

RESOURCE EFFICIENCY AT A SMALL HOTEL

This Case Study at Strattons Hotel demonstrates the cost savings and environmental benefits that can be achieved by hotels and catering establishments through a commitment to eliminate, reduce, re-use and recycle as much waste as possible. At Strattons Hotel, all types of waste are monitored closely and, where possible, alternatives to disposal are implemented. The benefits to Strattons Hotel of implementing a systematic approach to resource efficiency include:

- Total cost savings of over £10,000/year
- Refillable toiletry dispensers save nearly £2,000/year in purchase costs
- Water saving initiatives reduce dependency on mains water
- Good housekeeping and laundry policy saves about £4,050/year
- Over 98% of all waste is re-used or recycled



BACKGROUND

Strattons Hotel is a small hotel in Norfolk. Participation in 1997 by the hotel's owners in the 'East Anglian Waste Minimisation in the Food and Drink Industry Project' led to the development of a formal environmental policy and a commitment to waste minimisation. The policy is reviewed annually and aims to minimise the hotel's environmental impact without compromising quality. A systematic approach is employed to ensure continual improvement.

WASTE MANAGEMENT

All waste produced in the hotel is segregated, weighed and recorded. Where possible, the waste is taken to the 'recycling room' for storage prior to re-use or recycling. Under 2% (130 kg) of the hotel's waste is sent to landfill (see Table 1), saving £1,000/year.



Strattons generates around half a 240-litre bin per week of waste for landfill, while similar-sized hotels in the area typically generate 24 times as much.

Table 1 shows the annual breakdown of waste generated at the hotel. Waste streams are treated as follows:

- **Composting organic food waste in a wormery, and leaves and garden waste in a leaf bin.**
- **Some clear bottles are re-used in the kitchen. All other glass is recycled.**

- Newspapers are either compacted into fuel bricks and burnt on the open fires or returned to the newsagent for recycling (about 30 kg/week).



- Where possible, the hotel buys in bulk to reduce the amount of packaging and has arranged with suppliers (eg a local brewery and a fruit farm) to return cardboard boxes for re-use. Other products are delivered in collapsible crates, or collected in cloth bags that can be washed and re-used (this also keeps plastic-bag use to a minimum). Egg boxes and mushroom boxes are stored and returned to local suppliers.
- All plastic drinks bottles are recycled.
- Innovative treatment of smaller waste streams includes: composting or shredding paper for the chicken nest boxes, donating corks from wine bottles to a local art co-operative, using candle stumps as firelighters or reworking into candles and collecting broken china for artwork.

Table 1 Waste disposal

FATE	WASTE STREAM	ANNUAL TOTAL (kg)	% OF TOTAL WASTE
In-house recycling	Compost	2,600	37.7
Off-site recycling	Glass	2,100	30.4
	Paper (newspapers, magazines and office)	1,702	24.6
	Cardboard	252	3.6
	Plastics	74	1.1
	Foil/tins	47	0.7
Disposal to landfill	General waste	130	1.9
TOTAL		6,905	100%

WASTE SAVING INITIATIVES

Toiletries

Previously, guests were provided with packs containing 30-ml bottles of hand and body lotion, shampoo/shower gel and bath foam. A study revealed that, on average, the bottles thrown away by guests still contained 70% of their contents. Refillable pump dispensers were installed in the rooms to minimise packaging and allow bulk purchase. This diverts 164 kg of waste from landfill per year. The total annual saving from this initiative is £1,921.



Water

Water use on-site is metered and monitored.

Two tanks (an existing 10,000-litre tank has been renovated and brought back into service, and a new one with a 1,100-litre capacity has been installed) are used to collect surface water from around the hotel to reduce flood risks. This water is used for irrigation of the 1-acre grounds. Twelve, 400-litre water butts have also been installed around the property to collect rainwater for garden watering.

About 2,000 litres of water per week are recovered from the restaurant and kitchen areas (eg unused table water, vegetable wash water). It is used immediately on 'water-hungry' plants.

The hotel has also installed water saving devices in its 9-litre cisterns, reducing water use by up to 2 litres per flush. Recently, four toilets were replaced with 3-litre, dual-flush models, saving a further 4 litres per flush.

Responsible food purchasing

Fruit and vegetables used in the hotel are grown in the gardens, meat is prepared at a local butcher and eggs come from free-range chickens on site. This saves £874 a year and has several environmental benefits, including reduced 'food miles' and packaging requirements, as well as demonstrating ethical responsibility. No pre-prepared products are used and food is cooked to order, significantly reducing waste.



Housekeeping

During 2006, Strattons Hotel introduced a simplified single business occupancy linen policy that avoids laundering over 800 pillowcases and 600 towels, saving £600/year. In the restaurant, new oak tables (from an FSC-certified source) are used without tablecloths, saving £1,944/year in laundry costs.

Washing powder has been replaced by laundry balls, which last for 1,000 washes and cost only 3 pence per wash. New 'E-cloths' are used for cleaning, which eliminate the need for cleaning products as their fibres trap and absorb dust and dirt. Grease can even be removed if the cloths are used with water. These initiatives have saved nearly £1,500 in purchasing costs per year.

Staff involvement

Resource efficiency is discussed at weekly staff meetings to maintain awareness and motivation. Regular training has encouraged staff to think about their daily activities and how they consume resources.



ENERGY SAVING INITIATIVES

The management has made significant efforts to save energy.

It was identified that leaving the espresso machine on all day cost around £1,000/year. Coffee is now prepared in kettles and served in cafetieres.

About 300 low-energy lamps have been fitted and low-energy, plug-in lights are now used for the hallways at night.

Newly installed window shutters and woollen curtain linings have reduced heat loss.

Two new guest rooms have been fitted with master energy systems to turn off all the electricity in the room using one switch. This has saved about £600/year and has reduced the fire risk.

STRATTONS HOTEL

Strattons Hotel is a small, family-run hotel employing 19 staff in a secluded country house in the centre of Swaffham in Norfolk. The award-winning hotel opened in 1990 and has ten en-suite double rooms and is developing four eco-lodges. Strattons Hotel has an average occupancy level of 86% and an annual turnover of £600,000.



COMMENTS FROM STRATTONS HOTEL

At Strattons Hotel, we are conscious of our responsibility to minimise the impacts of our business on the local community and the area in which the hotel resides.



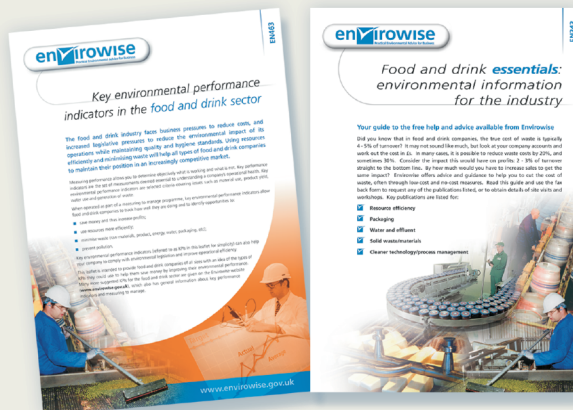
“OUR ETHICS MAKE FANTASTIC BUSINESS SENSE.”

Vanessa Scott, Proprietor, Strattons Hotel

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