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## Environmental management in the hotel industry: Case studies of London's luxury hotels

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With growing concerns for climate change and environmental pollution, the tourism industry is changing. There are new greening trends in the accommodation sector, and more particularly in the luxury hotel industry, which has a reputation for overlooking environmental commitment. This study aims to understand the implementation of environmental management and environmentally sustainable practices in London's luxury hotels. Motivations and barriers to environmental management will also be analysed. This research aims to provide an in-depth insight into luxury hotels' operational practices with 5 case studies of 4-stars and 5-stars hotels.



Energy, water and waste are the 3 key environmental concerns in the hotel industry. There are several actions and practices that can be taken to reduce hotels' energy and water consumption, as well waste generation. Environmental Management Systems (EMS) are also an effective tool to reduce an organisation's carbon footprint and increase its environmental performance. EMS are a structure framework, based on international standards such as ISO 14001, which can help hotels to understand the impacts of their activities on the environment and to elaborate a strategy with explicit aims and objectives in order to reduce them.

### Energy Examples of environmental practices

- Energy-efficient lighting
- A/C and energy saving control system (e.g. key card room control)
- Energy-efficient kitchen and laundry equipment
- Use of solar or other renewables

### Water

- Towel reuse programme
- Water efficient bathroom fixtures (e.g. dual flush toilets, eco-efficient shower heads)
- Water-efficient kitchen and laundry equipment
- Treatment of wastewater

### Waste

- Separation of waste
- Recycling (e.g. paper, cardboard, glass, plastics)
- Food waste recycling
- Donation of used clothes, furniture and equipment to charities

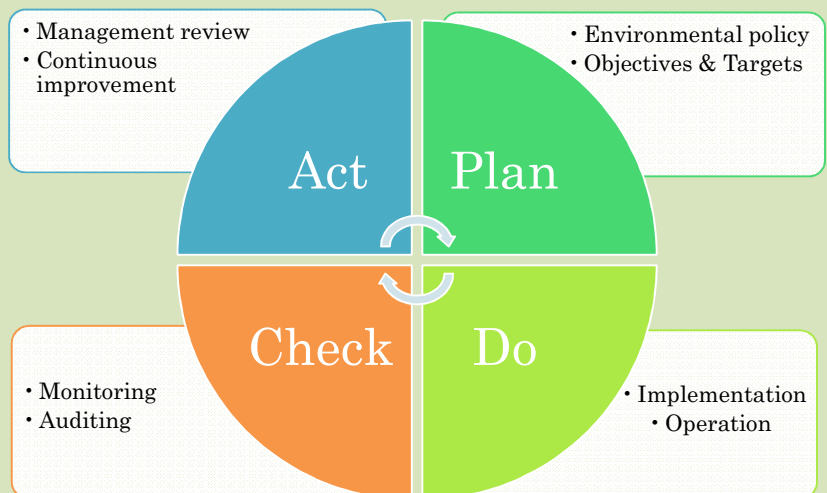
### Methods

The study will consist of 5 to 6 case studies on small- and medium-sized luxury hotels located in London, United Kingdom. Hotels' operation and maintenance managers will be asked to complete a questionnaire concerning their environmental concerns and practices. A follow-up interview will then allow a better insight and understanding of the respondents' answers.

### Key references

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## Environmental Management Systems (EMS)



### Outcomes

This research will contribute to the further understanding of the implementation of environmental practices in the UK luxury hotel industry. It aims to provide an in-depth insight of the barriers, motives and benefits of environmental practices and EMS for hotels, in order to help students and hotels managers to better address the environmental issues linked to the tourism industry.

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