



## Partnering with a luxury hotel for continuous improvement in waste management

Whether The Langham's guests are residents, visitors or using meeting and conference facilities, they all have one thing in common – they generate waste and recycling. Whether that waste is placed in guest room bins, generated in catering areas or created through maintenance activities, it needs to be sorted, stored and disposed of effectively.

### Corporate and social responsibility

The Langham ties its waste management activity to its wide Corporate and Social Responsibility (CRS) programme – known as "Connect".

Sustainability is a key CSR theme across the entire hotel group and different ideas, such as e-newspapers for guests, are constantly being trialled in hotels to gauge support. A current trial in The Langham is a project with charity Plan Zheroes to redistribute excess food – largely for events – to charities that can use it in support of their activities.

### The Langham identified the below key challenges:

- Changes must not impact the enjoyment of the guests during their stay. Waste collection and delivery times are carefully controlled.
- Good communication regarding any process changes with waste collection and sorting would need to be addressed with the staff at the hotel.
- With a multi-cultural workforce, it was recognised that attitudes to waste and recycling would be varied.
- The back office and loading bay areas of the hotel are always under pressure in terms of space. Any waste management changes in these areas needed to be planned.
- Separating waste and recycling was no use if the waste collection company simply threw it all into one lorry and took it away. The hotel would have to partner with an operator that had an equivalent sustainability programme and related services.



5-star high-end Victorian hotel

Operating since

**1865**

**380**

rooms





## New services for a new agenda

“Commercial Waste Services were genuinely interested in our whole waste management process to ensure that the services proposed were relevant and going to contribute positively to solving some of the issues we had identified.” - Kobus Maree, Director of Health, Safety, Security and Environment (HSSE) of The Langham.

The Commercial Waste team completed a site survey to understand the constraints of the hotel loading bay area and storage facilities. Understanding that this was a very busy place where goods, food, linen etc., were being delivered throughout the working day helped to define storage and collection options.

### Services used:

- Compacted general waste
- Segregated paper and cardboard
- Glass
- Food waste
- Hazardous waste (e.g. paint)
- Ad hoc bulky waste
- Ad hoc electrical equipment (WEEE)

