

Small hotel makes big savings

Strattons Hotel

Introduction

Strattons is a small, independent, family-run hotel in Norfolk. In just one year (2010-11), the hotel managed to save over **£16,000** by reducing food and packaging waste, increasing recycling to 98% and making savings in other areas such as good housekeeping and water use.

Strattons Hotel has 14 bedrooms, a 30 cover restaurant and a café/deli. The hotel's owners participated in the 'East Anglian Waste Minimisation in the Food and Drink Industry Project', which led to the development of a formal environmental policy and a commitment to waste reduction.

Commitment to waste reduction reaps benefits

This policy has led to a number of savings across the hotel that totalled £16,000 in 2010-11.

Food waste is prevented by cooking to order using fresh produce including fruit and vegetables grown in the gardens, sourcing meat from a local butcher and producing eggs from free-range chickens on site. These measures also help to minimise packaging requirements.

Bulk buying reduces the amount of packaging used and arrangements with suppliers enables cardboard boxes to be returned for re-use. Re-usable crates and cloth bags are also used with some suppliers.

Refillable toiletry dispensers are used to reduce packaging and this reduced annual purchase costs by £2,870.

Overall, 98% of the hotel's waste is recycled, which includes on-site composting.

The Hospitality and Food Service Agreement

In June 2012, WRAP launched the Hospitality and Food Service Agreement, a voluntary agreement to support the sector in reducing waste and recycling more. Research by WRAP indicates that if avoidable food waste was prevented and unavoidable food waste diverted to anaerobic digestion (AD), the potential savings to industry would be more than £720 million a year¹.

The agreement is flexible to allow any size of organisation to sign up, from multi-national companies to smaller businesses, from sector wholesalers / distributors to trade bodies. There are different ways of signing up depending on the size of business.

To find out more about how to sign up and WRAP's work with the sector visit www.wrap.org.uk/hospitality

¹ [The composition of waste disposed of by the UK Hospitality industry](#), WRAP, July 2011
Note that this relates to hotels, restaurants, pubs and Quick Service Restaurants

Commitment to waste reduction
reaps benefits

Effectively managing waste at the hotel

Getting staff involved

forward

Waste management at the hotel

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. Less than 2% (149 kg) of the hotel's waste is sent to landfill (see figure 1).

Waste streams are treated as follows:

- Organic food waste is composted in a wormery, and leaves and garden waste in a leaf bin;
- Where possible, the hotel buys in bulk to reduce the amount of packaging, and has arranged with suppliers (including 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 the use of plastic bags to a minimum);
- Egg boxes and mushroom boxes are stored and returned to local suppliers;
- All plastic drinks bottles are recycled, and some clear bottles are re-used in the kitchen. All other glass is recycled; and
- Innovative treatment of smaller waste streams includes re-using coffee granules for horticultural purposes.

Waste Streams (kg/yr)

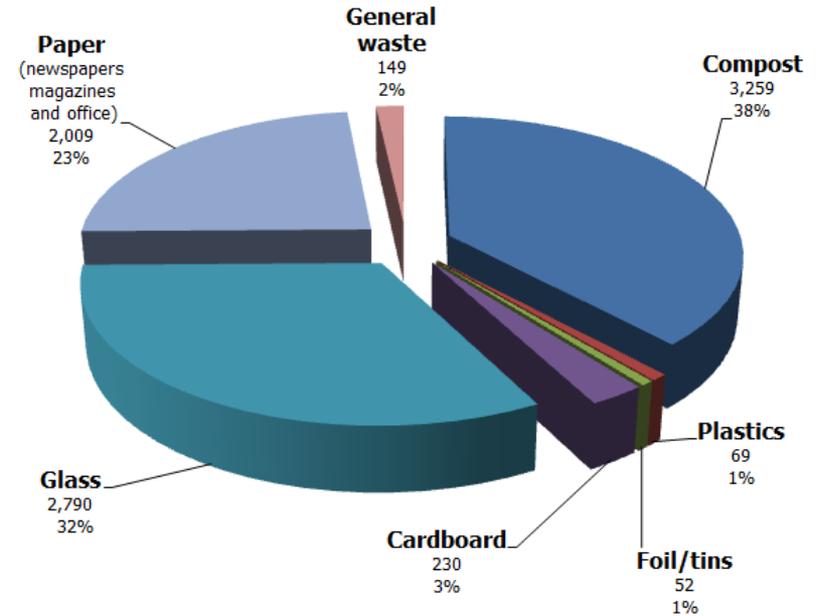


Figure 1: Annual breakdown of waste generated at the hotel

Effectively managing waste at the hotel

back : forward

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How purchasing decisions can reduce waste

With fruit and vegetables grown in the hotel gardens, meat prepared at a local butcher and eggs from free-range chickens on site, several environmental benefits have been achieved.

These include reducing food miles and packaging requirements, and demonstrating ethical responsibility to guests and the wider public. No pre-prepared products are used and food is cooked to order, which significantly reduces waste.

Previously, guests were provided with packs containing 30ml bottles of hand and body lotion, shampoo/shower gel and bath foam.

The hotel found that, on average, discarded bottles still contained 70% of their contents. Refillable pump dispensers are now installed in rooms to minimise packaging and allow bulk purchase (35-litre containers). Additionally, the hotel uses 'not tested on animals' products and buys from a local company, while still using a liquid product that gives zero soap waste.

Re-using waste coffee granules for horticultural purposes

Strattons' coffee is Fairtrade and certified by the Rainforest Alliance. A recycling scheme has been developed by the hotel that involves drying the used granules naturally without using any additional energy, repackaging them in the original container, and making them available to hotel guests and the local allotment society for horticultural purposes.

In just one month at the beginning of 2012, over 27kg of coffee granules was collected and distributed. Strattons has calculated that, in one year, the scheme will remove about 332 kg from its waste stream, thus increasing its recycling rate.

Involving staff

The management at Strattons recognises the importance of staff involvement in making these changes a reality. Food waste prevention and packaging reduction are discussed at weekly staff meetings. This maintains staff awareness and motivation, and encourages them to think about their daily activities and how they consume resources.



"Decisions such as removing freshly squeezed orange juice from our menu owing to large quantities of citrus pulp going into our composting streams and the environmental impact of growing and transporting citrus fruit per se have been difficult.

However, the fact that we have a wonderful local fruit farm on our doorstep makes it a no brainer to now provide apple juice, but informing the guests and training the staff are challenges..."

Vanessa Scott, Owner of Strattons

WRAP helps individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change.

For more information on WRAP's work with the Hospitality and Food Service Sector, visit: www.wrap.org.uk/hospitality, call the freephone helpline 0808 100 2040, or email hafs@wrap.org.uk

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