

Chapter 7

From Trash to Treasure: A Practical Insight Into Sustainable Waste Management Practices Within the Hotel Industry

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ABSTRACT

This chapter is a product of the principal author's extensive first-hand experience, gained during his tenure at both Jaypee Hotels & Resorts and Indian Hotel Company limited and co-author experience at Taj Hotels & Resorts and also their interactions with colleagues occupying the senior management role in various hotels. This chapter explores the transformative evolution of waste management practices within the hotel industry, highlighting the shift from conventional approaches to contemporary innovations. The study emphasizes the enduring impact of these evolving practices and identifies key strategies, including technology integration, zero-waste goals, supplier engagement, community involvement, continuous improvement, green procurement, waste-to-energy innovations, and guest engagement. By examining these facets, the chapter illustrates how hotels have not only reduced their environmental footprint but also set a benchmark for sustainable business practices.

1. INTRODUCTION

In recent years, waste management in the hotel industry has evolved into a multifaceted and critical aspect of its daily operations. Each day, the hotels generates a huge amount of waste across various categories, including food waste, packaging materials, paper products, and more. With a growing emphasis on sustainability and environmental concerns across the globe in all businesses, hotels have also recognized

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the urgent need to adopt and implement responsible waste management practices. They are tirelessly integrating the principles of proper waste management into their core operations as a commitment to sustainability and environmental responsibility.

A few years back, hotels laid the groundwork for responsible waste management through initiatives like recycling programs, source separation and employee training. These procedures help in reducing waste and promote conscientious disposal. Guided by a commitment to sustainability and environmental responsibility, hotels have responded by embracing diverse best practices in shaping their waste management strategies. Additionally, the best practices that have been ongoing for ages continue to be faithfully upheld and, at the same time, adapt to the ever-evolving demands of the present.

According to Shahbaz (2023), waste management strategies and approaches have been reviewed by many researchers, however, they have mainly focused on technologies and treatment methods for one type of waste or waste produced at a particular source. With sustainability and environmental responsibility as its core value, many hotels are now undergoing a significant change in the approach of waste management. This change has led to the adoption and active implementation of various practices which are best for shaping waste management strategies till date.

Some of the evolving practices and their impact have been identified by the authors through firsthand working experience at hotels and also their interactions with colleagues occupying the senior management role in various hotels. Evolving practices includes integration of cutting-edge technologies, which not only streamline waste management processes but also pave the way for data-driven decision-making, zero-waste goals that has become beacons guiding hotels towards a more circular economy.

Collaborating with supplier to provide sustainable and eco-friendly products, aligning acquisition practices with green initiatives. Forging partnerships with local communities and practicing green procurement, characterized by the sourcing of environmentally friendly products and services, influences not only waste management but also broader operational practices.

Another crucial element in hotels' waste management efforts is guest engagement. Throughout the guest stay, hotels encourage them to participate in sustainable initiatives that promote responsible practices. Guests have become integral partners in the industry's journey towards a more eco-conscious future, actively involved in activities ranging from water and energy conservation to waste reduction.

The continued success and positive effects of these practices extend far beyond individual hotels. The operational efficiency of hotels, along with the global agenda of environmental responsibility, has contributed to positive brand image, financial savings, resource conservation, and the reduction of greenhouse gas emissions. The collective efforts within the industry showcase a dedication to enduring change and exemplify a profound impact on both operational efficiency and global environmental objectives.

Objective: To Explore the best practices and assessing the impact of sustainable waste management practices in the hotel industry.

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