

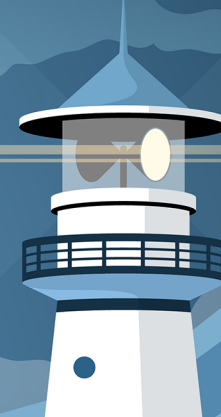
## FACT SHEET NO. 9

# FACILITY MANAGEMENT

(administration, reception, and residual materials management)

## TRAVEL BETTER THANKS TO CIRCULAR ECONOMY

Tools to Support the Adoption of Circular Economy Practices in Tourist Accommodations.



Reduce paper and plastic consumption



Establish internal residual material management (RMM) guidelines based on the 4R's hierarchy to reduce landfill



Optimize RMM via appropriate sorting, packaging, and collection equipment and methods for the different waste streams



Achieve financial gains by reducing product purchasing and residual materials management costs

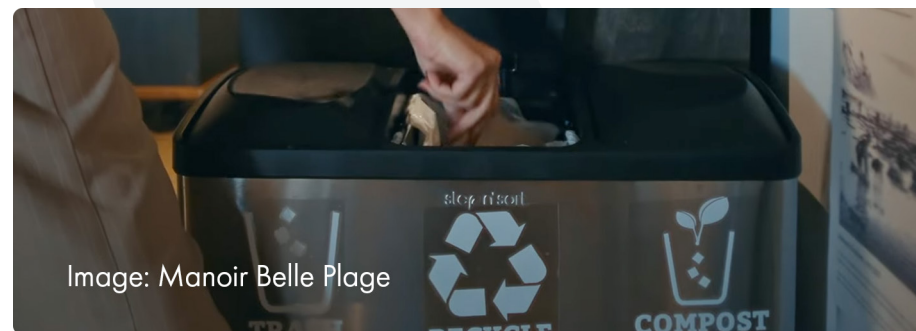


Image: Manoir Belle Plage

## BEST PRACTICES

1

### Reduce at source



Paperless management, for example:

- Avoid printing emails
- Prioritize the use of digital arrival lists and registration forms
- Provide technological solutions (tablets, computers) for paperless meetings



Reuse of paper by printing on the reverse side or creating notepads



Reuse of office supplies on the premises (e.g., file folders, envelopes, ring binders)



Reuse of packaging internally (e.g., cardboard boxes) or externally (e.g., donation of pallets)



Implement “shuttle” packaging systems (return pallets, plastic crates, cardboard boxes, or any other durable, reusable containers to suppliers)



Reuse textiles and uniforms: send items no longer fit for their original use to organizations for recovery and repurposing



Recover room cards and envelopes for reuse: avoid personalization and indicate on the card that it must be returned to the front desk at checkout



Use reusable tags to identify luggage for guests using the baggage drop service



Remove single-use glasses and containers on the premises



Avoid giving non-reusable gifts to guests; otherwise, favour VIP gifts from local businesses involved in the circular economy (e.g., jams made from imperfect fruits).



Consider replacing existing recycling and waste bins with compactors to reduce collection frequency



Remove individual office waste and recycling bins and replace them with a central sorting station, encouraging employees to move, improving sorting quality, and reducing housekeeping time



Prioritize purchasing 100% post-consumer fibre paper for printing



Prioritize purchasing sustainable office supplies (refillable pens, markers, and tape dispensers)



Prioritize purchasing reused, refurbished, or recycled-content products (e.g., reused or refurbished appliances and electronics, recycled-content pens or pencils, paper towels or tissues, and refillable ink cartridges)



Prioritize purchasing bulk or large-format products for kitchens or break rooms (e.g., coffee, milk, sugar, salt, and pepper)



Prioritize renting printers with repair and maintenance services to extend their lifespan



Assess the possibility of renting a coffee machine for restaurants or common areas instead of purchasing. Rental contracts include regular maintenance, helping to extend equipment lifespan



Rent at low cost or lend free of charge unused rooms to community organizations to optimize space use and serve the community



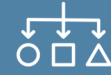
Share material or human resources with other establishments or companies in the region (e.g., reusable dishware, qualified staff)



Image: Hôtel Mortagne

## 4

## Recycle and compost



Provide strategically placed sorting equipment to facilitate source separation. Subsequently, centralize sorted residual materials to simplify on-site collection or off-site management. Examples of residual materials to sort include:

- Deposit containers
- Ink cartridges
- Pens and highlighters
- Electronic devices
- Batteries
- Confidential papers
- Coffee capsules (if recyclable)



Provide sorting stations in corridors and common areas to facilitate the separation of recyclables, organics, and waste, and remove orphan bins



Identify all waste sorting bins with clear pictograms



Adjust housekeeping procedures, in particular, by adapting carts and ensuring residual materials are transported to the correct bins and containers

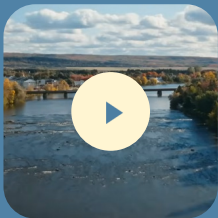
## SAMPLE CASES

[View all videos](#)



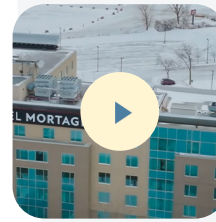
### Auberge du Lac Taureau (English subtitles available)

- Dishware sharing with the village restaurant during events
- Environmental knowledge sharing with local organizations



### Hôtel Centre-Ville (English subtitles available)

- Reduction of printed reservations at reception, replaced by a digital classification procedure



### Hôtel Mortagne (English subtitles available)

- Addition of sorting stations in common areas
- Transition to 100% post-consumer paper



### Hôtel Ruby Foo's (English subtitles available)

- Unused meeting spaces loaned free of charge to certain local organizations



### Hôtel La Cache du Golf

- Transition to 100% post-consumer paper



### Hôtel Château Laurier Québec (English subtitles available)

- Implementation of a centralized area for waste recovery

# USEFUL TIPS

1

Each institution is different. It is recommended to test actions on a smaller scale before implementing them across the entire institution.

3


In general, biodegradable, oxobiodegradable, or compostable plastic items are not good alternatives to conventional plastic. It is preferable to choose a reusable option or remove the item, if possible.


2

Replacing individual products with bulk or large-format products should not result in waste or loss of products, as the environmental impact of the product itself is generally greater than that of its container.

# USEFUL RESOURCES

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 [Responsible Procurement Policy Template](#)

 [Circular Economy Policy Template](#)

 [Responsible Procurement Guide](#)

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ICI on recycle + Recognition Program (in French only):

<https://www.recyc-quebec.gouv.qc.ca/entreprises-organismes/performer/programme-ici-on-recycle-plus/>

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Déchet zéro au boulot 2.0 Guide (in French only):

<https://www.recyc-quebec.gouv.qc.ca/sites/default/files/documents/guide-dechet-zero-boulot.pdf>

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« Boomerang » : Digital platform for shared jobs in the tourism sector (in French only):

<https://cqrht.qc.ca/nouvelle/boomerang-la-premiere-plateforme-numerique-demplois-partages-pour-le-secteur-touristique/>

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Green Vendor Directory:

<https://greenkeyglobal.com/vendors/green-vendor-directory/>

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Downloadable visuals/pictograms for creating your own waste sorting posters (in French only):

<https://www.recyc-quebec.gouv.qc.ca/entreprises-organismes/performer/outils-guides-et-etudes/pictogrammes-signalisation/>

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Produced by Stratzer, this tool was developed thanks to the collaboration and financial support of RECYC-QUÉBEC and the ministère du Tourisme, as part of the circular economy showcase project for the tourist accommodation sector.