



Let's Recycle Better, Together.



Today's Panelists



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**Huntingdon Hotel & Suites
Pendray Inn and Tea House**

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& opinions

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to resources

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for panelists



FROM WASTE MANAGEMENT TO ZERO WASTE

Why it matters — and what it could mean
for hotels and lodging

Jamie Kaminski | HSR Zero Waste

Busch Systems • Hospitality Webinar



INTERNATIONAL ZERO WASTE POLICIES

THE ZERO WASTE DEFINITION

"The conservation of all resources by means of responsible production, consumption, reuse, and recovery of products, packaging, and materials without burning, and with no discharges to land, water, or air that threaten the environment or human health."

THE ZERO WASTE HIERARCHY

For detailed version visit www.zwia.org/zwh



WHAT ZERO WASTE ISN'T

Not simply a new way to manage garbage.



MORE RECYCLING BINS

Recycling and composting matter, but they are downstream tools.



A PERFECT DIVERSION RATE

A higher diversion rate can hide unnecessary consumption and wasted food.



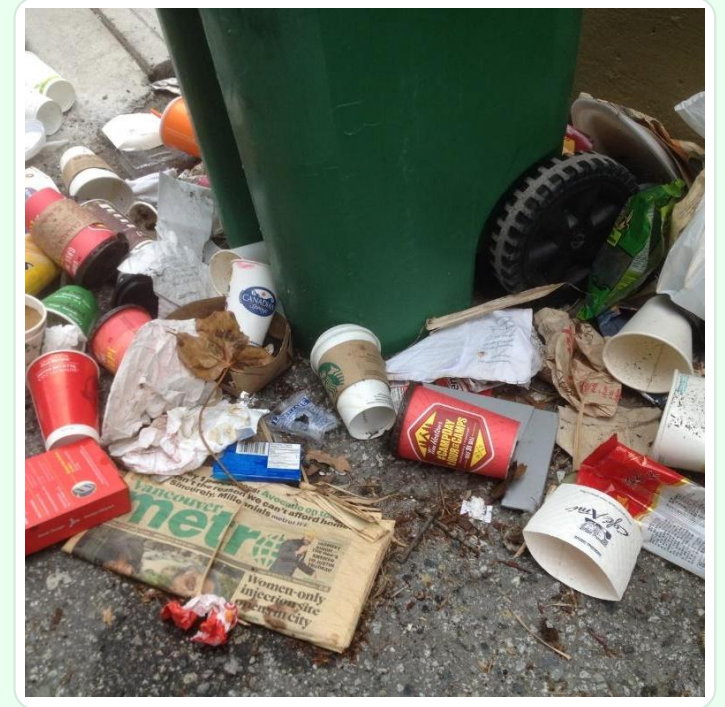
AN OVERNIGHT FINISH LINE

It is a practical journey of continuous change and improvement.

The opportunity is to prevent waste by changing the decisions that create it.

WHY ZERO WASTE? WE HAVE A WASTE PROBLEM

The volume and visibility of discarded materials are hard to ignore.



The first challenge is the amount of waste we create. The next is what happens to it.

WHY DO WE NEED ZERO WASTE?

There is no such thing as “away.”



WATER



LAND

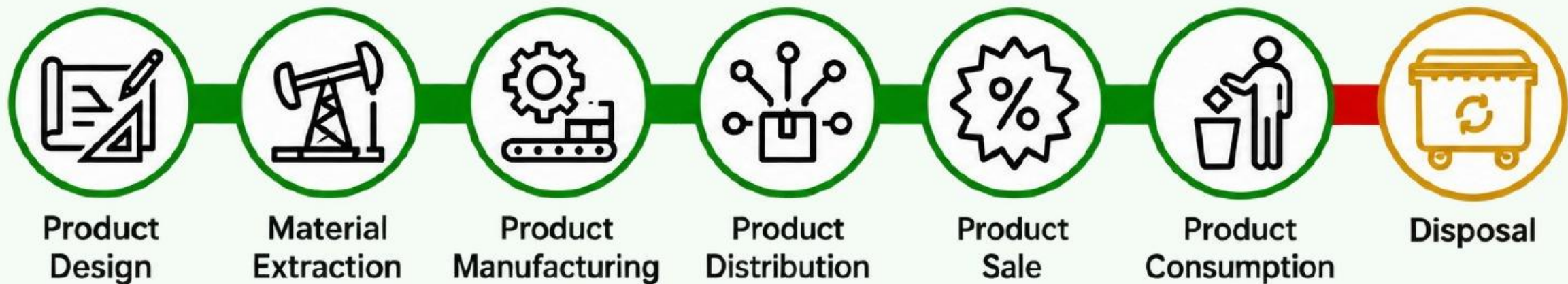


DESTINATIONS

The impacts don't end when we put something in a bin.

THE PRODUCTION & CONSUMPTION SYSTEM

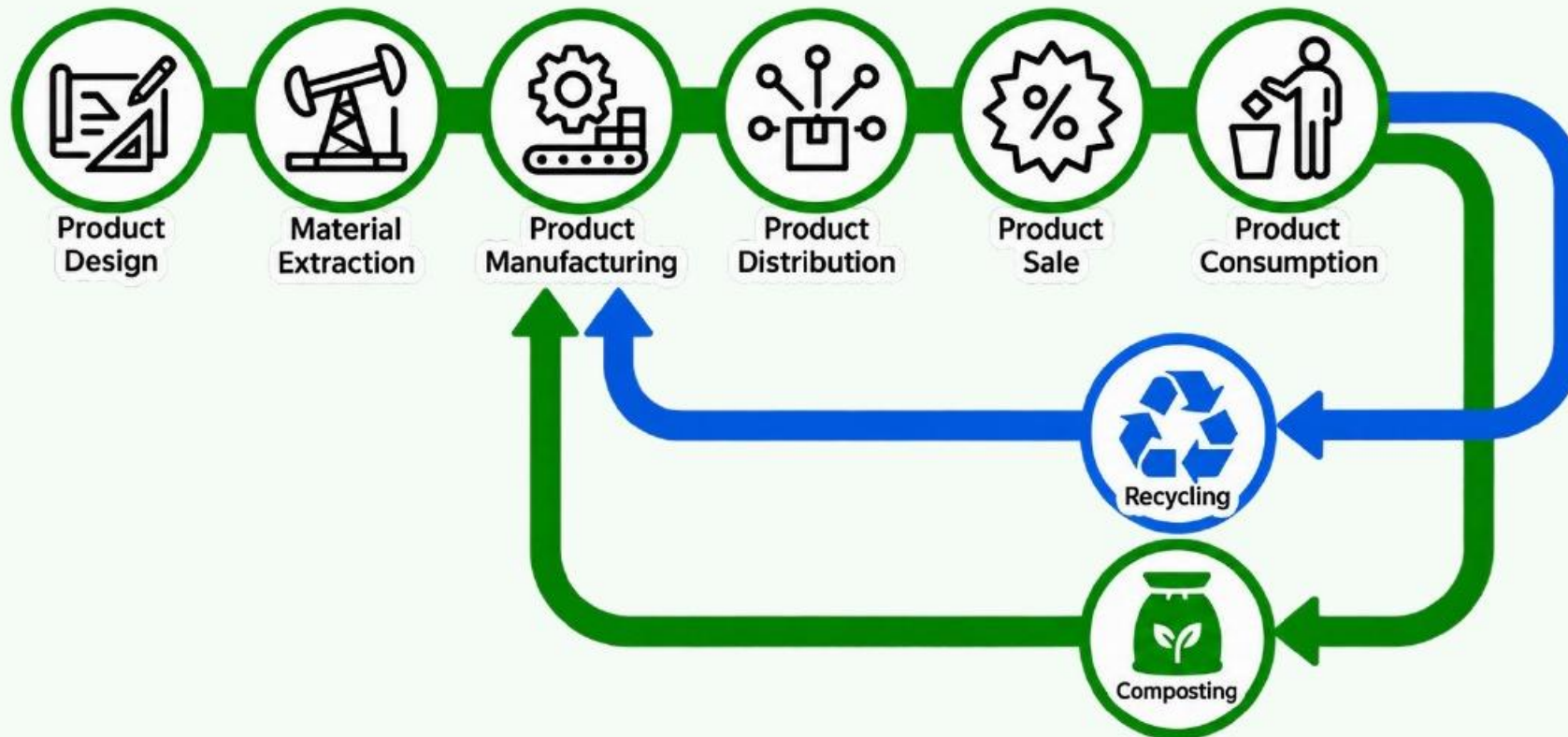
1 THE LINEAR MODEL



DESIGN → EXTRACT → MAKE → SELL → USE → DISPOSE

WE ADDED RECYCLING AND COMPOSTING

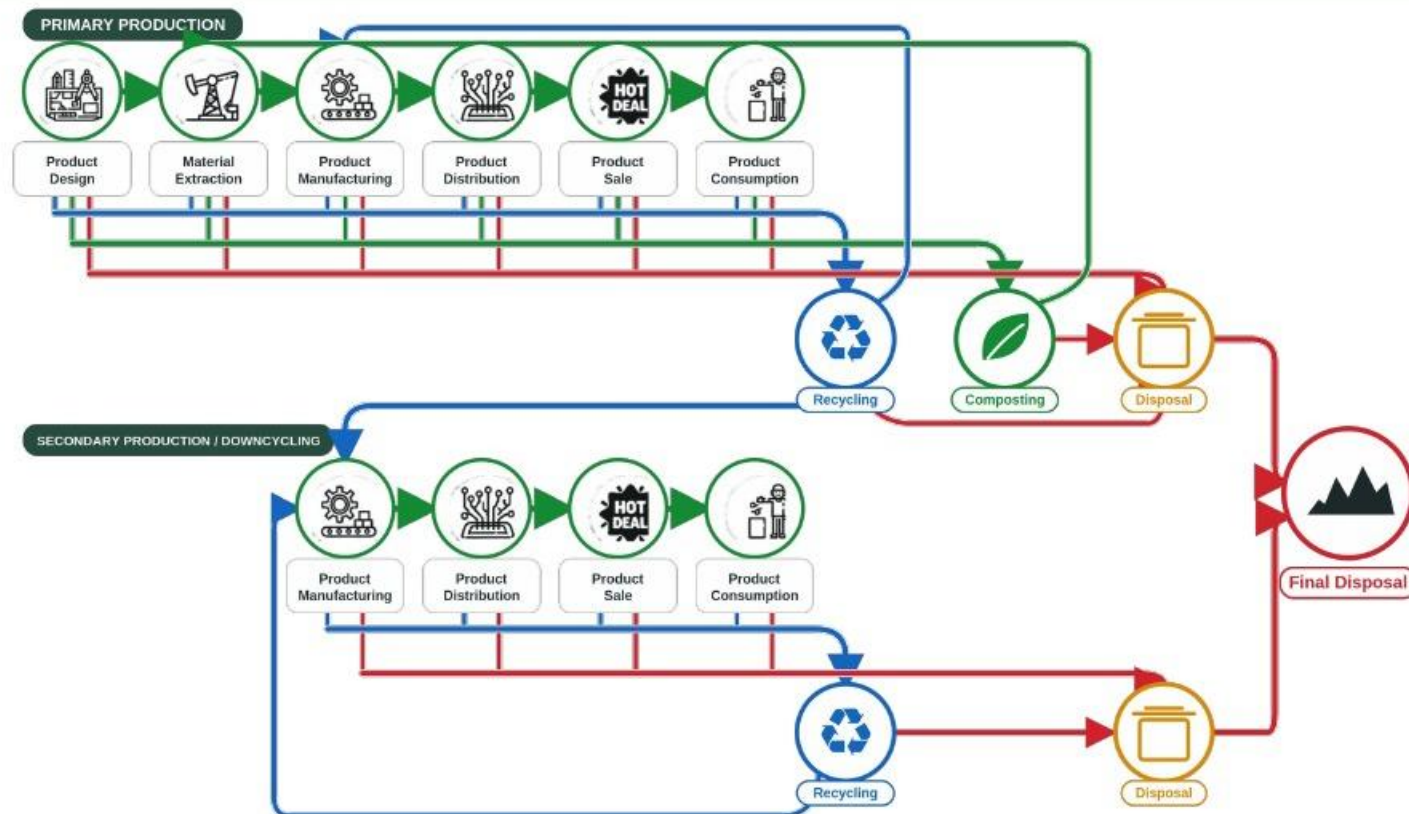
2 THE CLEAN, IDEALIZED LOOP



Recovery helps — but what does it do about waste created upstream?

THE REALITY IS FAR MORE COMPLICATED

3 WASTE AT EVERY STAGE



Once waste is created, we build complex systems to manage the consequences.

THE WASTEBERG

#ZEROWASTE



For every **ton of municipal discards** wasted, about **26 tons** of manufacturing, mining, oil and gas exploration, agricultural, coal combustion, and other discards are produced.

Institute of Local Self-Reliance (ILSR)

TOURISM & HOSPITALITY: IMPACT AND OPPORTUNITY



DESTINATIONS

Pressure on local collection systems



FOOD WASTE

Prevent wasted purchasing and preparation



GUEST EXPECTATIONS

Convenience, service and sustainable choices



INFRASTRUCTURE

Solutions vary by destination and region

Hotels influence waste long before a guest reaches the disposal bin.

SO MANY SOLUTIONS – WHERE DO YOU START?



POSSIBLE ACTIONS

- 01 Prevent food waste
- 02 Reuse serviceware
- 03 Refill amenities
- 04 Train staff
- 05 Buy local
- 06 Repair & maintain
- 07 Measure performance
- 08 Recover organics
- 09 Rethink procurement
- 10 Engage guests
- 11 Donate usable goods
- 12 Recycle correctly

IMPLEMENTATION WITHOUT A PLAN



Scattered effort

- Lots of activity
- Limited coordination
- Unclear impact

We may be busy without tackling the biggest problems.

IMPLEMENTATION WITH A PLAN



Focused impact

- Clear goals
- Prioritized action
- Measurable progress

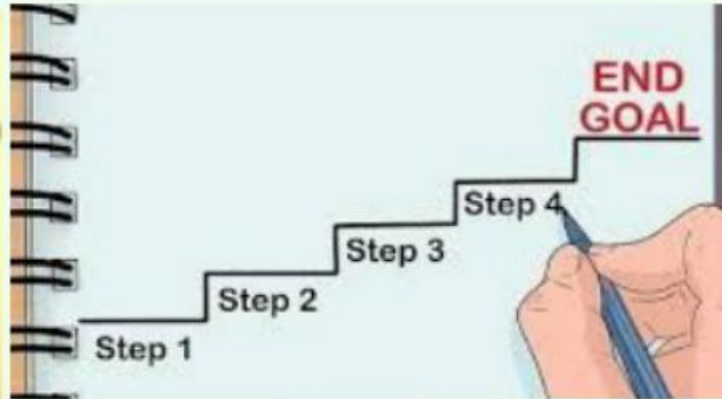
A strategy helps us choose where to aim.

TRUST THE PROCESS

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Investigate



Plan



Implement

HSR Method

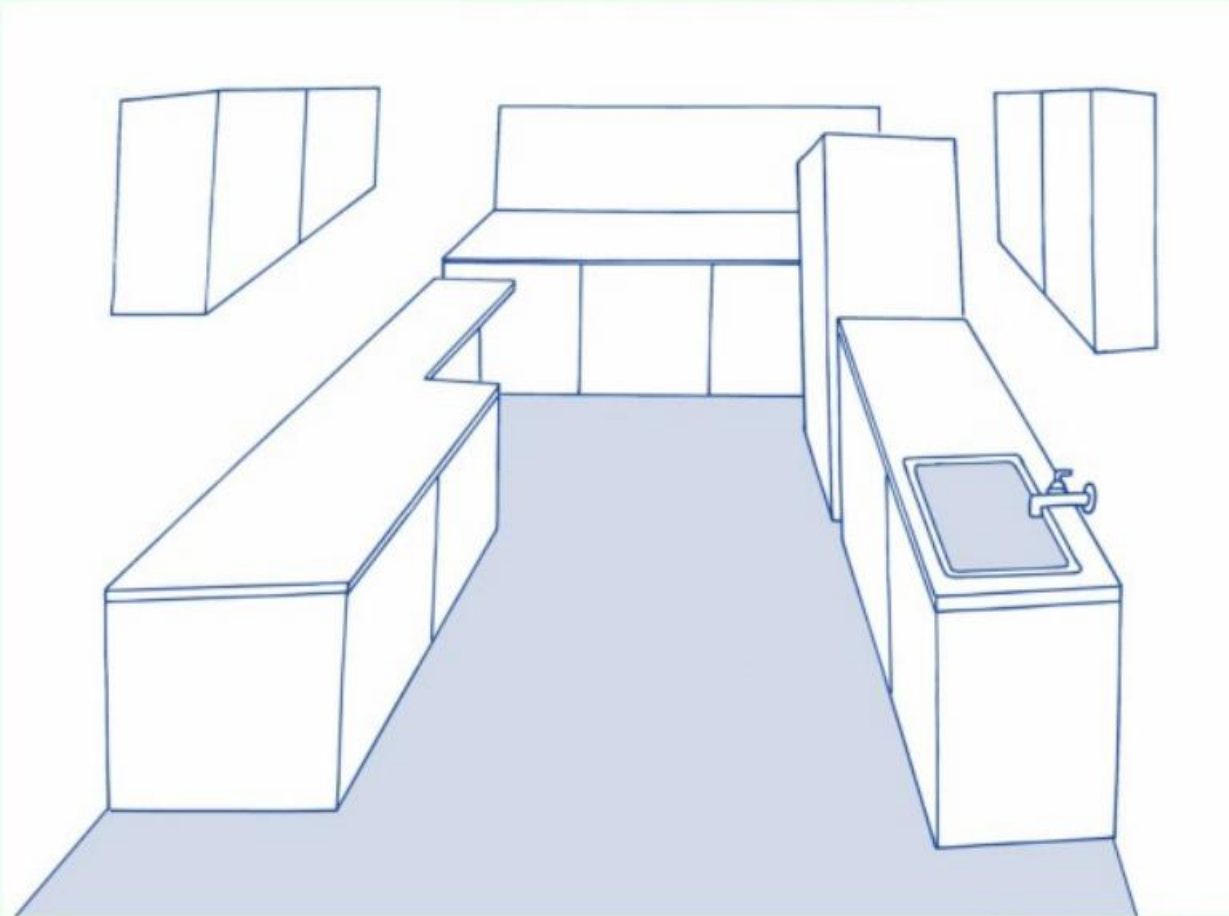


WHAT DO WE DO?

WHAT WOULD
YOU DO FIRST?



Turn of the tap?



Start mopping
the floor?

ZERO WASTE IS A JOURNEY.

Our next speakers will show what that journey looks like in hotels — from early steps to significant progress.

Jamie Kaminski | HSR Zero Waste

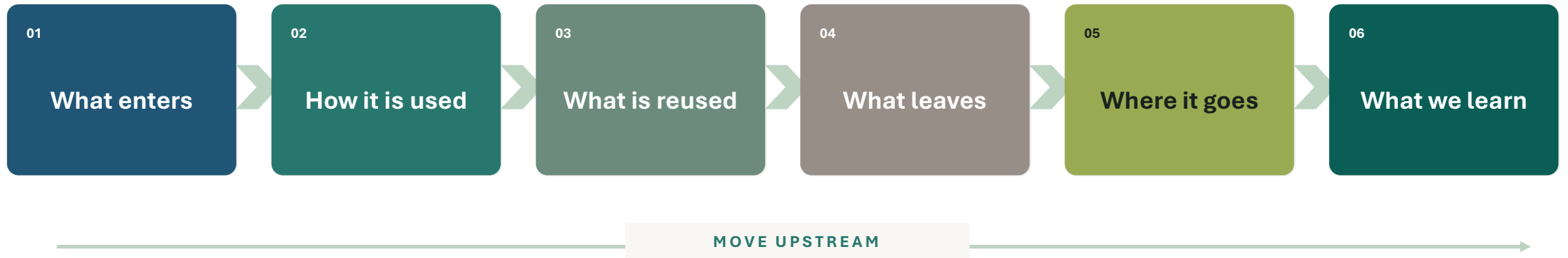
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Circularity starts before waste exists

*How Meliá is connecting procurement, hotel
operations, data and local recovery systems*

Circularity at scale requires more than isolated recycling projects

Governance must connect procurement, hotel operations, data, waste management and local partnerships.



Govern the complete material journey, not only its final disposal.

One governance model must connect the complete material journey

1

WHAT COMES IN

- Product & supplier criteria
- Packaging
- Durability & reusability
- Purchasing data

4

WHAT WE LEARN

- Procurement changes
- Operational improvements
- Training priorities
- New partnerships

2

HOW IT IS USED

- Prevention
- Efficient consumption
- Maintenance & reuse
- Employee practices

3

WHAT LEAVES

- Separation & storage
- Measurement
- Collection
- Treatment & recovery



Circularity is shared, but responsibility cannot be vague



COMPARABLE DATA · TRACEABILITY · EVIDENCE · FEEDBACK

Local collaboration connects food-waste prevention with productive recovery

01 PREVENT AVOIDABLE FOOD WASTE

EMPLOYEE CANTEEN

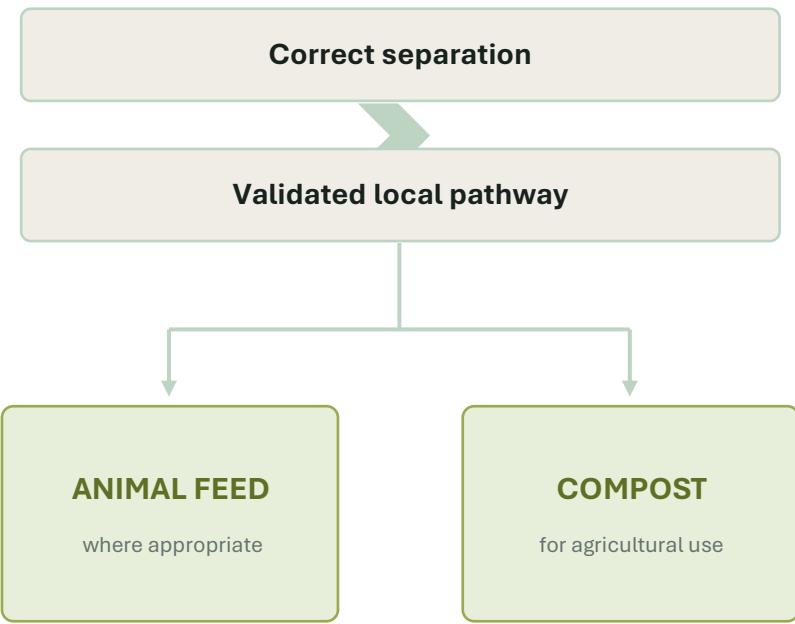
- Assessment
- Measurement
- Cause analysis
- Employee training
- Operational improvements
- Follow-up

TECHNICAL COLLABORATION WITH AN FAO FOOD-WASTE SPECIALIST

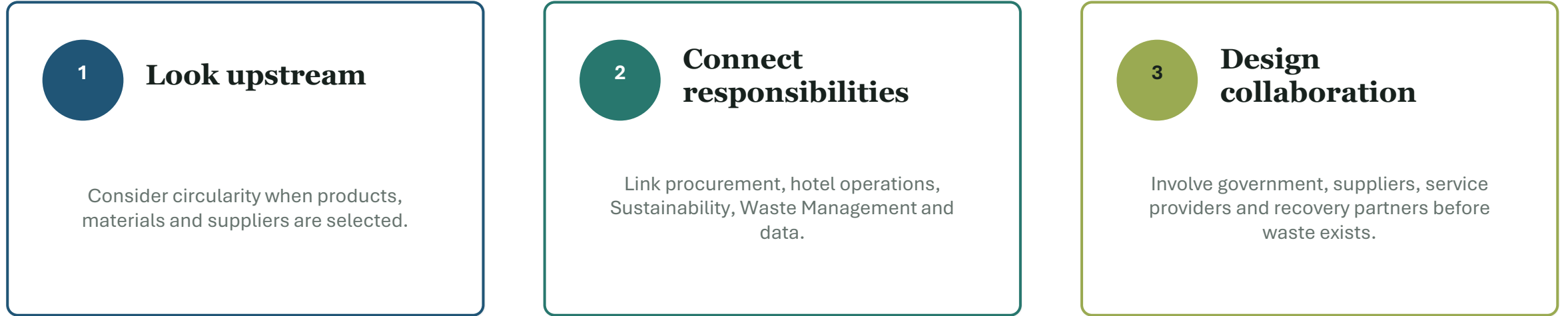


02 KEEP RESIDUAL NUTRIENTS PRODUCTIVE

UNAVOIDABLE ORGANIC MATERIAL



Govern the complete material journey from the beginning



FROM ISOLATED PROJECTS



TO CIRCULARITY AT SCALE

Look upstream. Connect accountability.
Design the ecosystem before waste exists.

MELIÃ HOTELS
INTERNATIONAL
Leisure at heart, business in mind

Thank you

Melia's Sustainability Annual Report:
Historical integrated report



Who We Are

- Located in Victoria, BC, Canada
- Historic and independent
- Sustainability journey since 2017
- Third-party certified



 **SUSTAINABLE
DEVELOPMENT GOALS**



Our Sustainability Framework

- Four Pillars based on triple bottom line:
 - Environmental Stewardship
 - Our Community
 - Our Guests
 - Our Employees
- Use of the 17 UN Sustainable Development Goals to guide our action plan.
- Measure, analyze, and adapt

Waste Reduction: Moving Away from Bottled Water



An estimated 25,250 fewer single-use bottles used annually, with also a reduced purchasing cost

- Started with a simple opportunity: removing bottled water from guestrooms and throughout the property.
- Maintained guest convenience by installing water fountains throughout the property.
- Educated guests about the quality of our local tap water.
- Kept bottled water available for purchase at the Front Desk.
- Joined Destination Greater Victoria's "Tap into Local" program to encourage visitors to choose local tap water.

Waste Reduction: Replacing Single-Use Items In Guestrooms



- Replaced all single-use toiletries with refillable dispensers.
- Repurposed empty Perrier bottles from the restaurant as dish soap dispensers.
- Replaced disposable laundry bags with reusable bags made from old bedsheets.
- Turned these upcycled laundry bags into a revenue opportunity—Guest demand for our upcycled laundry bags created an additional revenue stream.

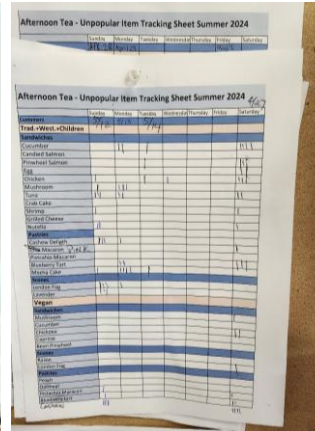


Waste Reduction: Hunter's Restaurant Rethinking the Breakfast Buffet



- Complimentary breakfast, with occupancy above 90% for over 6 months annually.
- Removed single-use items wherever possible.
- Use reusable plates, cutlery and coffee cups, and eliminated disposable takeaway cups.
- Replaced individually packaged items with bulk dispensers and shared serving containers.
- Offered butter balls, condiments in ramekins, and bulk sugar and cream.

Food Waste Reduction: Measuring and Identifying Opportunities



- Food waste generates 8–10% of global greenhouse gas emissions.
- In Canada, 46% of food is wasted, with 41% of that waste avoidable—an opportunity to reduce costs.
- Conducted a full waste audit to establish a baseline and identify opportunities.
- Tracked four sources of food waste: spoilage, preparation, plate waste and buffet leftovers.
- Determined our baseline for future waste audits

Food Waste Reduction: Hunter's Restaurant Taking Action and Seeing Results



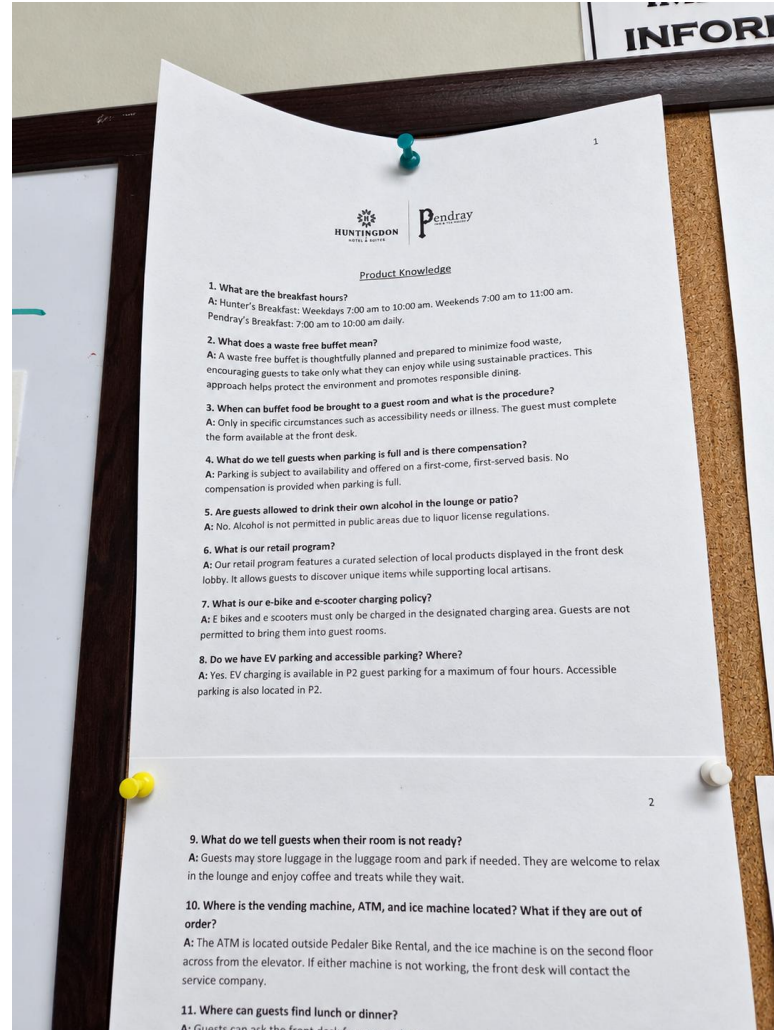
- Addressed our largest source of waste — plate waste— by replacing DIY waffle makers with smaller, pre-made waffles and reducing plate size by 30%.
- Trained staff on fruit-cutting techniques to reduce preparation waste.
- Reviewed FIFO procedures and retrained kitchen staff to reduce spoilage.
- Joined Too Good To Go to sell surplus buffet food.
- Reduced food waste at Hunter's Restaurant by 29% in the first month following the audit + around \$1,000 in savings, and additional revenue from Too Good To Go.

Food Waste Reduction: Pendray Tea House Taking Action and Seeing Results



- Conducted a similar food waste audit at Pendray Tea House and reduced food waste from 70 g to now averaging about 45 g per cover.
- Streamlined menus, using fewer ingredients across multiple recipes.
- Replaced frequently uneaten breakfast cantaloupe with seasonal fruit alternatives.
- Upcycled preparation surplus into desserts and adjusted cruise-group menus and portions to reduce plate waste.
- Reduced food cost per cover by 26% and food cost ratio by 23%.
- Became Canada's first PLEDGE-certified restaurant with a 93% score.

Staff Engagement: Building a Shared Understanding



- Embedded sustainability in our mission statement and job descriptions.
- Integrate sustainability targets into managers' performance goals.
- Introduced mandatory sustainability orientation so staff understand our goals and their role.
- Share progress and results transparently at monthly staff meetings.
- Provide practical information and guidelines in the staff room.
- Offer opportunities to grow, e.g Food waste training and certification with a third-party consultant.

Staff Engagement: Turning Ideas into Action



- Invite staff from all departments to join our monthly Sustainability Committee.
- Encourage hands-on participation, including our annual beach cleanup with paid volunteer hours.
- Provide different awareness activities such as carbon footprint assessments for Earth Day.
- Listen to staff ideas and put them into practice—E.g. the bedsheet-to-laundry-bag initiative came from Housekeeping staff.

Staff Engagement: Recognizing Contributions



- Recognize staff who go above and beyond through Employee of the Month.
- Celebrate achievements with annual individual and team sustainability awards.
- Share successes so staff can see the impact of their contributions.
- Build ownership by ensuring staff feel heard, involved and part of the solution.



Thank you

Any questions?

Panel Q & A



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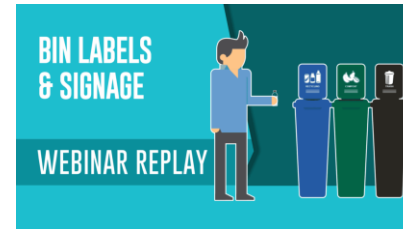
Today's Program Online



- Recording
- Presentation slides
- Resources

Link will be emailed in coming days

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Full Archive:

buschsystems.com/category/webinar



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Post-Webinar Survey:

- Prompt at end of program, or
- Look for Email tomorrow

Thank You to Our Panelists!



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