

BASIC STANDARDS

GUIDELINE FOR MANAGING ENVIRONMENTAL ISSUES IN THE HOTELS Nguyen Phuong Anh – Senior expert - Hotel Dept. – VNAT

Purpose and meaning of the environment management in Hotels

- Environment management in the Hotels contributes to the environment management in general in order to develop sustainable tourism
- Environment management is one of the requirements in doing business with the Hotels. This also helps save energy, lower waste discharge, cost saving, improve service, enhance image, contribute to the promotion of the business, attract tourist.
- Environment management also meets the requirement of tourist, make them feel secure. This affect positively to tourists' spending behavior
- Environment management plays a positive role in raising awareness of the labor working in the Hotels, supplier, tourists and local communities.

1. Location/architecture

Hotels and Hotels should be located in a place which ensure the sanitation, unpolluted, easy for access and supply

Hotels should meet the following requirement for architecture

- Suitable with the surrounding environment (height, style, color ...)
- Utilize the natural energy (light, solar power, wind ...) in order to save energy, lower cost, waste discharge, protect the environment
- Utilize local construction material and labor force
- Logically setup services and facilities within the Hotels, ensure smooth operation, sanitation, avoid overlap which affect the productivity and effectiveness of work
- Improve green environment and tree
- Reduce negative impacts of the business to surrounding environment (waste, exhaust, noise ...)

2. Facilities

Hotels should invest in eco-friendly facilities and green foodstuff with environment management purpose, detail as follow:

- Facilities utilize natural energy or save energy
- Facilities, materials, foodstuff that lower waste discharge, control pollution, noise ...
- Green foodstuff (nontoxic, clear source), don't use wildlife and endangered animals
- Use nontoxic chemical, natural vegetables
- Have green contract with supplier

3. Energy, material

- Hotels should have reasonable way to use and manage energy, resources, material. Implement measures to save resources, reduce waste, avoid pollution, protect the environment (use electric meter, water meter to control the amount use monthly)
- Use facilities use less energy, make less noise, increase facilities use natural resources (solar power, wind power ...) or recycle power (solar battery, bios gas)

4. Water management and sanitation

Water is the limited resource, overuse of water and water discharge makes pollution. Water use and water discharge should be control and use economically

- Water use:

Hotels should ensure the sanitation, quality of water supply. Hotels should control the water supply: use water meter, take note the amount of water use monthly, implement management measures to save water.

- Water discharge

Hotels need to identify the source of water discharge, kind and amount of water discharge from each unit in the hotel.

Hotels needs to control (the use and metering) the use of chemical substances (cleaning, shampoo, soap ...) to reduce environmental impact

Hotels should have measures to treat water discharge before discharge into the environment.

Use treated water discharge for cleaning and watering

Recycle to make usable water in order to decrease discharge, avoid pollution

5. Waste: manage and sanitation: solid waste (waste) is the kind of waste which hard to treat in a way that good for the environment

- Hotels should manage, collect from all units and areas within the hotel (need to be)
- Hotels should encourage staff to classify waste into different types:
 1. Recyclable: (paper, cardboard, glass, plastic, cans, metal)
 2. Disposable: (organic waste: food, vegetable): treat by composting
 3. Toxic waste: (neon lamp, bulb, battery)
 4. Non-disposable

6. Exhaust management

Hotels should define the source of exhaust

- Analyze the impact to the environment
- Apply measures to control and manage exhaust

7. Noise management: reduce noise both in and outside of the hotel

- Define the source of noise and level of impact to guests and staff
- Apply measures to reduce and eliminate noise

8. Environment management in Hotels

- Hotels should have plan and objective and policy on environment. Control and evaluate environment management periodically
- Hotels should assign a staff to be in charge of the environment management and related issues in the hotel. This person will go to meeting, workshop, training course ...
- Hotels should organize training course, meeting to disseminate information, raise staff's awareness of the environment management
- Inform guests about environment management activities of the hotel and encourage them to participate in those activities
- Have agreement with supplier on "green" product with neighboring communities on the environment management of the hotel