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Project Background

PROJECT STARTING DATE

Nov 2016

PROJECT END DATE

Oct 2018

Funding agency

- UNEP/UNOPS
- EU

BENEFICIARY

- AHC

TARGET AUDIENCE

MSMEs Mauritius (incl. Rodrigues)

RELEVANCE TO POLICIES & LAWS

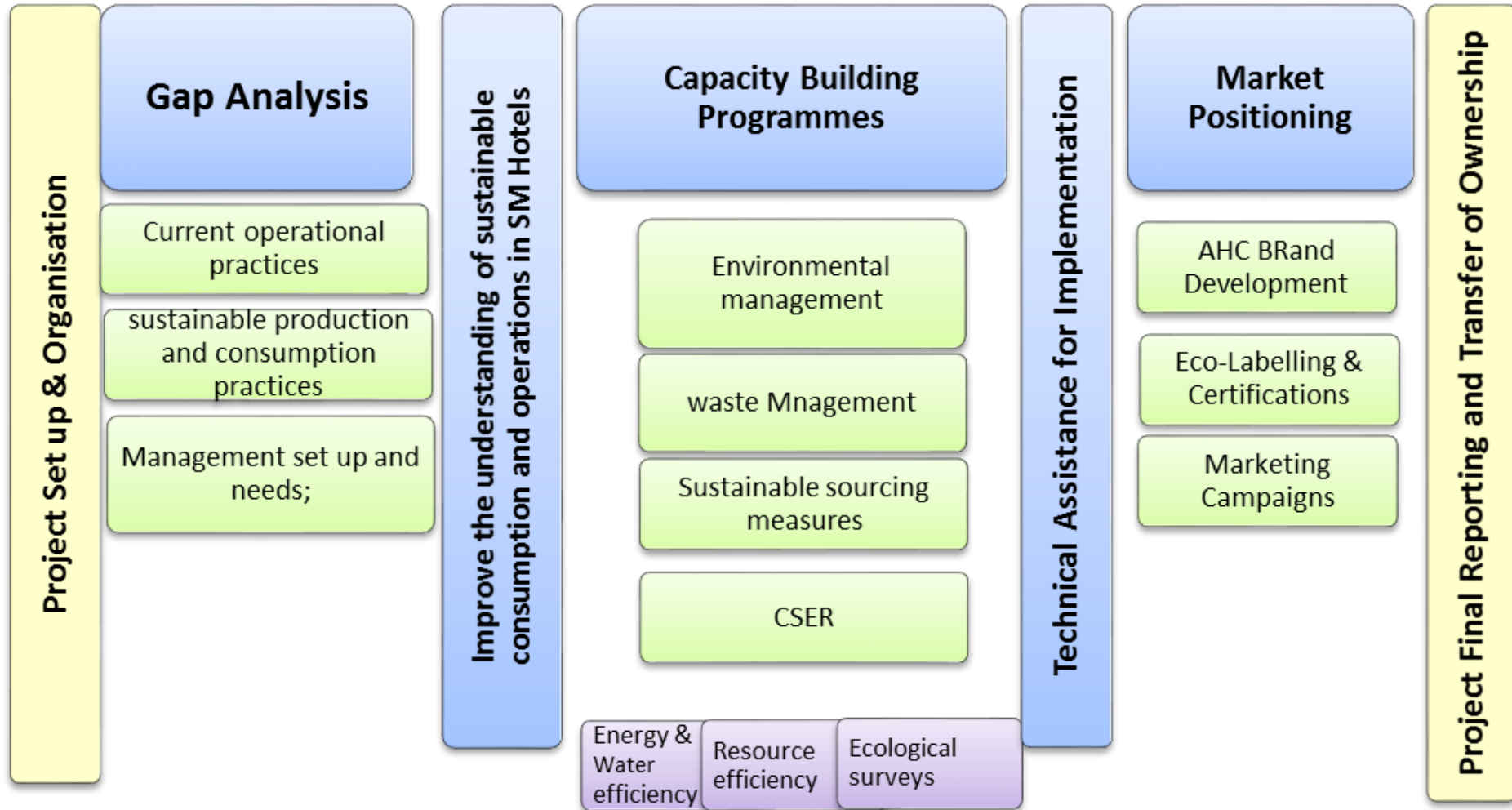
- The MTPA Act 1996
- Tourism Employees WF Act 2002
- EPA
- MS 165

Overall Objectives

To support the sustainable development of small and medium hotels and assist them in their greening process.

Specific Objectives

- Improve understanding of environmental issues relative to the tourism sector.
- Disseminate the EMS Best Practices Manual, together with an implementation Guide, based on a Do It Yourself (DIY) principle, to enable MSMEs to implement EMS best practices



PROJECT STAKEHOLDERS

Hotels
& Tourism
Operators

Neighbouring
Communities

Local Traders,
Entrepreneurs, Businessmen
& Service Providers
(taxi, restaurants,
hawkers, etc.)

*Greening the
Mauritian
Tourism Industry*

The nine pillars of Sustainable Consumption & Production



Aligning with SDGs

- SDG Goal 8:
Promote sustained sustainable economic growth, productive employment and decent work for all.



- SDG Goal 12: Ensure sustainable consumption and production



- SDG Goal 14:
Conserve and sustainably use marine resources for SD





A gap analysis was been conducted in 2 stages.

- Stage 1 : Self-assessment by the hotel participating in the project.
- Stage 2 : On-site audit
[Global Sustainable Tourism Council (GSTC) Criteria for Hotels and Tour Operators]

gaps identified (1/2)

S/N	GSTC Criteria	AVE Score	General Gaps Identified	General Recommendations
1	Sustainable Management		<ul style="list-style-type: none"> Absence of EMS No Eco Certification in place e.g. Green Globe Certification 	<ul style="list-style-type: none"> Capacity building on developing EMS Assistance for preparation and implementation EMS for certification
2	Social Benefit to Community		<ul style="list-style-type: none"> Low participation in social initiatives for SCP Few initiatives regarding inclusive development of community 	<ul style="list-style-type: none"> Capacity building on effective use of CSR Developing and implementation of projects involvement of community in recycling of waste to create livelihood having an impact on poverty alleviation and higher sustainability

S/N	GSTC Criteria	AVE Score	General Gaps Identified	General Recommendations
3	Cultural Heritage		<ul style="list-style-type: none"> Some initiatives taken such as SEGA dance, food variety and design promoting cultural heritage 	<ul style="list-style-type: none"> Capacity building on the use of cultural diversity for providing higher value products including sustainability Capacity building on integration components of the cultural heritage in Marketing of hotels Integration of different cultural elements in services provided by SMH

S/N	GSTC Criteria	AVE Score	General Gaps Identified	General Recommendations
4	Local Purchasing		<ul style="list-style-type: none"> Some hotels purchase in bulk as far as possible and target ecology product while Ensuring quality of the products. 	<ul style="list-style-type: none"> Capacity building on the local purchasing especially on development of a green purchasing policy Inclusion of green purchasing as part of strategy of hotels
5	Disposable Goods		<ul style="list-style-type: none"> A few 3 star hotels recycle the used plastic bottles and cans 	<ul style="list-style-type: none"> Capacity building on developing projects to facilitate recycling of disposable goods

GSTC Criteria	AVE Score	General Gaps Identified	General Recommendations
Energy Conservation,		<ul style="list-style-type: none"> • Most hotels' energy consumption is above the local benchmark as they use Inefficient energy equipment and devices. • Most 2 star hotels have relatively old electric appliances that are not energy efficient but the energy consumption is low because of small number of rooms and low occupancy rates • Energy consumption per guest is higher than benchmark value, very few hotels have LED bulbs • No energy consumption measurement is conducted in all hotel 	<ul style="list-style-type: none"> • Capacity building on different measures for energy conservation • Projects to be developed on reduction of energy consumption initiatives for e.g. phasing out of old appliances for newer ones which are energy star rated or A Graded

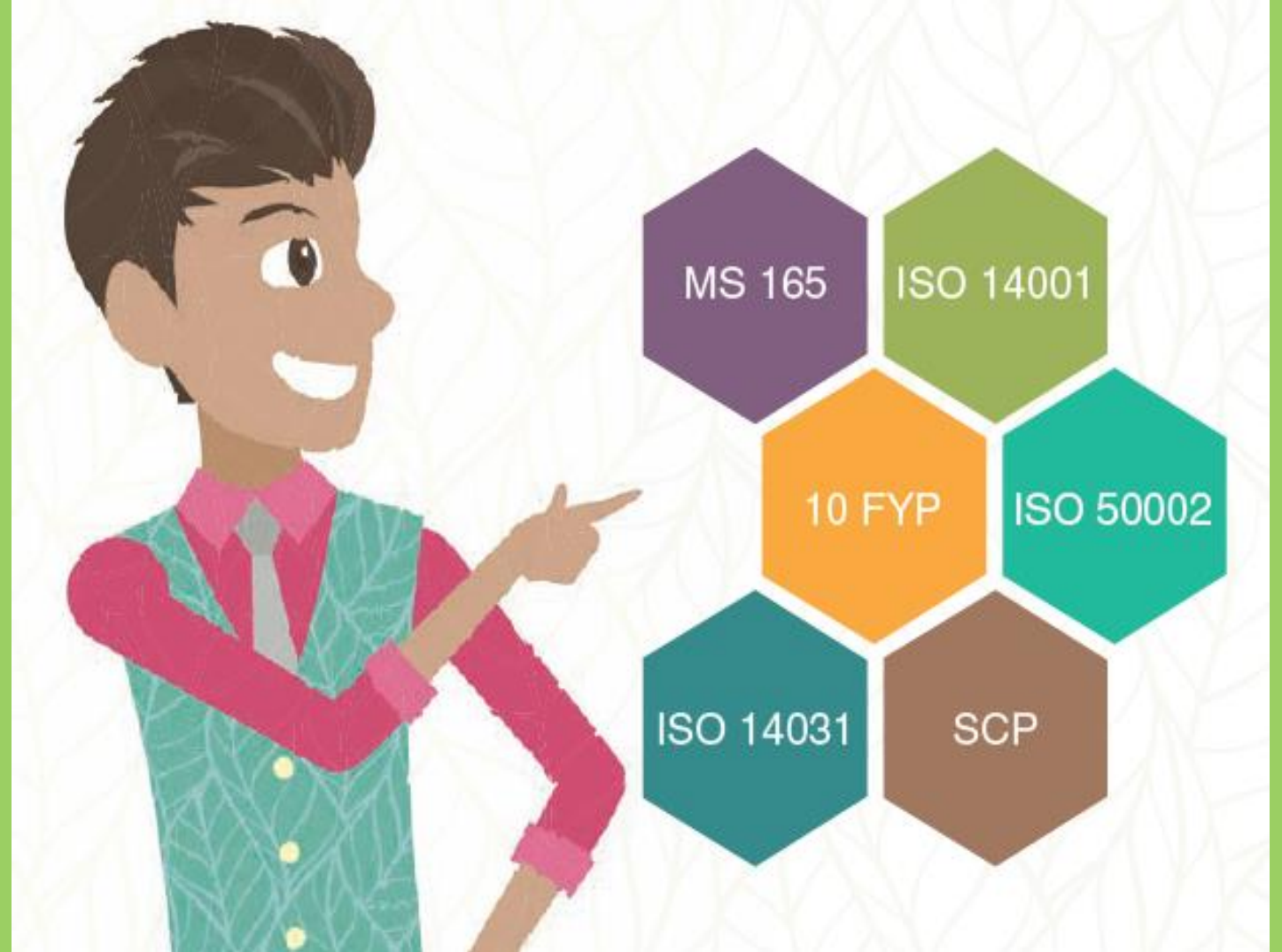
S/N	GSTC Criteria	AVE Score	General Gaps Identified	General Recommendations
7	Water Conservation		<ul style="list-style-type: none"> • None of the participants do rain harvest • Water use is mainly tap water • 	<ul style="list-style-type: none"> • Capacity building on water conservation practices • Develop projects to measure to water consumption • Implement initiatives to save water
8	Carbon Footprint (Estimated from data collected)		<ul style="list-style-type: none"> • None of the participants calculate their carbon footprints 	<ul style="list-style-type: none"> • Capacity building for calculating the carbon footprint. Hotels must be encouraged to invest in carbon footprint calculator online.

A scenic view of a tropical coastline. In the center, a rocky island with sparse vegetation sits in the middle of a large body of water. The water transitions from a deep blue in the foreground to a lighter turquoise further out. A small white sailboat is visible on the right side of the water. The foreground is filled with the green, spiky leaves of palm trees. The sky is a clear, bright blue with a few wispy clouds. The text "Solution formulation phase" is overlaid in white on the left side of the image.

Solution formulation phase



Our tools



phase 2

Capacity building element



Capacity variance identified

- ENVIRONMENTAL PRINCIPLES AND BEST PRACTICE TRAINING
 - ENERGY & WATER EFFICIENCY
 - WASTE AWARENESS
 - ENVIRONMENTAL MANAGEMENT
 - RESOURCE EFFICIENCY TRAINING
 - SUSTAINABLE SOURCING MEASURES
 - ECOLOGICAL SURVEYS
 - CORPORATE SOCIAL & ENVIRONMENTAL POLICY PLAN
-
- ASSIST PARTICIPATING HOTELS IN IMPLEMENTING THE CONCEPTS AND MEASURES AND RESPOND TO THE GAP ANALYSIS CONDUCTED

TECHNICAL ASSISTANTS GUIDANCE AND EXPERTISE TO GREEN CHAMPIONS



TRAINING OF
TRAINERS

EDUCATIVE
SESSIONS TO
WASTE
MANAGEMENT

BEST
PRACTICES &
SELF
ASSESSMENT
MANUAL











IMPLEMENTATION PHASE....



METHOD

- The self assessment guide

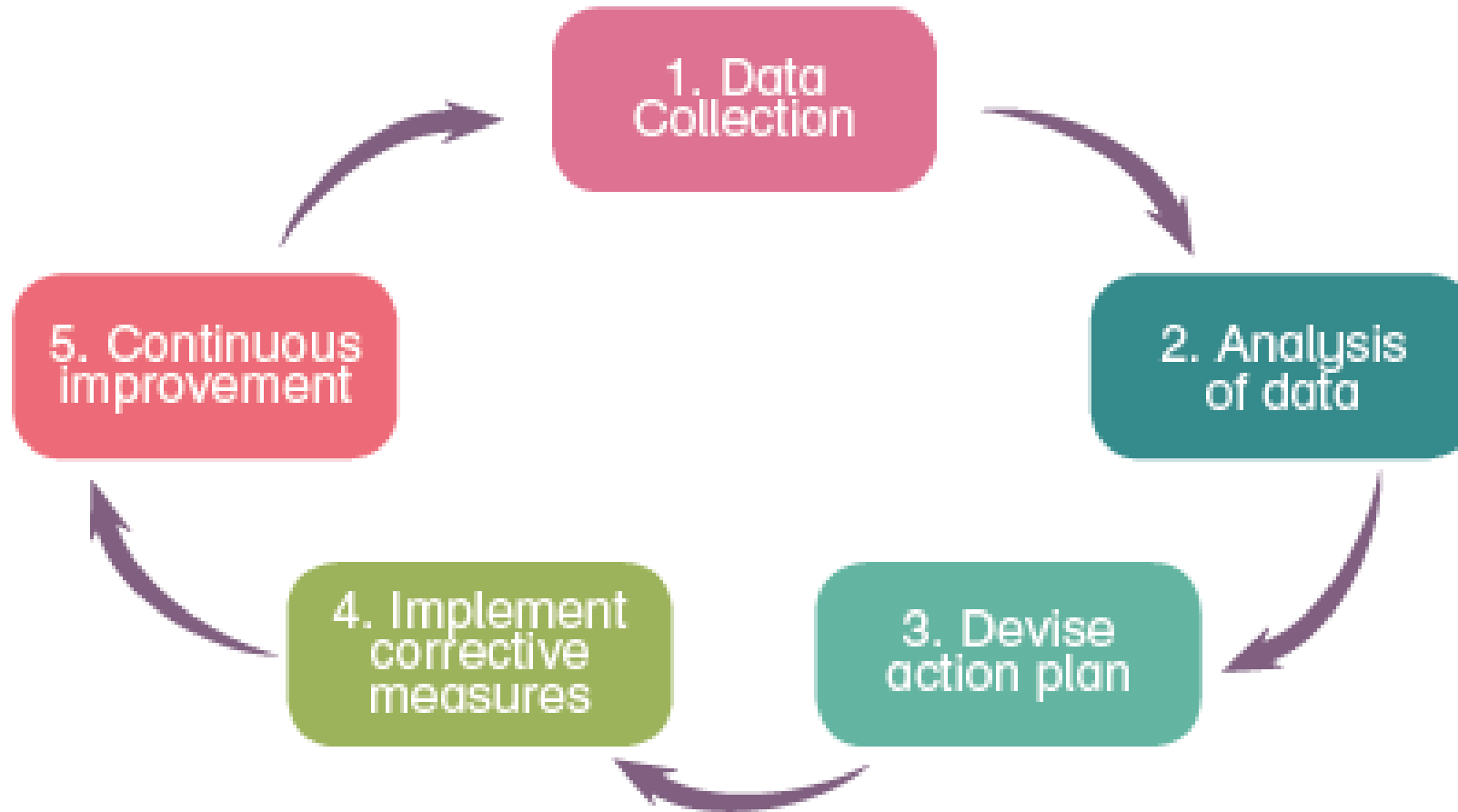


Figure 1. Audit process cycle

Steps for the self-assessment

1. Identify

inputs/outputs for each section

2. Prepare

a data collection system

3. Select

your environmental performance indicators

4. Analyse

data and trends

Steps for the self-assessment (cont.)

5. Benchmark

process and look for opportunities for improvement;

6. Review

environmental performance indicators

7. Establishing programmes

resource management

Steps for the self-assessment (cont.)

8. Define measures

start by no cost best practices and
then
move to low cost measures;

9. Perform

cost benefit analysis for higher
investment
measure before considering
implementation.

SECTION 1: ENERGY

Energy Checklists: Aim to improve and optimize energy use

Write 'YES' or 'NO' where it is applicable. Areas marked with 'Yes' will lead to corrective measures.

Practices and behaviours	Yes or No	Priority	Remarks/Priorities
1.0 LIGHTINGS			
Lights are kept on while room is unoccupied.			
Using incandescent light.			
Using fluorescent light			
Dust deposited on fixtures.			
Making use of very few natural lighting.			
Not making use of reflective surfaces to increase light.			
Lights switched on necessarily.			
Outdoor light remains on during the day.			

As an example for a checklist

WATER

1. Front loaders can reduce water consumption by 18 - 30%

2. Fill laundry machines to their maximum capacity.

3. Hot water use production can represent 25% of hotels energy consumption. Solar energy allows a reduction of at least 40% of that consumption.

4. Five regulators on shower heads saves 40 lts per 5 minutes shower, which amounts to more than 30% of water consumption per day per room.

5. EcoEnergy star washing machines on dry allow up to 50% less water used and nearly 30% less energy used.

6. Washing clothes with cold water can save up to 5 times more energy than a water wash, that is, around 19 kWh of electricity can be saved.



Rooms -

Keep recycle-bins for paper, plastic bottles and cans. Get rid of toiletries in plastic bottles.

1



2

- Kitchen

Use organic food and probe your guests to follow the hotel's adherence to not wasting food. Also, replace disposable cups with ceramic cups or glass.

Housekeeping -

Replace all the chemical cleaners with natural ingredients such as citrus oil.

3



4

- Grey Water Recycling Program

Water from your bathroom sinks, showers, tubs and washing machines can be recycled after proper treatment. Also, keep the swimming pool chlorine free to protect coral and marine life.

Thermostats -

Since half of the energy is used for heating and air-conditioning, use thermostats as they save energy, provide comfort and saves cost.

5



6

- Laundry

Replace plastic laundry bags with cloth bags. Replace chemical detergents with natural/organic detergents.

Key Card System -

Switch to key card system that activates lights and air-conditioning.

7



8

- Grow Trees

Convert two third of your property into a garden by planting trees. Encourage your guests to adopt environment-friendly programs.

Cloud Property Management Tool -

Cut down on the usage of papers or multiple servers for hotel operations by using a cloud based property management software.

9



Utility bills went down by 7% across beneficiary hotels

Above 400 hotel staff trained

15 green champions empowered and followed up thru' regular refresher courses

3 hotels got access to green finances thru' AFD/SUNREF

Silver award for project during NPQC 2019

8 MSMEs of the National Women Entrepreneur Council got access to hotel boutiques

A man in a dark suit stands with his back to the camera, looking out from a dark, rocky cave opening. The view through the opening shows a vast, dense city skyline, likely New York City, with numerous skyscrapers and a prominent tower in the distance. The scene is bathed in a cool, blue-green light, creating a dramatic and contemplative atmosphere.

Policies to promote Sustainable Tourism

Dr V Dookhun, University of Mauritius



Preamble

01 **Goals of the SAG Sustainability Programme**

02 **Review of enablers of SD in the sector**

03 **Lessons learnt and critical appraisal**
The case for the Republic of Mauritius

04 **Reforms proposal**



Creating an enabling environment for sustainable tourism in Africa

- The need for a framework to continuously support, appreciate, develop and implement sustainable tourism policies.*

Success of Mauritian tourism industry



Can be attributed to the fact that it made the highest GDP contribution (30 %) and received the 2nd highest yearly total budget allocation (16.1%) of countries in the southern Africa.

(Source: Fair Trade in Tourism South Africa [FTTSA], 2009)

Picture taken in 2018 by V Dookhun

Cost of repair of impacts

Coastal erosion in some parts of the island

RS 85.5 Million to pay for repairing the beaches (business.mega.mu 2012/06/01)



Source

[:https://www.google.mu/search?q=Coastal+erosion+in+mauritius&espv=2&source=Inms&tbm=isch&sa=X&ved=0ahUKewihkvW7ndfPAhWJmBoKHYbxCmsQ_AUICCGB&biw=1242&bih=615#imgcr=T68k1jhVj3DdXM%3A](https://www.google.mu/search?q=Coastal+erosion+in+mauritius&espv=2&source=Inms&tbm=isch&sa=X&ved=0ahUKewihkvW7ndfPAhWJmBoKHYbxCmsQ_AUICCGB&biw=1242&bih=615#imgcr=T68k1jhVj3DdXM%3A)

Unprecedented adverse weather events

- First time events : 150 mm rainfall has been recorded in Port Louis within few hours

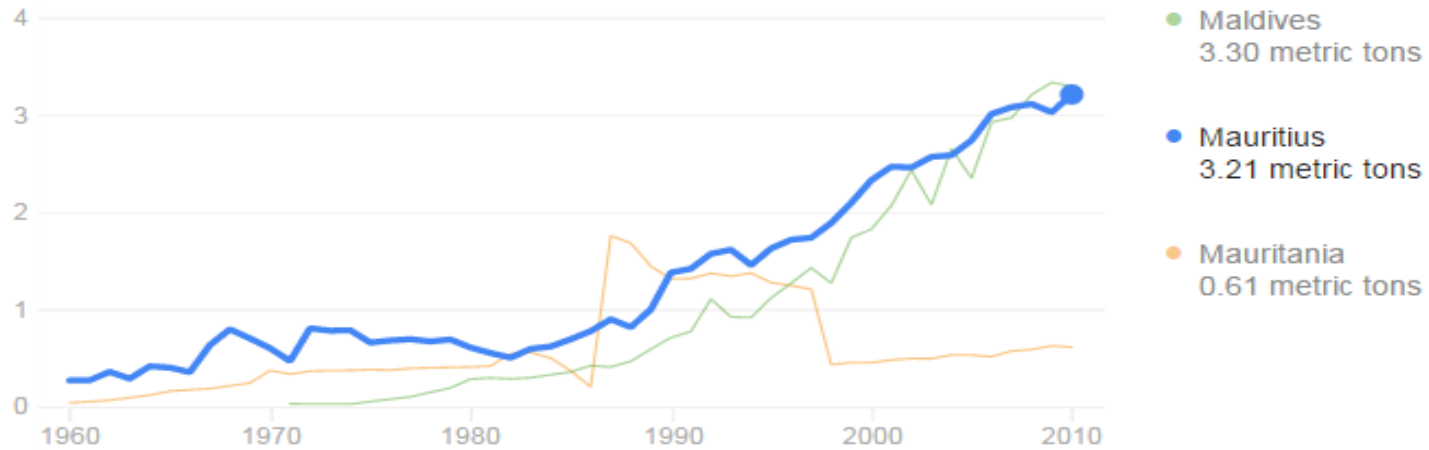


Source: https://www.google.mu/search?q=flash+flood+in+mauritius+2013&espv=2&source=Inms&tbm=isch&sa=X&ved=0ahUKEwjr2fTXnNfPAhUC0xoKHaMaAiwQ_AUICcgB&biw=1242&bih=615#imgrc=9GB43ThfwwI26M%3A

Need to decouple tourism growth and environmental footprints

Mauritius / CO2 emissions per capita

3.21 metric tons (2010)



Population: 1.296 million (2013) World Bank

GDP per capita: 9,202.52 USD (2013) World Bank

Gross domestic product: 11.93 billion USD (2013) World Bank

Source: world bank

Goal of Switch Africa Green Programme

To achieve SD by engaging in the transition towards

GREEN ECONOMY

S C P

Generating Growth

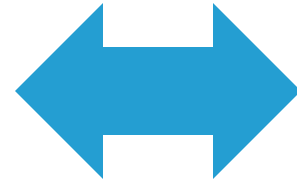
Job creation

Reduced poverty



Specific objectives

**Development of
green business
and
entrepreneurship**



**Better
equipped
M& SMES**

To seize
opportunities for
green business
development

**>1, 300 000 TOURISTS
ARRIVALS**

Shared vision

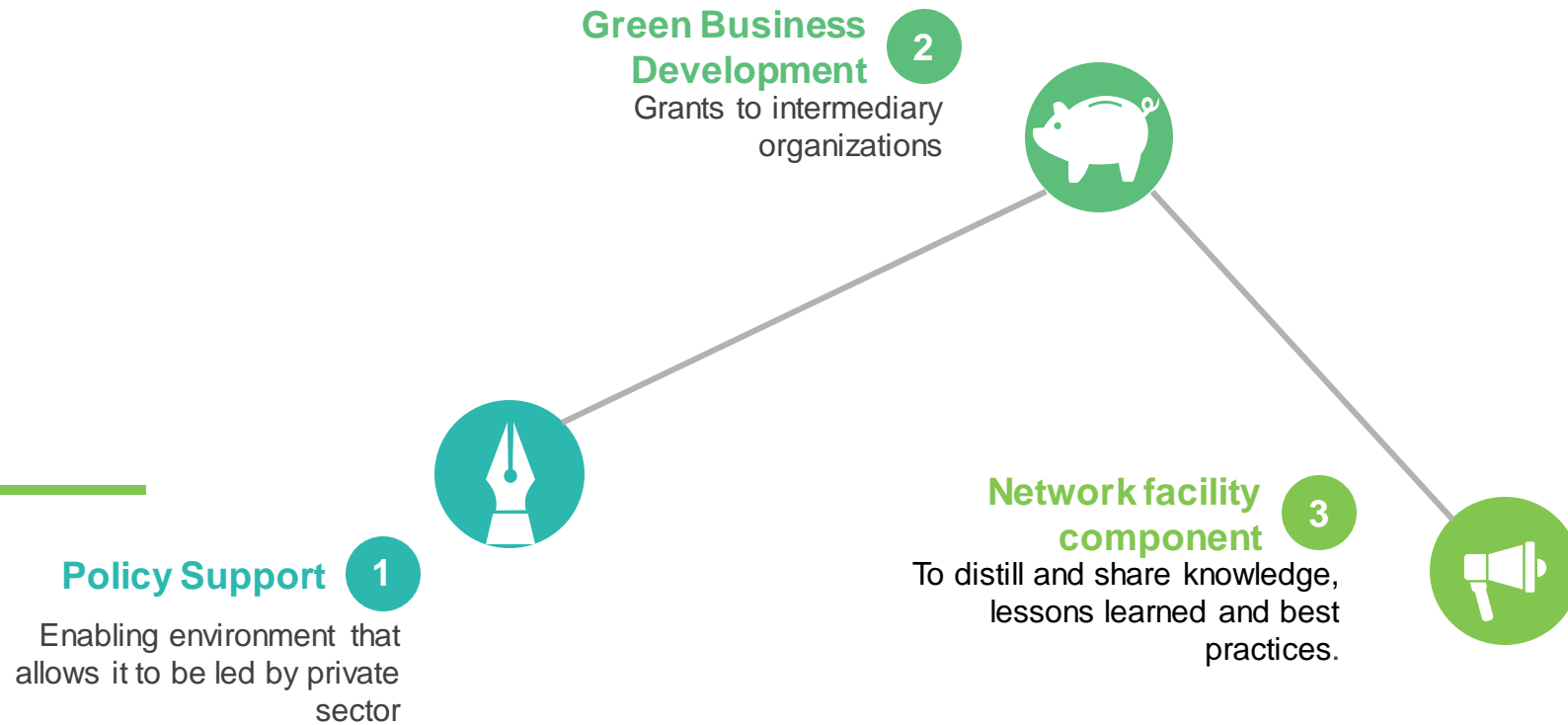
Mission statement for the Tourism Industry in Mauritius:
To become a greener destination to visit and to remain a sustainable island to live

A sector that is sensitive to local challenges

As Small island state our vulnerability to smallest changes in ecosystem can have irreversible consequences. Climate change effects are considerable with ASLR, loss of biodiversity and other threats. SIDS are at the end of line and are 'sinks' to consumer products.



Enablers



Supported by



Lessons learnt



Clear Policies

Well defined missions and vision statement by political leaders
Grouping of Medium Hotels (Sun Resorts)
MSMEs regrouped under AHC
Pro-handprint innovations (MauPhi)
A well established sustainability criteria



Incentive structures

Support to companies to implement sustainable projects (AFD, DBM, MTPA, SME, research grants CRICG from MRC)
Loans at preferential rates from local banks.
Support from other ministries (management of waste, renewable energy and water resources)



Green Tax

Environmental tax applicable to hotels .Revenue generated from Tax on fuel, single use plastics, rubber tyres, other earmarked product goes to the national fund for infrastructural development.



Other market based instruments

Deposit refund schemes
Subsidies on fuel
Exempted duties on vehicles for TO
CSR programmes



Strong legal framework

Tourism Act.
Environmental Protection Act
Occupational safety
Resource conservation
Marine protection
Protected areas
Biodiversity protection
Banning of single use plastic



Standards

MS 165, Upcoming standard on circular economy.
Green Globe , EMAS& MS ISO 14001:2015. BREEAM
Existing product standards for food, chemicals, electrical, civil and mechanical and textile
Eco-labels



Recognition and rewards

- ❖ Awards to recognize positive contribution to local economy
- ❖ Rewarding the key stakeholders and maintaining good relationship
- ❖ Recognizing the key decision making companies and seeking their participation in re-engineering the sector
- ❖ Rewarding innovative solutions



- ❖ Strong regional networks and value addition (e.g. facilitates trade and for example can help to reducing food miles)

Local

Regional

International

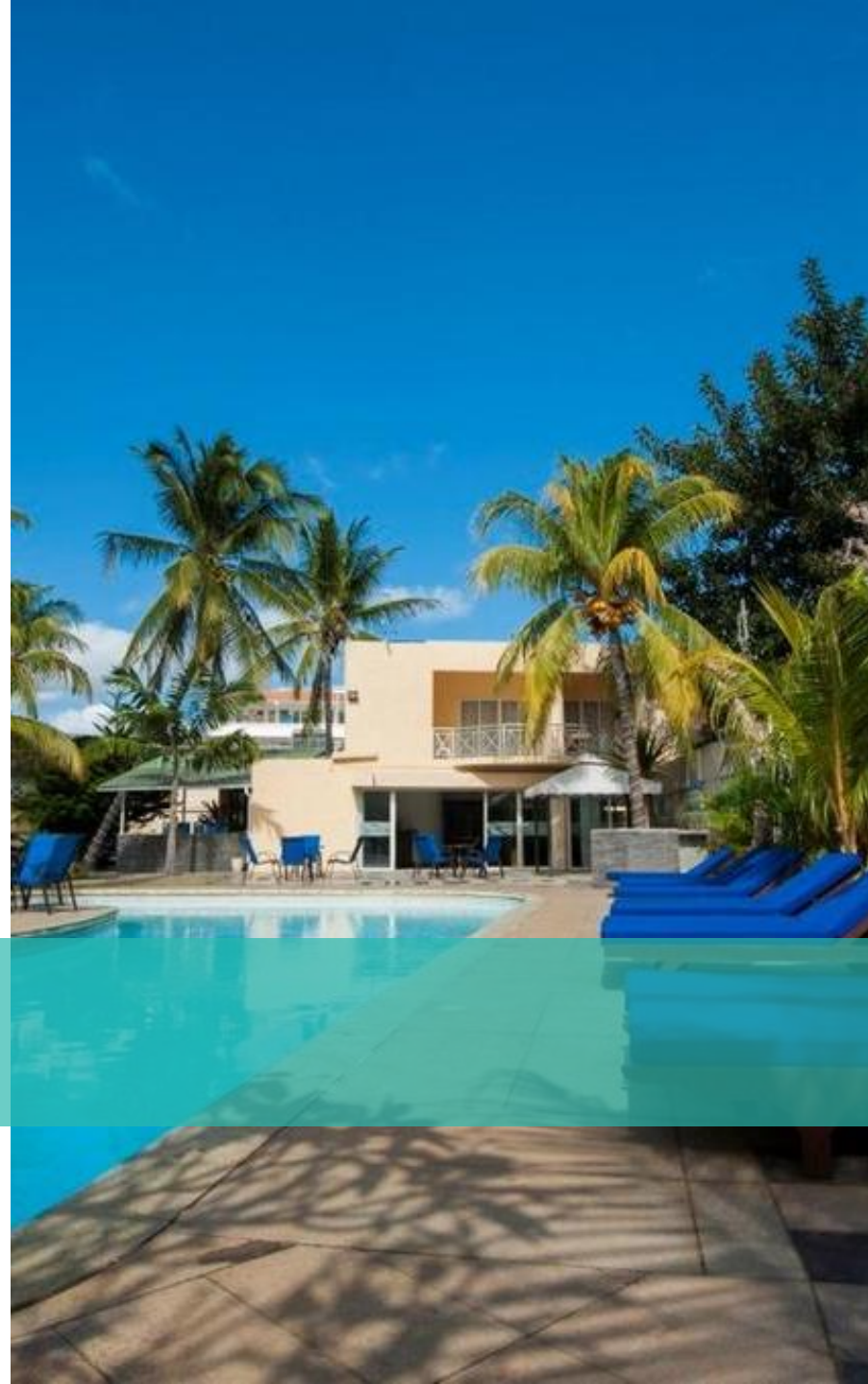
Networks and facility

- ✓ Positive work environment and collaborations among main entities in the sector and academia
- ✓ Local infrastructure promoting the growth in the sector
- ✓ Digitalization of the sector (-e.g. SCADA System to monitor energy consumption)
- ✓ Sharing of best practices to promote Mauritius as a destination through NGOs, AHC, Business Mauritius and
- ✓ Social and political stability
- ✓ Good relationship with authorities facilitates networking process
- ✓ Benefit from North- South cooperation to promote technology transfer and support to market the tourism products at international level
- ✓ International reputation maintained over the past three decades

Short term measures

- ✓ Suppliers assessment
- ✓ Maintaining a database of sustainable suppliers
- ✓ Mainstream gender
- ✓ Developing Resource sharing platforms to promote circular economy
- ✓ Adaptation of financial incentives to needs of TOs and suppliers
- ✓ Integrating environmental cost in Tourist Projects
- ✓ Address other physical disturbances such as noise

P r o p o s a l



Medium and long term measures

- ✓ Training and capacity building
- ✓ Review of the existing laws
- ✓ Regional standards on Tourism
- ✓ Ensuring an economy for the poor and avoid marginalization
- ✓ Instilling the SD culture among the young generation of workers
- ✓ Aligning the Hotel rating system with SGDs
- ✓ Green Tax reforms
- ✓ Benchmarking and sectoral EPIs

Areas of improvement

**Republic of
MAURITIUS**



Thank You

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Credits

Special thanks to all the people
who made and released these
UNDP

UNOPS

Switch Africa Green

Ministry of Tourism

European Union

**Association des hotels des
charmes**

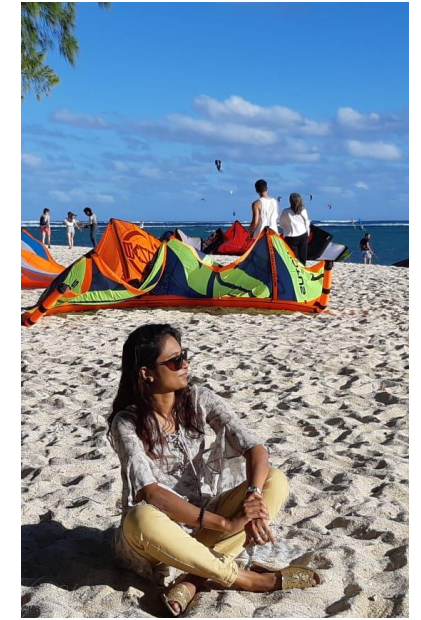
Thank You for your kind attention.

Contact details: v.dookhun@uom.ac.mu



Behind the curtains !





Sharing with you the joy of working with the tourism sector !

