ENVIRONMENT · TOPIC GUIDE A2

Water

Water used per room-night, efficient fixtures, linen reuse and outdoor water.

WHAT THIS COVERS

Water consumption from bills or meters including borehole (ENV-07), the share of low-flow fixtures (ENV-08), the linen and towel reuse programme and its uptake (ENV-09), and outdoor water management such as drought-tolerant planting or rainwater harvesting (ENV-10).

WHY IT MATTERS

Water scarcity is a licensing and reputational issue in many destinations, and leaks are expensive. Tracking per room-night makes a leak visible within a month.

How to track it well

1. Record the main meter reading or bill volume monthly; add borehole or tanker deliveries if you use them.
2. If irrigation or pool have their own meters, enter them separately so they can be analysed apart.
3. Once a year count low-flow fixtures as a share of the total, and record whether the linen programme is offered and how many stays take it up.
4. Compare with the same month last year rather than last month; season and occupancy drive water use.

Your first month

1. List each water source: mains meter, borehole, tanker deliveries, rainwater tank.
2. Enter last month's volume for each and attach the bill or a dated meter photo.
3. Time a few showers and taps with a jug and stopwatch and note the flow rates.

WORKED EXAMPLE (ILLUSTRATIVE FIGURES)

Mains bill: 1,370 m³ for October, 28 September to 27 October. Canoprise spreads it evenly over those 30 days, so October's report takes 27 days' worth and September's takes 3. With 2,900 occupied room-nights the result is about 470 litres per room-night.

Where the data comes from

- Water utility bill
- Borehole flow meter log
- Tanker delivery notes
- Housekeeping linen log

- Grounds plan

EVIDENCE TO ATTACH

Water bill PDF or dated meter photo; fixture audit; housekeeping log; photos of rainwater or landscaping measures.

HOW OFTEN, AND WHO

Monthly or quarterly depending on billing (chief engineer); fixtures and programmes annually or on change.

Common pitfalls

- Quarterly bills entered as a single month
- Ignoring borehole water because it is not billed
- A silent leak hidden by a stopped meter that reads suspiciously low

Quick wins that move the score

- Aerators and low-flow showerheads
- Make sure housekeeping actually follows the reuse cards
- A night-flow check on the main meter to find leaks

What the research says

- Guests are far more willing to save water and reuse towels when they feel a personal sense of doing the right thing; the strongest lever found was the pride of taking part, well ahead of guilt about not doing so. Word your towel and linen cards to invite and thank, not to warn.
- Guests who see the hotel visibly doing its own part report more concern and more willingness to join in. Say what you do (low-flow fittings, leak checks) next to what you ask of them.
- Guests who already save water at home respond most strongly, so make the easy option the default and let the keen ones do more.
- What guests say they will do and what they do often differ. Judge your linen and towel programme by measured uptake (stays that actually opt in), not by survey answers; that is why Canoprise records uptake.

Source: Han, Chua & Hyun (2020), International Journal of Hospitality Management 87 — survey of 407 US hotel guests (stated intentions, not measured behaviour). Viglia, Dolnicar, Acuti & Nicolau (2024), Journal of Sustainable Tourism 32(11) — methods paper on the gap between what tourists say and do. Findings are summarised in our own words; they come from specific samples and may not hold everywhere.

What you record

5 attributes make up this topic. Each lists the data points to enter; anything marked “calculated for you” needs no entry.

Water consumption ENV-07 · foundational

Monthly

Water used per source series (mains, borehole, tanker, rain, recycled), entered in L, m³ or cost, normalised to litres; source and method documented

Evidence: Water bill / meter photo · Scoring: target 250 · floor 800 L per occupied room-night

No.	Data point	How it is entered	Asked for by
ENV-07.1	**Water used, per source series**	Quantity per meter / source (m³, L, US gal → L)	GK 3.1 · GSTC D2 · WTTC #2
ENV-07.2	Water cost, per series	Cost	–
ENV-07.3	Measurement method & source note	Document	GK 3.1
ENV-07.4	Potable share of consumption	Percentage	–
ENV-07.5	Total water	Calculated for you	–
ENV-07.6	Water intensity per occupied room-night	Calculated for you	–
ENV-07.7	Water discharged (to sewer or treatment)	Count	GRI 303-4/303-5 · CSRD E3

Water-efficient fixtures ENV-08

Annually

% of showers at ≤9 L/min and hand-wash taps at ≤8 L/min (Green Key thresholds), low-flush toilets, leak-check SOP and log

Evidence: Fixture audit · Scoring: target 100 · floor 10 %

No.	Data point	How it is entered	Asked for by
ENV-08.1	**Low-flow share (showers ≤9 L/min, taps ≤8 L/min)**	Percentage	GK 3.3/3.4 (≥80%)
ENV-08.2	Showers ≤9 L/min (n of N)	Count	–
ENV-08.3	Hand-wash taps ≤8 L/min (n of N)	Count	–
ENV-08.4	Low-flush toilets (n of N)	Count	GK 3.6
ENV-08.5	Leak-check SOP and log	Yes / no	GK 3.2
ENV-08.6	Flow self-check records	Document	–

Linen reuse & cleaning opt-out ENV-09

Quarterly

Programme offered, and % of stays that take it up

Evidence: Housekeeping log · Scoring: target 70 · floor 0 %

No.	Data point	How it is entered	Asked for by
ENV-09.1	**Uptake of linen reuse / housekeeping opt-out**	Percentage	WTTC #5 · GK 6.21
ENV-09.2	Programme offered & signed	Yes / no	–
ENV-09.3	Housekeeping opt-out offered	Yes / no	GK 6.22
ENV-09.4	Stays taking up reuse (per period)	Count	–
ENV-09.5	Housekeeping change-procedure SOP	Document	GK 1.22

Outdoor water management ENV-10

When it changes

Drought-tolerant landscaping and/or rainwater harvesting in place

Evidence: Photos / grounds plan · Scoring: in place = 100, not in place = 0

No.	Data point	How it is entered	Asked for by
ENV-10.1	**Outdoor water management**	Yes / no	–
ENV-10.2	Photos / grounds plan	Document	–

Wastewater & water risk ENV-24

Annually

All wastewater treated (connection or permitted on-site system); grease trap serviced; water-risk assessment within 6 years; legal water source

Evidence: Permits / service records / assessment · Scoring: in place = 100, not in place = 0

No.	Data point	How it is entered	Asked for by
ENV-24.1	**Wastewater & water risk**	Yes / no	GSTC D2 · GK 3.9
ENV-24.2	Permits / service records / assessment	Document	–
ENV-24.3	In an area of high water stress (WRI Aqueduct)	Yes / no	SASB SV-HL-140a.1 · GRI 303-3 · CSRD E3

Ready-for-audit checklist

- Every attribute above has a value for the current period, submitted (not left as a draft).
- Each measured value has its bill, invoice, log or photo attached.
- Any estimated figure is marked as estimated, with the real figure entered when it arrives.
- Flagged readings have been confirmed or corrected.
- The method is written down: which meters, sources or records feed each number.
- Two full years of history are in place before you apply for certification.

What a certifier will ask

The certification criteria this topic supports, in plain words, and the Canoprise attribute that holds the evidence.

Scheme	Criterion	What it asks for	Supported by
WTTC Basics	2	Measure and reduce water use	ENV-07
WTTC Basics	5	Linen reuse programme	ENV-09
WTTC Basics	2026 fixtures	Efficient water fixtures	ENV-08
WTTC Basics	2026 landscaping	Water-wise landscaping	ENV-10
GSTC Hotel v4	D2	Water conservation	ENV-07, ENV-09, ENV-24
GSTC Hotel v4	D5	Wastewater	ENV-24

Scheme	Criterion	What it asks for	Supported by
Green Key	1.22	Housekeeping follows linen-change procedure	ENV-09
Green Key	3.1	Water recorded at least monthly	ENV-07
Green Key	3.2	Leaks monitored and repaired	ENV-08
Green Key	3.3	Showers at 9 L/min or less (80%)	ENV-08
Green Key	3.4	Taps at 8 L/min or less (80%)	ENV-08
Green Key	3.5	Efficient urinals	ENV-08
Green Key	3.6	Efficient new toilets	ENV-08
Green Key	3.7	Water-efficient new machines	ENV-08
Green Key	3.9	Water risk assessment (guideline)	ENV-24
Green Key	3.10	Rainwater or condensate reuse (guideline)	ENV-10
Green Key	3.14	Evaporation controls outdoors (guideline)	ENV-10
Green Key	3.15	All wastewater treated	ENV-24
Green Key	3.16	Grease trap in kitchens	ENV-24
Green Key	3.17	Treated wastewater reused (guideline)	ENV-24
Green Key	6.21	Linen and towels not changed daily	ENV-09
Green Key	6.22	Housekeeping opt-out	ENV-09
Green Key	7.10	Ecological green-area management	ENV-10
EarthCheck	2.1	Core benchmarking data collected yearly	ENV-07
EarthCheck	2.3.3	Freshwater sources, efficiency and risk	ENV-07, ENV-08, ENV-10, ENV-24
EarthCheck	2.3.7	Wastewater	ENV-24

Criterion titles are Canoprise's short paraphrases of WTTC Hotel Sustainability Basics, the GSTC Hotel Standard v4 and the Green Key 2026–2031 hotel criteria; read the scheme's own text before applying. This mapping is our reading; your certification partner decides what is met.
EarthCheck clause titles paraphrase the EarthCheck Company Standard v4.2.

Where it is reported

The same data answers the reporting frameworks: GRI disclosures, SASB Hotels & Lodging metrics and CSRD (ESRS) topics. These are referenced, not scored.

Framework	Reference	What it asks for	Supported by
GRI	303-1	Water as a shared resource	ENV-24
GRI	303-2	Water discharge impacts	ENV-24
GRI	303-3	Water withdrawal	ENV-07
GRI	303-4	Water discharge	ENV-07
GRI	303-5	Water consumption	ENV-07
SASB	SV-HL-140a.1	Water withdrawn and consumed, share in water-stressed regions	ENV-07, ENV-24

Framework	Reference	What it asks for	Supported by
CSRD	E3	Water and marine resources	ENV-07, ENV-08*, ENV-10*, ENV-24

* gives part of what the reference asks for. Titles are Canoprise’s paraphrases; check the official standard before you publish. GRI 102 and GRI 103 replace GRI 305 and 302 from 1 January 2027.

Record sheet

Print and keep by the meter, scale or register; enter the figures in Canoprise when the period closes. For metered items use one line per meter, source or stream.

Ref	What	Period from	to	Reading / quantity	Unit	Evidence kept	Initials
ENV-07.1	Water used, per source series						
ENV-07.1							
ENV-07.1							
ENV-07.2	Water cost, per series						
ENV-07.4	Potable share of consumption						
ENV-07.7	Water discharged (to sewer or treatment)						
ENV-09.1	Uptake of linen reuse / housekeeping opt-out						
ENV-09.4	Stays taking up reuse (per period)						