Sustainable business model in the hospitality industry

Ali Abdool
Agenda

• Introduction to Sun Resorts
• Best Practices in Place
• Framework implemented
• Industrial Symbiosis – A Case Study
Own & Manage 8 Resorts in the Indian Ocean

3700 employees
1050 room
Around 120,000 guest per year
The different sustainable practices implemented by Sun Resorts and their impacts on efficiency in the hotel industry
SUNCARE addresses sustainability initiatives as per the triple-bottom line approach of environmental, social and financial responsibilities by finding innovative ways to do more with less.
ULTRAGREEN
- 60 HECTARES OF LAND
- 21,000 M² GRASS
- OVER 510,000 PLANTS
- 26 ENDEMIC SPECIES

MANAGING ENERGY
- 6,000 ENERGY-EFFICIENT LIGHT SOURCES
- 700M² SITE OF THERMAL SENSOR PANELS

NURSERY
- Grown approximately 3,400 plants

ADOPT A TREE

IRRIGATION FROM RECYCLE WATER.

La Pirogue International Marine Research Center
MoU with University of Mauritius
## Business Unit Dashboard

<table>
<thead>
<tr>
<th>Category</th>
<th>Data</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy efficiency</td>
<td>26.27 kWh/GN</td>
<td>Decrease deviation of 3.34 kWh/GN compared to 2016-2017</td>
</tr>
<tr>
<td>Water Management</td>
<td>0.50 M3/GN</td>
<td>Decrease deviation of 0.04 M3/GN compared to 2016-2017</td>
</tr>
<tr>
<td>Waste Management</td>
<td>49%</td>
<td>Of waste generated in recycling. Target to reach 50%</td>
</tr>
<tr>
<td>Diesel Management</td>
<td>0.03 L/GN</td>
<td>Maintain same 0.03 L/GN as 2016-2017</td>
</tr>
<tr>
<td>LPG Management</td>
<td>0.33 Kg/GN</td>
<td>Increase deviation of 0.03 Kg/GN compared to 2016-2017</td>
</tr>
<tr>
<td>Led Lights</td>
<td>90%</td>
<td>Target to 100% by 2020</td>
</tr>
<tr>
<td>Sustainability initiatives</td>
<td>7 Events</td>
<td>2017 target was 5 events, 2018 target is 10 events</td>
</tr>
<tr>
<td>Certification</td>
<td></td>
<td>EarthCheck silver certified ISO 22000 ISO 9001</td>
</tr>
<tr>
<td>No. of Training hours</td>
<td>28850 hours</td>
<td>We exceed our target: 70h per employee</td>
</tr>
<tr>
<td>Social and Cultural Management</td>
<td>7 Events</td>
<td>2017 target was 5 events, 2018 target is 10 events</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>90.4%</td>
<td>We maintain our target above 90% on customer satisfaction</td>
</tr>
<tr>
<td>No of Innovation</td>
<td>4</td>
<td>We exceed our target</td>
</tr>
</tbody>
</table>
Sustainable business model in the hotel industry that incorporates sustainable consumption and production practices.
THE BOARD

GROUP LEVEL
SUNCARE Sustainability Committee
Scheduled quarterly and chaired by the CEO
Governs and manages:
Group Sustainability performance through the SUNCARE programme.
SUNCARE guest voluntary contribution programme.
Group CSR programme.
SUN Children Cancer Trust.

OPERATIONAL LEVEL
Local SUNCARE Sustainability Committee
Chaired by the General Manager, supported by the SHEQ team and HoDs
to implement the SUNCARE programme at Business Unit level.
Every supplier wishing to conduct business with Sun Limited has to fill in the Supplier Assessment Questionnaire and has to sign a supplier code of conduct taking into account:

1. Quality Management System
2. Environmental Management System
SUN Walk The Talk and has inspired others as a Role Model. Our sustainability actions have gained recognition both at National and International levels.
The opportunities and challenges faced by implementing sustainable consumption and production practices including industrial symbiosis in the hotels
Industrial symbiosis
Case Study Waste Management
Cleaner Production Technology
Industrial symbiosis
Case Study Waste Management

Summary of Waste Treatment Outputs and YTD achievements at a glance

<table>
<thead>
<tr>
<th>CATEGORY (% OF TOTAL WASTE)</th>
<th>JAN 19</th>
<th>FEB 19</th>
<th>MAR 19</th>
<th>APR 19</th>
<th>MAY 19</th>
<th>JUN 19</th>
<th>JUL 19</th>
<th>AUG 19</th>
<th>SEP 19</th>
<th>OCT 19</th>
<th>NOV 19</th>
<th>DEC 19</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Waste (72.9%)</td>
<td>581</td>
<td>666</td>
<td>765</td>
<td>733</td>
<td>540</td>
<td>653</td>
<td>681</td>
<td>625</td>
<td>840</td>
<td>330</td>
<td>123</td>
<td>45</td>
</tr>
<tr>
<td>Paper (15.0%)</td>
<td>56</td>
<td>224</td>
<td>232</td>
<td>200</td>
<td>102</td>
<td>141</td>
<td>120</td>
<td>156</td>
<td>54</td>
<td>15</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Organic Waste (8.0%)</td>
<td>40</td>
<td>24</td>
<td>36</td>
<td>48</td>
<td>40</td>
<td>95</td>
<td>118</td>
<td>99</td>
<td>102</td>
<td>78</td>
<td>78</td>
<td>78</td>
</tr>
<tr>
<td>Plastic (0.6%)</td>
<td>15</td>
<td>81</td>
<td>69</td>
<td>30</td>
<td>18</td>
<td>20</td>
<td>10</td>
<td>21</td>
<td>70</td>
<td>4</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Glass (0.2%)</td>
<td>1</td>
<td>0.96</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Container Plastic (0.0%)</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
<td>0.01</td>
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</tr>
</tbody>
</table>

- **RECYCLING**: 60% cubic meters
- **RECOVERY**: 10% cubic meters
- **DISPOSAL**: 30% cubic meters

YTD Environmental achievements through implementation of waste hierarchy options

- **Carbon Dioxide Saved**: 468,621 m²CO₂
- **Water Saved**: 6,243,184 m³
- **Trees Saved**: 4,061 trees
- **Energy Saved**: 1,732,387 kWh

Total Recycling: 1,707.3 m³
Total Recovery: 0 m³
Total Disposal: 6,955.72 m³
FOOD Waste

Serving Waste
(Overproduction, food left from the buffet)

Plate Waste
(Customer plates leftovers)

Kitchen Waste
(Spoiled Products, incorrectly prepared food, expired food products)

Composting

Food and drink material hierarchy

Prevention
- Waste of raw materials, ingredients and product arising is reduced – measured in overall reduction in waste.

Optimisation
- Redistribution to people.
- Sent to animal feed

Recycling
- Waste sent to anaerobic digestion; or
- Waste composted

Recovery
- Incineration of waste with energy recovery.

Disposal
- Waste incinerated without energy recovery.
- Waste sent to landfill.
- Waste ingredient/product going to sewer.

Most preferable option

Least preferable option

Source: WRAP
Food waste monitoring

Food waste per GN (Kg/GN)

- June: 0.0479
- July: 0.0462
- August: 0.0309
- September: 0.0215

Guest Nights

- June: 11474
- July: 8,331
- August: 10,623
- September: 15,965

Food Waste (edible) collected (Kg)

- June: 550
- July: 385
- August: 328
- September: 344
Challenges

Soap recycling project
Solid soap transform to hand wash

Old brochures transform into bags

Old Uniform transform into art work as a wish tree
Sustainability is a Choice.
Thank You

Suncare

For What Really Matters