



# **ENVIRONMENTAL MANAGEMENT GUIDE**

**FOR SMALL HOTELS AND  
RESORTS**

## INTRODUCTION

Visitor perception of an unspoilt environment underpins the tourism industry in the Pacific and the protection of this environment is the greatest challenge of our generation. It is a challenge in which we in the tourism industry have an important role to play.

Hotel and tourism organizations around the world are taking action and here in the Pacific we need to be even more pro-active to safeguard our key asset, an unspoilt environment.

The aim of these guidelines is to assist you introduce environmental management as an extension to the daily running of your business – it does not need considerable additional time or money. These guidelines are designed to enable you to immediately start planning and taking simple practical actions. Getting started does not need a consultant or help from your national tourism association, it does not need Government assistance or appropriate legislation, it all depends on you and your staff. These guidelines can help you take the initiative.

Both tourism operators and governments are increasingly aware that sound environmental management underpins the sustainability of the industry and that a partnership is required if that is to be achieved. The South Pacific Tourism Organisation has been active in promoting improved environmental management in the development of tourism in the region. This has been achieved by incorporating general environmental awareness as a component of all its programmes, for instance the Excellence in Tourism Awards, but more specifically by commissioning studies to enhance directly environmental awareness and management in the tourism industry.

Government action in the form of legislation planning and guidelines can provide a solid foundation but it is a pro-active industry which will essentially determine the sustainability of the tourism industry.

SPTO is continuing its programme of support for the development of sound environmental management as a key component of sustainable tourism. In view of accomplished SPREP, SPTO and other initiatives, SPTO is focusing its current initiative on the provision of assistance to the private sector or its travel industry members and specifically to the medium and small hotel operators. The objective will be to provide these operators with ideas and information with which they can develop and enhance their own environment awareness and management.

The Environment Management checklist and guidelines approaches environmental management issues in small to medium sized hotels by distinguishing seven subject categories.

- Energy
- Water
- Solid Waste
- Effluents and Emissions
- Contractors and Suppliers
- Landscape Management and
- Staff and Local Community

## **HOW TO START YOUR PROGRAMME?**

“Going Green” or sound environmental management is not a challenge that can be met overnight. It is best approached as a long-term commitment, a continuous process of small improvements and integration into your normal working schedules. It is important to manage it at a pace which is right for your staff and circumstances.

## **BEGIN AT THE TOP**

There is no substitute for commitment from the top – without it there is little chance of success. The hotel owner or manager must be committed and pass that commitment on to the employees. In larger operations it is often advisable to appoint a ‘leader’ or ‘champion’, somebody who is already interested or knowledgeable about environmental issues. He can provide the energy, and motivate staff by communicating the aims and taking responsibility for seeing that planned activities are implemented.

## **PLANNING ACTION**

Undertake a review of your activities, analyzing the environmental issues and identifying the priority areas for action. The Environmental Best Practice Checklists contained in these guidelines will provide you with a framework with which to undertake your review and identify issues or practices of concern and actions which need to be implemented.

Some actions can be taken immediately, with immediate benefits, others may require some investment, either financial or staff training. Take your time, you cannot achieve everything immediately but the important action is to formulate an initial plan:

- Assess your current performance;
- Identify improvement options (start by distinguishing immediate-no/low cost actions from those requiring investment);
- Prioritize the issues of concern and decide which of the actions should be taken first;
- Quantify the resources needed for implementation, these could be – financial, process change or staff training;
- Allocate responsibility;
- Set some targets or timelines.

## **WHY GO GREEN?**

- Reduced consumption and improved efficiency both of which results in reduced costs
  - Customer loyalty
- Enhanced environmental profile and public image
  - Improved competitive position
- Motivated staff and local community benefits

## **MAKING IT HAPPEN**

Having formulated a plan identifying the actions and a rough timeline, your next major requirement may be to ensure that the staff become committed to your aims and the plan. This should not be taken for granted, different practices may be required, changes in routine and strange activities performed (sorting rubbish, minimizing water use, new cleaning materials etc).

Personal action plans may be required for staff members and on-the-job training could be very beneficial. Encourage the staff to become involved and to make suggestions for improvements. They often have a better idea of small operational changes which may be needed.

Keep the staff informed of progress, for instance some hotels put up water or electricity consumption results on staff notice boards.

'Making it happen' is where leadership and support is vital. The manager or the appointed champion must be completely involved especially in the early days.

## **REVIEWING PROGRESS**

Reviewing progress will be the only way that you can gauge whether or not your plan is being successfully implemented and your aims are being met.

To review progress you will need to monitor – for instance energy and water should be monitored on at least a weekly basis. In a large operation it may be important to introduce sub-metering of different parts of the hotel to better identify energy or wastage is occurring.

Especially in the early days when difficulties are likely to arise, it may be important to schedule regular meetings with relevant staff to review progress made and help sort out problems as they arise.

## **MINIMISING ENERGY USE**

### **THE ISSUE**

Electricity costs for users in most Pacific island countries are amongst the highest in the world, with unit costs 2 – 5 times above those of most of our industrialized neighbours. Many studies have shown that hotels often use substantial amounts

of energy in a very inefficient manner and that energy conservation measures are often the easiest, quickest and cheapest way to reduce costs and be environmentally pro-active.

The main uses of energy in small hotels and resorts include:

- Air conditioning
- Heating hot water
- Laundry
- Lighting
- Appliances in guest rooms and offices
- Cooking and refrigeration equipment
- Fuel for vehicles

Conserving energy also provides significant environmental benefits. Energy consumed by hotels in the majority of Pacific island countries is supplied primarily from diesel generators and this contributes to global warming and other air pollution problems.

Minimising the use of energy can be undertaken in numerous ways, some are provided in the checklist below.

These are categorized as either 'low cost options' or 'investment options'. Low cost options are generally suitable for all hotels and often provide opportunities for immediate savings. Investment options will require some capital outlay but they can return major cost savings.

### **GOOD MANAGEMENT PRACTICES—LOW COST OPTIONS**

- Make maximum use of natural ventilation
- Regular cleaning of air conditioner filters, light fittings and fridge seals
- Ensure staff and encourage guests to close doors and windows in air conditioned premises
- Close curtains to minimize solar gain
- Minimise decorative lighting
- Make maximum use of daylight
- Reduce water temperature in laundry to 60°C
- Set water heaters at a standard temperature 60°C or even 50°C
- Drain and flush hot water tank every 6 months to reduce scale build up and deposits which reduce efficiency
- Decommission electric hand dryers
- Use full loads of laundry and kitchen appliances
- Encourage staff to turn off lights and equipment after use, particularly gas burners in kitchens

#### ***DESIGNING FOR ENERGY EFFICIENCY***

*The best way to ensure that buildings are comfortable for guests is to ensure that they are energy-efficiently designed in the first place. Such buildings require much less cooling energy with simpler equipment than those buildings which are not energy efficient. Building design contracts should provide calculations for energy consumption and estimates of capital and running cost for a range of design options.*

*In direct sun, a square metre of window allows in as much heat as that emitted by a single bar radiator.*

## INVESTMENT REQUIRED

- Purchase energy efficient. Energy labels rate the energy efficiency of many appliances now e.g. fridges, air conditioners and photocopiers etc.
- Maximise the use of fans rather than air-conditioners
- Install key-tag devices inside rooms for lighting, air conditioners and appliances
- Draft proof old windows and doors in air conditioned rooms
- Insulate hot water pipes
- Install solar heating for hot water system (use gas/LPG rather than electricity boosting)
- Shade windows from direct sun
- Replace incandescent with low-energy fluorescent light bulbs
- Install sensors and timers in intermittently used public areas so lights are switched off when not required
- Install sub-metering to monitor use in different sections of the hotel
- Review the capacity of central equipment relative to actual load – oversized equipment operates less efficiently
- Protect air-conditioners from the elements e.g. sun, saltwater and wind

*“Solar power is the most environmentally preferred fuel source followed by wood (from sustainable sources and used in an efficient, low emission wood heater). High efficiency gas/LPG or electric heat pumps come third.”*

## THE BENEFITS OF LOW ENERGY FLUORESCENT BULBS:

- Reduced operational costs
- Reduced maintenance costs
- Reduced pollution through reduced energy consumption
- Improved worker safety
- Improved lighting levels

*“Low-energy fluorescent bulbs can provide up to 5 times as much light for an equivalent amount of energy and last up to 10 times as long as an incandescent light. Fluorescent bulbs also generate less heat.”*

## MINIMISING WATER USE

### THE ISSUE

Water is a scarce resource on many Pacific islands and water conservation should be a very important environmental goal. Traditionally water has been supplied free of charge or at minimal cost in most Pacific island countries, however this is changing and users are increasingly being asked to pay a fair price for water. Even where they are charged, hotels often give little thought to conserving water supplies even though they can consume very large quantities.

Coastal or small island resorts can severely impact adjacent reefs if they introduce and discharge to the environment large quantities of freshwater where previously there was very little.

Principal uses and areas of water use in small hotels and resort:

- Guest's rooms;
- Cooking in the kitchen;
- Public area toilets in bars, restaurants etc;
- Laundry;
- Swimming pool; and
- Gardens

*A dripping tap can waste up to 36,000 litres of water each year, the equivalent of filling around 180 baths.*

### **GOOD MANAGEMENT PRACTICES**

- Invite guests to decide when they want their towels or bed linen changed;
- Reduce toilet cistern volume in single flush models (i.e. put in water filled bottles);
- Encourage/train staff to practice water conservation;
  - turn off taps and report leaks;
  - quick fixing of leaking taps, pipes and toilet cisterns;
  - sweep with a broom and pan rather than hose down external areas;
- Use full loads in the kitchen and laundry
- Minimise water use in the garden (see section Landscape Management)

### **INVESTMENT MEASURES**

- Reduce water delivery in taps and showers, through the installation of:
  - low flow devices or aerators on shower heads (aim for less than 12 l/min) and taps (6 l/min);
  - spring-loaded taps;
  - dual-flush toilets or a manual hand-pressed flush system;
  - sensors on urinals which ensure flushes occur only when required;
- Purchase water conserving appliances for the kitchen and laundry;
- Consider installing a saltwater toilet flush system;
- Consider desalination plants where freshwater is severely limiting;
- Re-circulate all swimming pool overspill;
- Use suitably treated wastewater for reuse in the hotel, e.g. in water features or for garden watering;
- Install sub-meters on key areas of water use – monitoring water use is a precursor for management and
- Collect rainwater, have guttering in houses.

## **MINIMISING SOLID WASTE**

### **THE ISSUE**

Poor waste management is a conspicuous and deteriorating issue for many islands of the Pacific. It is an issue which is readily noticed by visitors and can seriously undermine their experience and perception of an unspoiled

environment. Environmentally acceptable waste management is a challenge that hotel operators have to meet.

A substantial reduction in waste can almost always be achieved through no-cost or low-cost options. Often all that is required is a change in management practices.

In contrast, organizing for the safe disposal of all residual waste often poses a serious dilemma for small hotels, especially those in rural or offshore island settings, and the strategies adopted will have to reflect the local circumstances. Prominent amongst these will be the waste management and recycling infrastructure available and the ecosystems that may be affected by local disposal near the hotel.

*"If you cannot use a municipal dump for your waste, then you should get advice from a professional or your government or Local Authority on a site and a method for disposal."*

#### **PRINCIPLES TO PONDER**

- Rather than create your own dump, use a municipal dump even if it is a long way away and its management leaves a lot to be desired;
- If you cannot compost paper, cardboard etc, then burn it, rather than bury it;
- Bury rather than burn plastics;
- Identify and separate out hazardous waste – batteries, pesticide cans etc, and take them to the municipal dump or store in a single location.

*"20-30% of a hotel's solid waste is delivered to the door as packaging – approach your suppliers to see how it can be reduced."*

#### **GETTING STARTED**

Before practical strategies for minimizing waste can be developed, you need to have some understanding of the raw material's arrival and purpose before its disposal as waste. Auditing or roughly quantifying the materials entering the operation and the manner and quantity of disposal is a good way to get a good appreciation of where the priorities are and which strategies should be adopted.

With a good knowledge of your types and quantities of waste then follow the waste management hierarchy:

**● RETHINK ● REDUCE ● REUSE ● RECYCLE**

Here are some ideas which have been adopted elsewhere and may be applicable in your circumstances:

## ● RETHINK

- Draw up an environment purchasing policy
- Consider whether single-serve packages and disposable goods are necessary
- Carry out an audit of your central waste bin and identify the materials that can be avoided, reused or recycled
- Purchase goods made of recycled materials in preference to virgin materials
- Adjust order quantities to prevent wastage

## ● REDUCE

- Avoid over-packaged goods
- Purchase goods in bulk, preferably in refillable or returnable containers
- Avoid single-serving products, e.g. sugars, butters, condiments, cereals, biscuits, sweets, milk, salt, pepper, coffee/tea/drinking chocolate
- Avoid disposable items, e.g. plastic/Styrofoam/cardboard plates, cups, paper serviettes, table mats, etc
- Avoid plastic cutlery and disposable utensils
- Minimise food wastage through portion control, self service, appropriate food storage
- Store food in reusable plastic containers to reduce use of plastic film
- Avoid wrapping items in plastic film
- In the office:
  - Photocopy on both sides of paper
  - Consolidate hotel business forms especially billing procedures
  - Use circulation slips for internal memos
  - Use reusable envelopes for internal memos
  - Use electronic mail to send information
  - Store information in electronic rather than paper form

## ● REUSE

- Furniture by recovering or repairing damaged pieces
- Uniforms and aprons by repairing them – badly damaged uniforms could be repaired for use back of house or by other organizations
- Worn sheets as pillow cases or mattress covers
- Worn tablecloths as serviettes or coasters
- Unused food in the staff canteen
- Waste food for a local community piggery
- Give worn towels, sheets, tablecloths, uniforms that cannot be repaired or reused to charity
- Badly damaged towels and sheets are cleaning rags and cloths
- Scrap paper as note pads/internal memos
- Coat-hangers from the laundry

- Use cloth bags for laundry and shoe shine which can be reused
- Use fabric rather than paper services
- Use rechargeable batteries

*“Setting priorities can be a challenge. While it is important to reduce large contributors to waste, clients may be more concerned about the minor, but more visible waste items, such as shampoo containers”.*

## ● RECYCLE

Recycling options in Pacific Island countries are very limited in comparison with the more highly industrialized nations. Many Pacific Island countries have no recycling services, several others have good recycling infrastructure only for beer and soft drink bottles. In a few countries office paper, newspaper, car batteries, motor oil and aluminium cans are recycled but these are usually restricted to large cities and many resort and hotels are too distant and with too small a volume for individual pick-ups. In these circumstances hotels and resorts in close proximity should consider cooperating and consolidating their materials to a volume large enough to be of interest to the recycling operators.

*“Recycling is (mistakenly) often seen as being more important than waste reduction or re-use, as guests are quite likely to be critical of operators who are not seen to be involved in recycling.”*

# REDUCING POLLUTION

## MINIMISING DISCHARGES AND EMISSIONS

### THE ISSUE

All hotels and small resorts produce a number of discharges which have the potential to pollute air, land and water. The impact of these discharges depends primarily on the management practices undertaken by the hotel coupled with the location of the hotel and the sensitivity of the surrounding environment.

The main sources of pollution from small hotels and resorts through waste discharges and emissions are:

- Treated and untreated sewage (for those properties which are not on a reticulated sewage system)
- Discharge of hazardous chemical down the drain
- Vehicle emissions
- CFCs from refrigeration and air conditioning systems
- Spills of fuels or hazardous chemicals to land or water
- Odours and spills from the kitchen and laundry

*"Phosphorous compounds in many detergents contribute to environmental problems such as algal blooms. Many detergents now carry 'NP' (No Phosphorous) and 'P' (Reduced Phosphorous)."*

### **GOOD MANAGEMENT PRACTICES**

- Recover refrigerant whenever repairs may result in loss of refrigerant or when refrigerators are being disposed of
- Avoid products manufactured by or using CFCs, e.g. aerosol sprays, fire-extinguishers, solvents, foams
- Avoid products packaged in Styrofoam
- Use environmentally acceptable solvents/enzymes to degrease and deodorize drains, grease traps, sewers and compactors
- Avoid phosphate and chlorine-based detergents for washing machines and dishwashers
- Use vehicles regularly to ensure optimum combustion
- Purchase goods locally to reduce transport of goods
- Use mercury-free batteries
- Use water-based paints
- Ensure toxic waste is disposed of safely, e.g. old paints, solvents and batteries
- Establish procedures for monitoring spills or leaks of hazardous chemicals from underground tanks
- Avoid leaks and spills by lining and covering bins
- Check lids/containment seals
- Label all containers properly
- Prepare a spill containment plan for the hotel

*The Plastics and Chemicals Industry Association has published a booklet 'Disposing of Household Chemicals' – see Further Information.*

### **INVESTMENT MEASURES**

- Switch to refrigerants with low ozone depletion potential when new equipment is being purchased
- Replace halon-based fire extinguishers
- Install leak detection equipment on existing storage tanks
- Ensure that tanks are banded to 110% of their volume
- Install fuel storage tanks which meet the new high standard international safety specification, e.g. double-skinned tanks. (Some suppliers will install such tanks at no cost).

### **COMMON TOXIC PRODUCTS USED IN SMALL HOTELS & RESORTS**

Acids, adhesives, air conditioning refrigerants, automobile supplies, batteries, drain cleaners, disinfectants, dyes, glues, grease and rust solvents, lawn products, metal cleaners, polishes, medicines, paints, paint thinner, paint strippers/removers, pesticides, oven cleaners, plastics, starter fluids, wood preservatives, wood cleaners, polishes.

## **MATERIAL SAFETY DATA SHEETS**

*If you are not sure about the hazardous nature of a product, ask your suppliers for its Material Safety Data Sheets. If the supplier cannot produce it, consider changing your supplier to one which can.*

## **LANDSCAPE MANAGEMENT**

### **THE ISSUE**

Many guests come to Pacific Island hotels with high expectations of lush tropical gardens and these can be an important asset for a hotel. Further rewards are gained when they include native species and attract birds and butterflies.

However, intensive landscaping on tropical islands can have serious impacts. Turf and herbaceous annual plants can consume large quantities of water, while pesticides and fertilizers are often used in large quantities. More often than not proven 'international landscape species' displace 'unknown' hardy, native plants. This trend tends to make uniform landscapes which are less attractive to native animals and which require more attention.

Minimise intensive landscaping, instead maximize prudent extensive management of 'natural habitats'. Retaining native species and enhancing their interest with interpretive signs can greatly increase visitor interest and appreciation.

*Cyclones can totally destroy a decade of intensive and expensive landscaping in a few hours. Native species are naturally and necessarily resilient to cyclones.*

### **GOOD MANAGEMENT PRACTICES**

- Plant native species – they consume less water and are more resistant to cyclones
- Plant native species which are known to attract birds,
- Use organic fertilizers and natural pest control methods
- Avoid large areas of turf or use a drought resistant species
- Avoid freshwater features
- Avoid (or minimize) use of chemical pesticides, herbicides, bactericides and fungicides
- Install drainable watering watering troughs for birds (drain regularly to prevent mosquito breeding)
- Compost plant and grass clippings (ensure it receives active management and does not become anaerobic when it starts producing methane – a potent greenhouse gas)
- Most food and green garden material are ideal for worm farming
- Chip woody garden waste and use it as a mulching material – reduces weeding and water requirements

- Water your garden at night to minimize evapotranspiration
- Include plaques on native species to educate visitors

*Drip irrigation systems commonly use between 30-70% less water than conventional irrigation systems.*

## **INVESTMENT MEASURES**

- Store rain or use well water for irrigation purposes
- Use hoses with nozzle shut offs
- Use greywater from the hotel to water your garden
- Install drip irrigation systems
- Install automatic irrigation sensors which ensure gardens are only watered when necessary and for as long as intended – included amongst these are timers, falling rain and soil humidity sensors

### *WORM FARMING – AN OPTION*

*Cardboard, paper, garden waste, sewage sludge and some food scraps (not oils and fats) can be shredded, composted for about three weeks, then fed to worms. After three to four months, the worm castings can be used on gardens instead of fertiliser.*

## **SUPPLIERS AND CONTRACTORS**

### **THE ISSUE**

Hotel operators cannot absolve themselves from the environmental performance of those suppliers and contractors they use. The products any hotel buys have environmental effects associated with their manufacture, distribution, use and disposal. Similarly, the activities and mode of operation of a hotel's contractors have environmental implications. In contracting with these organizations, hotels are able to make choices and thereby are in a position to make environmental improvements.

### **CHECKLIST OF GOOD ENVIRONMENTAL PRACTICE**

#### **Avoid products made with, or containing, environmentally harmful materials, i.e. ozone depleting substances or toxic chemicals**

- Avoid halon based fire extinguishers
- Avoid CFC based refrigerators and chillers
- Avoid phosphate or chlorine based cleaning chemicals
- Avoid vehicles running on leaded petrol
- Avoid CFC based aerosols

#### **Avoid over-packaged products and suppliers**

- Avoid single-serve packages for catering and guest rooms e.g. condiments, spreads, beverages, bathroom amenity products

- Avoid disposable or single use products, e.g. disposable cups, napkins
- Avoid disposable packaging cases, e.g. cardboard boxes

#### **Buy water conserving equipment**

- Buy conserving dishwashers
- Buy conserving toilets
- Buy conserving laundry washing machines
- Buy aerators
- Buy flow restrictors

#### **Buy energy efficient equipment**

- Buy efficient dishwashers
- Buy efficient computers
- Buy efficient photocopiers
- Buy efficient light bulbs
- Buy efficient laundry washing machines and driers
- Buy timers and sensors for switches

#### **Maximise use of reusable, recycled and recyclable products**

- Buy rechargeable batteries
- Buy zeolite rocks to absorb odour
- Buy recycled toilet paper for staff area
- Buy recycled paper for photocopying, laser printers, bills, letterhead, envelopes
- Buy plain paper fax machines

#### **Work with suppliers and contractors who have adopted an environmental policy**

- Choose suppliers who deliver in reusable crates
- Choose suppliers who refill packaging containers
- Choose suppliers who are open about the environmental aspects of their products and service.

## **STAFF AND LOCAL COMMUNITIES**

### **THE ISSUE**

A hotel cannot in isolation from the local community or maintain different environmental standards within the organisation. The staff will always remain the key to successful environmental management and their positive participation crucial for the implementation of any programme. In reality many activities are impossible without their cooperation. There will always be a pressing need to provide employees with an understanding of environmental issues as they relate to the hotel and tourism business. For many staff members environmental concerns will be confusing and even imposing and for them awareness training will be very important and a cornerstone of any environmental initiative.

Enabling enlightened environmental management in hotels through staff acceptance and participation will also have a multiplier effect in their own lives and in the communities in which they live. For this reason environmental awareness programmes amongst the staff and even the local community have a dual benefit and are very appropriate in the circumstances of the Pacific Islands.

*Improve staff and local community morale by organizing a local 'clean up' on an appropriate national day or World Environment Day – June 5<sup>th</sup>.*

**PROVISION OF TRAINING AND RESOURCES FOR EMPLOYEES CAN INCLUDE:**

- Put up posters to remind staff of actions they can take to reduce environmental impact;
- Provide incentives for staff to reward new ideas for good environmental practice;
- Undertake a series of awareness training sessions on environmental practice;
- Undertake a series of awareness training sessions on environmental topics;
- Organise staff and/or local community 'clean-ups' or equivalent functions;
- Incorporate an environmental section within the induction training programme.

**ASSISTANCE TO LOCAL COMMUNITIES CAN INCLUDE:**

Assist local communities to improve environmental management practices, these could include;

- Waste management is generally a much needed topic; employment for casual 'clean up campaigns'; awareness programmes; provision of litter bins; assistance with rubbish disposal; and, cooperation with recycling.
- Assist local communities conserve and manage 'tourist attractions' on their land i.e. beaches, waterfalls, historic sites, forest walks or recreation areas etc.

## REFERENCES AND FURTHER INFORMATION

This document builds on a considerable amount of published work on the environmental management of hotels and the tourism industry in particular the Environmental Hotels of Auckland Resource Kit 1996. For more detailed and comprehensive documents, those interested may like to start by contacting the following organizations:

### **Environmental Hotels of Auckland Initiative**

EHOA Coordinator,  
Auckland  
Regional Council, Private  
Bag 68912, Newton,  
Auckland, New Zealand  
Tel: 64 9 366 2000 x 8336  
Fax: 64 9 366 2155

*The 'EHOA Resource Kit 1996' summarises a large number of hotel case studies demonstrating the financial & environmental management.*

*The initiative which was launched in 1995 is a partnership between the Auckland Regional Council, Auckland City Council, Ministry for the Environment and Auckland hotels.*

### **IHIE**

#### **International Hotels Environment Initiative**

5 Cleveland Place, St James, London SW1Y 6JJ, UK  
Tel: 44 0 171 321 6407  
Fax: 44 0 171 321 6480  
Web:

[www.oneworld.org/pwblf](http://www.oneworld.org/pwblf)

*The International Hotels Environment Initiative publishes a number of guides and education materials specifically aimed at the hotel industry including the industry standard 'Environmental Management for Hotels: the industry guide to best practice' now in its updated 2<sup>nd</sup> Edition.*

**UNEP IE**  
**The United Nations Environment Programme Industry & Environment**  
39-43, Quai Andre Citroen, 75739 Paris Ceded 15 – France  
Tel: 33 1 44 37 14 50  
Fax: 33 1 44 37 14 74  
Email: [unepie@unep.fr](mailto:unepie@unep.fr)  
Web: [www.unepie.org/home.html](http://www.unepie.org/home.html)

*UNEP IE has a large number of publications relating to environmental management in the tourism industry.*

### **SPTO** **South Pacific Tourism Organisation**

Level 3, FNPF Place, 343-359 Victoria Parade,  
PO Box 13119, Suva, Fiji Islands  
Tel: 679 3 304 177  
Fax: 679 3 301 995  
Email: [info@spto.org](mailto:info@spto.org)  
Web: [www.spto.org](http://www.spto.org)

*SPTO is a regional organisation specializing in tourism development. It supports National Tourism Offices in 13 member countries and private sector membership. This publication is one of its green initiatives.*

### **Commonwealth Development of Tourism**

GPO Box 1545, Canberra, ACT 260  
The Commonwealth Department of Tourism has published 'Best Practice Ecotourism-A Guide to Energy and Waste Minimisation' which provides a detailed discussion of the issues and is full of practical ideas and case studies.

### **International Hotel & Restaurant Association**

251 rue du Faubourg Saint-Martin, 75010 Paris-France  
Tel: 33 1 44 89 94 00  
Fax: 33 1 40 36 73 30  
Email: [infos@ih-ra.com](mailto:infos@ih-ra.com)  
Web: [www.ih-ra.com](http://www.ih-ra.com)

*Publisher with UNEPIE of 'Environmental Good Practice in Hotels: Case Studies from the International Hotel & Restaurant Association Environmental Award'.*

### **GREEN GLOBE**

Po Box 396, Linton, Cambridge CB1 6UL, UK  
Tel: 44 1223 890255  
Fax: 44 1223 890258  
Email: [GREENGLOBE@compuserve.com](mailto:GREENGLOBE@compuserve.com)

*GREEN GLOBE is a worldwide environmental management and awareness programme for the Travel and Tourism Industry. It partners the presentation of ECONETT which is a very useful source of information on the web at [www.wttc.org](http://www.wttc.org)*

### **Greenpeace Pacific**

Private Mail Bag, Suva, Fiji  
Tel: 679 3 312 861  
Fax: 679 3 312 784  
Email: [greenpeace@is.com.fj](mailto:greenpeace@is.com.fj)

*Greenpeace has a resource center in Suva, it has an environmental action pack for hotels & some other useful publications including: 'Creating environmentally sound resorts – a guide for reducing environmental impacts from small scale tourist facilities on Pacific islands and 'Sewage Pollution in the Pacific, and how to prevent it'*

