

2017

Waste Management Interview- Marriott



Group Members:

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Interviewee name: Grounds Manager, Mrs. Juliana Hernandez

1. What does waste management mean to the Marriott Hotel chain?

When it comes to Waste Management it has always been a priority for Marriott to use ecofriendly alternatives to keep the environment clean. The sustainability strategy of Marriott aims to preserve and protect the planet and its resources. We focus on reducing our footprint, constructing more sustainable buildings, making our supply chain more environmentally conscious.

Marriott is also working to address a set of 17 Sustainable Development Goals (SDGs) to end poverty, fight inequality and injustice, and tackle climate change.

2. How does the Marriott Manage Waste? (Food (solid) Waste, Water, Other)

On Aruba, we are currently not managing any municipal solid waste. We do however record everything on a chart for corporate. On Aruba, it is difficult to manage waste because we have limited resources. Eco-tech used to recycle their materials such as glass, wood and cardboard in a more efficient manner, but no longer uses this method of recycling. Eco-tech; however, is currently in charge of the municipal solid waste management at the Marriott. It is taken to Eco-tech's sister company Eco-gas where the waste is converted into energy for WEB. Marriott's waste water is separated into a gray system. The graywater and black-water, in which the graywater is filtered and used for landscaping, helps reduce the cost of water.

3. Are there any rules and regulations that guide waste management in Marriott?

Yes, Earth-Check is an environmental management program that looks at indicators such as energy and water consumption, total waste production, and community commitment to determine a resort's standard of performance. Each year the Aruba Marriott has to comply with these regulations in order to maintain their certification.

4. What different types of waste does Marriott produce and how much (per day/ month/ year)?

Yes, The Marriott does indeed check what kind of waste they produce and how much of it with Juliana having a record of all the waste produced throughout the 3 Marriott sites. Unfortunately she has not sent us the file containing this information and so we cannot include the specifics in this paper.

5. Does Marriott participate in any type of recycling?

The Marriott does not recycle anything on site except for water that is used in the showers and not toilets etc. because that is known as "Black Water". The Marriott Hotel uses a grate system that recycles douche water, filters it and uses that to water plants. The Marriott does as well recycle baton and cement and metal bathtubs that are removed when remodeling rooms. The Marriott also recycles food and allows people to take it to feed animals, but Juliana stopped that due to liability issues. But they also make use of Antilla to recycle cooking oils.

6. What are the most common methods of waste disposal at the Marriott?

The Marriott only uses Eco-tech to dispose of all the waste of the hotel except for douche water that is filtered, cleaned and given to plants, and food waste that used to be given off to feed farm animals etc. which has at the time of the interview been stopped.

7. What would be the best course of action for sustainable waste management?

By charging for dumping waste, because most of the citizens think that dumping their waste consumption on the Parkietenbos Landfill should be free. Start disciplining the locals, by going to their home and give information and give fines to those who do not comply with recycling. The government should also put recyclable trash bins near the roads to promote waste separation (e.g. plastic and paper). By lowering the price of biodegradable products, to promote the consumption of biodegradable products to improve the waste management.

8. Based on the way Marriott manages waste, what would be the most economically viable way for Aruba to recycle?

By bringing recyclable machines and by establishing recycling companies to the island and charging for recycling here on the island. By charging you will make sure that the waste management would be better organized, and the citizens will be more aware regarding waste management. Also by reusing the showering water (gray system water) and waste water (black water). Lastly, by reselling old furniture this will reduce the amount of waste that will end direct at the landfill.

9. Who pays for the waste management on property?

The company self pays for the waste management. They pay Ecotech to pick up their waste on a daily basis. Ecotech is then in charge of delivering the waste to Ecogas, where they compress the

waste for either using them as energy for the utilities company or they will extract the recyclable waste and they export them. However, there are certain products that Ecotech cannot deliver to Ecogas they have to deliver them to the Parkietenbos Landfill.

10. Would it be best for waste management on Aruba to be controlled by the government, or should it be promoted through the private sector?

The best way to improve waste management in the view of Marriott, would be through a private sector with support of the government. In their opinion the private sector, will do a better work in controlling and managing waste management, compared to the government waste management company Serlimar who is not reliable for picking up waste on a schedule.

11. Would Marriott consider beginning with waste management on site?

They would like to start with waste management on site, however they cannot do it specifically on the site. They cannot start a waste management program on site, because there are possibilities of cockroach infestations, mice problems and other rodent problems. This will damage the image of Marriott and contradict the liabilities of the brand. They would have to ask the government for a terrain to start a waste management project for the company, but the available possible terrains are in San Nicolaas which makes it difficult for the company to do a waste management program on site due to the amount of daily consumptions and the distance to deliver the waste. Thus, the limited space, and the government is a barrier for them to doing that.

As previously informed to Mr. Tony through email on the November 19, 2017. The reason why we are handing in the assignment now, because we had two names of specific persons from a department in the hotel that should have been able to help us with the information needed for the

interview. However, we had problem for reaching them/contacting them at the hotel. Due to the deadline approaching, we changed focus and called the Marriott directly to no specific person and found the executive assistant of the complex general manager (Mrs. Verna Dijkhoff), but did not get a reply fast enough. After two days passing by and got no response of a department that might be able to help us, we tried calling a specific personal of HR department (Mrs. Reuella Reeberg) from whom we had a presentation and sadly got the information that she was with vacation. The day after we got a response from Mrs. Verna Dijkhoff, where she was forwarding our email to the administrator of the engineering department (Ms. Azugita Arends). After two working days Ms. Azugita Arends, did not reply the email yet so we decided to call her directly (Monday, November 20, 2017), and she informed us that she will call us later when the manager gets out of his meeting. Later that day she called us and informed the date that is possible to do the interview, which was Thursday, November 23, 2017.