ENVIRONMENT · TOPIC GUIDE A3

Waste

Landfill waste per room-night, diversion rate, plastics, reusables, hazardous waste, paperless.

WHAT THIS COVERS

Waste to landfill by weight and the recycling or diversion rate (ENV-11), which single-use plastics have been removed (ENV-12), refill stations and reusables (ENV-13), safe handling of hazardous waste and soap recycling (ENV-14) and paperless operations (ENV-15).

WHY IT MATTERS

Waste is the most visible sustainability topic for guests and staff, landfill levies keep rising, and it is the easiest category to improve quickly.

How to track it well

1. Agree a weighing routine: weigh bins before collection or use the hauler's ticket weights.
2. Enter each collection as a reading with the dates it covers; weekly is fine, the system aggregates to months.
3. Record the recycling streams and the diversion rate from the hauler's statements.
4. Walk the property once a year with the plastics checklist and tick off what has gone; photograph refill stations.
5. File the hazardous-waste contractor certificates annually.

Your first month

1. Ask your waste contractor what streams they collect and whether they can give weights.
2. Count bins and lifts for a month where weights are not available, and agree a kilogram figure per lift.
3. Photograph the staff and guest sorting points and check each has at least three streams.

WORKED EXAMPLE (ILLUSTRATIVE FIGURES)

General waste goes in 1,100-litre bins; the contractor lifts 21 in the month and an agreed 95 kg per lift gives about 2,000 kg, entered as estimated. Recycling is weighed: 640 kg mixed, 310 kg glass. Total 2,950 kg, of which 68% is residual, so the diversion rate is 32%.

Where the data comes from

- Hauler weigh tickets
- On-site scale log (offline mobile capture works in the bin store)
- Recycling contractor statements

- Plastics audit checklist

EVIDENCE TO ATTACH

Weigh tickets or scale photos; contractor statements and certificates; checklist with photos.

HOW OFTEN, AND WHO

Per collection or weekly (stewarding or facilities); checklists annually or on change.

Common pitfalls

- Using bin volume instead of weight
- Counting recycling as landfill, or the reverse
- Only weighing kitchen waste and missing housekeeping and events

Quick wins that move the score

- Food-waste separation in the kitchen with a daily weigh
- Remove individual toiletries and minibar plastics
- Cardboard baler if volumes justify it

What the research says

- Willingness to sort waste and cut disposables during a stay is driven mainly by a guest's own sense of obligation and the good feeling of contributing. Clear, positive bin labels and a short thank-you work with that; scolding does not.
- In a typical hotel waste audit cited in the hotel literature, food and other non-recyclables were just under half of solid waste by share, then paper, cardboard, plastic, glass and metal. Run your own one-week audit before choosing streams: the biggest stream is where separation pays first.
- A review of circular-economy work in tourism found the effective, well-evidenced strategies are the plain ones: reduce, reuse, recycle and recover, applied first to single-use plastic, surplus food and wastewater.

Source: Han, Chua & Hyun (2020), International Journal of Hospitality Management 87 — survey of 407 US hotel guests (stated intentions, not measured behaviour). Sandaruwani & Gnanapala (2016), Procedia Food Science 6 — interviews and observation at 20 star-class hotels in Sri Lanka (qualitative). Heliyon 10 (2024) e36801 — literature review of circular-economy strategies in tourism. 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.

Waste generated & diverted ENV-11 · foundational

Monthly

Waste per stream series (residual landfill/incineration, recycling by stream, organic, hazardous) in kg, tonnes, bin lifts or cost; total, residual and diversion rate derived; ≥3 separation streams for staff and guests

Evidence: Hauler ticket / scale log · Scoring: target 0.4 · floor 2.5 kg per occupied room-night

No.	Data point	How it is entered	Asked for by
ENV-11.1	**Waste, per stream series**	Quantity per meter / source (kg, t, bin lift → kg)	GK 5.6 · GSTC D6 · WTTC #3
ENV-11.2	Waste cost, per stream	Cost	–
ENV-11.3	Estimation rule (lifts × bin size)	Short text	GK 5.6
ENV-11.4	Separation streams for staff	Count	GK 5.1 (≥3)
ENV-11.5	Separation streams for guests	Count	GK 5.3 (≥3)
ENV-11.6	Contractor contracts / invoices	Document	GK 5.2
ENV-11.7	Total waste	Calculated for you	–
ENV-11.8	Residual waste	Calculated for you	–
ENV-11.9	Diversion rate	Calculated for you	–
ENV-11.10	Waste intensity per occupied room-night	Calculated for you	–
ENV-11.11	Where residual and food waste end up (contractor's disposal route)	Short text	GRI 306-4/306-5 · CSRD E5

Single-use plastics removed ENV-12

When it changes

Bottles, straws, stirrers, individual amenities and styrofoam eliminated; checklist of what remains

Evidence: Checklist / photos · Scoring: in place = 100, not in place = 0

No.	Data point	How it is entered	Asked for by
ENV-12.1	**Single-use plastics removed**	Yes / no	–
ENV-12.2	No plastic straws / stirrers	Yes / no	WTTC #8
ENV-12.3	No single-use plastic water bottles	Yes / no	WTTC #9
ENV-12.4	Amenities in dispensers	Yes / no	WTTC #10 · GK 5.10
ENV-12.5	No single-use food-service items	Yes / no	GK 5.8
ENV-12.6	≤5 individually packaged F&B item types	Yes / no	GK 5.9
ENV-12.7	Remaining single-use items	Short text	–

Refill & reusables ENV-13

When it changes

Refill stations and reusable tableware or cups in use

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

No.	Data point	How it is entered	Asked for by
ENV-13.1	**Refill & reusables**	Yes / no	WTTC
ENV-13.2	Photos	Document	–

Hazardous waste, chemicals & pesticides ENV-14

Annually

Hazardous-waste list and licensed transport records; chemical inventory with safety data sheets; disinfection SOP; agrochemical application log; bulbs/WEEE recycled

Evidence: Contractor certificates · Scoring: in place = 100, not in place = 0

No.	Data point	How it is entered	Asked for by
ENV-14.1	**Hazardous waste & chemicals managed**	Yes / no	–
ENV-14.2	Hazardous waste quantity	Quantity per meter / source (kg, L → kg)	GK 5.4
ENV-14.3	Hazardous / persistent chemicals used	Quantity per meter / source (L, kg → L)	–
ENV-14.4	Herbicides & pesticides applied	Quantity per meter / source (L, kg → L)	GK 7.8
ENV-14.5	Chemical inventory with SDS	Document	GSTC D7
ENV-14.6	Licensed transport / disposal records	Document	GK 5.4

Paperless operations ENV-15

When it changes

Paperless front- and back-office procedures

Evidence: Document / photo · Scoring: in place = 100, not in place = 0

No.	Data point	How it is entered	Asked for by
ENV-15.1	**Paperless operations**	Yes / no	–
ENV-15.2	Document / photo	Document	–

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	3	Identify and reduce waste	ENV-11

Scheme	Criterion	What it asks for	Supported by
WTTC Basics	8	No plastic straws or stirrers	ENV-12
WTTC Basics	9	No single-use plastic water bottles	ENV-12
WTTC Basics	10	Bulk amenity dispensers	ENV-12
GSTC Hotel v4	D6	Solid waste	ENV-11, ENV-12
GSTC Hotel v4	D7	Harmful substances	ENV-14
Green Key	5.1	Waste separated into at least 3 categories	ENV-11
Green Key	5.2	Separated waste handled separately	ENV-11
Green Key	5.3	Guests can separate waste	ENV-11
Green Key	5.4	Hazardous waste stored and moved safely	ENV-14
Green Key	5.6	Total, residual and food waste recorded	ENV-11
Green Key	5.8	No single-use food-service items	ENV-12
Green Key	5.9	No more than 5 individually packaged items	ENV-12
Green Key	5.10	Toiletries in dispensers	ENV-12
Green Key	5.11	Fewer single-use amenities	ENV-12
Green Key	5.12	Reusable take-away containers (guideline)	ENV-13
Green Key	5.13	Linen not disposable or plastic-wrapped (guideline)	ENV-13
Green Key	6.4	Paper-reduction initiatives	ENV-15
Green Key	6.16	Tap water offered	ENV-13
Green Key	6.24	Disinfectants only where justified	ENV-14
Green Key	7.8	Agrochemicals minimised and logged	ENV-14
EarthCheck	2.1	Core benchmarking data collected yearly	ENV-11, ENV-14, ENV-15
EarthCheck	2.3.8	Solid waste	ENV-11, ENV-12, ENV-13
EarthCheck	2.5	Harmful substances managed	ENV-14
EarthCheck	2.5.1	Safe disposal of substances	ENV-14
EarthCheck	2.5.2	Damage from substances put right	ENV-14

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	306-2	Managing significant waste impacts	ENV-12*, ENV-13*

Framework	Reference	What it asks for	Supported by
GRI	306-3	Waste generated	ENV-11, ENV-14*
GRI	306-4	Waste diverted from disposal	ENV-11
GRI	306-5	Waste directed to disposal	ENV-11
CSRD	E2	Pollution	ENV-14
CSRD	E5	Resource use and circular economy	ENV-11, ENV-12*, ENV-13*

* 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-11.1	Waste, per stream series						
ENV-11.1							
ENV-11.1							
ENV-11.2	Waste cost, per stream						
ENV-11.4	Separation streams for staff						
ENV-11.5	Separation streams for guests						