

# TOOLKIT REDUCING PLASTIC USE IN YOUR HOTEL



JayaHouse RiverPark



Treeline Urban Resort



JayaHouse RiverPark Treeline Urban Resort



**CleanGreenCambodia.org**  
SUPPORTING SUSTAINABLE INITIATIVES

# TOOLKIT

## #NOPLASTICINMYHOTEL



### STEP 01

#### Assign responsibilities

Before setting the actions within your hotel, it is paramount to assign responsibilities to ensure the success of your actions. Having one person in charge will make sure someone is responsible to implement the plastic-free actions, but will also enable people within your facilities to ask this person questions if needed. It can be for instance the General Manager or other people within the team. You can in addition assign people in different services (kitchen, bedrooms, restaurant), who will be in charge of reducing plastic waste within their department. To motivate the people in charge, you can provide a bonus based on how successful they were in implementing the plastic-free actions.

### STEP 02

#### Staff training

If you decide to reduce your plastic consumption, it is crucial to inform your staff about it and to **explain to them why it is important to do this**. If the staff understands why it is necessary to use less plastic (e.g. plastic pollution threatens the safety of the population and the biodiversity), it will be **easier for the hotel to change its consumption habits**. The staff can then inform the clients about your actions to reduce plastic waste, and can also educate their family and friends on the matter.

#### HOW:

- At first, organise a **workshop to train your staff**. Explain the dangers of plastic and why it is necessary to reduce plastic consumption, and talk to them about the actions you will implement. You can organize it yourself or use the services of a specialized organization such as **Plastic Free Southeast Asia**.
- You can then organise **follow-up sessions** with your staff about your plastic-free actions to discuss if there are issues/corrective actions to take if some actions are not working as planned. During these sessions, you can also discuss about additional actions to take.
- During all these sessions, it is paramount to **exchange ideas with your staff on how to reduce plastic waste** to involve them in the process. You can also reward them with bonuses (or create an award such as "eco-warrior of the month") if they follow the right practices and come up with new ideas to reduce plastic use. This will motivate them and keep them engaged!

#### SUPPLIERS

**Plastic Free Southeast Asia:** provides consulting services and workshops for businesses in Southeast Asia to reduce their plastic waste

# STEP 03

## Plastic waste audit



Doing plastic waste audit before taking concrete actions can enable you to see how much plastic waste your hotel consumes. You can just create a table where you enter data on the plastic used under different categories, and enter the volume of plastic waste consumed based on your annual invoice for instance. You can also set priorities to tackle areas with the highest plastic consumption, and see which alternatives can be implemented to reduce plastic use. Such table can also serve you as a checklist to see which area still needs to be tackled.

Type of plastic waste	Quantities	Costs	Total cost	Current way of disposing	Alternatives	Cost of alternatives	Priorities
<b>Toiletries</b>							
Toothbruses	30,000	0,11	330,000	Bins	Only at reception	Reduction in costs	1
Razor	700	0,18	126	Bins	Not provide them	+ 126 \$ in savings	2
Combs	10,000	0,06	600	Bins	Not provide them	+ 600 \$ in savings	2

Extract of plastic-waste audit table

Download a copy of the audit (click here) or on our website [www.cleangreencambodia.org](http://www.cleangreencambodia.org)

# STEP 04

## Reduce plastic waste in bedrooms & bathrooms

There are many actions you can take to reduce your plastic use in the bedrooms, from plastic waste bottles, to single-use toiletries, or slippers.

- **Toiletries:** toiletries, including single-use shampoo, soap, combs, toothbrushes, and so on, represent a significant amount of plastic waste. These items are either not entirely used by the guests, or are taken by them but still end up in the bins while being full/not used at all. There are many actions that can be taken to reduce this waste, but also your costs.

– **Single-use shampoo, body lotion, conditioner and shower gel bottles:**

The waste generated by these single-use items, which can represent several thousands bottles per year, can be significantly reduced by **switching to refillable containers**. You can use different bottles, wether they are branded with your own logo (as the ones from Baby Elephant and JayaHouse Riverpark) or in ceramics (as The Butterfly Pea and Treeline Urban Resort are using).



Baby Elephant's aluminium bottles



JayaHouse Riverpark "Jaya Organics" bottles



Butterfly Pea ceramic bottles

### SUPPLIERS

**Kambio:** sells branded refillable bottles, soaps, shampoo, conditioner, body lotion

**Naga Earth** sells refillable liquid hand-soap, detergent, glass cleaner and bottles with Naga Earth branding

**Sonax:** sells refillable organic body soap and dishwashing soap

**Loyuyu ceramics:** sells hand-crafted ceramics such as containers for shampoo, soaps and other bathroom/room items

– **Combs, toothbrushes, shower cap, slippers and other disposable toiletries:**

These items represent a significant amount of waste, and are most of the time never used. To reduce your waste and your costs, you can:

- ~ Provide these items only upon request at the reception, which will enable to reduce the quantity used
- ~ Or provide these items for sale at the reception
- ~ Swap for bamboo toothbrushes, razors and combs
- ~ Put a card in the room highlighting your efforts to reduce plastic waste and inform your customers that these items are available at the reception.



Bamboo Toothbrushes on sale at Babel Guesthouse/Babel Ecoshop



Treeline Urban Resort  
Bamboo toiletries



Jayahouse RiverPark  
Bamboo toiletries

**SUPPLIERS**

**Kambio:** sells bamboo combs and toothbrushes as well as slippers in jute that can be washed and reused

**Sunsai Nature:** sells bamboo toothbrushes and other bamboo toiletries

- **Food and drinks:** Customers often appreciate having bottles and snacks in their room. Nonetheless, offering single-dose goodies and refreshment is responsible for tonnes of plastic waste per year. This waste can be easily avoided by **switching to reusable containers and bottles.**

– **Water bottles:**

Water bottles are one of the easiest items to replace. You can for instance:

- ~ Give or lend reusable bottles to guests. Having guests walking in the city with your branded reusable bottle can not only save tonnes of plastic waste to go to landfill, but it is also a great marketing tool!
- ~ Use glass bottles (old wine bottle or other) and put them in the fridge. You can also add a label with your logo on it as Navutu Dreams is doing.
- ~ Provide glasses in the room
- ~ Have a refill station for the guests to refill their bottles/glass. You can also register your facilities on the RefillNotLandfill map so visitors can ask for free water refill, which can increase your visibility.



Water bottles at Baby Elephant hotel



Reusable water bottles at Mulberry Boutique Hotel



Repurposed wine bottles from Home Boutique Eco Hotel

## SUPPLIERS

**RefillNotLandfill:** sells branded reusable bottles  
**Only One Planet:** sells silicon reusable bottles that can be branded  
**Mama Jungle:** Sells glass and bamboo reusable bottles  
**Siam Eco Pack:** Sells glass bottles that can be used in the bedrooms  
 Or use washed wine or other glass bottles that you used previously

### – Single dose coffee/tea/sugar and snacks

Swap your single-doses food and drinks for loose tea, coffee, sugar and snack in glass jars, as does Treeline Urban Resort. You can also provide snacks (cake, waffle, fruits) at the end of the day, when customers come back from a day tour, as Mulberry Houtique Hotel and JayaHouse do.



Bedroom snacks in glass jars at Treeline Urban Resort



Loose tea at JayaHouse RiverPark



Loose coffee and tea in bedrooms at Treeline Urban Resort

## SUPPLIERS

**Feels Good Coffee:** sells loose coffee  
**Harney & Sons, Tea House Supplier:** sells loose tea  
**Siam Eco Pack:** sells glass jars  
**Loyuyu ceramics:** sells hand-crafted ceramics made in Cambodia

- **Other items:** Some other plastic items can easily be replaced in the bedroom..

#### – Laundry bags:

Most of the time, plastic bags are used to give back the clean clothes to guests, which once again generate avoidable waste. Guests' clothes can be put in reusable laundry bags in tissue or in laundry basket made out of plastic bags from Rehash Trash instead of using a plastic bag every time.

#### – Garbage bag:

Garbage bags are not necessary in the bedrooms. Instead, you can use bins in aluminium/plastic and wash them during the daily clean up. Or keep one bin with a bag just for wet waste in the bathroom and indicate on the other bin that is it only for "dry" waste such as plastic.



Laundry basket from Rehash Trash at Jaya House



Recycled bin at Babel Guesthouse

## SUPPLIERS

**Kambio:** sells reusable bags such as laundry bags  
**Rehash trash:** sells baskets and other items made from plastic bags  
**Jai Yi Linen:** sells hotel supplies including laundry bags

## Reduce plastic waste in the kitchen & restaurant



From plastic straws, Styrofoam boxes, or plastic packaging, there are many areas where you can significantly reduce your plastic waste.

- **Plastic packaging:** plastic packaging is one of the most important areas to tackle in terms of plastic waste, as reported by Asset H&C in their Eco-guide:

### Hospitality Insight: A plastic-free hotel

In Siem Reap (Cambodia), **Jayahouse Riverpark** hotel (<http://www.jayahouseriverparksiemreap.com>) was created with the ambition of being plastic-free (or almost - 95% at the moment) from day 1. The biggest plastic waste that Christian de Boer, the founder, had identified in his previous hotel, was packaging for raw products in the kitchen. With his team, he therefore got all his suppliers/deliverers together to raise their awareness of plastic waste impact and explain the hotel's goal. The team had ordered several hundreds of linen bags that were given to the suppliers and deliverers to help them provide a plastic-free service. From then on, every time the food is delivered in the linen bag, an empty bag is given back for the following delivery.

Extrat from Asset H&C's eco guide for hospitality businesses and schools. Find out more about the eco-guide on [www.assethc.org](http://www.assethc.org)

There are then several actions you can take, including **providing reusable bags to your suppliers** or your staff to buy groceries, or **ask your suppliers to not use plastic packaging**. In Siem Reap, Happy + Co can deliver plastic-free if asked. You can also use **bee wax wrap** to reduce plastic wraps. If you still end up with plastic packaging or bags, try to **find initiatives that can reuse them such as Rehash Trash in Siem Reap** that makes beautiful items out of discarded plastic bags.



Reusable bags from  
Phendei



Bee Wax Wrap from  
Phendei

### SUPPLIERS

**Phendei:** sells reusable bags and bee wax wraps

**Jai Yi Linen:** sells hotel supplies such as linen bags

**Happy + co:** sells fruits and vegetables without plastic packaging

- **Plastic bottles:** In addition to reducing plastic water bottles in the rooms, you can also reduce plastic bottles in the restaurant. You can keep water in the fridge, either in old glass bottles or in new ones. Make sure to provide a glass of water to guests when they seat down: they will be much less likely to order a bottle of water! You can also put a refill station for guests to use freely and can even completely ban plastic bottles, as does the Mulberry Boutique Hotel.

### SUPPLIERS

**RefillNotLandfill:** sells branded reusable bottles

**Only One Planet:** sells silicon reusable bottles that can be branded

**Mama Jungle:** Sells glass and bamboo reusable bottles

**Siam Eco Pack:** Sells glass bottles

Or use washed wine or other glass bottles that you used previously

- **Plastic straws:** Plastic straws could (and should) be completely removed from the restaurant. Not only straws are most of the time not necessary, but there are a lot of alternative options that exist today. This includes straws made out of bamboo, silicon, metal, glass, wheat, lemongrass, etc. An increasing amount of hotels in Cambodia are now phasing out plastic straws for either no straw at all or reusable alternatives. Some hotels, such as Navutu Dreams, are even growing their own lemongrass to use as natural straws!



Bamboo straws at Treeline Urban Resort



Lemongrass straws at Memoire Palace



Metal straws at Villa Kep

## SUPPLIERS

**Kambio:** sells bamboo, metal, silicon, wheat and glass straws

**Only One Planet:** sells silicon and rice straws

**Mama jungle and Aspara Bamboo straws:** sell bamboo straws

**Cambulk:** sells paper straws

**Plastic life Cambodia:** sells metal straws

- **Take-away breakfast/lunch:** When providing a take-away breakfast or lunch for your guests, there are many single-use plastic items that you easily be avoided:
  - **Styrofoam boxes** can be swapped for biodegradable ones, or even palm leaves boxes. This is better for the environment and will provide a better experience for your guests.
  - **Plastic cutlery** can be replaced by biodegradable forks, knives and spoons, which are often in wood, or by reusable cutlery (metal, wood) from your hotel
  - **Plastic bags** can be replaced by paper bags or reusable bags. The clients or your staff can borrow them and bring them back at the end of their day.
  - **Plastic bottles** can be replaced by reusable bottles that guests can buy or borrow during their stay. Reusable bottles with cold water can also be placed in a cooler box if guests are driven around the city by your staff.



Reusable box and bags at Mulberry Boutique Hotel



Palm leave box at Treeline Urban Resort



Biodegradable boxes at Bambu Villa Resort

## SUPPLIERS

**Only One Planet:** sells biodegradable boxes, reusable boxes and wooden cutlery

**Kambio:** sells biodegradable boxes, wooden cutlery and reusable bags

**RefillNotLandfill:** sells branded reusable bottles

**Friends'n'Stuff:** sells branded reusable bags made from recycled fabric

**Salasusu:** sells branded reusable bags

**Sonas:** sells recycled paper bags and reusable bags

## STEP 06

### Meeting rooms

If your hotel has meeting rooms, that might be one of the easiest places to reduce your plastic waste. Swap the plastic water bottles for metal jugs, glass water bottles or have a refill station with glasses for attendants to use. This goes without saying that plastic straws and plastic cups should go away as well!

## STEP 07

### Communication

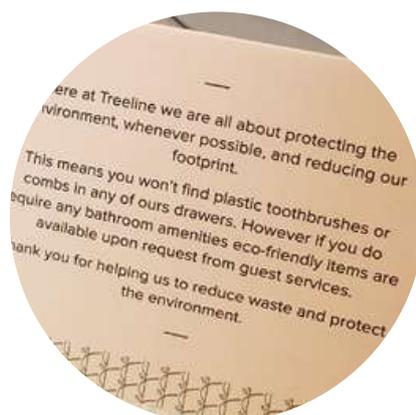
Communicating to your employees about your actions is important, as is communicating to your guests about them. Travellers are increasingly looking for eco-friendly stays, so telling them about your actions can only increase their customer experience. You can for instance:

~ **Mention about your actions to your guests during the check-ins.** This is a good moment to tell them, for instance, that they won't find plastic water bottles, or single-use items amenities in their rooms as you are reducing your plastic waste.

~ **Have a card in the rooms with details about your actions.** The Teahouse in Phnom Penh displays a card with their actions in the rooms, which is a great idea as guests often read the information displayed. The card mentions that the hotel is working on reducing its plastic waste and is then providing purified water in glass bottles in the bedrooms instead of plastic bottles, amongst other actions. Treeline Urban Resort in Siem Reap is doing the same by mentioning that bathrooms amenities are available at the reception to reduce the use of single-use plastic.

~ **Mention your actions on the menu.** You can also mention the eco-friendly actions implemented in your restaurant (e.g. reusable straws, biodegradable take-away, refill stations) at the back of your menu for instance. Displaying such information can get people to appreciate your restaurant and hotel even more as they realise the efforts you are taking to reduce plastic pollution.

~ **Use social media.** Don't forget to showcase your actions in social media so that people can notice your place before they book their accommodation. Use Facebook, Instagram but also TripAdvisor. We can also display your actions if you tag us and #noplasticinmyhotel to show your commitment to reduce plastic use in Cambodia.



Bedroom card at  
Treeline Urban Resort

# Summary - Reducing plastic use in bedrooms

Plastic items	Eco-alternatives	Suppliers
<b>Plastic bottles</b>	<ul style="list-style-type: none"> <li>• Reusable bottles lent or given to guests</li> <li>• Glass bottles (old wine bottle or other) kept in the fridge</li> <li>• Glasses in the room (as usual)</li> </ul>	<ul style="list-style-type: none"> <li>• RefillNotLandfill bottles</li> <li>• Mama Jungle</li> <li>• Only One Planet</li> <li>• Siam Eco Pack</li> <li>• Previously used and washed glass bottles</li> </ul>
<b>Toiletries – shampoo/conditioner/body lotion</b>	<ul style="list-style-type: none"> <li>• Buy it in bulk!</li> <li>• For the bottles, use:               <ul style="list-style-type: none"> <li>◦ Containers attached to the walls</li> <li>◦ Smaller reusable (and branded) bottles</li> <li>◦ Ceramic jars</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Kambio</li> <li>• Sonas</li> <li>• Loyuyu Ceramics</li> <li>• Cambodia Hotel Supplies for bottles</li> </ul>
<b>Razor, toothbrush, comb</b>	<ul style="list-style-type: none"> <li>• Provide those items on request at the reception (put a card mentioning this to the customers in the room) or provide them only for sale</li> <li>• Provide those items in bamboo</li> </ul>	<ul style="list-style-type: none"> <li>• Kambio</li> <li>• Sunsai nature</li> </ul>
<b>Garbage bags</b>	<ul style="list-style-type: none"> <li>• Try not to put garbage bags in the rooms → You can use bins in aluminum/plastic and wash them during the daily clean up.</li> </ul>	
<b>Laundry bags</b>	<ul style="list-style-type: none"> <li>• Guests' clothes can be put in reusable laundry bags or basket</li> </ul>	<ul style="list-style-type: none"> <li>• Kambio</li> <li>• Rehash trash</li> </ul>
<b>Single-doses of coffee/tea</b>	<ul style="list-style-type: none"> <li>• Try to buy local coffee and tea to support the Cambodian economy!</li> <li>• Buy it in bulk and provide it to your guests in loose (in a jar for instance).</li> </ul>	<ul style="list-style-type: none"> <li>• Feels Good Coffee</li> <li>• Tea: Harney &amp; Sons Tea House Supplier</li> <li>• Jars: Siam Eco Packs</li> </ul>

# Summary - Reducing plastic use in kitchen/restaurant

Products to replace	Eco-alternatives	Suppliers
<b>Plastic bottles</b>	<ul style="list-style-type: none"> <li>• Reuse glass bottles or jars that you put in the fridge.</li> <li>• Set up a refill station that can be available for guests and visitors</li> <li>• Reusable bottles for guests staying in your hotel</li> </ul>	<ul style="list-style-type: none"> <li>• Previously used and washed glass bottles</li> <li>• Reusable guest bottles:               <ul style="list-style-type: none"> <li>◦ RefillNotLandfill</li> <li>◦ Mama Jungle</li> <li>◦ Only One Planet</li> </ul> </li> </ul>
<b>Plastic straws</b>	<ul style="list-style-type: none"> <li>• Straws are not necessary and can be provided only for some drinks (e.g. smoothies, coconut)</li> <li>• If you do use straws, use metal, bamboo, silicon, glass, lemon grass, or other sustainable ones.</li> </ul>	<ul style="list-style-type: none"> <li>• Plastic Life Cambodia: metal straws</li> <li>• Cambulk: paper straws</li> <li>• Only One Planet: silicon and rice straws</li> <li>• Aspara Bamboo straws</li> <li>• Kambio most types</li> </ul>
<b>Take-away boxes</b>	<ul style="list-style-type: none"> <li>• Use biodegradable boxes (e.g. cardboards or bagasse)</li> <li>• Use palm leaf boxes that guests have to return</li> </ul>	<ul style="list-style-type: none"> <li>• Biodegradable boxes:               <ul style="list-style-type: none"> <li>◦ Only One Planet</li> <li>◦ Kambio</li> <li>◦ Siam Eco Pack</li> </ul> </li> </ul>
<b>Plastic cutlery</b>	<ul style="list-style-type: none"> <li>• Use metal cutlery or wood cutlery</li> </ul>	<ul style="list-style-type: none"> <li>• Only One Planet</li> <li>• Kambio</li> </ul>
<b>Plastic bags</b>	<ul style="list-style-type: none"> <li>• Provide reusable bags to guests that they can give back after</li> <li>• Use biodegradable bags</li> <li>• Give plastic bags to Rehash Trash</li> </ul>	<ul style="list-style-type: none"> <li>• Salasusu</li> <li>• Friends' n' Stuff</li> <li>• Kambio</li> <li>• Sonas: recycled paper bags and reusable bags</li> </ul>
<b>Plastic wrap</b>	<ul style="list-style-type: none"> <li>• Use bee wax wraps</li> </ul>	<ul style="list-style-type: none"> <li>• Phendei</li> </ul>
<b>Plastic packaging from suppliers</b>	<ul style="list-style-type: none"> <li>• Ask suppliers not to deliver their products wrapped in plastic</li> <li>• If they refuse, look for another suppliers who can do it</li> <li>• When going to the market, use reusable bags and ask for no plastic bags</li> </ul>	<ul style="list-style-type: none"> <li>• Happy+Co doesn't deliver in plastic if requested</li> <li>• Reusable bags               <ul style="list-style-type: none"> <li>◦ Salasusu</li> <li>◦ Friends' n' Stuff</li> <li>◦ Kambio</li> </ul> </li> </ul>
<b>Single-dose serving (butter, jams)</b>	<ul style="list-style-type: none"> <li>• Buy in bulk and put it in larger containers (e.g. glass jars)</li> </ul>	<ul style="list-style-type: none"> <li>• Siam Eco- Pack: glass jars</li> </ul>

# Going further than plastic waste

- ~ **Cooking oil.** Give your used cooking oil to Naga Earth: they will upcycle it into biodiesel and soaps that you can then buy back to use in your hotel
- ~ **Food waste:** Find ways to reduce your food waste (e.g. make jams with old fruits as Navutu Dreams does), compost your food waste or give it to pig farms
- ~ **Reduce water and energy consumption:** put a card system in rooms to have the AC and electricity turned down when guests leave the room. This can reduce tremendously your electricity bill as well. You can also place a card in the rooms to mention to guests that bed linen and towels will be changed when the card is placed in the bed, which will also reduce your costs.
- ~ **Organic fruits and vegetables.** Get organic produce from local farms such as Happy + Co or Green Farmers

## Look for other inspirations and resources:



Asset H&C, a network of vocational training centres, has developed an Eco-guide with actions to reduce your environmental impact, with real life examples. Discover the guide here.



Marr Consulting International provides valuable and free resources for all tourism actors (hotels, tour operators, etc) to reduce their environmental footprint. Discover the website here.

Reducing your plastic waste has never been easier.

**Show how your hotel is taking actions on plastic pollution and take the pledge:**

[www.cleangreencambodia/no-plastic-in-my-hotel](http://www.cleangreencambodia/no-plastic-in-my-hotel)



Do you have additional ideas on how to reduce plastic waste in hotels?  
Or do you want to be featured as a suppliers?  
Contact us at [info@cleangreencambodia.org](mailto:info@cleangreencambodia.org)

Visit [www.cleangreencambodia](http://www.cleangreencambodia) for more information about our actions