

Working together towards zero waste

City Hotel Derry & RiverRidge Recycling

As leading members of the Hospitality and Food Service Agreement, City Hotel Derry and RiverRidge Recycling are acutely aware of the costs to business of food waste, and the need for collaborative partnerships to ensure food waste prevention. Their close business relationship has delivered tangible benefits for the hotel in reduced food waste and cost savings.

The four star City Hotel Derry in Northern Ireland has 158 bedrooms. Since 2006 the hotel has been committed to reducing the amount of waste going to landfill, and has seen these tonnages reduce from 140 tonnes to 49 tonnes in 2012. This saving has been whilst occupancy rates have steadily grown. These waste management changes have saved the hotel £10,000 in waste collection charges.

With operations in both Derry and Ringsend, RiverRidge Recycling, is one of the leading waste management companies in the North West. The company provides a full range of waste management services and is committed to supporting businesses protect the environment and achieve additional, significant cost savings by diverting waste from landfill.

Keys to success

City Hotel were able to realise the majority of these savings in the early years through the diversion of dry recyclables from landfill. This included items such as paper, cardboard, glass and plastics.



The City Hotel Derry

City Hotel also implemented return schemes for wooden pallets and glass bottles. The appointment of a waste champion within the hotel, Clare Campbell, Accommodation Manager, was key. This ensured that there was a dedicated resource responsible for tracking and monitoring waste volumes.

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Preventing food waste, enabling re-use and maximising opportunities for recycling

Lessons learnt

In addition, regular staff training ensured that new employees and established staff had regular reminders of the waste segregation processes used and established staff had regular reminders of the waste segregation processes used.

Additional measures taken included:

- Use of clear bags for the segregation and collection of materials across the hotel. Staff can see what wastes are being collected which reduces contamination rates.
- Monthly waste targets have been established by the senior management team and hotel management group Interstate Hotels to ensure that a regular focus is maintained on waste volumes and costs. This is part of a wider system of monitoring which also track energy and water use.
- Providing a dedicated member of staff to supervise the waste compound and ensure that recyclables are segregated and landfill wastes weighed.
- Regular communications campaigns were delivered to the staff. For example, a campaign was run to “help the compactor shift a few pounds” in the run up to Christmas. The general waste compactor was also locked for a week at time to remind staff to divert materials to recycling and also to get a visual reminder of the quantity of waste being sent to landfill.
- Suggestions schemes are used by the hotel to generate new ideas for preventing waste as well as incentivising staff to increase the amount of waste diverted from landfill.
- Business goals included attaining Gold level in the Green Tourism Business Scheme (GTBS) which they did and have since successfully maintained this accreditation. To achieve and maintain Gold status the hotel now had an additional requirement and driver to divert food

waste from landfill and in 2013 with the help of River Ridge Recycling they received the Zero Waste Award with letsrecycle.com for diverting their waste away from landfill.

Partnership to divert food waste from landfill

City Hotel had been segregating and collecting food waste as part of their waste management procedures for some time but had been unable to identify a suitable outlet for their food waste.

RiverRidge Recycling, based in Garvagh and NewBuildings, County Londonderry, completed a free and detailed waste audit which highlighted how much more of their waste could be recycled and segregated and was able to handle food waste at their waste transfer facility before it was sent off site for composting.

Smooth transfer to a new collection system

City Hotel had been segregating wastes since 2007 and staff were well versed in these tasks. When RiverRidge took over the collection of waste there were a number of subtle changes in how the wastes were segregated. Previously the waste options included:

- Compactor (general waste and food to landfill);
- Dry recyclables (paper, plastic and cardboard); and
- Returnables (glass and wood).

With the introduction of the composting option there was now more sustainable route for food waste, paper and tissue.



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Lessons learnt

Good communication ensures benefits all round

Good communication between the City Hotel and RiverRidge Recycling was essential in the run up to the contract changeover. This enabled RiverRidge to develop a thorough understanding of the level and type of service that was required of them from the outset. RiverRidge now pay City Hotel for the collection of the cardboard and plastic.

Lessons Learnt

Overall the partnership has been successful however there are some plans for more training to further improve the recycling and diversion rates already achieved. These include refresher training for all staff with regard to each of the waste streams and signage changes to demonstrate clearly the changes to the management processes which have taken place. This will optimise the amount of materials recovered generating further revenue for the City Hotel and driving down contamination rates for RiverRidge Recycling and improving the quality of their recycle.

"Signing up for the Hospitality and Food Service Agreement has allowed us to bring in a level of expertise into our business which we would not have had and has helped to reduce our costs and run our hotel in a more environmentally friendly and sustainable way." **Clare Campbell, City Hotel Derry.**

"We are delighted to support the Hospitality and Food Service Agreement and Sector in tackling food waste diversion from landfill and increasing recycling rates. Not only do these changes in practice make sense from an environmental perspective, they can also bring significant financial savings. The staff at City Hotel Derry are a great example of a company demonstrating their commitment to the environment in a way that will ultimately make their business more sustainable." **Pamela Jordan, RiverRidge Recycling.**



The Hospitality and Food Service Agreement

The Hospitality and Food Service Agreement is a voluntary agreement to support the sector in reducing waste and increasing recycling rates. The targets are owned by WRAP and collectively delivered by signatories. The Agreement is flexible to allow any size of organisation to sign up, from multinational companies to smaller businesses, from sector wholesalers/distributors to trade bodies.

For more information on WRAP's work with the Hospitality and Food Service Sector, visit www.wrap.org.uk/hospitality, call the WRAP freephone helpline 0808 100 2040 or email hafs@wrap.org.uk

WRAP's vision is a world where resources are used sustainably. It works in partnership to help businesses, individuals and communities improve resource efficiency. Established as a not-for-profit company in 2000, WRAP is backed by government funding from England, Northern Ireland, Scotland, and Wales.

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Aiming for zero waste to landfill

Preventing food waste, enabling re-use and maximising opportunities for recycling

Lessons learnt