

# GLOBAL TOURISM PLASTICS INITIATIVE

## 2022 ANNUAL PROGRESS REPORT



# ACKNOWLEDGEMENTS

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*This report is based on self-reported data which was provided by signatory organisations and has not been verified by the Global Tourism Plastics Initiative. The findings, interpretations, and conclusions expressed in this report are entirely those of the authors and do not necessarily reflect the views of their affiliated organisations or the views and policies of their national governments. The authors and all experts consulted in the development of this report declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported.*

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## INTRODUCTION

This is the first annual report<sup>1</sup> of the Global Tourism Plastics Initiative (GTPI), which summarises the progress made by GTPI signatories in implementing their commitments throughout 2021.

### What is the Global Tourism Plastics Initiative?

The GTPI is led by the United Nations Environment Programme (UNEP) and World Tourism Organization (UNWTO), in collaboration with the Ellen MacArthur Foundation (EMF), and is the tourism sector interface of the [New Plastics Economy Global Commitment \(NPEGC\)](#). The core mission is to unite the tourism sector behind a [common vision](#) to address the root causes of plastic pollution. The GTPI enables businesses, governments, and other tourism stakeholders to take concerted action, leading by example in the shift towards circularity in the use of plastics.

### What is the common vision?

*“A circular economy for plastics, where plastics never become waste.”*

**To move towards this vision, signatories of the GTPI make individual commitments which fall within five action areas:**

1. **Eliminating** problematic and unnecessary plastic packaging and/or items by 2025.
2. Moving from single-use to **reuse models** or **reusable alternatives** by 2025.
3. **Engaging the value chain** to move towards 100% of plastic packaging to be reusable, recyclable or compostable by 2025.
4. Taking action to **increase the amount of recycled content** (post-consumer recycled content) across all plastic packaging and items used by 2025.
5. **Collaborating and investing** to increase recycling and composting rates for plastics.

Signatories also commit to **annual reporting and public disclosure of progress**. While large organisations<sup>2</sup> are required to use the GTPI reporting platform, small organisations can choose to report via their own websites.

### What is in this report?

Signatories were required to provide a progress update on the implementation of their commitments across all five areas in 2021: elimination, introduction of reuse models or reusable alternatives, engaging the value chain, increasing recycled content, and collaboration and investment.

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1. Previously, a [pilot report](#) was published in 2021 on the progress of six large accommodation providers and one supplier during 2020.

2. Small and medium-sized enterprises (SMEs) are non-subsidiary, independent firms which employ fewer than a given number of employees. In the GTPI, the size of a signatory organisation is determined in accordance with the definition that applies in their country of residence. The most frequent upper limit designating an SME is 250 employees, as in the European Union.

The report summarises the annual progress by signatory category:

1. Accommodation, cruise & vertically integrated businesses
2. Suppliers
3. Destinations
4. Supporting organisations
5. Tour operators, travel agents & platforms.

Individual company profiles are also included for select large signatories to provide additional detail on their progress.

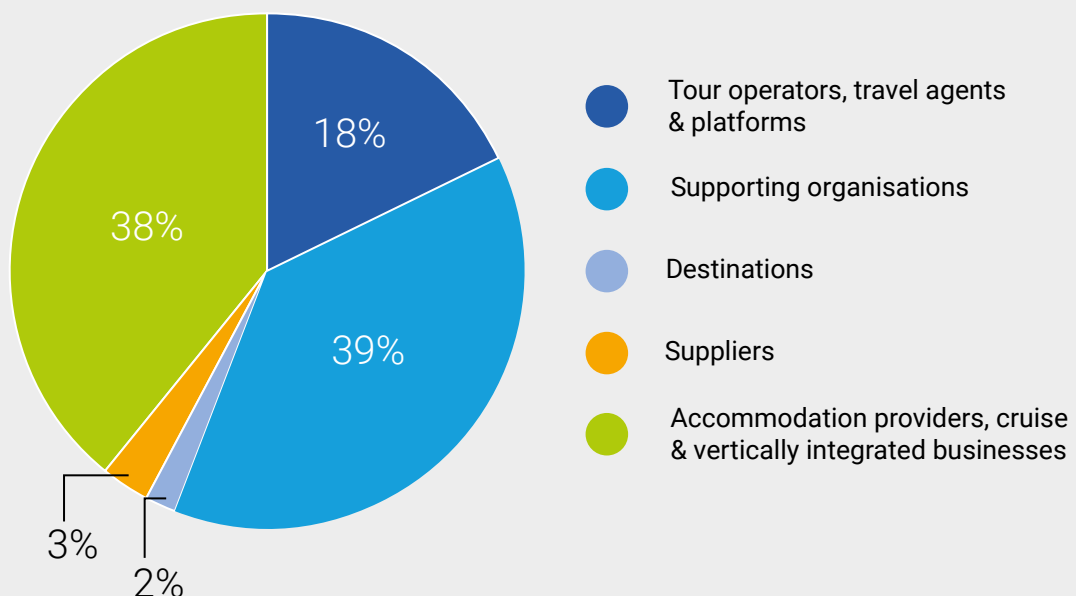
All signatories were requested to submit an update for this reporting cycle; however, reporting was only strictly mandatory for those who joined prior to the start of the 2021 reporting period.

61 submissions were received by May 2023. All large organisations (except one accommodation provider and two destinations) which are obliged to report via the GTPI reporting portal submitted an update.

The split by signatory type of submissions received is shown in Figure 1. The greatest proportion of submissions were received from accommodation providers and supporting organisations, reflecting the overall composition of the GTPI.

A full list of reporting organisations is included in [Appendix A](#). All information in this publication is based on self-reporting by signatories and has not been verified by the GTPI.

FIGURE 1: **Submissions received**





## SCOPE OF REPORT

### Temporal reporting boundary

Unless otherwise stated, all information in this report refers to activities undertaken during the calendar year 2021. This year is intended to form a baseline against which to quantify ongoing progress.

### Plastics reporting boundary

According to GTPI requirements, large accommodation providers, cruise operators, vertically integrated businesses and suppliers are requested to measure the **total annual weight of plastics** used in their operations. Except for suppliers, these organisations are also required to report their **weight of plastics per guest night**.

Signatories are encouraged to use the [GTPI Plastics Measurement Methodology for Accommodation Providers](#), which was developed through consultations with GTPI signatories in 2022. The methodology is accompanied by two Excel tools to facilitate the calculation of plastic usage for individual properties and an overall company portfolio. The methodology sets out a framework to help signatories define their organisational and plastic reporting boundaries, key metrics, and data extrapolation approach.

The GTPI methodology recognises that although signatories commit to reporting on total annual plastics weight by 2025, it can be difficult to introduce reporting for all plastics in the same year. A standardised approach is therefore provided to prioritise and phase reporting on different types of plastic.

Plastic items and packaging types are grouped into three categories (I-III) on the basis of six criteria: industry prevalence/awareness (i.e. which plastic items and packaging types are tracked more by the hospitality industry); industry action (i.e. which plastic items and packaging types are already being eliminated by the hospitality industry); property's level of control (i.e. the level of control that properties have over the presence of a plastic item or packaging); risk of littering; typical usage intensity per guest night; and typical unit weight.

Based on this categorisation, a three-step reporting approach is recommended:

1. Identify all plastic items and packaging types across the three categories that are in use in operations (see [Appendix B](#) for full list).
2. Prioritise reporting of plastic types which are included in the individual commitments made when joining the GTPI.
3. Phase reporting according to the guidance provided in the methodology (see [Appendix C](#)).

**For the first year of reporting, it is mandatory to measure the weight of all plastic items and packaging types which fall into Category I. Inclusion of Categories II and III is encouraged where possible.** Where data is not readily available in year 1, a data collection plan should be put in place to enable reporting by year 2 for Category II and by year 3 for Category III.

### Comparing plastic metrics

As expected by the phased approach, the plastics reporting boundary varies across signatories due to differing reporting capacities. While some signatories were able to provide data across all three categories, others have concentrated only on Category I or may have provided partial coverage of Categories II and III. Signatories also represent a wide cross-section of the tourism sector, resulting inevitably in a range of business operations and plastic footprints.

**Differences in reporting scope and operational structure should be considered when interpreting the plastic metrics provided by individual organisations to avoid drawing conclusions based on datapoints with limited comparability.**

## OVERVIEW

### 2021 Snapshot

- **46 new signatories joined the GTPI in 2021**, doubling the size of the network compared to the previous year.
- At the end of 2021, the GTPI network was composed of **92 signatory organisations**.
- **Private businesses are the most represented tourism stakeholder group**, accounting for **64%** of GTPI signatories.
- **43% of signatories are supporting organisations, which is the largest signatory category of the GTPI.** These include associations, NGOs, business networks, certification schemes, academic institutions, and consultancies.
- **Accommodation, cruise & vertically integrated businesses are also heavily represented**, making up **39%** of the GTPI.
- Over half of GTPI signatories are **global or based in the Asia & Pacific regions**.
- The regional composition and category split of new signatories are showing consistent trends as the network continues to grow. Targeted efforts will be necessary to engage more underrepresented regions or signatory types, such as destinations, governments, and suppliers.

FIGURE 2:  
**Signatories by organisation type**

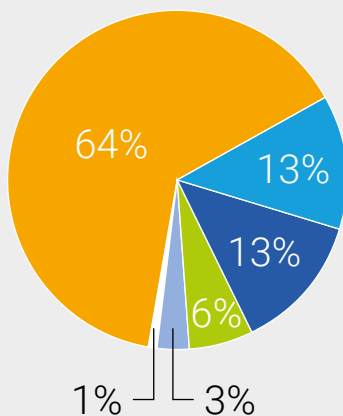


FIGURE 3:  
**Signatories by category**

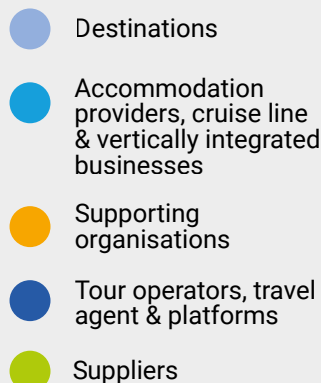
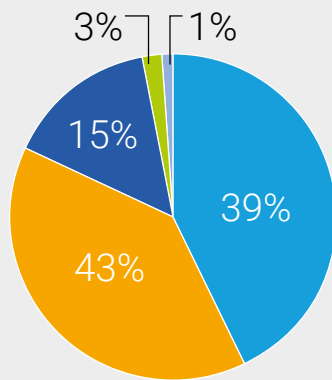
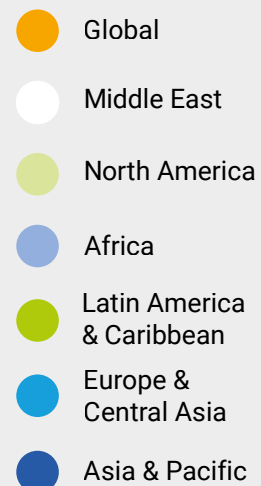
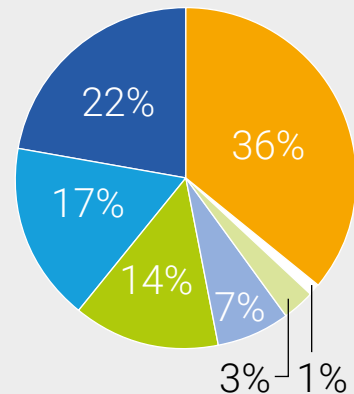


FIGURE 4:  
**Signatories by region**



## KEY FINDINGS

### Highlights

- **Despite the unprecedented challenges caused by the COVID-19 pandemic in the tourism sector, signatories continued to progress on the implementation of GTPI commitments throughout 2021.** The signatories implemented commitments across all five focus areas: elimination of problematic and/or unnecessary plastics; introduction of reuse models or reusable alternatives; engaging the value chain; increasing recycled content; and collaboration and investment.
- **Food & drink services, rooms, and bathrooms are the most common areas in which accommodation providers implemented commitments on elimination of plastic and shifting towards reuse models and reusable alternatives.** This finding reflects trends identified in the 2021 [pilot report](#), in which large accommodation providers also reported a recurring elimination focus on food & drink services and bathrooms.
- **Large signatories (accommodation providers and suppliers) reported a total of 5,743 metric tonnes of plastic used or sold in 2021. This includes 5,677 metrics tonnes of plastic used by accommodation providers, equivalent to an average of 99g per guest night.** This is the first year in which accommodation providers and suppliers were requested to measure their annual weight of plastic used or sold. Measuring plastics in operations is essential to be able to quantify year-on-year progress.
- **Signatories are increasingly working with suppliers to increase recycled content in plastic items and packaging and to move towards 100% reusable, recyclable or compostable packaging.** Value chain collaboration is essential for enabling a coordinated sectoral shift towards a circular plastics economy. Suppliers are the most common stakeholder group engaged by accommodation providers; collaboration with other key groups, such as regulators or waste service providers, appears to be less widespread. Suppliers have also been investing in the development of new pilot products and innovative reuse models to reduce demand for single-use plastics.
- **Signatories without a large direct plastic footprint (i.e. supporting organisations, tour operators, travel agents & platforms, and destinations) are working to raise awareness among their networks of the dangers of plastic pollution and promote better plastic management.** Signatories have adopted a range of approaches to engage and support their networks, such as developing technical guidance, conducting capacity building workshops, and organising webinars and in-person events. Social media channels are the most popular engagement platforms used to reach out to affiliated partners.

### Challenges and areas of potential improvement

- **Plastic weight metrics in this report are likely lower than normal operating levels due to the tourism sector still being significantly affected by the COVID-19 pandemic in 2021.** Although operational disruptions were not as severe as in 2020, the recovery of the tourism sector in 2021 showed significant geographical differences. In particular, destinations in Asia and the Pacific were more cautious in lifting travel restrictions and recovered to a much lesser extent than destinations in Europe or the Americas. Numerous signatories had to reduce their reporting scope to exclude properties which were unable to operate.



- **Signatories need time to align internal data collection procedures with GTPI reporting requirements.** Many signatories reduced their reporting scope due to missing data for certain properties or types of plastic (especially Category III). Signatories also faced challenges providing metrics related to network engagement, such as number of organisations introduced to the GTPI. While this was expected for the first reporting cycle, **action plans should now be in place to ensure that signatories can accurately quantify their progress in future reports.**
- **Kitchens pose a significant challenge for eliminating problematic and/or unnecessary plastics and moving toward reuse models and reusable alternatives.** Accommodation providers reported difficulties with addressing problematic plastics in kitchens, identifying a particular need for further research on viable alternatives which can be implemented without unintended consequences, such as increasing food waste. Other areas receiving limited attention include logistics and service areas.
- **Increased efforts are required to raise awareness of the GTPI more effectively among the affiliated organisations of existing signatories.** Although many signatories publicised joining the GTPI, most provide only limited updates on the implementation of commitments and do not make much active effort to promote the initiative. Improved engagement of smaller signatories is also essential to ensure that they comply with reporting requirements by sharing updates on their own platforms and are sufficiently supported by the GTPI through relevant guidance and technical resources.

# PROGRESS REPORT BY SIGNATORY TYPE



## ACCOMMODATION, CRUISE & VERTICALLY INTEGRATED BUSINESSES

As of May 2023, there are 61 signatories in the category of *accommodation, cruise, and vertically integrated businesses*, 36 of whom were part of the GTPI network in 2021.

23 report submissions were received, including from one cruise line and one vertically integrated business.

This chapter is structured by commitment area: elimination; introduction of reuse models or reusable alternatives; engaging the value chain; increasing recycled content; and collaboration and investment.

Following the overview of progress made by all accommodation providers, individual company profiles are included to provide additional detail on the implementation progress of large organisations.

### Reporting requirements

**The reporting format for accommodation providers differs depending on the size of organisations.**

For large accommodation providers, generally defined as those with over 250 employees, it is mandatory to report via the GTPI reporting portal and to provide **total annual weight of plastics** used in operations and **plastic weight per guest night**.

For **small organisations**, it remains mandatory to disclose progress, however, they can choose to report via their own platforms. Small accommodation providers are encouraged to measure plastic usage if possible.

### Measuring plastics in tourism operations

*The total annual weight of plastics reported by GTPI signatory accommodation providers for 2021 is **5,677 metric tonnes** or an average of **99g per guest night**.*

**As this is the first reporting year, there is no overall figure for plastic reduction. Details on actions taken by large accommodation providers to reduce their plastic usage is included in the individual company profiles on pp. 18-33.**

### Summary of findings

- **Accommodation providers continued to implement commitments despite the COVID-19 pandemic** causing operational disruption and increased regulation which reintroduced some single-use plastic items for safety and hygiene purposes.
- The most common areas in which accommodation providers implemented commitments on both elimination of plastics and introduction of reuse models and reusable alternatives are **rooms, food & drink services**, and **bathrooms**.
- **Logistics and service areas were less common focus areas for implementation of commitments** on elimination or introduction of reuse models in 2021.
- Accommodation providers highlighted **difficulties reducing problematic and/or unnecessary plastics in kitchens** and a need for further research to identify feasible alternatives.
- **Suppliers are the most common stakeholder group engaged by accommodation providers** to move towards reusable, recyclable and compostable packaging or increase recycled content in plastic packaging and items.
- **32% of accommodation providers report establishing procurement criteria** to move towards the target of using 100% reusable, recyclable and compostable packaging by 2025.
- Accommodation providers appear to prioritise reduction of plastic usage over increasing recycled content of plastics that are still in operations.
- **74% of accommodation providers invested in provision of training and means for staff to better sort solid waste** (especially plastic waste) and **63% invested to promote innovation focussed on increasing recycling rates**.

## COMMITMENT AREA 1:

### Eliminating problematic and/or unnecessary plastic items and packaging by 2025

#### Implementation progress

- 16 signatories report implementing commitments to eliminate problematic and/or unnecessary plastic items and packaging.
- As seen in Figure 5, **rooms** and **food & drink services** are the most common areas in which signatories implemented elimination commitments.
- **Bathrooms** are also a common focus; 44% of signatories which report implementing elimination commitments worked on eliminating plastic in this priority area.
- Elimination actions commonly include **replacing single-use amenities with large refillable containers** or **making plastic items available on request** rather than a default option in rooms and bathrooms.
- These findings are consistent with the focus areas identified in 2020, in which almost all elimination actions reported by large accommodation providers were implemented in bathrooms or food & drink services.
- While **only 13% of signatories worked on elimination of plastic in service areas**, all actions reported in this area were able to achieve full elimination of problematic and/or unnecessary plastics, as shown in Figure 6.

FIGURE 5: Percentage of signatories implementing commitments per elimination area

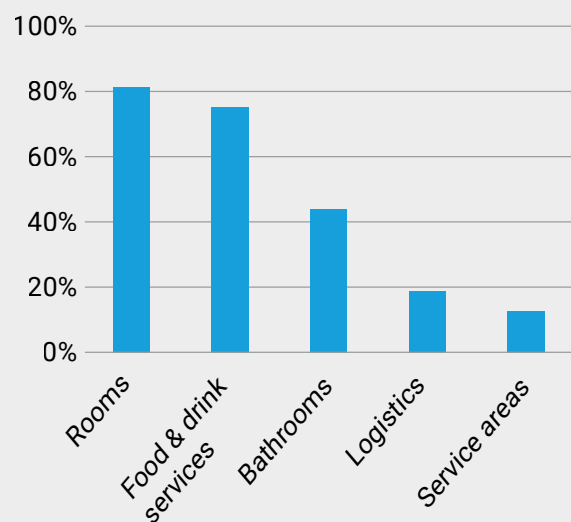
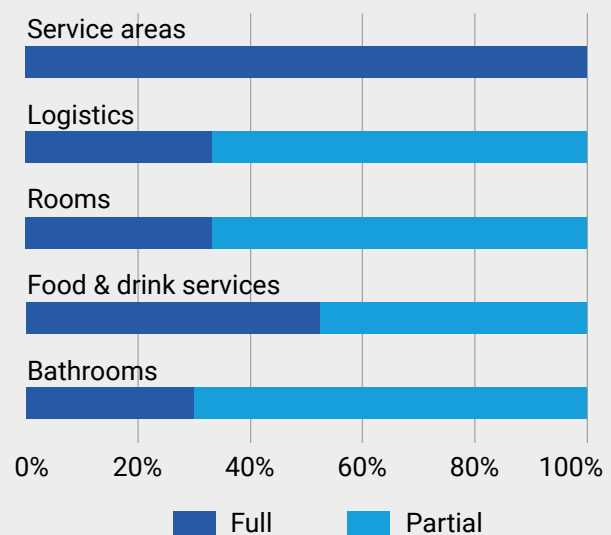


FIGURE 6: Percentage of commitments achieving partial versus full elimination by area



#### Challenges

- **Less than 20% of signatories worked on elimination in logistics**, suggesting difficulty in working with suppliers to eliminate plastic packaging.
- Although rooms and bathrooms are common focus areas, less than 40% of implemented commitments in each of these areas achieved full elimination, indicating that **further attention is required to understand the quick wins versus remaining difficulties preventing full elimination**.

- In some cases, **COVID-19 hygiene measures required the reintroduction of previously eliminated plastic items.**
- There is a notable **lack of implementation progress in advancing plastic elimination in kitchens**, most likely driven by the necessity to ensure that any measures taken do not lower food safety standards. One signatory highlighted cling film as a particularly difficult item for which to identify suitable alternatives.

#### Highlight

**Melco** looked at their full inventory of single-use plastics (SUP) to identify and focus on the top 15 items by weight to reduce and eventually eliminate. The implementation of the NORDAQ filtered bottled water system to replace SUP bottles in guestrooms is predicted to gradually eliminate **14.8 million SUP bottles** annually during regular operations in Macau, and the system will also be extended to properties in Manila and Cyprus. Glass bottles are washed and refilled onsite to not only eliminate plastic, but also enhance the premium service provided to guests with superior tasting filtered water.

## COMMITMENT AREA 2:

### Moving from single-use towards reuse models or reusable alternatives by 2025

#### Implementation progress

- 14 signatories report implementing commitments on introducing reuse models.
- As in 2020, **food & drink services continue to be among the most common areas** in which signatories have moved towards reuse models or reusable alternatives to plastic items & packaging.
- Reflecting the common focus areas for commitments implemented on plastic elimination, **36% of signatories report implementing commitments in rooms.**
- **29% of signatories implemented reuse commitments in bathrooms**, often through introducing refillable containers for amenities, such as shampoo and bodywash.
- Numerous signatories also worked on reducing single-use plastic water bottles being provided to guests, opting for alternative materials (e.g. glass) or providing water in larger, reusable containers.
- **60% or more of implemented commitments in rooms or bathrooms resulted in a full move to reuse models or reusable alternatives**, suggesting that there are readily available solutions on the market in these areas.
- **29% of signatories progressed on introducing reuse models in cleaning services, although none were able to achieve a full transition**, as seen in Figure 8.

#### Challenges

- **Service areas, kitchens and logistics emerge as areas in which signatories appear to struggle** to introduce reuse models or find alternatives. All signatories who reported implementing commitments in these areas achieved only a partial move to reuse models.
- These difficulties suggest **a need for greater guidance on identifying alternatives for category III items** (the majority of which are kitchen items). Various signatories reached out to the GTPI team to make related requests.

FIGURE 7: Percentage of signatories implementing commitments per reuse area

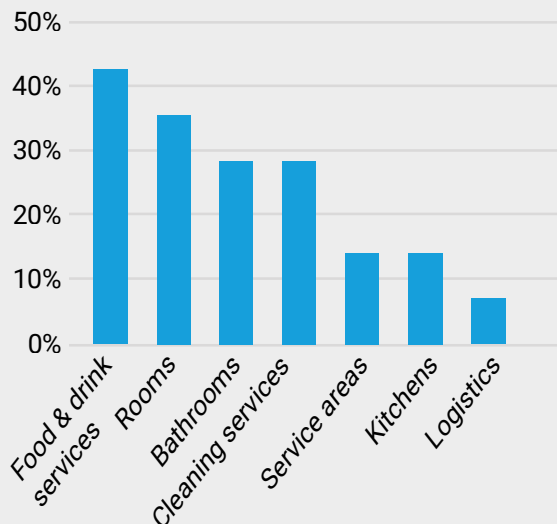
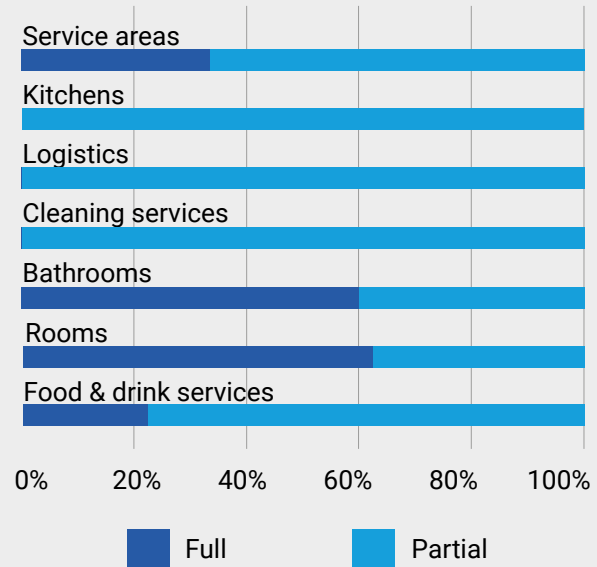


FIGURE 8: Percentage of commitments achieving partial versus full transition to reuse models by area



### Highlight

**Six Senses** collaborated with suppliers to introduce circular solutions for fresh products. These include the introduction of reusable containers (plastic or wooden crates) for fruits and vegetables, cloth bags for pulses & nuts, and reusable containers for fresh pressed juices. In addition, stainless steel containers were used to partially eliminate single-use cling film in kitchens, which was identified by several signatories as a particularly challenging item for which to find suitable alternatives.

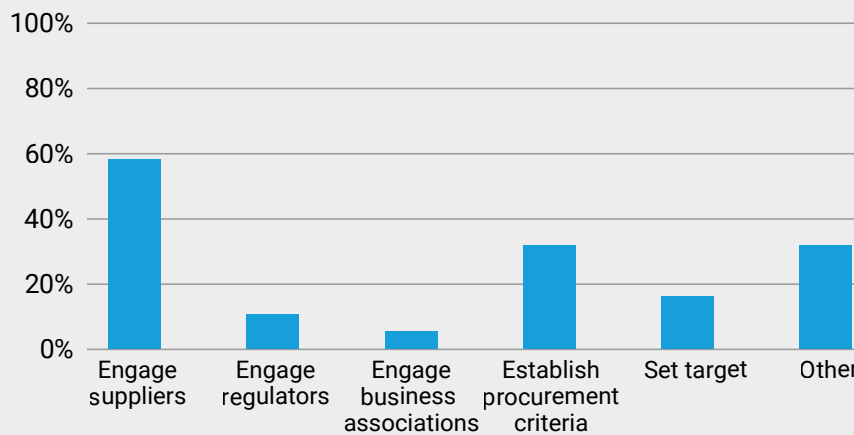
## COMMITMENT AREA 3:

**Engaging the value chain to move towards 100% of plastic packaging to be reusable, recyclable, or compostable by 2025**

### Implementation progress

- **58% of signatories engaged suppliers** to provide data on the reusability, recyclability and compostability of plastic packaging, and **32% established procurement criteria** in this area.
- Activities in 'Other' category include:
  - Working with suppliers to require them to adopt targets in line with the GTPI vision and/or disclose information on product composition and recyclability.
  - Looking for alternative suppliers to reduce single-use plastics in operations.
  - Working with local and community groups to increase awareness of the dangers of plastics and find solutions.



FIGURE 9: **Percentage of signatories taking actions to engage value chain**

### Challenges

- Engagement of other stakeholder groups is largely limited to suppliers. This highlights a need to understand why signatories typically do not engage with regulators or business associations and **what would be necessary to encourage more value chain collaboration.**

#### Highlights

Recognising the need to mobilise all stakeholders in the value chain, **TEMES**, based in Greece, have engaged with Third Party Operators (TPOs), calling on them to sign Memorandums of Understanding (MOUs) to adopt the targets of TEMES and the GTPI to phase out problematic plastics. The replacement of plastic water bottles was the first achieved milestone through supplier collaboration.

**TUI Group** have made their commitments on advancing a circular plastics economy **publicly available** and engage with suppliers to ask them to do the same. Circular economy principles have also been incorporated into standard TUI procurement processes. For example, TUI supplier contracts have minimum sustainability standards and practices, which include the requirement to minimise the use of single-use plastic and promote the recycling, reusing, or substitution of materials.

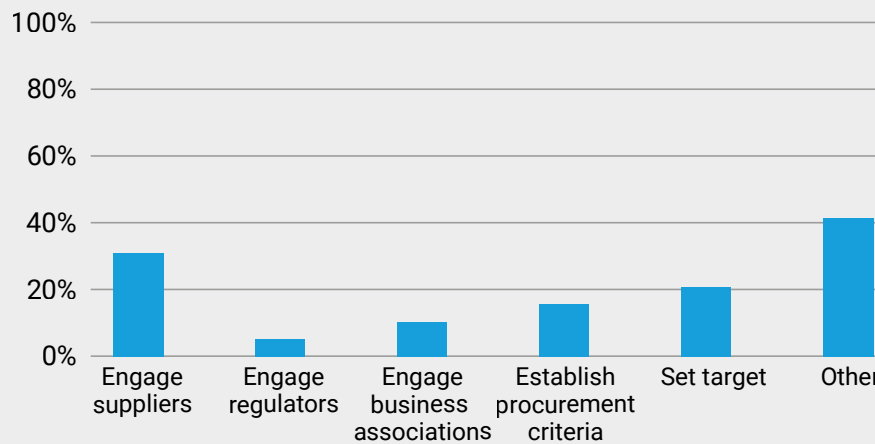
## COMMITMENT AREA 4:

### Taking action to increase the amount of recycled content (post-consumer recycled content) across all plastic packaging and items used by 2025

#### Implementation progress

- 32% of accommodation providers worked with suppliers** to increase recycled content in plastic packaging.
- Activities in 'Other' category include:
  - Providing guests with refillable bottles and other containers made of recycled plastic.
  - Requiring plastic packaging and items in operations to be recycled or compostable.
  - Working with local stakeholders to try to improve local recycling facilities and support recycling initiatives.

FIGURE 10: **Percentage of signatories taking action to increase recycled content**



### Challenges

- **Engagement of stakeholder groups beyond suppliers is quite limited** and detail on specific activities is lacking.
- This commitment area appears to have received **less attention than others**; signatories report prioritising the removal of plastics over increasing recycled content. While this approach is aligned with the GTPI vision of prioritising plastics elimination, it is important also to recognise that plastics often still retain a role in business operations, so increasing recycled content and ensuring plastics are recycled or composted should not be disregarded.

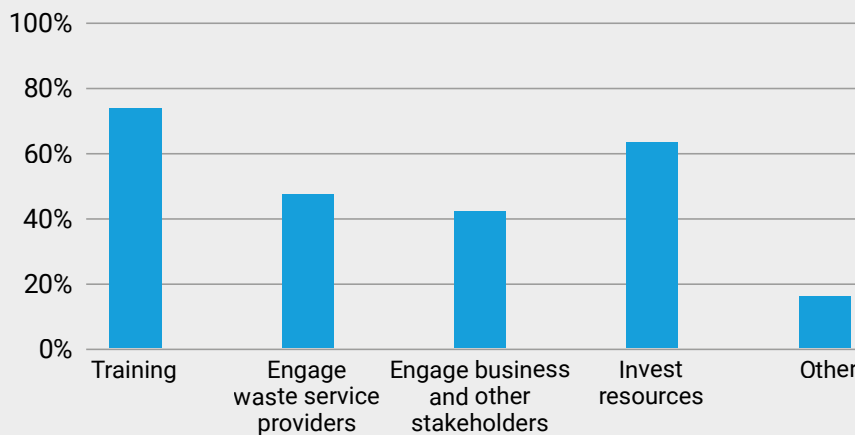
## COMMITMENT AREA 5:

### Collaborating and investing to increase recycling and composting rates for plastics

#### Implementation progress

- **Almost three quarters (74%) of accommodation providers addressed this commitment area through the provision of training and means for staff to sort solid waste** (especially plastic waste), according to local regulations, sustainability standards, and/or technical guidance from waste management service providers.
- **63% of signatories report investing to promote innovation focussed on increasing recycling rates.**
- Signatories implemented a wide range of activities, including:
  - Building onsite waste management infrastructure for recycling or composting.
  - Implementing digital platforms for internal monitoring of plastic item usage.
  - Appointing a supervisor of sustainable waste management practices to provide regular training and guidance to staff.
  - Installing appropriate recycling signs and bins to allow proper waste segregation.
  - Reviewing waste management processes to improve waste segregation and ensure proper diversion and recycling.

FIGURE 11: **Percentage of signatories taking action to improve collection of materials**



### Challenges

- Increasing recycling and composting rates requires collaboration across the entire tourism value chain, however, **less than half of accommodation providers report engaging waste service providers or other stakeholders.**

#### Highlight

Since 2019, *Alila Villas Uluwatu*, operating in Indonesia, have been developing a Sustainability Lab which has become a training centre for internal team members, local community members, local organisations, and hotelier academies. Alila Villas Uluwatu have also invested in onsite waste management facilities which enable the collection, segregation, processing, reuse, recycling and upcycling of waste to avoid diverting to landfill.

# COMPANY REPORTING PROFILES



## PROFILE – ACCOR

Signatory since: 2020

Reporting scope				
No. of properties:	5,298 out of 5,298	Third party verification of report data:	Yes	
Categories I-III:	I	Reporting period:	01/01/2021 – 31/12/2021	
Plastic metrics				
Annual plastics weight sold (metric tonnes):	Total: 1,269	Cat I: 1,269	Plastic per guest night (kg):	0.011
		Cat II: N/A		
		Cat III: N/A		

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b>  <b>Bathrooms:</b> packaging ☐ & items ☐  <b>Food &amp; drink services</b> items ☐  <b>Rooms</b> packaging ☐ & items ●  ☐ partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Bathrooms: collaborated with suppliers to replace single-use individual bottles for wet amenities with larger dispensers in nearly all hotels.</li> <li>• Food &amp; drink services: To eliminate plastics in this area, Accor undertook efforts around identification of alternatives to plastics associated with guest-facing food and beverage items in buffets, restaurants, and meeting rooms etc.</li> <li>• Rooms: Combined effort made by the Procurement, Brands, and Sustainability teams to tackle dry amenities (room accessories, such as sewing kits and combs)</li> <li>• A “less is more” approach was implemented to reduce item quantity provided by default while offering higher quality and more sustainable options on request. Suppliers were challenged to create higher quality and sustainable ranges of accessories, incorporating environmental criteria.</li> </ul>
<b>Items eliminated within regulatory framework banning single-use plastic:</b>	Yes: straws, stirrers, takeaway containers and other single-use plastics identified by the European Commission.

Introduction of reuse models	
<b>Areas of focus for 2021</b>  <b>Food &amp; drink services:</b> packaging ☐  <b>Rooms:</b> packaging ● & items ●  ☐ partial move to reuse models ● full move to reuse models	<b>Highlights</b> <ul style="list-style-type: none"> <li>• One of the approaches Accor adopted is the 3R approach. This approach emphasises the importance of reducing waste at the source, reusing items as much as possible, and recycling materials that cannot be reused. To apply this approach, changes were made in the way amenities are provided to guests to reduce quantities and push them to reuse items.</li> <li>• Food &amp; drink services: For example, in 2021, some hotels have started to remove plastic from breakfast buffets and propose only reusable containers for items such as butter, jam, spreads, biscuits, and other items. Eliminating single-use plastic packaging reduces the amount of plastic waste generated and encourages guests to adopt a more sustainable approach by proposing the food in reusable contents.</li> <li>• Rooms: Another example of Accor’s commitment to sustainability is in their approach to dry amenities. Accor have encouraged customers to reuse their slippers at home, for example, by suggesting to guests to take the slippers at home after their stay. Accor have also reduced the number of slippers given by default. Additionally, the number of amenities provided by default has been reduced to offer only what is necessary and thus further reduce waste.</li> </ul>

## Engaging the value chain

- ✓ **Collaborated with suppliers** to develop alternatives to recyclable plastics

For wet amenities, Accor have implemented a global programme to promote sorting and recycling, while managing these processes at a local level.

For dry amenities, Accor have focussed on packaging made from wood fibre, such as kraft paper with an external guarantee that it does not contribute to deforestation (Forest Stewardship Council (FSC) or Programme for the Endorsement of Forest Certification (PEFC) label). This type of wood fibre packaging is easily recyclable and widely implemented. Accor have also carefully considered biodegradable and compostable packaging options, based on external environmental surveys these materials are not recommended. Most of them are only compostable in industrial facilities that recycle at high temperatures, and it is challenging to ensure that the resources do not come from residual sources. Although many suppliers offer polylactic acid (PLA) packaging at competitive prices, Accor aim to significantly limit this alternative. However, they remain open to encouraging innovative packaging if it is more environmentally friendly than plastic, such as those that are biodegradable in domestic compost and sourced from residual resources.

## Increasing recycled content

- ✓ **Engaged suppliers** to provide data on % of recycled content in plastic packaging and items

At this time, Accor aim to stop single-use plastic packaging, and mostly push alternatives to plastic rather than increasing recycled content.

For products such as dispensers that are still in plastic, Accor push suppliers to use recycled plastics.

All nominated dispensers are made exclusively with recycled plastic (out of the 30 nominated), except for 3 products which are only made of 25% recycled plastic. 100% of the dispensers are recyclable. This information is mentioned on the packaging. The organisation of the sorting and recycling is pushed globally and managed locally.

## Collaborate and invest

- ✓ **Training and means provided** for staff to sort solid waste (especially plastic waste)

In 2021, 77% of hotels sort and recycle plastics, paper, glass, and cardboard, but Accor's actions are essentially based on plastic removal. Progress is monitored via an internal platform (Gaia), where the hotels can check each single-use plastic items deleted or replaced.

## Overall comment

In 2019, Accor initiated their work on the elimination of guest-facing single-use plastics. In 2021, the challenge extended beyond simply finding alternatives to plastic. The goal was to shift mindsets away from the convenience and disposability of single-use items and toward the principles of Reduce, Reuse, and Recycle (3Rs). This involved rethinking the default offering of single-use amenities and their associated waste, and finding ways to implement sustainable solutions such as offering dry amenities in rooms and providing certain items only upon request.



## PROFILE – CLUB MED

**Signatory since: 2020**

Reporting scope				
No. of properties:	45 out of 66*	Third party verification of report data:	No – plans are in place to introduce	
Categories I-III:	I, II & III	Reporting period:	01/01/2021 – 31/12/2021	
* 10 resorts were not operating in 2021 and “Club Med 2” cruise ship data was not available at time of reporting.				
Plastic metrics				
Annual plastics weight (metric tonnes):	Total: 146	Cat I: 35.5	Plastic per guest night (kg):	0.025
		Cat II: 49.8		
		Cat III: 60.6		

Note: Club Med resorts are all-inclusive and therefore systematically serve three meals a day.

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b>  <b>Bathrooms:</b> packaging ●  <b>Food &amp; drinks services:</b> packaging ● & items ●  <b>Rooms:</b> items ●  ○ partial elimination ● full elimination	<b>Highlights</b>  <ul style="list-style-type: none"> <li>Bathrooms: removed plastic packaging from amenities accessories (slippers, dental kits, manicure sets, sewing kits, shaving kits, pumice, shoe mitts, shoeshine, shower caps, cotton buds, cotton pads, net sponges, refreshing towels, vanity kits, combs, and bath salts) by 2021.</li> <li>Food &amp; drinks services: eliminated problematic or unnecessary plastic packaging and/or items by 2020, in particular straws, cups, cutlery, plates and miscellaneous disposable plastic containers.</li> <li>Rooms: plastic items (cups, stirrers, slippers, laundry bags, and garbage bags) removed by 2021, with exception of garbage bags reintroduced due to COVID-19 and remaining stock to be used up.</li> </ul>
<b>Items eliminated within regulatory framework banning single-use plastic:</b> Yes	

Introduction of reuse models	
<b>Areas of focus for 2021</b>  <b>Bathrooms:</b> packaging ●  <b>Food &amp; drink services:</b> items ●  ○ partial move to reuse models ● full move to reuse models	<b>Highlights</b>  <ul style="list-style-type: none"> <li>The Club Med group has committed to reduce worldwide consumption of plastic water bottles by hotel night by 50% by 2024 compared to 2019. Intermediary goal is a reduction of 25% by 2023.</li> <li>Strong focus on reducing global consumption of plastic water bottles.</li> <li>Bathrooms: By 2021, amenities in large packaging and reusable alternatives were introduced.</li> <li>Food &amp; drink services: working on increasing the use of reusable cups, cutlery, plates, bottles, and containers by 2025.</li> </ul>

Engaging the value chain
✓ <b>Engaged suppliers</b> to provide data on recyclability and compostability of plastic packaging  Service and product providers required to disclose their product composition and recyclability, and to collaborate with Club Med to implement readily available alternatives to reduce plastic use (for example, dry amenities, wet amenities, water consumption).

Increasing recycled content
✓ <b>Engaged suppliers</b> to provide data on % of recycled content in plastic packaging and items

Collaborate and invest
✓ <b>Training and means provided</b> for staff to sort solid waste (especially plastic waste) ✓ <b>Engaged waste providers</b> to receive information on recycling rates ✓ <b>Invested resources</b> to promote innovation to increase recycling rates

## PROFILE – IBEROSTAR GROUP

**Signatory since: 2020**

Reporting scope			
<b>No. of properties:</b>	57 out of 92*	<b>Third party verification of report data:</b>	No
<b>Categories I-III:</b>	I & II	<b>Reporting period:</b>	01/01/2021 – 31/12/2021

\* Organisational reporting boundary includes all hotels with the logo Iberostar on the building (which only excludes the Ole association). Within this scope, information is provided for hotels included in internal systems (SAC); these represent 80% of guest nights.

Plastic metrics			
<b>Annual plastics weight (metric tonnes):</b>	Decided not to disclose company-level plastic weight data, however, signatory data is included in the aggregated GTPI metrics.	<b>Plastic per guest night (kg):</b>	-

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b>  N/A   ☐ partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>Iberostar has informed the GTPI team that all unnecessary and/or problematic plastic items and packaging to which Iberostar committed to eliminating upon signature of the GTPI were eliminated by 2020. Iberostar aims to be waste-free by 2025, and carbon neutral by 2030. Their goal is to lead through a strong scientific foundation, so other tourism organisations can adopt methods to become more sustainable.</li> <li>Iberostar define a single-use plastic as a product made totally or partially with plastic and that has been conceived, designed or introduced on the market to be used once or for a short period of time before disposal. To eliminate single-use plastic in operations, Iberostar identified and changed all products that were categorised as single-use plastic within hotel operations. Transversal collaboration was required among Sustainability, Procurement and Operations to effectively change these products while keeping the high-quality standards and customer satisfaction.</li> <li>In 2021, to advance in the elimination of plastic beyond single use, Iberostar started to measure the amount of plastic consumed in our hotels. Advancing in the precision of said measurement will allow them not only to have greater control on the purchase of said material, but to advance in the actual reduction of it.</li> </ul>

**Items eliminated within regulatory framework banning single-use plastic:** No

Introduction of reuse models	
<b>Areas of focus for 2021</b>  <b>Bathrooms:</b> packaging ● & items ☐  <b>Food &amp; drink services:</b> packaging ☐, items ☐ & single-portion or single serving packaging ☐  ☐ partial move to reuse models ● full move to reuse models	<b>Highlights</b> <ul style="list-style-type: none"> <li>Bathrooms: replaced single-use amenities with reusable models in all bathrooms.</li> <li>Food &amp; drink services: installed water fountains in hotels that replace the consumption of single-use containers.</li> <li>To better understand problematic / unnecessary items, and as part of the goal for all Iberostar hotels to be free of waste (destined for landfill) by 2025, a waste analysis was carried out at the Cancun, Tucan &amp; Quetzal, Playa Paraiso and Playa Mita resorts with a total sample of 423.7 kg taken from the wet chamber at those hotels.</li> <li>Based on these results, Iberostar have defined an action plan to replace critical items and explore how to evolve to reuse models.</li> </ul>

Engaging the value chain	
✓	<b>Engaged suppliers</b> to provide data on recyclability and compostability of plastic packaging

Collaborate and invest	
✓	<b>Training and means provided</b> for staff to sort solid waste (especially plastic waste)
✓	<b>Engaged waste providers</b> to receive information on recycling rates
✓	<b>Invested resources</b> to promote innovation to increase recycling rates

## PROFILE – MELCO RESORTS & ENTERTAINMENT LTD.

Signatory since: 2020

Reporting scope			
No. of properties:	4 out of 10 (total)* 4 out of 5 hotels in scope	Third party verification of report data:	No
Categories I-III:	I, partial coverage of II & III	Reporting period:	01/01/2021 – 31/12/2021

\* Ski resort in Okushiga (Japan) omitted as the property was sold in late 2022 meaning data captured cannot be tracked for progress after 2022; 4 satellite properties and 1 temporary property in Cyprus omitted as these properties do not have hotels, so intensity metrics of guest room nights cannot be applied.

Plastic metrics			
Annual plastics weight (metric tonnes):	Decided not to disclose company-level plastic weight data, however, signatory data is included in the aggregated GTPI metrics.	Plastic per guest night (kg):	–

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b>  <b>Food &amp; drink services:</b> packaging ●, items ● & single-portion or single serving packaging ● <b>Rooms:</b> packaging ○  ○ partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>Food &amp; drink services: Replaced all single-use plastic (SUP) food &amp; beverage (F&amp;B) containers and utensils with biodegradable, sustainable alternatives.</li> <li>Rooms:               <ul style="list-style-type: none"> <li>Switched from small bottle amenities to large refillable bottles for guest rooms and spas.</li> <li>Eliminated SUP water bottles and replaced with water dispensers in back of house areas for all properties, <b>eliminating 2.8 million plastic bottles annually</b>.</li> <li>Implemented NORDAQ 2000 water filtration system to provide filtered water in refillable glass bottles to eliminate SUP bottles in hotel rooms. <b>This will gradually eliminate 14.8 million SUP bottles annually during regular operations in Macau</b>; the system will also be extended to properties in Manila and Cyprus.</li> <li>Internal operations: eliminating SUP bottles, shoe mitts, razors, toothbrushes and toothpaste, with plans to recycle and/or replace these with alternatives in all guest areas; replacing all SUP F&amp;B containers and utensils with biodegradable, sustainable alternatives, including items made from corn starch, bamboo fibre or paper, which was completed in 2021; phasing in large-sized, refillable dispensers for shampoo and other amenities in guest rooms and spas; redesigning and standardising plastic bottles in existing operations across properties in Macau to support recycling streams, and sourcing bottles made with recycled polyethylene terephthalate (rPET), as interim measures along the path to zero waste.</li> <li>Suppliers: proactively engaging suppliers to avoid disposable packaging, particularly SUP, in favour of reusable and/or lower-impact alternatives; encouraging suppliers to develop and incorporate specifications into tenders, purchase orders and other agreements to increase demand for reduced-impact products, packaging and services based on circular economy principles.</li> </ul> </li> </ul>
<b>Items eliminated within regulatory framework banning single-use plastic:</b>	Yes, the Macau government issued a ban on the import of single-use non-biodegradable plastic cutlery from 1 January 2023. Melco Resorts has introduced biodegradable takeaway containers and cutlery, as well as replacing some items with wooden alternatives, since 2019.

## Introduction of reuse models

### Areas of focus for 2021

#### Food & drinks services: packaging

- partial move to reuse models
- full move to reuse models

### Highlights

- The implementation of the NORDAQ filtered bottled water system to replace SUP bottles in guestrooms allows Melco to initiate a reuse model at their hotels. Glass bottles are washed and refilled onsite to not only eliminate plastic, but also enhance the premium service that provided for guests with superior tasting filtered water.
- Currently working with egg supplier vendors to reuse plastic packaging in a return and reuse model. Used egg cartons from selected vendors are stored on site and picked up by vendor.

## Engaging the value chain

- ✓ **Engaged suppliers** to provide data on recyclability and compostability of plastic packaging
- ✓ **Engaged regulators** to promote availability of data on recyclability and compostability of plastic packaging

Melco engage with suppliers through capacity building workshops on environmentally responsible practices with focus on the importance of eliminating wastage, increasing recycled and biodegradable content, and eliminating the use of SUP packaging. In the receiving areas of the warehouse, suppliers are briefed on responsible waste segregation when delivering onsite.

## Increasing recycled content

In addition to the NORDAQ water filtration and bottling solution, Melco have installed refilling dispensers at their properties for hotel rooms. Where plastic bottles are considered by the company as unavoidable, such as in limousines and pool-side areas, Melco are utilising rPET bottles, containing recycled plastic.

## Collaborate and invest

- ✓ **Training and means provided** for staff to sort solid waste
- ✓ **Invested resources** to promote innovation to increase recycling rates

The large investment in on-site composters at the Macau and Manila properties is part of Melco's strategy to process organic waste and compostable materials. In early 2021, Melco implemented a KAIZEN review of waste handling processes at the City of Dreams Macau, Studio City and Altira Macau resorts. The objective of the exercise was to review our processes to improve the separation of waste for proper diversion and recycling. The exercise was also designed to identify any gaps in data capture and recording. Procedures reviewed included the handling of prepared and processed food waste, along with waste from hotel guest rooms, as well as receiving, warehouse and retail areas. A survey was subsequently conducted to assess awareness of the recycling process and system, which was completed by approximately 6,000 respondents. The KAIZEN exercise identified a number of actions that are being progressively rolled out across their properties:

- Setting up appropriate recycling bin locations with proper color-coded signage.
- Developing standardised recycling signage.
- Briefing staff, including chefs and housekeeping teams, on proper recycling.
- Providing adequate waste containers for chefs' working stations so waste can be separated.
- Reducing jar and bottle waste by sourcing bigger bottles of condiments.
- Briefing suppliers to carry out responsible waste segregation and fold carton boxes when delivering onsite.
- Encouraging tenants to set up bins and follow proper waste segregation with sustainability requirements added to tenant contracts.
- Implementing proper waste lifecycle and segregation training for colleagues, suppliers, and tenants.

# PROFILE – PALLADIUM HOTEL GROUP

**Signatory since: 2021**

Reporting scope			
<b>No. of properties:</b>	25 out of 40*	<b>Third party verification of report data:</b>	No
<b>Categories I-III:</b>	Categorisation not applied	<b>Reporting period:</b>	31/12/2020 – 30/12/2021

\* Remaining properties to be added to reporting scope in subsequent reporting cycles

Plastic metrics				
<b>Annual plastics weight (metric tonnes):</b>	Total: 33.8	Cat I: - Cat II: - Cat III: -	<b>Plastic per guest night (kg):</b>	0.011

## Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b> <b>Bathrooms:</b> packaging ● <b>Food &amp; drinks services:</b> single-portion or single serving packaging ● <b>Rooms:</b> items ● ● partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>Bathrooms: all plastic packaging removed from amenities and introduced reusable amenities that can be refilled.</li> <li>Food &amp; drinks services: introducing reusable solutions to eliminate single portions and single serving packaging. Palladium continue working with suppliers to find new ways to continue with this.</li> <li>Rooms: Palladium are removing plastic items from operations.</li> </ul>
<b>Items eliminated within regulatory framework banning single-use plastic:</b>	Yes, single-use plastic as per Balearic Islands Government policy

Introduction of reuse models	
<b>Areas of focus for 2021</b> <b>Logistics:</b> packaging for logistics ● ● partial move to reuse models ● full move to reuse models	<b>Highlights</b> <ul style="list-style-type: none"> <li>Palladium are working with suppliers to find ways to eliminate plastic packaging and include dispensers.</li> </ul>

Engaging the value chain
Making sure to continue with Palladium's campaign to reduce single-use plastic and plastic in general globally.

Increasing recycled content
✓ <b>Established procurement criteria</b> on % of recycled content in packaging and items

Collaborate and invest
✓ <b>Training and means provided</b> for staff to sort solid waste (especially plastic waste)

## PROFILE – PHĀEA RESORTS

Signatory since: 2022

Reporting scope			
No. of properties:	4 out of 4	Third party verification of report data:	No – plans in place to introduce
Categories I-III:	I, II & III	Reporting period:	31/12/2020 – 30/12/2021

Plastic metrics				
Annual plastics weight (metric tonnes):	Total: 40.5	Cat I: 24.6	Plastic per guest night (kg):	0.241
		Cat II: 6.43		
		Cat III: 9.46		

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b> <b>Rooms:</b> items ● <b>Food &amp; drink services:</b> items ● & packaging ●  ● partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Rooms: disposable shoeshines were provided to guests upon request during 2021. Sewing kits do not contain any plastic.</li> <li>• Food &amp; drink services: all take-away containers, stirrers, cups, cutleries have been replaced with wooden alternatives.</li> </ul>
<b>Items eliminated within regulatory framework banning single-use plastic:</b>	Yes. <ul style="list-style-type: none"> <li>• Rooms: Combs, disposable ashtrays, disposable corkscrews, disposable shirt collar and pant clips, disposable shoehorns, disposable door hangers, garments covers, glass covers, hairbrushes, newspaper holder bags, packaging around clean linen and towels, packaging around glasses/cups. All mentioned items and their packaging either replaced with non-plastic alternatives (wooden, reusable) or not used prior to the release of legislation in 2018.</li> <li>• Food &amp; drink services: All take-away containers, stirrers, cups, cutleries have been replaced with wooden alternatives in 2017</li> </ul>

Introduction of reuse models	
<b>Areas of focus for 2021</b> <b>Bathrooms:</b> packaging ● <b>Cleaning services:</b> containers for cleaning products ● <b>Rooms:</b> packaging ●  ● partial move to reuse models ● full move to reuse models	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Bathrooms: single-use amenities have been replaced with reusable amenities in one property in 2021. Plastic items in sewing kits, vanity kits and shower cups have been removed in 2021.</li> <li>• Cleaning services: bulk containers are purchased, and reusable bottles of lower volume (750ml) are used.</li> <li>• Rooms: Single-serve condiments and packaging have been reduced.</li> </ul>



### Engaging the value chain

- ✓ **Engaged suppliers** to provide data on recyclability and compostability of plastic packaging
- ✓ **Engaged regulators** to promote availability of data on recyclability and compostability of plastic packaging
- ✓ **Engaged business associations** to promote availability of data on recyclability and compostability of plastic packaging
- ✓ **Established a target** for 40% of plastic packaging to be reusable, recyclable, or compostable by 2025
- ✓ **Established procurement criteria** on reusability, recyclability, and compostability

Sustainability criteria regarding content and packaging have been developed for each purchasing category (amenities, cleaning products, dairy products etc). These criteria are sent to the suppliers to begin collaboration with Phêa Resorts. If these criteria are accepted, the suppliers then sign the Collaboration Code of Ethics, a document including ESG criteria that refer to the general operational procedures of the supplier. Through these procedures Phêa Resorts are trying to help suppliers to evolve with them towards responsible business practices.

### Increasing recycled content

- ✓ **Engaged suppliers** to provide data on % of recycled content in plastic packaging and items
- ✓ **Engaged regulators** to promote availability of data on % of recycled content in plastic packaging and items
- ✓ **Engaged business associations** to promote availability of data on % of recycled content in plastic packaging and items
- ✓ **Established procurement criteria** on % of recycled content in packaging and items
- ✓ **Established target** of 30% of recycled content in packaging and items by 2025

### Collaborate and invest

- ✓ **Training and means provided** for staff to sort solid waste (especially plastic waste)
- ✓ **Engaged waste service providers** to receive information on recycling rates
- ✓ **Engaged business** and other key stakeholders to discuss and take action to improve the performance of waste service providers
- ✓ **Invested resources** (\$, time, personnel) to promote innovation that results in increased recycling rates

## PROFILE – PONANT CRUISES

Signatory since: 2022

Reporting scope			
No. of properties:	13 out of 13	Third party verification of report data:	No
Categories I-III:	I (Amenities and water bottles only)	Reporting period:	01/01/2021 – 31/12/2021

Plastic metrics				
Annual plastics weight (metric tonnes):	Total: 5.65	Cat I: 5.65	Plastic per guest night (kg):	0.014
		Cat II: N/A		
		Cat III: N/A		

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b> <b>Rooms:</b> packaging 🔄 & items 🔄  🔄 partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Amenities and single use plastic bottles were identified by PONANT as the main source of single use plastics on board.</li> <li>• For the bottles, all passengers receive a stainless-steel flask at the beginning of the trip, which can be refilled with the water dispensers. Water comes from onboard water production.</li> <li>• Regarding the amenities, single-use items have been replaced by larger refillable containers.</li> <li>• Food items are bought in larger quantity to reduce packaging (for example, butter was previously bought in single-use packaging and is now bought in 5kg packs)</li> </ul>
Items eliminated within regulatory framework banning single-use plastic: No	

Introduction of reuse models	
<b>Areas of focus for 2021</b> <b>Rooms:</b> packaging 🔄 & items 🔄  🔄 partial move to reuse models ● full move to reuse models	<b>Highlights</b> <ul style="list-style-type: none"> <li>• As mentioned in section above, guests are provided with a flask to refill, and amenities are bought in large quantities and containers are refilled and reused.</li> </ul>

Engaging the value chain
✓ <b>Established procurement criteria</b> on reusability, recyclability, and compostability

Increasing recycled content
✓ <b>Established target</b> of % recycled content in packaging and items by 2025

Collaborate and invest
✓ <b>Training and means provided</b> for staff to sort solid waste (especially plastic waste)

# PROFILE – SIX SENSES HOTELS RESORTS SPAS

Signatory since: 2020

Reporting scope			
No. of properties:	14 out of 18*	Third party verification of report data:	No
Categories I-III:	I, II & III	Reporting period:	31/12/2020 – 30/12/2021

\* 4 properties were excluded due to lack of data caused by full or partial closure during 2021 reporting period

Plastic metrics				
Annual plastics weight (metric tonnes):	Total: 33.1	Cat I: 13.0	Plastic per guest night (kg):	0.125
		Cat II: 0.62		
		Cat III: 19.5		

## Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b> <b>Bathrooms:</b> packaging ● & items ● <b>Logistics:</b> packaging ● <b>Rooms:</b> packaging ● ● partial elimination ● full elimination	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Bathrooms: 8 hotels successfully eliminated plastic shavers and associated packaging, while other properties are using up leftover stock (due to COVID-19, low usage).</li> <li>• Logistics: suppliers engaged to identify improvement opportunities (e.g. T-shirts are now packaged 10 per bag rather than being individually wrapped).</li> <li>• Rooms: packaging for numerous hotel room items eliminated: shaver, toothbrush, cotton buds, cotton pads.</li> </ul>
Items eliminated within regulatory framework banning single-use plastic: No	

Introduction of reuse models	
<b>Areas of focus for 2021</b> <b>Food &amp; drink services:</b> packaging ● <b>Kitchen:</b> cling film ● ● partial move to reuse models ● full move to reuse models	<b>Highlights</b> <ul style="list-style-type: none"> <li>• Food &amp; drink services: circular solutions for fresh products introduced through supplier engagement: reusable containers (plastic or wooden crates) for fruits and vegetables, cloth bags for pulses &amp; nuts, and reusable containers for fresh pressed juices</li> <li>• Kitchens: stainless steel containers used to partially eliminate single-use cling film.</li> </ul>

Engaging the value chain
✓ <b>Engaged suppliers</b> to provide data on recyclability and compostability of plastic packaging

Increasing recycled content
✓ <b>Engaged suppliers</b> to provide data on % of recycled content in plastic packaging and items
Six Senses try to avoid all plastics, including Bioplastic. If plastic is unavoidable, recycled plastic or compostable plastic is required.

Collaborate and invest
✓ <b>Training and means provided</b> for staff to sort solid waste ✓ <b>Engaged waste providers</b> to receive information on recycling rates ✓ <b>Engaged other key stakeholders</b> to improve performance of waste service providers ✓ <b>Invested resources</b> to promote innovation to increase recycling rates
Beyond general waste training, Six Senses created six training modules around plastics which all hosts needed to complete: <ul style="list-style-type: none"> <li>• What is Plastic</li> <li>• Microplastic</li> <li>• Plastic &amp; Human Health</li> <li>• Plastic &amp; Marine life</li> <li>• Plastic &amp; Wildlife</li> <li>• Plastic Solutions</li> </ul>

## PROFILE – TEMES S.A.

Signatory since: 2021

### Reporting scope

No. of properties:	2 out of 2	Third party verification of report data:	Yes - by WWF Greece
Categories I-III:	I, II & III	Reporting period:	31/12/2020 – 30/12/2021

### Plastic metrics

Annual plastics weight sold (metric tonnes):	Total: 51.9	Cat I: 37.7	Plastic per guest night (kg):	0.249
		Cat II: 5.03		
		Cat III: 9.20		

### Implementation progress by commitment area:

#### Elimination of plastics

##### Areas of focus for 2021

**Bathrooms:**  
packaging ● & items ●

**Food & drink services:**  
packaging ● & items ●

**Rooms:**  
packaging ● & items ○

○ partial elimination  
● full elimination

##### Highlights

- Bathrooms: plastic cotton ear buds eliminated and replaced with paper ones. Plastic packaging for bath salts also been replaced with paper packaging. Items with plastic packaging (shoehorn, shoe mitt, mouthwash) given on request.
- Food & drink services: Plastics usage reduced by 7.6 metric tonnes compared to 2019. Plastic straws, stirrers, take-away cutlery, plates, cups and lids were eliminated. Replacement of plastic food containers was initiated and achieved to great extent. Plastic water bottles were withdrawn from restaurants and cafes and given only to gyms, golf courses, pools and beach areas. Plastic takeaway bags substituted by a paper alternative.
- Rooms: Plastic water bottles eliminated, and laundry bags became biodegradable. Due to Covid-19, chips and sweets were withdrawn from mini-bars in rooms.
- In 2021, COVID-19 affected the entire hospitality industry and several planned plastic restriction measures had to be postponed. Various new single-use plastics, the "pandemic plastics", had to be used for hygiene reasons and to comply with legislation. However, in 2021, TEMES moved forward with major interventions, focussing on reducing plastics from the F&B sector. Major interventions include: the elimination of plastic cups and lids, and the phase-out of plastic water bottles and takeaway food containers.
- TEMES also implemented measures in advance of the requirements of EU legislation to withdraw certain problematic single-use plastics.

##### Items eliminated within regulatory framework banning single-use plastic:

Yes, according to the national law 4736/2020, for the transposition of the EU Directive 2019/904, from July 2021, the following single-use products have been withdrawn from the market: straws, stirrers, cutlery, plates, ear buds, Polystyrene cups and containers. However, the law allowed businesses to continue to use these items until the stock is exhausted and at the latest until May 2022. TEMES proceeded in time to withdraw these plastics well before the deadline provided by the law and became one of the first companies in Greece to eliminate these items as of 01/01/2021. It should be noted that TEMES had never used polystyrene food containers and cups, since it was aware of the problematic properties of this material and its ability to leak as a waste into the marine and terrestrial environment.

#### Introduction of reuse models

**Areas of focus for 2021**  
**Food & drink services:**  
packaging ○

○ partial move to reuse models  
● full move to reuse models

##### Highlights

- TEMES worked closely with a supplier to develop a return mechanism for glass bottles.
- At the same time, in 2021, TEMES have made contacts with other suppliers to find reusable solutions for amenities.

### Engaging the value chain

Recognising the need to mobilise all stakeholders in the value chain, TEMES have been engaged with Third Party Operators (TPOs), calling on them to fully adopt the targets of TEMES and GTPI to phase out problematic plastics. All TPOs have co-signed MOUs adopting these targets. In 2021, the first contacts with suppliers to find viable alternatives were initiated. The replacement of plastic water bottles was the first achieved milestone in the collaboration with suppliers.

### Increasing recycled content

N/A

### Collaborate and invest

✓ **Training and means provided** for staff to sort solid waste (especially plastic waste)

The resort follows the waste management system provided by national legislation. Plastic waste is separated at source through the existing curb-side system, in which no plastic leakage into the natural environment is detected, at least until the moment of collection by the municipal authority.

From 2023 onwards, TEMES will explore the feasibility of a radical revision of the current waste management system since it is particularly concerned about the poor recycling performance of the local municipalities.

## PROFILE – TUI GROUP

Signatory since: 2021

Reporting scope			
No. of properties:	318 out of 356*	Third party verification of report data:	No
Categories I-III:	I, II & III (weight split by category not provided)	Reporting period:	01/10/2020 – 30/09/2021

\* Other properties were not open during reporting period due to COVID-19

Plastic metrics				
Annual plastics weight sold (metric tonnes):	Total: 3,627 (including TUI Hotels & Resorts, TUI Airline and TUI Cruises)	Cat I: N/A	Plastic per guest night (kg):	0.174 (TUI Hotels & Resorts only)
		Cat II: N/A		
		Cat III: N/A		

Note: Many TUI hotels and cruise ships are all-inclusive which means breakfast, lunch, and evening meals are included in the price, plus soft drinks, some alcoholic drinks, and snacks.

### Implementation progress by commitment area:

Elimination of plastics	
<b>Areas of focus for 2021</b>  <b>Food &amp; drink services:</b> items ☹️  ☹️ partial elimination ● full elimination	<b>Highlights</b>  TUI's work on eliminating plastics began prior to 2021 and included the publication of their Plastics Reduction Guidelines for Hotels in 2019. TUI's work has also included the implementation of the following actions at specific properties: <ul style="list-style-type: none"> <li>• TUI Blue Makadi (property in Egypt): single-use portions of bathroom amenities, plastic stirrers, plastic cups or cutlery eliminated in all hotel outlets. Lunch boxes are made of 100% biodegradable material. Plastic laundry bags were eliminated as well from operations. Plastic straws replaced with straws made of paper and biodegradable plastics.</li> <li>• Mein Schiff fleet (cruise): <b>an estimated 30 million plastic items eliminated</b> in the first year of the <a href="#">WASTELESS programme</a> in 2019, which also tackled items including straws, stirrers and single-serving packaging.</li> </ul> 2021 activities: <ul style="list-style-type: none"> <li>• A TUI-wide single use plastic working group was set up to identify priority items and share best practice with regards to their replacements/elimination.</li> <li>• Airline initiative: plastic bags around duvets and pillow covers removed and paper wraps used.</li> </ul>
<b>Items eliminated within regulatory framework banning single-use plastic:</b>	Yes, the plastic cutlery onboard TUI Airlines was replaced due to the EU legislation which came into effect in July 2021.

Introduction of reuse models	
<b>Areas of focus for 2021</b>  <b>Food &amp; drink services:</b> items ☹️  ☹️ partial move to reuse models ● full move to reuse models	<b>Highlights</b>  TUI's work on introducing reuse models also began prior to 2021 including, implementing the following actions at specific properties: <ul style="list-style-type: none"> <li>• TUI Blue Makadi (property in Egypt): single-use portions of bathroom amenities replaced with reusable shampoo and soap dispensers. Water in the main restaurant served in jugs to reduce single-use plastic bottles. Plastic laundry bags replaced with laundry bags made of recycled cloth, reusable and that are 100% environmentally friendly.</li> <li>• Atlantica Hotel Sancta Napa (Cyprus): minimised use of single-use plastic bottles by introducing water fountains where customers can fill reusable polycarbonate glasses or paper cups. Customers also have the option to purchase reusable plastic bottles to use during their stay in the hotel; 20% of the cost is donated to charity activities. In the restaurant, only reusable glass bottles are used.</li> <li>• Robinson Clubs (Maldives): two Robinson Clubs on the Maldives are reducing plastic pollution caused by bottles through sustainable treatment of drinking water. The system uses osmosis to desalinate and purify seawater. By adding minerals and carbonic acid, the freshly generated drinking water is converted into soda water and decanted into one of 7,500 new glass bottles. The bottles are cleaned locally to cut out plastic waste altogether, <b>eliminating the transport and disposal of around 800,000 plastic bottles annually.</b></li> </ul> 2021 activities: <ul style="list-style-type: none"> <li>• Airline initiative: cutlery moved to beechwood alternative (Forest Stewardship Council (FSC) certified) for Economy class and fully reusable stainless steel for Premium class.</li> </ul>

### Engaging the value chain

- ✓ **Engaged regulators** to promote availability of data on recyclability and compostability of plastic packaging
- ✓ **Established procurement criteria** on reusability, recyclability, and compostability
- ✓ **Established 2025 target** on % of plastic packaging to be reusable, recyclable, or compostable

Through the establishment of the [Destination Co-Lab](#) project in Rhodes, TUI will work in partnership with local stakeholders and industry experts to transform Rhodes into a leading example of sustainable tourism for the future, developing solutions which other destinations can then use as a blueprint.

TUI have [publicly available commitments](#) which are used when engaging with suppliers to ask they do the same. Circular economy principles have also been incorporated into standard TUI procurement processes.

### Increasing recycled content

- ✓ **Established procurement criteria** on % of recycled content in packaging and items
- ✓ **Established target** of % of recycled content in packaging and items by 2025

Following changes to TUI procurement processes, improvements were made onboard TUI Airlines so that the cups/drinks cartons used onboard were an improved plastic quality from polystyrene (PS) to polypropylene (PP) or polylactic acid (PLA). In addition, all cups now have the 'turtle' recycling and waste disposal logo on material.

### Collaborate and invest

- ✓ **Training and means provided** for staff to sort solid waste (especially plastic waste)
- ✓ **Engaged business and other key stakeholders** to improve performance of waste service providers
- ✓ **Invested resources** to promote innovation to increase recycling rates

Training is provided at TUI hotels and for staff onboard the ships/aircraft specifically on the topic of waste handling, based on local regulation and TUI's sustainability standards.

TUI supplier contracts (e.g. when contracting hotel beds for guests) have minimum sustainability standards and practices, which include the requirement to minimise the use of single-use plastic and promote the recycling, reusing, or substitution of materials.

In 2021, RIU – a TUI Group hotel brand based in Mallorca - obtained the Plastic Free Balearics GUARDIAN certificate, with a three-star rating. This is awarded by the Save the Med foundation, whose objective is to guarantee that companies in the hospitality industry reduce – and ideally eliminate – the impact generated on the environment by single-use plastic products, such as straws, tea bags, coffee capsules, gloves, and bottled water.

The Co-Lab project in Rhodes represents a significant investment (time, money and personnel) by TUI Group, the TUI Care Foundation and the Government of the Southern Aegean Region and will provide an opportunity for a number of "lighthouse projects" for the industry on key topics.



## DESTINATIONS

*Destination signatories* include national governments, local governments, and destination management organisations.

Three destinations became signatories of the GTPI in 2021. Two destinations chose not to report in this cycle due to limited progress made in the first year of joining the initiative and effects of the COVID-19 pandemic.

This chapter therefore summarises only the activities of the **Azerbaijan Tourism Board**.

### Implementation progress

## COMMITMENT AREA 1:

### Encouraging network to join the GTPI

The Azerbaijan Tourism Board (ATB) uses numerous channels to communicate successes to its network, including social media, newsletters, website, events, and case studies.

Three associations were introduced to the GTPI: Association of Travel Agencies of Azerbaijan (ATAA), Azerbaijan Hotel Association (AHA), Azerbaijan Tourist Guides Association (ATGA). Each association has over 100 members.

## COMMITMENT AREA 2:

### Integrating circularity in the use of plastics into local policies

The ATB organised a series of meetings with tourism associations to raise awareness on the importance of decreasing plastic usage and waste generation. These meetings aimed to bring together individuals who are passionate about finding solutions to the plastic waste crisis to discuss negative effects of plastic on the environment and explore possible alternatives and solutions to reduce plastic usage.

Information was shared on successful initiatives implemented in other countries to discuss how they could be adapted to the local context. The meetings were viewed as an opportunity for the ATAA, AHA and ATGA to come together and share their knowledge and experiences.

## COMMITMENT AREA 3:

### Promoting traveller engagement on recycling and reuse throughout their journey

The ATB developed a comprehensive action plan to address plastic waste, as well as food, paper, and glass waste. The plan aimed to raise awareness about waste reduction via several key strategies.

Firstly, the ATB worked closely with the ATAA, AHA and ATGA to raise awareness among consumers about the negative impacts of waste pollution on the environment. Resources and guidance were provided on how to reduce waste in daily life, such as recycling and sorting. The action plan also included practical steps to reduce waste. Waste sorting bins were distributed among ATB stakeholders, such as separate bins for paper waste, organic waste, plastic bottle waste and glass bottle waste.

## COMMITMENT AREA 4:

### Collaborating with the private sector, NGOs, and other destinations to achieve the GTPI objectives and vision

The ATB planned to partner with other organisations and government institutes, such as the Ministry of Ecology and Natural Resources of the Azerbaijan Republic, to promote sustainable waste management practices. This includes encouragement to develop new social events and promotion actions.

## SUPPLIERS

*Supplier signatories* of the GTPI are suppliers which sell plastic packaging or packaged goods to tourism businesses.

This category currently contains two signatories: **deSter** and **Guava Amenities**, both of whom joined the initiative in 2020.

***The limited representation of this stakeholder group in the GTPI suggests that future recruitment and outreach activities should prioritise supplier engagement.***

This chapter contains a short summary of findings followed by individual company profiles to showcase the achievements of both signatories.

### Summary of findings

- In 2021, both suppliers made progress on reducing the amount of single-use plastic sold:
  - Guava Amenities reduced single-use plastic bottles and packaging by moving towards bulk packaging and increasing paper packaging.
  - deSter achieved reductions across multiple product groups: cutlery, bowls, lids, high-heat casserole dishes and glasses.
- Despite disruptions caused by the COVID-19 pandemic, both suppliers continued to invest in developing new products to advance circular plastic usage:
  - deSter launched **innovative reuse model pilots for the aviation sector** and began to design fully reusable models for plastic glasses and lids.
  - deSter became the first partner in the aviation market to perform food-contact-safe closed loop recycling for plastic tableware, following European Food Safety Authority (EFSA) approval obtained in 2021.
  - Guava Amenities is working to establish a **global manufacturing and distribution network to facilitate implementation of reuse models** by decentralising production and removing distribution intermediaries.
  - Guava Amenities **implemented reuse models across numerous product lines**: body wash, shampoo, conditioner, body lotion, hand soap, toothbrush, razor, comb, slippers.

## PROFILE: GUAVA AMENITIES

Reporting scope			
Reporting period:	31/12/2020 – 30/12/2021	Third party verification of report data:	No
Plastic metrics			
Annual plastics weight sold (metric tonnes):	54.0	Comments on calculation:	Liquid amenities bottles: 20t Plastic packaging wrap (oriented polypropylene, chlorinated polyethylene, pleat, wrap): 20.6t Dry amenities (e.g. toothbrush, comb, shaver): 13.4t

### Implementation progress by commitment area:

Elimination of plastics	
<ul style="list-style-type: none"> <li>• 38% of single-use plastic bottles eliminated by moving to bulk packaging (compared to 2019)</li> <li>• 13% of single-use plastic packaging eliminated by changing to paper packaging (compared to 2019)</li> </ul>	
Items eliminated within regulatory framework banning single-use plastic:	No

Introduction of reuse models
<ul style="list-style-type: none"> <li>• Established a global ecosystem with a manufacturing and distribution network to enable reuse models that are globally scalable and locally affordable by decentralising production and distributing directly without intermediaries.</li> <li>• Invested in the development and/or scaling of reuse models.</li> <li>• Implemented reuse models across a number of product lines: body wash, shampoo, conditioner, body lotion, hand soap, toothbrush, razor, comb, slippers.</li> </ul> <p>Reuse models developed:</p> <ol style="list-style-type: none"> <li>1. Ecograndeur for liquids - luxury segment</li> <li>2. Ecoideals, Ecosleek for liquids - upscale segment</li> <li>3. Ecolite, Ecoflow for liquids - midscale segment</li> <li>4. Ecoindulge for reusable accessories (e.g. toothbrush, razor, comb, slippers)</li> </ol>

Promoting reusable, recyclable, compostable packaging
Target: 100% of plastic packaging to be reusable, recyclable or compostable by 2025

Increasing post-consumer recycled content in packaging
Working with ecosystem partners on the development of new plastics packaging solutions with recycled content

Collaborate and invest
Opening up collaboration opportunities with raw material producers, recycling companies and other complementary partners to work towards a global recycling network for the hospitality and travel industry

## PROFILE: deSter

### Reporting scope

Reporting period:	01/01/2021 – 31/12/2021	Third party verification of report data:	No
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### Plastic metrics

Annual plastics weight sold (metric tonnes):	Decided not to disclose company-level plastic weight data, however, signatory data is included in the aggregated GTPI metrics.	Comments on calculation:	N/A
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## Implementation progress by commitment area:

### Elimination of plastics

Reductions per product group achieved in 2021 compared to 2019:

Single-use plastic product group	% change in 2021	Comment
Cutlery	-73	Mainly driven by legislation and research and development to enable a proactive switch from all customers towards non-single use plastic cutlery
Bowls	-47	-
Lids	-37	-
High heat casseroles	-62	-
Glasses	-76	-
Boxes	+92	Although no new models were introduced, demand increased due to the COVID-19 pandemic. Products in this group include: single-use plastic meal boxes with a lid, salad boxes (big bowl and lid), clamshell boxes used for take away food, meal boxes with transparent lid to present food at counter.
Items eliminated within regulatory framework banning single-use plastic:	Since July 2021, under the EU single-use plastic regulation, it is prohibited to place any single use plastic cutlery on the EU market. Hence, deSter achieved most progress on phasing out single use plastics on this product group; the remaining is cutlery under contract with customers outside the EU. The phase out of other product groups is driven by internal commitments.	

### Introduction of reuse models

#### • Piloted reuse models for products or packaging

Due the pandemic, there was still little room to execute reusable pilots or implement reusable models with customers. The following topics were advanced in this period: 1) the first steps taken in designing a fully reusable set-up for airlines to test the concept, including reusable lids; 2) the first design of a reusable plastic glass concept for airlines made to create a test mould for sampling and piloting.

#### • Implemented reuse models across a number of product lines

deSter has been working for some time to have all products fit into the circular economy. In 2021, EFSA approval was received for closed loop recycling of tableware in aviation, proving deSter's expertise & knowledge. This made deSter the first and only partner on the airline market to perform food-contact-safe closed loop recycling for plastic tableware. Besides the design, development, prototyping, piloting and introduction of new reuse products and reuse models, deSter actively promotes reusables as the preferred option to create zero waste throughout its circular economy product vision. This is done through customer presentations and co-development workshops with key customers. For the foodservice market, deSter invests in catalogues with separate reusable product ranges and works on tailor-made reusable product solutions with key customers. Progress is measured through ESG key performance indicators.

### Promoting reusable, recyclable, compostable packaging

Top management continued the investment in research and development during the pandemic in 2020 and 2021. Actions taken include:

- Elimination of single-use plastic packaging and replacement by reusable or compostable alternatives.
- The specific phase out of polystyrene (PS) material due to the low recycling possibilities of PS.
- Development of new reusable products and models. Reusable set-up including lids and glasses.
- Research and development for single-use plastic-free organic compostable items made from fibre materials:
  - Development of paper board cutlery as a replacement to single-use plastics (inhouse patented development and inhouse development of a complete new production line)
  - Development and further expansion of wet molded fibre products
  - Development of coating-free paper cups
  - Development of compostable bowls and ovenable dishes

### Increasing recycled content

This is a goal to which deSter did not commit.

Due to a shift in market demand, the European and worldwide single-use packaging legislation, combined with deSter's efforts and investments to reach their circular economy product goals, phase out of single-use plastics and phase out of PS materials, deSter did not set ambitious targets to increase post-consumer recycled content (recycled polyethylene terephthalate, rPET) for single-use plastics food packaging products.

Nevertheless, for the polyethylene terephthalate (PET) products that they do have, deSter are using rPET where possible.

### Collaborate and invest

#### Investment:

- Knowledge (research and intellectual property)
  - Investigation on closed loop recycling of plastic reusables
  - Research and development on having SUP compliant compostable products
- Fixed assets (plants and/or equipment, including technology). Further investment in equipment for recycling (e.g. grinding machines, reusable return boxes)
- Capabilities (additional specialised staff, employee training and skills)
  - Dedicated recycling Research & Development person who manages closed loop projects from A to Z including the support of customers (also on location) in how to implement closed loop recycling in their operations.
  - Investment in a full trial production line of Pulpac dry-molded technology to further develop the technology of dry molded fibre-based compostable and recyclable packaging in cooperation with Pulpac and bring this to the market.
- Inventory (procurement, feedstock) - this includes premiums paid for use of recycled plastic content over virgin content. Use of rPET for PET products

#### Collaboration:

- Cooperation with caterers, recycling firms, compounding companies etc.
- Sharing of expertise with International Airline Waste Management Association (IAWMA).
- Less progress made on composting of compostable packaging due to challenge on international catering waste in airlines and the challenge on collection for composting in the foodservice market.

## SUPPORTING ORGANISATIONS

*Supporting organisations* refer to GTPI signatories who have wide-reaching networks and can therefore contribute to creating positive multiplier effects to advance a circular plastics economy despite not having a large plastic footprint themselves. These include associations, NGOs, business networks, certification schemes, academic institutions, and consultancies.

For supporting organisations, GTPI commitments focus on network engagement and communication rather than direct elimination of plastic.

As of May 2023, there are 57 supporting organisations in the GTPI, 39 of whom were part of the network in 2021. This report includes updates from 24 supporting organisations.

This chapter is divided by commitment area: encouraging affiliated organisations to join the GTPI, advising and guiding affiliated organisations to better manage plastics, and communicating successes.

### Summary of findings

- **Most supporting organisations have made efforts to raise awareness within their networks of the GTPI** via communication channels including social media, newsletters and events.
- However, supporting organisations have made **limited efforts to track whether their promotion efforts have resulted in new signatories or to monitor progress against related targets**, for example on awareness raising.
- **48% provided guidance to their networks through training and technical advice**, including webinars, awareness campaigns, guidance, and technical tools.
- **Social media channels are used by 96% of supporting organisations** to communicate with their networks about plastics.
- **Case studies are the least popular form of engagement**, used by only 33% of supporting organisations.

## COMMITMENT AREA 1:

### Encourage affiliated organisations and businesses or partners to join the GTPI

#### Implementation progress

- Most signatories report having publicly announced their signature to the GTPI and having made efforts to increase awareness of the initiative by mentioning the GTPI on social media, in newsletters, and during events on relevant topics.
- Some also had individual discussions with interested network members to encourage them to join the GTPI and make them aware of the technical resources available through the initiative.

#### Challenges

- While many report having introduced hundreds, or even thousands, of network members to the GTPI, signatories have limited oversight of whether their promotion efforts result in organisations joining the initiative.
- Some signatories set targets upon joining the GTPI regarding awareness raising and activities which aim to increase number of signatories. For the most part, there is little or no progress reported with respect to advancing these targets, which may be due to operational disruptions caused by the COVID-19 pandemic or a lack of internal monitoring of progress.

#### Highlight

**Sustainable First** ask all those submitting a project proposal to their organisation whether they are a GTPI signatory and follows up with information if necessary. In this way, Sustainable First can proactively increase awareness of the GTPI and encourage interested parties to join.

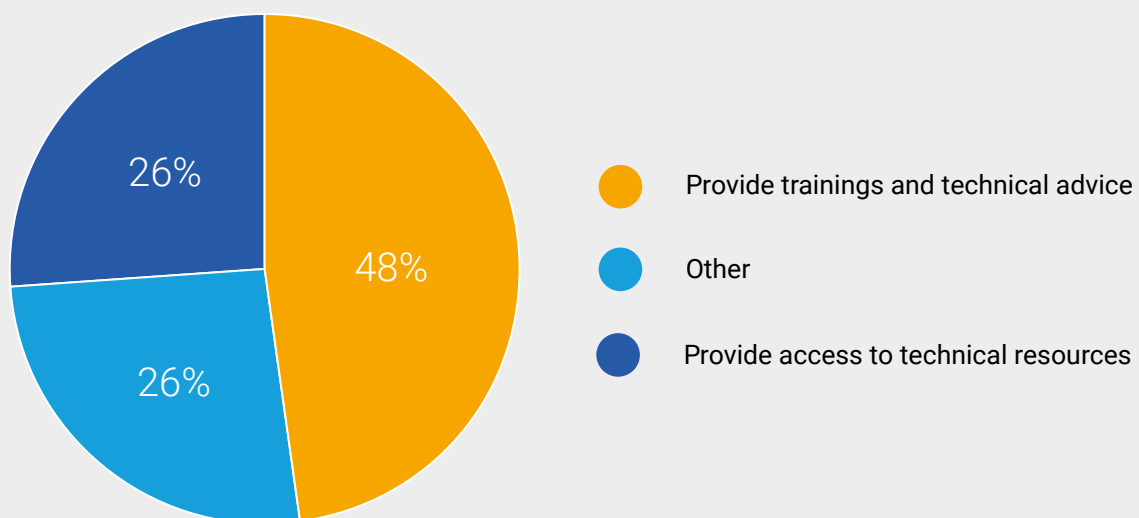
## COMMITMENT AREA 2:

### Advise and guide affiliated organisations and businesses or partners to better manage plastics in their operations

#### Implementation progress

- **Almost half of the supporting organisations (48%) provided guidance to their networks through training and technical advice.**
- Activities include:
  - Organising events and webinars to help hotels identify alternatives to single-use plastics.
  - Running events with plastic-free policies to encourage network members to adopt similar measures.
  - Running awareness campaigns on the dangers of plastic pollution.
  - Providing targeted advice, guidance, and tools to clients on plastic reduction.
- Multiple signatories also contributed to the development of resources to support organisations implementing their GTPI commitments, such as the [GTPI Plastics Measurement Methodology for Accommodation Providers](#), published in 2022 and piloted for the first time by signatories to estimate weight of plastics used in their 2021 operations for this report.
- **26% supported their network by providing access to technical resources**, such as:
  - Handouts for sector professionals and destinations on reducing plastic usage, considering connections between tourism and other key sectors, such as food.
  - Sending guidance materials on reducing single-use plastic use to partner organisations.
  - Working with tourism businesses to improve their procurement practices and reduce single-use plastics consumption.
  - Working with hotels to trial alternatives to single-use plastics.
  - Organising webinars and online workshops, and producing guidelines and toolkits on plastic reduction.

FIGURE 12: **Percentage of signatories taking action to guide network through practices, policies and standards**





## Highlights

- Through the 'Keep Our Sand and Sea Plastic Free' initiative of the **TUI Care Foundation** in partnership with the **Travel Foundation**, the **Cyprus Sustainable Tourism Initiative (CSTI)** organised events and webinars to help hotels identify alternatives to single-use plastics, and ran beach clean-ups and awareness campaigns on plastic pollution in the Mediterranean. The CSTI also organised workshops and presentations for hotel employees, guiding over 100 organisations on how to better manage plastics in their operations through improved practices, criteria and standards and policies.
- Searious Business** collaborated with the Zimbabwe Tourism Authority and the Africa Institute to deliver training to hotels on how to track and reduce single-use plastics in their operations and implementing best practices for waste management. Following the training, participants were provided with templates to record their plastic use and technical guidance to help them create their roadmap to becoming a plastic waste-free hotel.

## COMMITMENT AREA 3:

### Communicate successes to affiliated organisations and businesses, partners, travellers and key local stakeholders

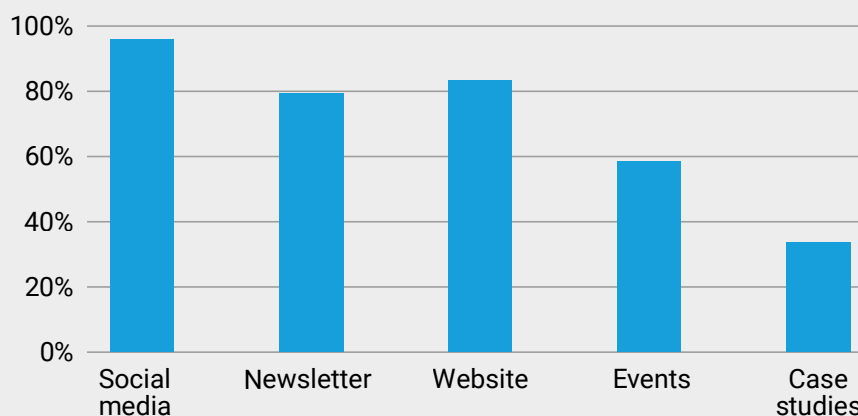
#### Implementation progress

- Signatories use a range of communication platforms to inform their networks of successes related to plastic reduction and to disseminate information.
- Social media channels are by far the most popular engagement method**, used by **96%** of supporting organisations to communicate with their networks.

#### Challenges

- Only 33% produced case studies**, potentially due to the greater time and resources required.
- While many signatories announce joining the GTPI on their platforms, often there is limited information shared on individual commitments and ongoing implementation progress. As most signatories are small organisations who are not obliged to report via the GTPI platform, enhancing the quality of reporting on own platforms should be a priority to ensure reporting requirements are being met.

FIGURE 13: **Percentage of signatories using engagement method to communicate successes**



## TOUR OPERATORS, TRAVEL AGENTS & PLATFORMS

As of May 2023, there are 31 signatories in the category of *tour operators, travel agents & platforms*, 14 of whom were part of the GTPI network in 2021. 11 signatories submitted a progress report.

As with supporting organisations, commitments in this category focus on engaging signatory networks and providing advice and guidance on plastic reduction.

This chapter is divided by commitment area: encouraging affiliated organisations to join the GTPI, advising and guiding affiliated organisations to better manage plastics, and communicating successes.

### Summary of findings

- **Most tour operators, travel agents & platforms made efforts to raise awareness of the GTPI** by mentioning the initiative on their communication platforms and discussing it with partners.
- Only a few tour operators, travel agents & platforms report having targets related to awareness raising or tracking whether their promotion efforts resulted in new signatories.
- Activities to provide advice and guidance to partner organisations include: **development of technical resources, organising events, and individual guidance.**
- **73% of tour operators, travel agents and booking platforms used social media platforms** to communicate successes to their network and share information on plastics-related topics, while **only 9% produced case studies.**

## COMMITMENT AREA 1:

### Encourage partners in the supply chain and at destination level to join the Global Tourism Plastics Initiative

#### Implementation progress

- **Most signatories report making efforts to increase awareness of the GTPI** via actions such as:
  - Mentioning the GTPI in social media posts and newsletters.
  - Discussing the initiative with partner organisations during meetings.
  - Displaying posters about the GTPI at affiliated properties.

#### Challenges

- The majority of signatories **do not track the number of new signatories joining the GTPI** as a result of their promotional activities, making it difficult to assess the effectiveness of their engagement strategies.
- **Very few signatories report having targets related to raising awareness of the GTPI** and encouraging new organisations to join, highlighting an area for future improvement given that signatories in this category have greater potential to indirectly reduce plastics usage in tourism by influencing affiliated networks than by directly reducing their own plastic footprint.

#### Highlight

To encourage hostels across their property portfolio to become GTPI signatories, *Hostelworld* sent out a newsletter with an introduction to the initiative and organised **20 webinars** in 2021, run in English and Spanish **and attended by 500 hostels**. Following the webinars, Hostelworld reached out to all interested parties to answer questions and provide additional information on the GTPI. These outreach efforts resulted in **42 hostels expressing interest in joining the GTPI and 19 becoming signatories**. A further 19 hostels have started the process of joining, and 4 are in the final steps towards becoming signatories.

## COMMITMENT AREA 2:

### Advise and guide partners in the supply chain and at destination level to better manage plastics in their operations

#### Implementation progress

- Signatories have implemented a **range of activities to support their affiliated networks to better manage plastics in their operations**, including:
  - Sharing a recycling policy for network members to implement.
  - Producing technical resources (e.g. plastic reduction toolkits and guidance material).
  - Organising events, such as webinars, on reduction of single-use plastics.
  - Providing individual guidance to partner organisations.
- Multiple signatories report **working with other stakeholder groups**, such as local charities or accommodation providers, to support them in implementing measures to reduce plastic pollution.

#### Challenges

- As seen in the previous commitment area, **most signatories do not closely monitor the number of organisations that they are guiding** in better managing plastics in their operations.

#### Highlights

**Booking.com** worked with the GTPI to create a set of infographics which aim to support businesses in implementing the 'Recommendations for the tourism sector to continue taking action on plastic pollution during the COVID-19 recovery'. The infographics were shared with accommodation partners to provide simple, step-by-step guidance on how to implement the recommendations, as well as how to communicate efforts to their guests in the context of a global pandemic.

The **Pacific Asia Travel Association (PATA)** produced a 'Plastic Free Toolkit for Tour Operators: Your Guide To Reducing Single Use Plastic' in cooperation with the multi-stakeholder project TourLink. The toolkit is designed to further PATA's GTPI commitments by assisting tour operators in tackling the use and management of problematic single-use plastics in tour operations.

## COMMITMENT AREA 3:

### Communicate successes to partners in the supply chain and at destination level, suppliers, travellers and key local stakeholders

#### Implementation progress

- **73% of tour operators, travel agents and booking platforms use social media platforms** to communicate successes to their network and share information on plastic-related topics.

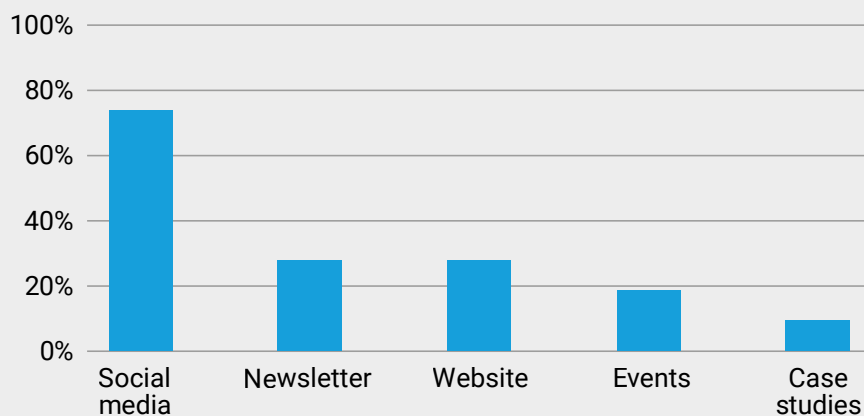
#### Challenges

- As seen with supporting organisations, **case studies are the least popular engagement method**, potentially due to the time and resources required.

#### Highlight

**Exodus Travels** used a combination of methods to reach out to their network, focussing particularly on engaging suppliers and supporting them to reduce their plastic usage. Activities included sending out newsletters, creating a guide for suppliers on eliminating single-use plastics, which includes case studies and refers to the GTPI and its objectives, and organising a webinar featuring a supplier presentation on how they were able to remove single-use plastics from their operations. Exodus Travels also set up a 'Destination Community Council' which convenes representatives of their destinations to talk about sustainability issues, challenges, and triumphs.

FIGURE 14: **Percentage of signatories using engagement method to communicate successes**



## CONCLUSIONS

### What is the current trajectory of the GTPI?

Emerging from the aftermath of the COVID-19 pandemic, the tourism sector began a staggered recovery in 2021 as regions started to resume operations at different paces. This report summarises the progress made by GTPI signatories in implementing their commitments during this challenging period:

- 1. Elimination of problematic and/or unnecessary plastics.** Progress in this category is being driven primarily through reductions in plastic usage in hotel rooms, bathrooms, and food & drink services. This is a similar trend as seen in 2020, when progress updates were collected for six large accommodation providers and one supplier. Fewer actions are reported on logistics and service areas.
- 2. Introduction of reuse models or reusable alternatives.** Trends in this category are similar those for elimination commitments as accommodation providers work to replace single-use plastics with reuse models. 60% or more of implemented commitments in rooms or bathrooms resulted in a full move to reuse models or reusable alternatives. Compared to elimination, additional focus areas reported include cleaning services and kitchens, although only a partial transition to reuse models is achieved. Suppliers also continued to work throughout the COVID-19 pandemic to develop innovative reuse model pilots for the tourism industry, including the aviation sector.
- 3. Engaging the value chain.** Efforts are being shown by all signatory types to engage the rest of the tourism value chain to move towards a circular plastics economy. Accommodation providers report engaging primarily with their suppliers. Signatories with large networks use a range of communication platforms, most commonly social media, to raise awareness of the GTPI, as well as developing technical resources, and sharing guidance and information on plastic pollution and management.
- 4. Increasing recycled content.** This commitment area received less attention than others; signatories typically prioritise plastic reduction over increasing recycled content. However, a range of recycling-related activities were reported, such as supporting local recycling initiatives or providing guests with bottles made of recycled plastic. Again, suppliers are the most common stakeholder group engaged by accommodation providers.
- 5. Collaboration and investment.** The approach to this commitment area varies greatly across signatory types. Accommodation providers focussed overwhelmingly on providing their staff with training or means to better sort solid waste, or on investing to improve their recycling rates (e.g. by installing on-site recycling infrastructure). 48% of supporting organisations provided training or technical advice to their networks to improve plastic management. Similarly, tour operators, travel agents & platforms also developed guidance materials and worked with stakeholders such as local charities or accommodation providers.

## What are the future priorities?

The GTPI grew significantly in 2021, reaching a total of 92 signatories by the end of the year. The following priorities emerged from this reporting cycle for further consideration as the initiative continues to grow and develop:

- 1. Significant effort will be required for signatories to implement data collection procedures aligned with GTPI reporting requirements.** While 2021 was intended to form a baseline for measuring annual plastic reductions, disruptions due to COVID-19 and data gaps (e.g. missing item weights) mean that in practice it will take multiple years for a representative baseline to be calculated. Effort is required both from signatories to collect data from their properties and from the GTPI to provide relevant supporting information.
- 2. Further support is needed to identify suitable alternatives to plastic items in Category III, particularly in kitchens.** Signatories report significant challenges related to plastic reduction in kitchens. Service areas and logistics are also areas in which there is limited progress being made. Future research and capacity building programmes should be tailored to address these challenges.
- 3. More communication about the GTPI to signatory networks is necessary to maintain continued momentum around the initiative.** While many report using social media, newsletters, and other means to raise awareness of the GTPI, most signatories could more actively engage their networks to bring new signatories to the initiative. The GTPI team should aim to exchange more regularly with existing signatories to ensure that the resources and support offered are useful, and to understand what else is needed to illustrate the value of the GTPI to tourism businesses looking to join.
- 4. Smaller organisations would benefit from more active engagement after joining the GTPI.** Small and medium-sized enterprises play a fundamental role in the tourism economy, making it essential to secure their participation in the GTPI. However, besides announcing that they have become signatories, many smaller organisations show little active involvement with the GTPI, suggesting that they are not being effectively engaged or that the initiative may not be catering to their needs.

## APPENDIX A:

### List of reporting organisations

#### Accommodation, cruise & vertically integrated businesses

ACCOR	Hostel Cascabel	Pousada Serra Verde
Alila Villas Uluwatu	Iberostar Group	Salty Jackal Backpackers and Surf Camp
CHAO Hotel (Beijing)	Jaya House River Park, Siem Reap	Six Senses Hotels Resorts Spas
Chumbe Island Coral Park (CHICOP) Ltd	Melco Resorts & Entertainment Limited	Sudima Hotels
Club Med	Nap Manor Hostels	TEMES S.A.
Geyra - Gerês Nature Home	Palladium Hotel Group	Ten Knots Group
Golden Frog Colombia	Phāea Resorts	TUI Group
Hostal Rhodas	PONANT Cruises	

#### Destinations

Azerbaijan Tourism Board
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#### Suppliers

deSter
Guava Amenities

#### Supporting organisations

ANVR (Netherlands Travel Trade Association)	Hostelling International	Roteiros de Charme
Azerbaijan Hotel Association	IbizaPreservation	Searious Business
Blue Community Consortium	Lombok Tourism Polytechnic	Suomen Ekomatkaajat Oy
Common Seas	MVO Nederland	Sustainable First
Considerate Group	Ocean Recovery Alliance	Sustainable Hospitality Alliance
Cyprus Sustainable Tourism Initiative	Pacific Asia Travel Association	The Travel Foundation
Futouris	Plastic Oceans Australasia	Travel Without Plastic
Greenview	PT. Pran Indo Permata Abadi	World Food Travel Association

#### Tour operators, travel agents & platforms

Booking.com	Evaneos	PT. Bali Ocean Magic (Waterbom Bali)
Boutique Travel Experts	EXO Travel	Secret Scotland Tours
Discover Scotland	Exodus Travels	Tour Operators Society of Kenya
Dreamtime	Hostelworld	



## APPENDIX B:

### Plastic categorisation (I-III)

The table below is taken from the [GTPI Plastics Measurement Methodology for Accommodation Providers](#) and shows the criteria used to group plastic items and packaging into three categories.

<b>Category I:</b>	<p><b>Industry prevalence/awareness:</b> Over 40% of survey respondents responded that the item or packaging is being tracked by the hospitality industry in plastic reduction efforts.</p> <p><b>Industry action:</b> Over 35% of survey respondents responded that the item or packaging is being eliminated by the hospitality industry in plastic reduction efforts.</p> <p><b>Property's level of control:</b> Hotel generally has high level of control over the plastic item or packaging as it is intentionally purchased.</p> <p><b>Risk of littering:</b> The plastic item or packaging is generally at very high/high risk of being littered.</p> <p><b>Typical usage intensity/Typical unit weight:</b> The plastic item or packaging generally has high usage intensity and/or unit weight.</p>
<b>Category II:</b>	<p><b>Industry prevalence/awareness:</b> Between 30%-40% of survey respondents responded that the item or packaging is being tracked by the hospitality industry in plastic reduction efforts.</p> <p><b>Industry action:</b> Over 30% of survey respondents responded that the item or packaging is being eliminated by the hospitality industry in plastic reduction efforts. An exceptional case is made for cling film which is significantly used by properties and is important to track despite the challenges involved in taking action.</p> <p><b>Property's level of control:</b> The property generally has moderate level of control over the plastic item or packaging as the plastic component may not be intentionally purchased but happen to come along as packaging (e.g. sachets or sweet wrapper).</p> <p><b>Risk of littering:</b> The plastic item or packaging is generally at high risk of being littered.</p> <p><b>Typical usage intensity/Typical unit weight:</b> The usage intensity and unit weight of the plastic item or packaging ranges from low to high.</p>
<b>Category III:</b>	<p>This category captures all remaining plastic items and packaging that are commonly used by properties and are relevant to the reporting boundaries of GTPI.</p>

The following tables show the full list of plastic items and packaging per category as set out in the previous table.

### Category I

No.	Plastic Item/ Packaging	Area	Definition
1	<b>Garbage bags</b>	Rooms Bathrooms Food and drink services Service areas Back-of-house areas	This refers to all garbage bags used across a property's operations, from the small bin liners in bathrooms and guest rooms to the large garbage bags where all waste collected across the property eventually ends up in.
2	<b>Mini toiletry bottles</b>	Bathrooms	This refers to the small bottles for wet amenities such as shower gel, shampoo, conditioner and body lotion. They typically contain an amount that is sufficient for less than three or four uses. In 2019, California, USA, introduced a legislation to ban mini toiletry bottles which have a capacity under 170g (6 ounces).
3	<b>Packaging around dry room amenities</b>	Bathrooms Rooms	This refers to the single-use plastic packaging around dry room amenities such as toothbrush, solid soap bar, vanity kit, shaving kit, bathrobes, slippers, shoe shines, sewing kit, drinking cups, etc.
4	<b>Stirrers</b>	Food and drink services Service areas	This refers to the single-use plastic stirrers served with beverages.
5	<b>Straws</b>	Food and drink services.	This refers to single-use plastic straws
6	<b>Takeaway containers</b>	Food and drink services	This refers to the single-use plastic containers that are used to contain food and offered to guests, typically for takeaways but also for other instances such as in-room dining. For reporting purposes, this excludes containers that are non-plastic (e.g. paper) with a plastic lining.
7	<b>Takeaway cups</b>	Food and drink services Service areas	This refers to the single-use plastic cups made of plastic, including EPS. For reporting purposes, this excludes containers that are non-plastic (e.g. paper) with a plastic lining.
8	<b>Takeaway cup lids</b>	Food and drink services Service areas	This refers to the single-use cup lids made of plastic.
9	<b>Takeaway cutleries</b>	Food and drink services Service areas	This refers to single-use plastic cutleries such as plastic knives, forks and spoons. This does not include any additional plastic packaging that may be used to wrap around the cutleries, and that should be separately accounted, if used.
10	<b>Toothbrushes</b>	Bathrooms	This refers to the toothbrush with plastic handles and bristles. This excludes the plastic packaging (usually a thin clear plastic) that wraps around the toothbrush, which should be included under the item 'Packaging around dry room amenities'. Toothbrushes with non-plastic handles do not need to be included, even if the bristles are still in plastic. This is because market solutions for nonplastic bristles are not readily available currently.
11	<b>Water bottles (below 750ml)</b>	Rooms Food and drink services Service areas Back-of-house areas	This refers to single-use plastic bottles served to guests, typically less than 750ml. They generally contain mineral or purified water. Water bottles or containers that are 750ml and above should be tracked as a separate item category since they generally serve a different purpose, ie not directly offered to guests.

## Category II

No.	Plastic Item/Packaging	Area	Definition
1	<b>Bags and packaging for chips and sweets</b>	Rooms Food and drink services	This refers to the various snack items served in guest room minibars and other food and drink services. They commonly include, but are not limited to, plastic packaging for chips, nuts, sweets, and chocolate bars. The material used is typically LDPE, PP, multi-material laminated films (such as snack bags and foil pouches).
2	<b>Cling film</b>	Kitchens	This refers to the plastic film used to seal food items. This is a common item that is used significantly in kitchens. The material used is typically PVC.
3	<b>Disposable plastic plates</b>	Food and drink services Service areas	This refers to the single-use plastic plates that are typically used for serving food in meetings and events. These are typically made of plastic, including EPS. For reporting purposes, this excludes plates that are non-plastic (e.g. paper) with a plastic lining.
4	<b>Laundry bags (for collection)</b>	Rooms	This refers to the single-use plastic bags that are used to collect dirty laundry from the guest rooms. They are typically made of HDPE, LDPE or LLDPE.
5	<b>Plastic beverage bottles (below 750ml)</b>	Rooms Food and drink services	This refers to the various single-use plastic bottles that is served directly to the guests (typically less than 750ml) that is filled with tonic water, soda, juice, and other beverages. They are usually made of PET. Bulk bottles for beverages and syrups that are 750ml and above should be tracked as a separate item category since they generally serve a different purpose, i.e. not directly offered to guests.
6	<b>Sachets or packets for single-serve condiments</b>	Rooms Food and drink services	This refers to the plastic wrapping around single serve condiments such as jam, tomato sauce and coffee creamers.
7	<b>Takeaway bags</b>	Food and drink services Service areas	This refers to the plastic bags that are used for takeaway items. They are typically made of HDPE, LDPE or linear LDPE (LLDPE).
8	<b>Takeaway condiment containers</b>	Food and drink services Service areas	This refers to the single-use mini plastic containers (including lids) for condiments such as chili or tomato sauce. These are sometimes termed as souffle cups. For reporting purposes, these plastic containers exclude containers that are non-plastic (eg paper) with a plastic lining.
9	<b>Toothpaste</b>	Rooms	This refers to the single-use disposable toothpaste tubes. The tube is typically made of a combination of HDPE and a thin layer of aluminium, and the cap made of PP.

### Category III

No.	Area	Item
1	All areas	Plastic bags (assorted)
2	Bathrooms	Cotton ear buds
3	Bathrooms	Disposable bath salt packaging/containers
4	Bathrooms	Hygiene products (e.g. tampon, etc.)
5	Bathrooms	Hygiene ribbons around toilets
6	Bathrooms	Loofahs
7	Bathrooms	Mouthwash bottles
8	Bathrooms	Sanitary bags
9	Bathrooms	Shavers
10	Bathrooms	Shaving cream
11	Bathrooms	Shower caps
12	Cleaning	Containers for cleaning products
13	Cleaning	Detergent bottles
14	Cleaning	Spray bottles
15	Cleaning	Wet wipes (for back-of-house cleaning)
16	Food and drink services	Assorted bakery packaging (e.g. cake boxes, plastic cookie bag)
17	Food and drink services	Cocktail picks
18	Food and drink services	Toothpicks
19	Food and drink services	Wet wipes (for F&B)
20	Food and drink services	Yoghurt cups and similar
21	Food and drink services	Coffee capsules
22	Food and drink services	Packaging for tea bags
23	Kitchens	Disposable aprons
24	Kitchens	Disposable baking transfer sheets
25	Kitchens	Disposable hair nets
26	Kitchens	Disposable moulds for baking
27	Kitchens	Disposable net bags (e.g. for vegetables)
28	Kitchens	Disposable piping bags / pastry sleeves
29	Kitchens	Disposable sponges
30	Kitchens	Packaging of food (Secondary packaging, e.g. shrink wrap)
31	Kitchens	Plastic beverage bottles (750ml and above)
32	Kitchens	Plastic syrup bottles/juice concentrates
33	Kitchens	Tasting spoons
34	Kitchens	Vacuum bags (for food / sous vide cooking)
35	Kitchens	Water bottles (750ml and above)

No.	Area	Item
36	Kitchens Cleaning	Disposable gloves
37	Logistics	Packaging materials (foam peanuts, raffia string, etc.)
38	Logistics	Pallet wraps
39	Logistics	Polystyrene ice boxes
40	Others	Balloons and balloon holders
41	Others	Other plastic decorations
42	Rooms	Combs
43	Rooms	Disposable ashtrays
44	Rooms	Disposable corkscrews
45	Rooms	Disposable shirt collar and pant clips
46	Rooms	Disposable shoe shines
47	Rooms	Disposable shoehorns
48	Rooms	Disposable slippers
49	Rooms	Door hangers
50	Rooms	Garment covers (for delivery)
51	Rooms	Glass covers
52	Rooms	Hair brushes
53	Rooms	Keycards
54	Rooms	Newspaper holder bags
55	Rooms	Packaging around clean linen and towel
56	Rooms	Packaging around glasses/cups
57	Rooms	Packaging around slippers
58	Rooms	Sewing kit
59	Rooms	Turndown gifts
60	Rooms	Vanity kit
61	Service Areas	All-inclusive wrist bands
62	Service Areas	Disposable swim caps
63	Service Areas	Disposable undergarments
64	Service Areas	Packaging around corporate gifts (e.g. pens)
65	Service Areas	Sunscreen bottles
66	Service Areas	Umbrella cover
67	Hygiene-related	Disposable face masks
68	Hygiene-related	Disposable face shields
69	Hygiene-related	Plastic wrapping around hightouch surfaces
70	Hygiene-related	Plastic wrapping around dishes and cutlery for dine-in or room
71	Hygiene-related	Disposable gowns
72	Hygiene-related	Disposable shoe covers
73	Hygiene-related	Disposable medical caps
74	Hygiene-related	Mini hand sanitiser bottles

## APPENDIX C:

### Phased plastic reporting approach

The table below is taken from the [GTPI Plastics Measurement Methodology for Accommodation Providers](#).

The GTPI recognises that it can be challenging for organisations to report on their full plastic usage in one year. The methodology helps to prioritise different plastics and provide a phased approach to measurement and reporting.

	Year 1	Year 2	Year 3
<b>Category I</b>	<p>Report data for all Category I items which fall within your priority areas, using extrapolations where necessary</p> <p>Put a plan in place to identify data collection requirements and other issues in order to be able to report against all Category I items used by Year 2</p>	<p>Report for all identified Category I items, using extrapolations where necessary</p>	<p>Report for all identified Category II items, using extrapolations where necessary</p>
<b>Category II</b>	<p>Where data is readily available, report data for those Category II items which fall within identified priority areas</p> <p>Put a plan in place to collect data / estimations for remaining priority area items by Year 2</p>	<p>Report data for all Category II items which fall within the priority areas, using extrapolations where necessary</p> <p>Put a plan in place to identify data collection requirements and other issues in order to be able to report against all Category II items used by Year 3</p>	<p>Report for all identified Category II items, using extrapolations where necessary</p>
<b>Category III</b>	<p>Identify items which are in use and in priority areas</p> <p>Where data is available for 'priority area' items it can be reported if desired. Where not a plan should be in place to report by Year 3.</p> <p>Plans should be made to eliminate all items and progress should be noted annually.</p>	<p>Where data is available for 'priority area' items it can be reported if desired. Where not a plan should be in place to report by Year 3.</p> <p>For all Category III items which are in operations elimination progress should be noted.</p>	<p>Report for all 'priority area' items</p> <p>For all Category III items which are in operations, elimination progress should be noted.</p>

