

INTRODUCTION TO WASTE MANAGEMENT

Information about waste water can be found in our Water guidance and information about hazardous waste can be found in our Hazardous Substances guidance.

Good waste management offers many business and environmental benefits. At Travelife we ask our hotels to consider the following:

- The **types of waste** their business produces
- Which areas of their business are **producing the most waste**
- How they **safely dispose of waste**
- How they can **reduce waste** production

We look at each of these later in this document but you might find it helpful to first learn about the general impacts of waste.

ENVIRONMENTAL IMPACTS

Waste comes in many forms and each has its own set of impacts on the environment. Below, we have summarised the main impacts that the accommodation sector can help to improve:

Pollution

If waste is not properly disposed of it can have a range of damaging impacts on air, soil and water. These can be damaging to the health and well-being of humans, animals and ecosystems. For example, plastics that end up in the ocean enter the digestive systems of marine and bird life. Batteries can have lasting damage to soil and water, whilst food can attract vermin. Equipment like refrigerators that contain ozone-depleting substances are very harmful to the atmosphere if not safely disposed of.

Greenhouse gas emissions

Greenhouse gases are substances that trap energy from the sun and help keep Earth at the correct temperature for life to exist. Due to new technology and a dramatic increase in the world's population, we are now creating too many of these gases. This is causing the atmosphere to get too warm and we are already seeing signs of instability that is changing our climate in negative ways. Scientists and governments around the world are concerned with reducing the amount of greenhouse gases we produce. Whilst all waste releases greenhouse gases, food is a leading contributor.

Resource management

In addition to polluting natural resources, it is important to consider wasted resources when products are produced and shipped to consumers unnecessarily, either because an item spoils before it can be used or just because it was never really needed in the first place. For example, [a recent UK study](#) by the Institute of Mechanical Engineers estimated that it takes around 200 litres of water to produce 1 kilogram of tomatoes and 15,000 litres of water to produce 1 kilogram of beef. The same study estimated that between 30% and 50% of the food produced is never consumed, with most of it ending up as waste.

HOW CAN THE ACCOMMODATION SECTOR HELP?

Travelife Certification helps your business reduce the impact of the waste you produce by focusing on two areas:

1. Reducing the amount of waste your business produces.
2. Ensuring that waste is reused, recycled or safely disposed of.

We have provided tools and resources to help you manage this and we encourage you to use them and to share them with your staff. The best news is that by reducing your waste production you should see general cost and operational benefits to your business as well.

YOUR WASTE STREAMS

A waste stream is the process that different types of waste follow through your business from purchase to disposal. Travelife expects Certified Members to understand, assess and document their waste streams. This helps you decide where you can make improvements to your procurement and disposal methods in order to reduce the amount of waste you produce. This table shows the most common types of waste that the accommodation sector produces. We recommend you use this as a guide to doing your own waste assessment.

Waste type	Sub-type	Biggest producer/s
Food	Leftover food Food scraps from preparation Expired/spoiled food	Food & beverage
Plastic	Single-use (straws, cups, bottles, bags)	Food & beverage Guest rooms Retail (internal and external)
	Bottles and jars (lotions, sunscreen, shampoo) Food & beverage containers Chemical and cleaning product containers	Guest rooms (amenities) Guests bringing from home Housekeeping Laundry Maintenance Food & beverage
	Packaging (including foam/polystyrene) Plastic wrapping (e.g. wrapped slippers)	General procurement Guest rooms Retail (internal and external)
Paper	Office paper	Front office Administration
	Flyers and brochures	Sales & marketing Concierge/bookings desk Guest rooms
Cardboard	Packaging	General procurement
Metal	Aluminium drink cans Food cans Foil (kitchen foil, food packaging, trays)	Food & beverage Retail (external and internal)
	Aerosol cans	Housekeeping Maintenance Guests bringing from home
Glass	Beverage bottles Food jars	Food & beverage
General waste	Used sanitary items Used hygiene items (wipes, napkins, hand towels, gloves) Personal care items (toothpaste, toothbrush, shower caps)	Guest rooms Food & beverage

This example shows that food & beverage is the biggest generator of waste followed by guest rooms and guests bringing items to the property. In this example, the property should focus on reductions in these areas first.

YOUR WASTE DISPOSAL METHODS

You must take steps to ensure that waste is properly separated so that it can be disposed of in a sustainable manner. This includes making sure that you are storing it properly prior to disposal. If your destination has recycling available then you are expected to make every effort to use it, along with using the correct methods for disposing of hazardous waste such as batteries and chemical containers. Even in destinations without any waste collection and/or recycling facilities, you should be taking steps to ensure that each waste stream is disposed of in a way that is safe for people and wildlife, minimises pollution and greenhouse gas emissions.

Waste disposal records

You will need to keep records of how you handle and dispose of your waste streams, along with details of any external suppliers you use with corresponding receipts or waste transfer notes that verify the collection. Visit the Member Zone to find a template with examples.

Separating waste

There are many opportunities to ensure that waste is separated depending on the type of waste that it is. The table below shows some examples of how that can work for two types of waste streams. You can find a template in the Member Zone that you can use to record all of your waste separation processes. Completing this exercise is an excellent way to come up with ideas for improvement.

Waste type	Collection Areas	Separation and Control Methods
Food	Bar Restaurant Guest rooms Kitchen	Separate food waste bins in each back of house area Serving staff are trained to scrape food waste from plates into the food bins Housekeepers are reminded not to mix food waste with other waste Signage instructs and reminds staff about the importance of only putting food in a food waste bin
Plastic	Guest rooms Main entrance Pool Beach access Housekeeping Bar Restaurant Kitchen Shipping & receiving	Regular training and reminders at staff meetings Recycling bins with clear signage for guest use Information in guest rooms about waste separation Recycling bins with clear signage for staff use Housekeepers provided with separate bags that are easy to distinguish from general waste bags Housekeeper trained and reminded to separate used plastic in-room amenities (shampoos etc.) Regular training and reminders at staff meetings.

Complying with laws and regulations

Travelife wants to be sure that you are complying with all relevant laws and regulations relating to the disposal of waste, and have any necessary licences and permits.

MEASURING AND RECORDING YOUR WASTE PRODUCTION

Measuring and monitoring the waste your business produces

This is not currently a Travelife requirement but we recommend that you get used to measuring your waste on a regular basis and recording this information so that you can track improvements. This also means you can calculate how much your waste is contributing to your greenhouse gas emissions. It is likely that Travelife will add this as a requirement over the next few years so it would be a good idea to get used to it now. All of the waste will need to be measured in kilograms (kg). Some hotels have industrial scales available for this that make the process easier but here are some options if that is not possible for your business:

Use averages to estimate the weight of your waste

There are many different ways to do this depending on how you collect and dispose of your waste. Some properties might need to use more than one of these because the waste is collected and disposed of in many different ways. We have provided some suggested methods below and you can [find](#) a template with examples in the Member Zone.

Estimating the average weight of waste containers

1. Weigh a selection of the waste containers over a certain time period (e.g. one week) using the most appropriate set of scales you can find and keep records.
2. Calculate the average weight by adding up all the measurements then dividing them by the number of measurements you took.
3. Record that number as your standard measure.
4. Implement a system for staff to record each time they empty the container.
5. Regularly add up the number of containers they emptied and multiply it by your standard measure to get your total estimated waste.

For example:

- A hotel weighed 10 bins of food waste just before they were emptied and recorded the weights of each bin.
- The hotel then added up the weights of each bin to reach a total of 90kg for all 10 bins.
- $90\text{kg} \div 10 \text{ bins} = 9\text{kg}$. This means that 9kg is the average weight for a bin of food waste.
- Over the next week the kitchen staff record that they empty 30 bins of food waste.
- $30 \text{ bins} \times 9\text{kg} = 270\text{kg}$ of estimated food waste during the week.

Estimating the average weight per guest room

1. Use the method described in steps 1 to 3 to calculate the average weight of a bag of waste collected from rooms by housekeeping.
2. Ask housekeeping to record how many times they have to empty a full bag of waste over a certain time period (e.g. one week) then add up the total number of full bags.
3. Multiply the total number of bags by the average weight of each bag. E.g. $100 \text{ full bags} \times 5\text{kg per bag} = 500\text{kg}$ of waste from guest rooms.
4. Find out the actual number of rooms housekeeping serviced over the same time period (or estimate this based on your actual guest occupancy).
5. Divide the total weight of guest room waste by the number of rooms serviced to get an average waste weight per guest room. E.g. $500\text{kg of total waste} \div 150 \text{ rooms serviced} = 3.33\text{kg average waste per guest room}$.
6. Each month multiply the actual number of guest rooms serviced by the average waste per guest room to get your total estimated waste from guest rooms. E.g. $300 \text{ rooms serviced} \times 3.33\text{kg} = 999\text{kg}$ of waste from guest rooms.

For example:

- A hotel weighed 10 bags of guest room waste and recorded the weights of each bag.
- The hotel then added up the weights of each bag to reach a total of 50kg for all 10 bags.
- $50\text{kg} \div 10 \text{ bags} = 5\text{kg}$. This means that 5kg is the average weight for a bag of guest room waste.
- Over the next week the housekeepers recorded the number of full bags of waste they collected whilst servicing the rooms and found that in total, 70 bags of waste were collected.
- $70 \text{ bags} \times 5\text{kg}$ (average weight) = 350kg of waste.
- Housekeeping recorded that 100 rooms were serviced over the same time period.
- $350\text{kg} \div 100 \text{ rooms} = 3.5\text{kg}$ average waste per guest room.
- In July housekeeping serviced 500 rooms.
- $500 \text{ rooms} \times 3.5\text{kg}$ average waste per guest room = 1,750kg of total estimated waste from guest rooms in July.

Estimated weight by number of waste bags used

Important: This only works if you throw away the entire bag or if you know how many times a waste bag is reused AND if you always use the same size bag.

1. Use the method described in steps 1 to 3 under 'estimating average weight of waste containers' to calculate the average weight of a bag of waste.
2. Keep records of how many waste bags were used. For example, if the bags you use to collect plastic waste come in a box of 50 and you used 3 boxes, then you used 150 waste bags.
3. Multiply the total number of bags used by the average weight of each bag. E.g. $150 \text{ bags} \times 1\text{kg}$ per bag = 150kg of plastic waste.
4. If you reuse the bags then talk to staff about how often they usually last before they need replacing. For example, if a bag is used 10 times before being replaced then multiply that by the number of bags used to get the total bags of waste. For example, if there are 50 bags in a box and each bag is used 10 times then the calculation is $50 \text{ bags} \times 10 = 500$ bags of waste for every box consumed. If the average weight of a bag is 1kg then every box used generates an estimated 500kg of waste.

For example:

- A hotel weighed 10 bags of plastic waste and recorded the weights of each bag.
- The hotel then added up the weights of each bag to reach a total of 10kg for all 10 bags.
- $10\text{kg} \div 10 \text{ bags} = 1\text{kg}$. This means that 1kg is the average weight for a bag of plastic waste.
- In June the hotel used 80 bags and each one was reused an average of 6 times.
- $80 \text{ bags} \times 6 \text{ reuses} = 480$ estimated bags of plastic waste that were collected.
- $480 \text{ bags} \times 1\text{kg}$ (average weight) = 480kg of estimated plastic waste in August.

Converting your waste production to carbon dioxide equivalent emissions (CO₂e)

'Carbon dioxide equivalent emissions' is the scientifically correct way to refer to a measurement that compares the different greenhouse gases that contribute to the warming of our atmosphere. To make things a bit easier to understand we normally shorten this to 'carbon emissions' or 'CO₂e'.

This is not currently a Travelife requirement but we recommend that you get used to converting your kilograms of waste produced to CO₂e. Not only is this an easy measurement for guests and staff to recognise due to extensive use of the term 'carbon emissions', but it is likely that Travelife will add this as a requirement over the next few years so it would be a good idea to get used to it!

The CO₂e produced from waste can vary a lot by the type of waste and how it is disposed of. For example, composting food waste produces significantly less emissions than putting in landfill. That means it is important to know exactly how your waste is being disposed of so that you can get an accurate conversion number.

You have four options for finding the right conversion number for your waste:

- Ask your local waste company for the conversion rate.
- Use a reputable online CO₂e calculator. These are often provided by national or local government, industry groups (such as an energy association) or environmental organisations.
- Look online for a conversion number that is specific to your waste disposal methods.
- In the Member Zone you can find our conversion numbers that we have sourced from the UK government.

Calculating greenhouse gas emissions from waste

To convert waste to CO₂e, you will first need to make sure you have the amount of waste you produce in kilograms. Your conversion will be more accurate if you know the weight by the different waste streams you produce. Visit the Member Zone to view our template with examples.

Here are the steps you should follow:

1. Take the total amount of waste from a certain waste type in a month. E.g. You had 100kg of food waste in April.
2. Find the right CO₂e conversion factor based on how you dispose of that waste. E.g. If you compost your food waste it is probably around 0.0102586 per kilo of food waste.
3. Multiply the total amount of waste in kilos by the conversion factor. E.g. 100kg of food x 0.0102586 = 1.02586 kgCO₂e.
4. That means that 1.02kg of greenhouse gas emissions were produced by your food waste in April.

Example calculation

(composted food waste) 100kg x 0.0102586 (composted food conversion number = 1.02586 kg CO₂e)
1.02kg of greenhouse gas emissions were produced from your food waste.

Once you have calculated the emissions from all of your waste types, you can add them up to get your total greenhouse gas emissions from waste. You can then add your energy and waste emissions to get an overall total.

SETTING TARGETS AND GOALS

Once you have an idea of the types and amounts of waste you are producing, you should set targets and goals to reduce your consumption.

Targets are usually numbers and they will need to be measured against a starting point and have a measurable deadline. Ideally, you should have at least one short-term and one long-term target. Here are some examples:

Reduce the amount of straws you purchase from 3,000 per year to 500 per year by the end of 2020.
Reduce your food waste by 50% by the end of 2030.

Goals can still include numbers, but they are usually about projects or actions. You still need to know your starting point, have a deadline and be specific so it is easy to see if you succeeded. You should also include a mixture of short and long-term plans. Here are some examples:

Implement a food waste composting system by the end of 2020.
Grow 75% of the herbs and vegetables we use in our own gardens by the end of 2030, using fertilisers produced from our own food waste.

Your targets and goals should be:

- ✓ **Specific** and easy for anybody to understand.
- ✓ **Easy to measure** so that you can clearly see if they have been achieved.
- ✓ **Relevant and achievable.** For example, there is no point in setting a goal that you cannot afford to implement or spending time on an area where you cannot have a lot of impact.
- ✓ **Have a deadline.** This will help keep everyone on track.

MAKE IMPROVEMENTS

The two main things that you can do to reduce your negative impacts of waste are:

- Reduce your waste consumption.
- Ensure that all waste is either reused, recycled or safely disposed of.

We have provided some ideas below to get you started.

QUICK FIXES

These are all either low cost, no cost or low effort.

Food waste

- Are you regularly throwing away complimentary food that you provide to guests in their rooms or central areas? This could mean that guests do not value this service so consider eliminating this practice in favour of other sustainable ways to make them feel valued and welcomed.
- Talk to your chef about using leftover food to make stocks and sauces.
- Monitor food that comes back untouched from guest plates. For example, if the majority of your guests are not eating a salad garnish then you could eliminate that from a dish and, if necessary, find an attractive way to display the food that does get eaten.
- Review your portion sizes on plated dishes and volumes on buffets. If you are regularly throwing away uneaten food then simply cutting back on volume can have a big impact. You can find other ways to make a buffet look impressive through use of decoration.
- Composting your own food waste for use as a fertilizer on your own gardens is a great way to reuse waste. If you are unable to do this then find out if there are farmers or other organisations in your community that will collect leftover food for animal feed or compost.
- Consider ordering foods that you use in high volume in bulk to reduce packaging but at the same time, check that you are not throwing away unused food because you are ordering it in bulk but not using it quickly enough.
- Before eliminating plastics from your kitchen or stores, research the possible benefits they have on food waste. For example, a plastic-wrapped cucumber lasts significantly longer than an unwrapped one.
- Implement a system that ensures your food stores are rotated so that the oldest food gets used first and regularly check that staff are following the system.
- Review your options for sourcing food locally instead of using suppliers in other towns/cities so that you can purchase products as you need them rather than ordering things 'just in case'. Any cost increase will almost certainly be offset by reducing the amount of food you purchase that is wasted. Remember that there is a cost involved in disposing of waste too.

- Regularly check the temperature and general condition of fridges, freezers and storerooms to make sure conditions are optimal to maintain the shelf life of food.
- Instruct kitchen staff on the importance of always closing fridge and freezer doors. This is a very common problem and can cause food items to spoil more quickly.

Plastic waste

- Conduct a plastics assessment throughout your property to look for easy and quick ways to reduce, reuse or eliminate plastics.
- Serve drinks without plastic straws or stirrers and have a sustainable alternative such as paper straws or wooden stirrers available for guests that request them.
- Ask the suppliers of things like bathrobes and slippers to stop using plastic wrapping.
- Replace plastic laundry bags with washable fabric bags that can be reused.
- Review your consumable guest room amenities (soaps, shampoos, pens etc.) and eliminate ones that guests do not use very often, instead having them available on request. For example, do your guests really need cotton buds or plastic shoe horns? For items that guests do appreciate, look for sustainable alternatives that do not use plastic and/or are easy to recycle. For example, soap that is wrapped in sustainably sourced paper instead of plastic or replacing plastic pens with sustainably produced pencils.
- Stop using plastic hygiene strips on guest toilets.
- Eliminate plastic wrapping or covers from glasses and cups in guest rooms. If you are worried that a guest will complain, have a small stock available for housekeeping to use only for a guest that has complained.
- If you use plastic bin liners, consider tipping their contents into a larger bag and reusing them until they are soiled or damaged. In some areas you may be able to eliminate them and simply wipe out bins instead.
- Reuse plastic cleaning product containers to create no-cost spill trays for your chemicals. First you need to make sure that the container did not contain any harmful substances, is clean, is made of a plastic that is robust enough to handle a spill and has enough volume to contain a spill. Then you can cut the container in half lengthways or cut the top off to make a spill tray big enough for a smaller chemical container.
- Consider if there are ways to reduce the plastic key cards you consume. You could encourage guests to hand them in and ask them if they need more than one card instead of automatically issuing two.

Paper and cardboard waste

- Stop using hygiene strips on guest toilets.
- Eliminate paper or card covers from glasses and cups in guest rooms. If you are worried that a guest will complain, have a small stock available for housekeeping to use only for a guest that has complained.
- Consider asking guests if they want a coaster or napkin with their drink instead of offering them automatically.
- Set your computers and printers to print double-sided and in black and white by default. This can save a lot of paper and ink toner.
- Before you print the final bill for a guest, ask if they would prefer you to e-mail it to them.
- Stop putting guest bills into envelopes or folders. If you think this is an important part of your service, considering asking guests if they would like one first.

- Consider if there are ways to reduce the amount of key card holders you use or at least making sure they are recycled by encouraging guests to hand them back in.
- Provide guest feedback surveys online and let guests know this is an option. This should reduce the amount of paper or card surveys you have to produce.
- Review the printed sales and marketing materials you produce. There is a good chance you will find that you are throwing away more unused materials than in previous years as people move to using websites, apps, videos, e-brochures and PowerPoint presentations to promote their business. This is particularly true if you are promoting to the travel industry at things like trade shows. Consider including information on where and how to view your materials on a business card or a smaller flyer.
- Assess if guests are finding the printed materials you put in rooms (magazines, newspapers, TV guides) useful. If housekeeping report that these are usually untouched, then consider eliminating them and instead leaving a small card saying that these are available on request.
- If you are providing all guests with a complimentary newspaper each morning then stop! Many people now get their news online. Have reception ask guests on check-in if they would like a complimentary newspaper and ensure night staff have information about which rooms have requested this.

General procurement

- Using different types and makes of lighting on the same circuit reduces the life span of bulbs, so always purchase the same brand and technology.
- Buy recycled ground glass for pool filters instead of sand.
- Verify that any waste collection suppliers are disposing of your waste in a sustainable manner. If not, you might be able to change to a different supplier or pressure your existing one to improve their performance.
- Ask your suppliers to reduce, reuse or eliminate packaging. If that is not possible then ask them to find more sustainable alternatives, e.g. using recycled shredded paper to protect fragile items instead of polystyrene. You might be able to return the shredded paper to them so they can reuse it.
- Dedicate some time to checking that products that claim they are environmentally friendly or biodegradable definitely are. For example, some plastics claim to be biodegradable yet still take decades to degrade, do not degrade in marine environments and/or release toxic chemicals during the process.

General

- Is there any waste that a local art group, community group, charity or school could use? There are numerous ideas to explore here that also help with your community engagement efforts:
 - A homeless charity or women's shelter might appreciate guest bathroom amenities or good quality leftover food.
 - A hospital or care home might like to have magazines and books that guests have left behind.
 - A local school or college might be able to use things like menus and brochures for tourism and hospitality courses.
 - An animal shelter might appreciate clean blankets, towels or bathrobes that you are replacing.
 - Discussions with local artists and art teachers could lead to many unique ideas. For example, we know of one hotel that had chandeliers made from wine bottles and another that had their Christmas tree made from water bottles.
- Can you use any of your waste for guest activities such as a children's programme? For example, plastic bottle tops can make good paint containers and there are numerous art and craft activities for children that could use old magazines, newspapers, cardboard boxes, egg cartons and old brochures.

- Your staff are a great resource to help you find sustainability solutions so ask them for help. For example, a staff member might know of a school or kindergarten that will collect your used egg cartons or plastic bottle tops for artwork. Initiatives like this are a great way to engage your staff, support your community and to reduce your environmental impact.
- Put information in guest rooms reminding them about ways to help reduce pollution and greenhouse gas emissions by reducing waste during their stay.
- Put information in staff areas about the importance of reducing and properly disposing of waste.
- Frequently check bins to ensure that your staff are properly disposing of waste. If they are, be sure that praise is given. If they are not, add training or signage as necessary.
- Make sure that recycling bins have clear signs so that it is easy for anyone to understand how to separate their waste. Graphics work much better than text but if you do go for text, make sure it is available in the main languages of your guests.
- Assess what guests are putting in your rubbish bins. You may find that most items are bottles, cans, food or paper-based waste, all of which can be recycled. Adding more recycling bins will make it easy for guests to recycle, perhaps you could re-designate some of your general waste bins as recycling bins.
- Some bars give guests the bottle and/or can with a glass when they serve a drink, so that the guest can pour it themselves. Consider ending this practice in places where guests might take the can or bottle away with them and not dispose of it properly.
- How can you help your guests to dispose of waste properly when they check out? If you check with your housekeeping staff you may find that many guests leave behind things like sunscreen, shampoos, shopping bags and packaging from shopping. Consider if there are better ways for you to ensure these things are reused or recycled.
- Proper use can increase the life span of equipment. Train your staff to use equipment in the most efficient way possible. Consider things like the optimal load in a washing machine, the correct heat setting on a dryer, the best temperature setting in a fridge or the optimal power level of a vacuum cleaner.
- Batteries are extremely harmful to the environment if not disposed of properly and often guests will throw them into general waste so that our Members do not realise the extent of the problem, or have an opportunity to fix it. Find out if there is a sustainable disposal method for them in your destination and if possible, encourage guests and staff to hand in used batteries so you can ensure they are disposed of correctly.

MODERATE COST AND EFFORT

- Replace individual bathroom amenities such as soap and shampoo with dispensers that can be refilled from a bulk supply. This will reduce plastic waste and operating costs.
- Growing your own herbs, vegetables or fruit has many benefits:
 - Providing you adjust menus according to when items can be harvested, you can reduce spoiled food and increase the freshness of dishes by picking what you need each day.
 - You can use compost from your own food waste as fertiliser.
 - You can engage guests with things like seasonal cooking classes, featuring seasonal dishes from your own gardens or educating them about herbs, fruit and vegetables that are of special significance to your destination.
 - You can engage your community by donating unused produce or teaming up with local schools or charities to offer training programmes about growing food, gardening and how to reduce food waste.
 - Growing plants that are native to your region will support biodiversity and important wildlife such as bees, butterflies and birds.
 - If you are unable to grow your own garden you could partner up with a community group or other businesses to create a shared facility.

HIGHER INVESTMENT WITH LONG-TERM REWARDS

- Consider moving any chemical, fuel or waste storage structures so they are well away from natural resources in the event of a leak or spill. Even a small amount of a toxic chemical leaked into the ocean or a stream can have a serious and lasting impact on water quality, plants and wildlife, potentially harming humans too. Build any new structures to be robust, to have adequate ventilation, to keep out wildlife and to safely contain leaks and spills according to the latest standards.
- Using salt to keep pool water clean is an excellent solution for smaller pools and prevents the production of more harmful waste from pool chemicals.

ASSESSING AND REPORTING PROGRESS

Travelife expects Certified Members to have a continuous improvement cycle. This means that you will need to complete the following steps at least once every year:

- Reassess your operations each year to look for ways to reduce your waste production and to ensure you are separating and recycling as much waste as possible.
- If you are measuring your waste, review your records to compare your performance to previous years.
- Review how well you are doing with reaching your targets and achieving your goals.
- Recommend improvements to make over the next year.
- Set new short-term goals and targets.
- Include your findings in an annual report that is reviewed and discussed by senior management.
- Include the appropriate parts of your findings in your annual public sustainability report. This normally includes progress against current goals and targets along with any new goals and targets.

The waste assessment

This should assess all waste streams from procurement through to disposal. As you assess each area you should ask the following questions:

- ✓ **Have you reduced waste production since your last report?**
You will need to compare either your procurement or waste measurement records and show what (if any) improvements you have made. You should try to identify what worked well and what did not, and use this to make recommendations of the steps you should take in the next year.
- ✓ **What contribution is each department/operational area making to waste production?**
The purpose of this is to show you what areas you should focus on to achieve reductions.
- ✓ **What is currently being done to reduce waste and increase reuse or recycling?**
You should list the things you are currently doing and try to assess how well they are working.
- ✓ **Are there ways to further improve?**
For example, can you switch to a new waste collection company? Are guests and staff being told about ways to reduce and dispose of waste? Are there ways to engage with your community on waste issues?
- ✓ **What short and long-term improvements could you make?**
This will help you plan for making further improvements. You should group these into short-term and long-term initiatives, along with ones that are low cost and ones requiring a bigger investment. For example, a short-term/low-cost improvement could be putting better signs on your bins. A long-term/higher investment improvement could be installing a garden or greenhouse to grow your own vegetables.

MORE INFORMATION & RESOURCES

Travelife Templates: [Waste Stream Register](#) and [Waste Production Report](#)

Travelife Quick Guides: [Environmental Policy](#), [Creating a Waste Register](#), [Internal Sustainability Reports](#)