

# Integrating Sustainability at Taal Vista Hotel

## Quick Facts



Organization Name  
Taal Vista Hotel



Year of Implementation of good practices: 2019



Nature of Business:  
Hospitality



Number of Staff: 174



Country/Region:  
Tagaytay City, Philippines

## About the Hotel

Taal Vista Hotel is owned and managed by SM Hotels and Conventions Corporation (SMHCC). In line with SMHCC's sustainability strategy, the hotel's advocacy started in 2019, with the aim to conduct operations to lead responsible behavior, create shared value at an economic, social, and environmental level. SMHCC, through Taal Vista Hotel and its other properties, shared information and promoted ethical and responsible practices in their hotel business.

## The Challenges

Environmental sustainability while dealing with the effects of the COVID-19 pandemic.

Taal Vista Hotel was heavily affected by Taal Volcano eruption in early 2020 and had to close due to lockdowns during the COVID-19 pandemic. In its re-opening, the hotel had to conduct their operations with skeletal workforces and restrictions for safety and precautionary measures. Strain on water resources due to climate change and the increasing water cost in Tagaytay are considered a challenge to operate more sustainably.



Planning, monitoring, and allocation budget for progress

Due to the implementation of COVID-19 protocols, it was hard for the management to discuss the hotel's sustainability programs. Acquiring additional resources also became challenging. To resolve the situation, all plans for sustainability were incorporated, allocated, and distributed in the yearly budget for the coming years.



Practicing Proper Waste Management

It was a challenge for the hotel to consistently implement proper waste management on top of segregating regular waste from hazardous and medical waste due to having a skeletal workforce back when alert levels were high due to COVID-19.

## The Strategies

To maintain environmental sustainability during COVID-19, Taal Vista Hotel adopted several measures such as implementing proper solid waste management, reducing problematic plastics, adopting resource efficient technologies, and communicating these practices to stakeholders.



Adapting to the New Normal

With the challenges brought by the pandemic, Taal Vista Hotel had to be efficient in improving its approach to health and safety through the following:



procuring essential tools and equipment



setting up safety standards



conducting regular meetings to pool ideas and revisit plans moving forward

# Impacts

**php61,156**  
were saved

from growing their own vegetables, such as bokchoy, lettuces namely greenice, lollo rosso, and romaine, along with starfruit and macopa during the months of November 2021 to April 2022

**218,178 kgs**  
of food waste were diverted from the landfill through composting practices, from months of 2021 to April 2022.

**46%**  
of food waste decrease from January-June 2019 compared to the same months of 2022

**30 local suppliers** accredited under SMHCC's green procurement program employed by Taal Vista Hotel Incentive programs

**283 out of 395** conventional units have been replaced to inverter type units

**11,724 m<sup>3</sup>** of total treated wastewater for flushing and watering of plants were collected during the hot dry months (March to May) of 2020 to 2022

## Communicating to Stakeholders

To foster an enabling environment for sustainable actions, the hotel ensures the following to its stakeholders:



Awareness of the property's plans and programs



Supplier and guest engagement programs were implemented so that the hotel partners could contribute to make the initiative successful



Community involvement was integrated under the green procurement program through webinars where local suppliers were accredited



## Implementing Proper Waste Management

The hotel ensures the implementation of solid waste management, which involves:



Trained personnel for waste segregation



Strategically located waste bins



Planning and portion control in foodservice operations



"Purposeful Gardening" practices by using their own soil compost



## Reducing Single-Use Plastic Products (SUPPs)

As part of its initiatives towards addressing SUPPs, the hotel joined the Transforming Tourism Value Chains (TVC) Project's **Campaign to Phase Out Single Use Plastics in the Tourism Sector**, helping to educate a total of **10, 787 people online** and spreading awareness of how tourism stakeholders can reduce SUPPs. Internally, the hotel:



Shifted to wooden straws and stirrers



Set-up bath amenities such as mounted soap and shampoo dispensers



Installed water dispensers with refillable containers such as coffee, tea, and water stations during events and meetings



Other amenities for COVID-19 are packaged using products made of recycled paper



## Adopting Resource Efficient Technologies

The hotel implemented more resource efficient initiatives in its establishment, through:

Replacing the conventional air-conditioning units with an inverter type and the use of a heat machine.



Collecting rainwater and treating greywater for plants, to serve as water irrigation for lawns and grass, and for toilet flushing.



Consistently reviewing Standard Operating Procedures (SOPs) to properly facilitate energy-efficient measures and regular preventive maintenance to the equipment.



To further improve the monitoring of their resource consumption, the hotel has been gathering data on energy, water, food waste, waste, and food purchases with the help of TVC's Resource Efficiency (RE) Tool to track **directly and indirectly controlled GHG emissions**.

"Taal Vista Hotel's strong commitment to sustainability started in 2012 with the organic herb and vegetable garden. Since then, it expanded to several sustainability programs. In addition, digitalization projects such as check-in procedures and signages have also been implemented to lessen the use of paper. At present, the organic herb and vegetable garden is a popular point of interest in the hotel. Not only it is part of the hotel's History Walk, but it is an alternative source of fresh produce for the hotel's restaurant. We continue to implement, strengthen and widen these best practices, to do what we can for the environment and the community."

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based on a decision of the German Bundestag

