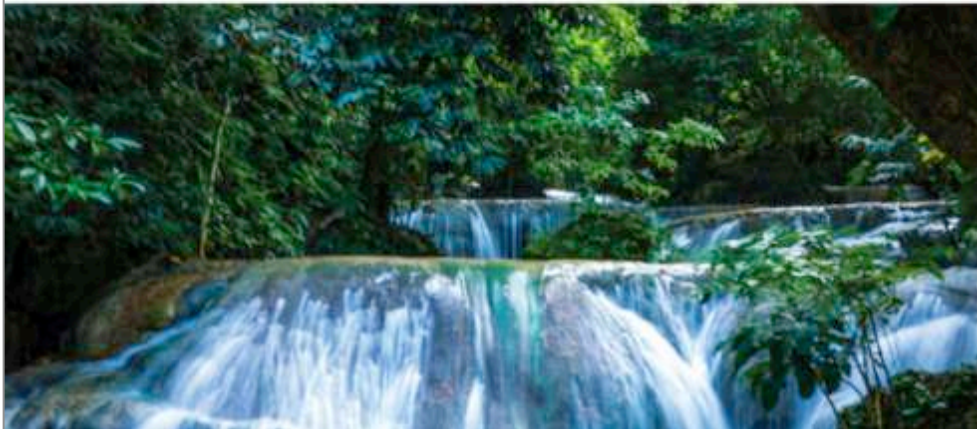
You will also receive your baseline dashboard with impact reporting across a number of data points.

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM DATA ENTRY GUIDE AND RESOURCE GUIDE



SOUTH PACIFIC TOURISM
ORGANISATION

SUSTAINABILITY
MONITORING
PROGRAM



Next Steps include preparing for ongoing monitoring

Businesses will need to become familiar with all the indicators and design internal monitoring systems for tracking

Q1 Indicators:

- Energy
- Waste
- Water
- Procurement

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM ONGOING MONITORING

South Pacific Sustainability Monitoring Program Project Management Work Plan

Introduction

Anticipated Outcomes

- 1.
- 2.
- 3.

Monitoring Program			
Strategies	Action Item	Assigned to	Due Date
Prepare for monitoring program	Assign staff to oversee monitoring program Read Resource Guide Read Data Entry Guide Complete Hotel Profile Form Complete Self-Assessment		
Prepare for data entry for 2017	Collect 2017 utility bills for electricity Collect 2017 utility bills for water		
Prepare for data entry for 2018	Collect 2018 utility bills for electricity and water Conduct a waste stream audit Collect purchasing orders		

Energy			
Strategies	Action Item	Assigned to	Due Date
Monitor electricity use, renewable energy production, propane gas, and fuel			
Reduce electricity consumption			

Waste			
Strategies	Action Item	Assigned to	Due Date
Monitor waste generation, recycling, and composting			
Reduce waste to landfill			
Increase waste recycled and composted			

Water			
Strategies	Action Item	Assigned to	Due Date

Procurement			
Strategies	Action Item	Assigned to	Due Date

Provided in your resource materials is a simple procedural management template to help you do the follow key items of project management:

- Define strategies and actions
- Assign responsibilities
- Set timelines

The resource materials will also have a simple data collection sheet so you can have all data points ready to enter into the online forms

Once ready, return to the online Indicators Form to begin ongoing monitoring

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM INDICATORS

https://www.surveymonkey.com/r/spto_indicators

Reporting Periods

- Q1: Jan-Mar
- Q2: Apr-Jun
- Q3: Jul-Sep
- Q4: Oct-Dec
- Annual
- Year to Date

Ongoing Monitoring

- After you've completed the 2017 backlog data entry, it is time to start the ongoing monitoring.
- Each time you visit, click the most current closed quarter after enrolling following this schedule for data entry:
 - Q1: all data for Jan- Mar is due by April 30
 - Q2: all data for Apr-Jun is due by July 30
 - Q3: all data for Jul-Sep is due by October 30
 - Q4: all data for Oct-Dec is due by January 30

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM INDICATORS

https://www.surveymonkey.com/r/spto_indicators



The image shows a screenshot of a survey form with the following fields:

- Year:** A dropdown menu currently set to 2017.
- Total Guest Nights Jan-Mar:** An empty text input field.
- Full Time Equivalency (FTE) Jan-Mar:** An empty text input field.
- Tonnage of Laundry Jan-Mar:** An empty text input field.

Indicator Data Entry

- Year (2018)
- Total Guest Nights (for the quarter)
- Full Time Equivalency (for the quarter)
- Tonnage of Laundry Outsourced for cleaning (for the quarter (if applicable))

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM INDICATORS

https://www.surveymonkey.com/r/spto_indicators

Total Units of Non Renewable Electricity Consumed (#)

Record the quantity of electricity purchased from an utility provider that is generated by coal, hydro, or nuclear power.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Total Units of Renewable Electricity Consumed (#)

The measure of the electricity produced from solar panels or wind turbines, it may also include the purchase of renewable energy credits from the utility, provided it is applicable.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Total Units of Natural Gas/LPG Consumed (#)

The definition of the measurement unit should have been recorded in the Fiscal Profile Form. In most cases, LPG the propane that used for cooking is purchased in cylinders and measured in cylinders or cases. If applicable, record the total number of cylinders purchased not the number of gallons. If natural gas is purchased directly from an utility, record the appropriate amount consumed by volume.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Total Units of Fuel Consumed for Fleet Vehicles and/or Generators (#)

Record the amount of fuel (gallons or liters) used.

Jan	<input type="text"/>
Feb	<input type="text"/>
Mar	<input type="text"/>

Next, start the ongoing monitoring schedule:

Q1 Jan-Mar (due April 30):

- Energy, Waste, Water, Procurement

Q2 Apr-Jun (due July 30):

- Energy, Waste, Water, Procurement, Employment, Conservation

Q3 Jul-Sep (due Oct 30):

- Energy, Waste, Water, Procurement

Q4 Oct-Dec (due Jan 30):

- Energy, Waste, Water, Procurement, Employment, Conservation, Culture

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM DATA REPORTS



Each quarter you successfully complete data entry and submit to SPTO, you will receive an updated dashboard with impact reporting across a number of data points.

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM LOGO



After you complete each quarter of data entry it will be submitted to SPTO

After one full year of successful data monitoring, you will receive the South Pacific Sustainability Monitoring Program “Member” logo for 2018

SOUTH PACIFIC SUSTAINABILITY MONITORING PROGRAM OFFLINE DATA ENTRY

Hotel Test One	
Instructions Complete the form below by filling information into the WHITE cells. Some cells have drop down menu options. Confirm the profile information once complete.	
Hotel Information	
Company Name	Hotel Test One
Hotel Group Name	Group One
Website	
Country	Fiji
Street Address, GPO/PO Box, Private Bag or Lock Box Number	
Street Address 2	
City/Town, Place, or Post Office Name	
Postal Code	
Region	
What type of accommodation do you operate	Hostel
Contact Person Information	
Name	
Email	
Phone	
Contact Profile Confirmed	Yes

SPTO will also provide an offline data entry workbook for those with unreliable internet connections and follow the same data entry requirements (e.g. one full year from 2017, ongoing quarterly submissions).

HOW WILL YOUR HOTEL BENEFIT BY PARTICIPATING?

Knowledge and Capacity building

- Cost Saving technology
- Training / Templates
- Information sharing

Marketing and Promotion

- Storytelling
- Distribution channels
- Brand equity

Recognition

- Label
- Awards
- Certification

Driving Change

- Policy influence
- Island solutions
- Donor funding



QUESTIONS & ANSWERS



LUNCH BREAK





ACTION PLANNING AND MONITORING OPERATIONAL IMPACTS



INTRODUCTION

Final part of training will be devoted to practical guidance about:

- How to develop an action plan,
- Assess and monitor your impacts,
- How to report on them



MAJOR STEPS

1. Engaging Staff
2. Baseline Assessment
3. Policy Development
4. Action Planning
5. Monitoring Results
6. Reporting and Communications



1) ENGAGING STAFF

- **Collective effort**
 - Sustainability management is a collective effort, requiring participation and engagement from all staff members
- **Staff Buy-in**
 - Without your staff's buy-in, it will be impossible to achieve aims such as reducing your energy, waste and water consumption
- **Motivation**
 - Achieving your targets together and rewarding employees can also be a great motivator

1) ENGAGING STAFF

Short-Term Activities

- Inform all staff – hold a briefing session to inform staff that sustainability is a priority for the business
- Introduce their point of contact for feedback
- Invite questions and suggestions from all departments – sustainability touches on all aspects of a business

Long – Term Activities

- Share cost savings – share your sustainability successes
- Reward staff who take action – offer prizes for achieving targets
- Hold an event to celebrate achievements
- Gain official certification e.g. Travelife Certified Level - this will inspire pride in what's been collectively achieved
- Link sustainability objectives to the wider business performance objectives



2) BASELINE ASSESSMENT

- One of the first steps businesses must take in implementing sustainability is a Baseline Assessment of their operations
- Enables you to quickly identify any sustainability policies and processes you already have as well as your current impacts
- Baseline Assessment includes:
 - current environmental impacts,
 - in office waste management and energy consumption,
 - your impact on the local community and in your external supply chain



2) BASELINE ASSESSMENT

Methods of Conducting Baseline Assessment:

- 1) Engage an independent expert to carry out the baseline assessment
- 2) Join a Members association which can provide such tools as part of its service



3) POLICY DEVELOPMENT

- A sustainability policy sets out your hotel's core vision and goals in much greater depth than the mission statement
- A policy should:
 - Set out a timescale and a structure for achieving your sustainability goals
 - Provide a clear direction and aims
 - Promote your sustainability goals internally to all staff
 - Promote, externally, your ongoing sustainability commitment to customers, suppliers and stakeholders
 - Be fully supported by senior management



3) POLICY DEVELOPMENT

Tips for Writing Policies:

- Keep the policy simple and concise
- Using your baseline assessment, set out where your hotel is now
- One by one, consider every area of your business. For each, set out:
 - Current impact
 - General vision
 - Specific targets with timescales
 - How to meet the targets (what action is needed) and how to measure progress
 - Ongoing achievements (continually added in subsequent annual reports)
- Make sure the policy recognizes your compliance with applicable legislation



3) POLICY DEVELOPMENT

Promoting and Reviewing Policies

- Promote your policy to suppliers so they can comply and help you reach your sustainability goals
- Publish the policy on your website and invite feedback; promote the policy in brochures
- Include the sustainability policy in induction packs for new staff
- Include any formal responsibilities in performance reviews
- Each year you should review the targets you set:
 - which targets did you meet?
 - Which actions worked?
 - Where did you miss a target?
 - Include your achievements in the next year's policy and set out new targets

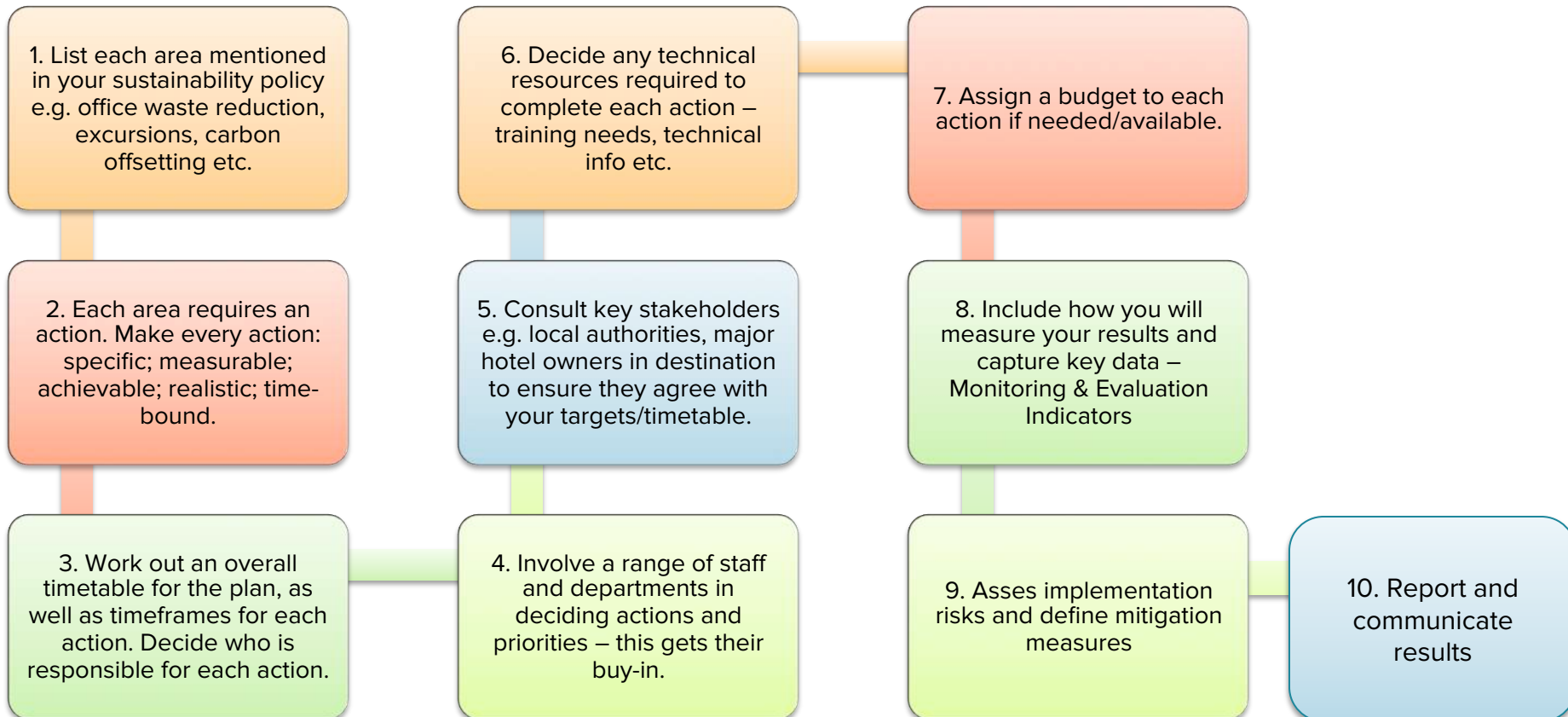


4) ACTION PLANNING

- Action Planning comes after conducting an initial assessment of sustainable tourism impacts and once the sustainability policy is completed
- **Define in detail tasks your hotel needs to follow** and when in order to achieve the goals and targets you set out in your sustainability policy
- **Should be short term**, covering one or two years before you update it in line with new sustainability targets and goals – focus on “quickwins”

4) ACTION PLANNING

10 Steps to Action Planning





5) MONITORING RESULTS

- Monitoring means evaluating how effective your sustainability action plan has been and to **record and track progress**
- It will also **identify any actions that have not worked and why**, and allow you to adapt the next year's action plan
- **Lets you benchmark your achievements** against other travel businesses in your association

5) MONITORING RESULTS

Six Steps to Monitoring

1. Working from the action plan, was progress recorded?
Achievements?
Problems encountered?
Changes Required?

2. Consult regularly with staff responsible for each sustainability task.

3. Remember, some actions can only be reviewed at certain times- depends on billing periods.

4. Annual Reviews should take place. This will reflect changes to your business – consolidation, expansion, product dev or staff changes.

5. Store the monitoring data. You can use the reporting template to do this.

6. Reviewing progress towards your sustainability objectives. Are they still relevant? Still realistic? Or do they need adjustment?

6) REPORTING & COMMUNICATIONS

- Once you have evaluated your results, you are ready to **report them internally to staff and externally to suppliers, stakeholders and customers**
- Telling your workforce about progress **keeps staff involved and motivated**, and reminds them about the next set of sustainability targets
- Publishing results externally:
 - Increases transparency and credibility,
 - Improves corporate image and
 - Recognizes stakeholders' contributions to reaching goals

6) REPORTING & COMMUNICATIONS

Reports should be...

1. Annual

- your reporting cycle can coincide with your financial accounts.

2. Balanced

- do not only present the positive results.

3. Comparable

- present areas and indicators in a consistent style so they can be compared year on year.

4. Accurate and reliable

- your information and reporting methods must be robust enough to pass an external audit.

5. Accessible and immediate

- you want people to read the report. Keep it simple.

6. Tailored

- consider presenting various forms for your audience, e.g. publish on your website; publish a bite-sized summary; use emails, flyers and online press releases.

GREEN TEAMS



What is a Green Team?

- Informal, grassroots, and cross-functional groups of employees who voluntarily come together to **educate, inspire, and empower employees around sustainability**
 - **Identify and implement specific solutions** to help their organization operate in a more environmentally sustainable fashion
 - Most green teams initially focus on greening back-office operations, addressing such issues as recycling in the office, composting food waste, reducing use of disposable takeout containers, and eliminating plastic water bottles
- Some green teams focus their efforts on integrating sustainability into employees' personal lives, while others are bringing consumers into the equation and aligning their efforts to support broader corporate sustainability objectives



GREEN TEAMS

10 Best Practices of Green Teams

1. Start with the visible and tangible: focus on internal operations
2. Get senior management involved, but don't lose grassroots energy
3. Engage employees to capture ideas
4. Communicate and share best practices
5. Engage employees with their bellies: the low carbon diet campaign
6. Engage employees in their personal lives
7. Engage customers to be part of the solution
8. Use local art to raise awareness
9. Create a toolkit to support and guide green teams
10. Align green teams with corporate sustainability goals

VINAKA VAKA LEVU! SUSTAINABLE FIJI



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