

# PRACTICAL GUIDES ON PACKAGING REDUCTION AND MANAGEMENT

## HOTEL AND HOSPITALITY SECTOR



環境保護署  
Environmental Protection Department



BUSINESS  
ENVIRONMENT  
COUNCIL  
商界環保協會

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# About this Guide



The importance of packaging is multi-faceted. From containing and protecting the products at the point of manufacturing and all the way through the supply chain to the retail stores, service providers or customers, as well as attracting people to purchase a product and providing product information, packaging has been playing an indispensable role in business activities and our daily lives.

Yet, many of these packaging are intended to be used only once or a limited number of times before disposal. In Hong Kong, environmental problems caused by excessive packaging using different materials have been a growing concern. With raising public awareness in environmental protection, **customers are demanding more for products with simpler or less packaging.** Therefore, it is high time to rethink how we could **balance various environmental criteria of product packaging with other functional and commercial considerations** and look at ways of tackling the problem of excessive packaging and reducing the amount of materials we are using to strive towards the goal of carbon neutrality and achieving sustainability.



In May 2013, the former Environment Bureau (now known as Environment and Ecology Bureau) unveiled “Hong Kong: Blueprint for Sustainable Use of Resources 2013 – 2022” **promulgating the vision of “Use Less, Waste Less”** through various initiatives in policies and legislation, social mobilisation and investing in infrastructure with a view to tackling waste challenges from a resources circulation perspective.



Building on the blueprint released in 2013 and the momentum of previous efforts in waste reduction and recycling, the former Environment Bureau further announced the “Waste Blueprint for Hong Kong 2035” in February 2021, **putting forward a more aggressive vision of “Waste Reduction • Resources Circulation • Zero Landfill”**.

Apart from Hong Kong China, other countries/ regions are also working in unanimous efforts in recent years to promote waste reduction, in particular on packaging management. Examples include:

**European  
Union (EU)**

Requiring member states to provide data on packaging waste generation and recovery since 1994 (latest amendment in 2018), and to comply with essential requirements for all packaging placed on the EU market, for the sake of regulating the responsibility of the producer for packaging materials and cutting down on packaging waste.

**Chinese  
Mainland**

Prohibiting the distribution of single-use plastic items for star-rated hotels/ guest houses and other entities alike since 2022. By the end of 2025, the ban will be expanded to all other hotels and homestay.

**California,  
USA**

Prohibiting the use of small and single-use plastic bottles for personal care items in hotels with more than 50 rooms since 2023 to encourage the use of bulk dispensers and multi-used bottles. Such prohibition will extend to cover hotels with less than 50 rooms by 2024.

**China's  
Taiwan  
region**

Implementing a new bill for controlling the use of disposable toiletries in two phases. In phase 1, disposable toiletries including lotions, gels and other liquid products in containers of up to 180ml, personal hygiene products and disposable slippers, can only be provided upon customers' request starting from 1 July 2023. In phase 2, at least a 5% discount should be offered on the price for guestrooms without disposable toiletries supply, or the price of disposable toiletries should be labelled at business premises or guestrooms for consumers' purchase, and fully implemented by 1 January 2025.

**Singapore**

Requiring at least 60% of hotel rooms stock to achieve internationally recognised hotel sustainability certification (e.g. Global Sustainable Tourism Council (GSTC)) by 2025.

Requiring producers of packaged products that are imported or used in Singapore to report yearly packaging data (including materials, weight and form of packaging) and to develop and implement 3R (reduce, reuse, recycle) plans for packaging. First report shall be submitted by 31 March 2022.



To support the vision and in view of the waste challenge in Hong Kong, it is imperative for the Government, businesses, and the general public to **join forces and work together in the pursuit of simple packaging, waste reduction at source, and promulgating green business and consumption.**

The use of excessive packaging, especially single-use plastics for room amenities, dining experience and other operation needs, is an industry-wide practice among hotel and hospitality. With the aim to reduce waste generation and achieve sustainable packaging, it is very crucial for hotel and hospitality

sector to **reconsider the necessity of different packaging and avoid non-essential packaging.** It is understandable that some items provided, such as room amenities, may not be of their own brands. As such, hotel and hospitality companies should communicate with their suppliers to avoid unnecessary packaging materials as far as practicable. In addition, reducing the use of raw materials and making use of recycled, durable or reusable materials in packaging, as well as providing more refillable options for customers during their stayover periods, can help towards reducing a company's carbon footprint.



Image credit: Greengetaways



## How to use this guide?

- + This guide provides practical tips to trade practitioners of the hotel and hospitality industry on **how to avoid and reduce packaging consumption and achieve sustainable packaging management in their daily operations.**
- + This guide also offers guidance and reference, with tailor-made templates, for hotel and hospitality companies to prepare packaging reporting and **disclose packaging data in a harmonised structure so as to identify areas of improvement beyond their current practices.** This is in response to the requirements of the Hong Kong Exchanges and Clearing Limited (HKEX) on the Environmental, Social, and Governance Report (ESG Report) of the listed companies for financial years commencing on or after 1 July 2020.
- + With this guide, trade practitioners should be able to have a general picture on the sustainable packaging trend in both Hong Kong China and other places. To get geared up as a responsible company with sustainability placed at the heart of business, trade practitioners should grasp the opportunities to put in place meaningful packaging reduction and management measures. **While demonstrating the corporate commitment to social responsibility, it would help trade practitioners in capturing business opportunities and at the same time safeguarding and enhancing the wellbeing of both the customers and society.**

- + **Packaging:** Any products made of any materials of any nature to be used for the containment, protection, handling, delivery and presentation of goods, from raw materials to processed goods, from the producer to the user or the consumer. Packaging mainly comprises primary packaging, secondary packaging, tertiary packaging and service packaging.
- + **Primary packaging:** Packaging conceived so as to constitute a sales unit to the final user or consumer at the point of purchase.
- + **Secondary packaging:** Packaging conceived so as to constitute at the point of purchase a grouping of a certain number of sales units whether the latter is sold as such to the final user or consumer or whether it serves only as a means to replenish the shelves at the point of sale. It can be removed from the product without affecting its characteristics.
- + **Tertiary packaging:** Packaging conceived so as to facilitate handling and transport of a number of sales units or grouped packaging in order to prevent damage during physical handling and transportation.
- + **Service packaging:** Packaging conceived so as to facilitate the delivery of sales units and for the containment of sales units at point of sale.
- + **Packaging waste:** Any packaging or packaging material that the holder disposes of.
- + **Biodegradable:** Any materials that will decompose back to its basic elements (e.g. water, carbon dioxide and biomass) through the action of micro-organisms over time.
- + **Compostable plastics:** A subset of biodegradable plastics, defined by the standard conditions and timeframe under which they will biodegrade.



# Scope and Classifications of Packaging

## *in Hotel and Hospitality Sector*

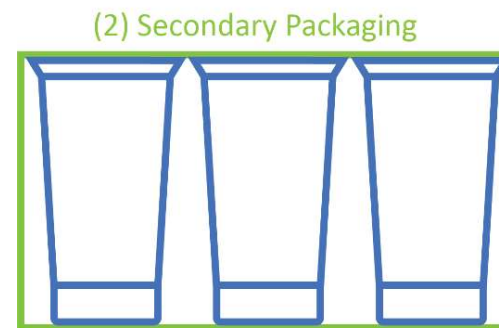
With reference to the common definitions of “packaging” adopted worldwide, the forms of packaging can be classified into 4 broad types, namely primary, secondary, tertiary and service packaging. These 4 levels of packaging form are categorised by the use and purpose of the packaging.

There are different kinds of packaging materials used by hotel and hospitality companies in Hong Kong. Hotel areas and operations that consume packaging include housekeeping, catering, offices, facilities and maintenance. The packaging helps maintain the product quality and integrity to ensure its hygiene conditions are up to a required standard as well as conveying newness and cleanliness to customers.

**Plastics are the most commonly found packaging materials** being used by hotel and hospitality companies as they are economical, light weighed, versatile and protective in nature.

Particularly, items being provided to the customers in the hotels are usually given in a single or smaller portion and are wrapped with extra layers of individual packaging. These packaging generally include:

- **(1) primary packaging** such metal cans and glass jars, etc.
- **(2) secondary packaging** such as cling wrap, paper box and polybags for individual disposable in-room items, etc.
- **(3) service packaging** such as plastic bags, plastic laundry bags and paper bakery bags, etc.



(1) Primary Packaging



(3) Service Packaging

The Environmental Protection Department has been working proactively to provide practicable solutions in source separation, collection logistics, proper treatment and recovery outlets for some primary packaging materials such as plastic bottles and metal cans. As a pioneering action to tackle packaging in hotels, a waste reduction workshop for more than 20 hotels was held in 2000. Following the launch of the “Glass Container Recycling Programme” for hotel sector in 2008, a total of 27 hotels have volunteered to jointly organise and fund the programme to recycle glass containers generated in hotels in an environmentally sound manner. Moreover, the Product Eco-responsibility (Amendment) Bill 2023 was passed by the Legislative Council in October 2023 for regulating disposable plastic tableware and other plastic products. With implementation in phases starting from 22 April 2024, the first-phase regulation ban the sale and provision of those products that either have established non-plastic alternatives or are not necessities, to name a few, cotton buds, balloon sticks, party hats and food sticks, etc. Licensed hotels and guesthouses are prohibited from providing disposable toiletries and in-room plastic-bottled water for free.

The second phase regulation expand to cover other specified disposable plastic products, including multi-pack ring, tablecloth and dental floss, etc. The specific timing of implementing the second-phase regulation extended to include multipack rings, table cloths and plastic stemmed dental floss will depends on the availability and affordability of the relevant non-plastic or reusable alternatives, and it is tentatively set for 2025. To achieve waste reduction at source, the hotel and hospitality industry are encouraged to get prepared for the relevant control measures and jointly build a plastic-free culture.

**Adding onto the aforementioned measures, this practical guide aims to enhance public education and offer tips to the trade practitioners of the hotel and hospitality industry on the prevention, reduction, reuse and recovery of packaging, with a view to facilitating the integration of the corporate ESG goals into their businesses.**

The following shows examples of different types of packaging generated by the hotel and hospitality industry:

## / paper

Hotel and hospitality companies usually use **corrugated paper boxes** for packing of individual products to facilitate storage, transportation and distribution. When the corrugated paper boxes could no longer be used or reused, they would usually be collected for recycling due to their high recycling value.

Example: Corrugated paper box



Ease of recycling: HIGH



Image credit: Movingessentials



### Environmental impacts

Manufacturing of paper may cause deforestation, high energy consumption that leads to high carbon emissions, wastewater discharge that leads to water pollution.

## / plastics

Plastic packaging is often **single-used**. Hotel and hospitality companies use plastic packaging to cover and protect goods because it is lightweight and water resistant. Whenever possible, plastic packaging should be arranged for proper recycling.



PET

Polyethylene terephthalate

Example: Fresh juice container



Ease of recycling: HIGH



Image credit: amazon



**PE-HD**

High Density Polyethylene

Example: Toiletries



Ease of recycling: HIGH



Image credit: ebay



**PVC**

Polyvinyl Chloride

Example: Food packaging (e.g food tray/ mooncake tray)



Ease of recycling: LOW



Image credit: Gzhheng



**PE-LD**

Low Density Polyethylene

Example: Cling wrap for food, polybag for room amenities



Ease of recycling: MEDIUM



Image credit: carousell



**PP**

Polypropylene

Example: Disposable fruit/ food container, disposable bottle cap



Ease of recycling: MEDIUM



Image credit: ebay



**PS**

Polystyrene

Example: Disposable cup lid, cutlery



Ease of recycling: LOW



Image credit: Life in green



**O**

(All other resin and multi-materials not otherwise defined) \*

Example: Products made from polylactic acid plastic (PLA) and biodegradable plastic, etc.



Ease of recycling: LOW



Image credit: Ecolink

*\*Businesses should be cautious on the application of biodegradable plastics as their degradability and composability depend on specific conditions in practical environment. It is still premature to pursue biodegradable and compostable plastics as packaging alternatives at this stage, as they may eventually harm the wildlife and ecosystems if treated improperly without suitable recycling and treatment infrastructures. For such reason, while some other places' experiences of these application are cited in this Guide as reference, this has no implication on the suitability in the context of Hong Kong China.*



## Environmental impacts:

Most plastics are made from fossil fuels. Extraction of fossil fuel may lead to deforestation or fossil fuel leakage, the process is energy-intensive that leads to high carbon emissions, marine and soil contamination caused by microplastics, burning of plastics lead to toxic substances and air pollutant emissions.

## / metal

Canned drinks could be found as mini bar items inside guestrooms and in hotel restaurants. Some hotels may also offer some food products that are packed with iron or aluminium containers.

Example: Aluminium canned drink, coffee capsule, mooncake box



Ease of recycling: HIGH



Image credit: Alibaba



## Environmental impacts

Raw material mining may lead to deforestation, biodiversity loss or soil erosion, the processing is energy-intensive that leads to high carbon emissions.



## / glass

Glass is one of the recyclable materials which is mostly used as primary packaging for food and beverage products.

Example: Wine bottle, beer bottle, glass jar



Ease of recycling: HIGH



Image credit: Alibaba



### Environmental impacts

When considering their contribution to climate change through energy use and damage from mining, the total environmental impact of glass bottle is much higher than that of plastic bottle if it is disposed of after a single use, which is a common phenomenon.

## / wood

Pallets are used for **bulk transportation of boxes of products**. Boxes of the products are placed and stacked on the pallet, then wrapped to fix position to reduce damage.

Example: Wooden pallet



Ease of recycling: HIGH



Image credit: Uline



### Opportunity for reuse

Wooden pallets and other wooden packaging can be reused after basic repairment. At the end of their lifespan, most wooden packaging can be recycled as energy source through heating, landscape mulch, animal bedding, soil enhancement, wood particle board or pressed wood pallets.

## / composite

In the catering operation of hotels, there are several types of **packaging items made from composite materials**, such as paper container with inner layer coated with LDPE for food and soup.

Example: Paper container with inner layer coated with LDPE for food and soup



Ease of recycling: LOW



Image credit: Alibaba



### Environmental impacts

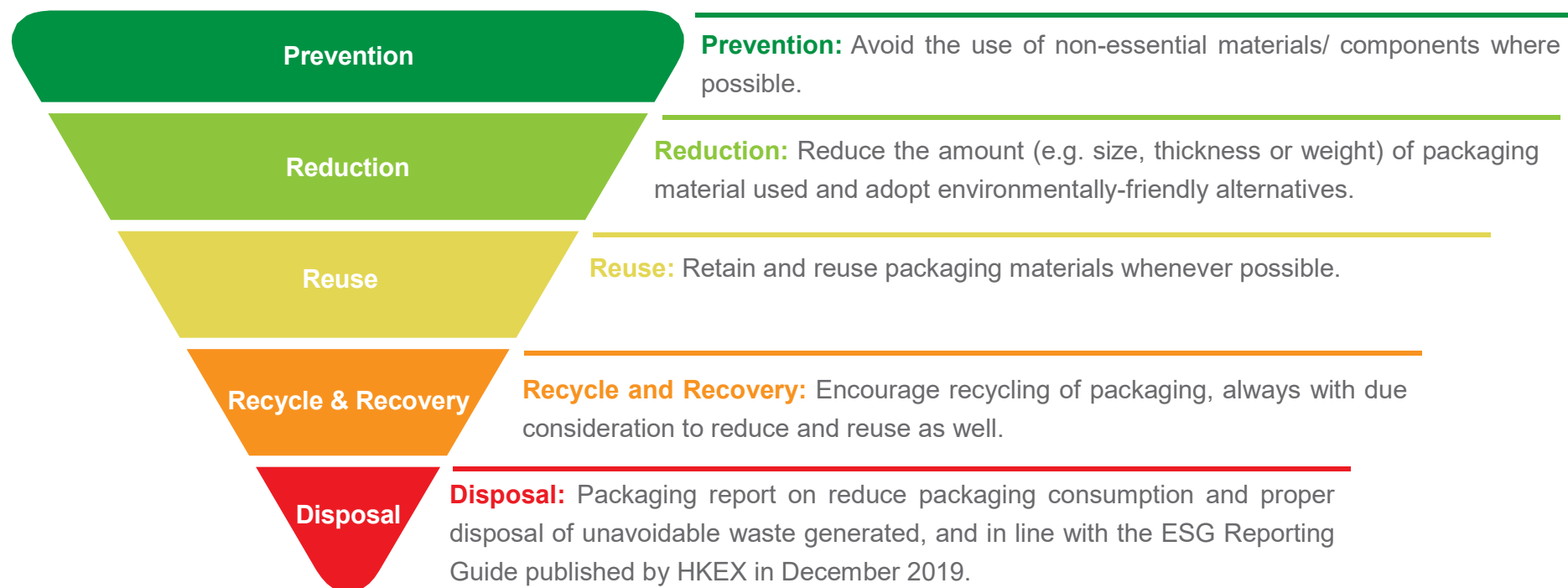
Burden on landfill due to low recyclability, other impacts depend on the materials composed of and could be similar to the impacts mentioned above.

# Practical Tips for Achieving Sustainable Packaging



## Waste management hierarchy in application

The “waste management hierarchy” is a globally recognised conceptual framework designed to guide and prioritise waste management decision and is a useful tool to consider different strategies for reducing packaging. Different levels of the hierarchy are interlinked and may affect each other and should not be viewed in isolation. **Measures moving up along the waste hierarchy would save costs, raw materials, natural resources and energy and reduce the overall impact on the environment.**



With reference to the waste management hierarchy, some practical tips for reducing packaging consumption and generation of packaging waste are set out below to assist hotel and hospitality companies in balancing the benefits amongst environmental protection, cost reduction, corporate image, as well as expectations from customers and other stakeholders. A summary checklist of practical tips is given in **Appendix 1**.

## 1 Prevention – Avoiding/ Eliminating non-essential packaging







To provide a better stayover experience for customers, it is not unusual to see hotel and hospitality companies providing decently packed toiletries including shampoo, conditioner, lotion, mouthwash, shower caps, vanity kits, etc. in guestrooms or other single-use amenities, such as plastic bags and slippers, due to hygiene concern. However, research shows that, on average, each bar of soap and each bottle of liquid becomes waste when only 15% is used.

In order to tackle the waste problem, hotel and hospitality companies could **review their packaging strategies to eliminate or avoid the use of non-essential packaging materials**. For example, to comply with the relevant legal requirement, hotels and guesthouses should no longer distribute plastic toiletries and plastic-bottled water for free.

**/ hotel and hospitality companies could review their packaging strategies to eliminate or avoid the use of non-essential packaging materials**

The hotel and hospitality sector is also suggested to implement simple packaging reduction initiatives in their back-end operations such as closely monitoring the stock level of perishable items to minimise or avoid wastage due to expiration and reduce the ordering amount. Table 1 shows some examples of packaging that could be avoided in hotel operations.

**Table 1:**  
**Examples of packaging could be avoided in hotels**

-  Packaging for clean linen and towel
-  Packaging for room amenities (e.g. bathrobes, slippers, shoe shining kits, sewing kits, drinking cups)
-  Packaging for corporate gifts (e.g. pens, calendars)
-  Packaging for cutlery and food containers for in-room dining
-  Single-use laundry bags
-  Soap packaging



## Experience to learn

### + Hong Kong China

- A major hotel company has fully stopped single-used plastic amenity packaging from their bathrooms and plastic packaging from their food and beverage services. An in-house duct system has been used to distribute room cleaning chemicals (e.g. cleaner and disinfectant) throughout the hotel to replace the use of individual cleaning products and hence eliminate the associated plastic packaging.

### + France

- A major hotel company has committed to eliminating all single-use plastic packaging available in guestrooms by 2025, such as packaging for toothbrushes and cotton buds.



Toothbrush in  
Cornstarch



New hair brush and comb for Sofitel  
/ MGallery and Pullman



Image credit: Accor

\*FSC or PEFC labels guarantee non-deforestation paper fiber

- A major travel and tourism operator has stopped the use of plastic water bottles in their selected resorts since 2019. They have also launched a “Bye Bye Plastics” programme to remove disposable plastic items such as individual plastic packaging for shower gel, shampoo, and lotion.



Image credit: Club Med

### + Spain

- A major tourism and hotel company has partially eliminated single-serving packaging and cling film in their F&B services.

### + United States

- A major hotel company pledged to eliminate single-use items including water bottles, laundry bags, bathroom amenities, and packaging for guestroom amenities in 2018. Sustainable hydration solutions including reusable drinking vessels, refill stations, and closed-loop bottling systems have been implemented at some of their hotels. Plastic bottled water were also not provided for all meetings and events at managed hotels in specific regions.

## 2

## Reduction

### (i) Using environmentally-friendly alternatives of packaging materials

Plastics are omnipresent in hotels. Hotel and hospitality companies should always keep in mind that single-use plastics are not the only option available for packaging. Single-use plastic packaging **could be replaced with alternatives made of more environmentally-friendly materials such as packaging with recycled content. This helps reduce carbon footprint** as recycled materials generally require less energy and resources than virgin materials in the manufacturing process, and thus generating less greenhouse gas emissions. It is increasingly common around the world to include a certain proportion of recycled materials into packaging, such as boxes made with recycled paper and containers made with recycled aluminium.

**Apart from seeking to increase the content of recycled materials in packaging, priority should also be given to those recyclable packaging** such as paper, cardboards, and glass, if packaging is unavoidable. When it comes to sourcing environmentally-friendly packaging materials, the procurement team should give priority to local suppliers so as to reduce carbon footprint along the supply chain.

It is anticipated that the suggested initiatives may contribute to a slight increase in short-term costs at the early stage of green transformation. Nevertheless, this should largely be offset by stronger loyalty from eco-conscious partners or customers and better operational performance in the long run where the extra costs incurred should be within an acceptable level. Moreover, as advances in materials science technologies over time, the cost of these alternative materials is expected to fall gradually along with wider adoption. Similarly, trade practitioners may concern that some emerging alternative materials may not be readily available in the market or yet to be mass-produced in high quality standard. They are advised to keep track of the latest market situation on the availability of certain materials and adopt them in due course.

**/ it is increasingly common around the world to include a certain proportion of recycled materials into packaging**

## Experience to learn

### + Hong Kong China

- A major hotel company selects containers for its bathroom amenities which are comprised of 45% recycled aluminium and caps made of recyclable alloy.
- A major hotel company has been replacing in-room plastic bottled amenities with aluminium tubes which are 100% recyclable. They have also designed their mooncake boxes made with Forest Stewardship Council (FSC) certified wood and recycled paper for individual packaging during the Mid-Autumn Festival.
- A major hotel company has adopted the use of eco cling film and sous-vide vacuum bags that are compostable with their on-site food waste digester.



Image credit: Swire Hotel



Image credit: Mandarin Oriental

### + Sri Lanka

- A major hotel company established an in-house water bottling plant in 2018 which eliminated single-use plastic water bottles by replacing them with reusable glass bottles. This resulted in a saving of over 324,000 plastic bottles from being sent to landfill.



Image credit: Hilton Colombo Residences

### + Thailand

- A major hotel company has avoided 1.8 million plastic bottles by purifying, mineralizing and bottling drinking water in 2019.



Image credit: Six Senses

### + United States

- A major hotel company has adopted water-soluble capsules of cleaning solution, which in turn avoided the use of any plastic packaging. Reusable crates have also been adopted for shipping products instead of plastic-lined cardboard box.
- A major hotel company has implemented a "Stay Plastic Free" initiative to become 100% single use plastic free in end 2020. They have also replaced plastic water bottles with stainless steel bottles for all staff members.



While the daily operations of hotel and hospitality companies consume and generate a considerable amount of primary and service packaging on-site which may ultimately be disposed of as packaging waste, the packaging along their supply chain should not be overlooked. Hotel and hospitality companies should engage their suppliers to incorporate environmental requirements into their products. For example, they could require suppliers to use recyclable and reusable materials for packaging or even use thinner and smaller packaging which fit better with the size of the items. Apart from the above consideration, hotel and hospitality companies could adopt different green criteria to the procurement and screening requirements, **through communication with product suppliers, to ensure products provided are durable, reusable or recyclable, adding value to products.**

Other than having good procurement practices, hotel and hospitality companies should also encourage their own logistics provider/ suppliers' logistics provider to minimise the use of tertiary packaging and switch to reusable packaging such as plastic reusable crate instead of single-use carton box. A return service on the packaging is another feasible practice for suppliers and logistics providers to adopt reverse logistics. Hotel and hospitality companies could collect used packaging like cleaning product containers and return them to product manufacturers for future reuse via their suppliers or logistics providers. Packaging waste could be effectively reduced at source by applying this practice.

Table 2:

### Action items for green supply chain management on packaging reduction

#### A. Communicate the ESG commitment to the following stakeholders:

- ☒ Packaging manufacturers
- ☒ Product suppliers
- ☒ Customers

#### B. Set tender specifications with sustainable packaging requirements for third-party service provider:

- ☒ Logistics service
- ☒ Packaging manufacturers
- ☒ Product suppliers

**/ hotel and hospitality companies are highly encouraged to communicate with product suppliers to ensure products provided are durable, reusable or recyclable, adding value to products**



## Experience to learn

### + Hong Kong China

- Being one of the Signatories of the Global Tourism Plastics Initiative, a major hotel company has established procurement criteria on reusability, recyclability, and compostability. They engaged suppliers to provide data on the recyclability and compostability of plastic packaging of the room amenities, as well as business associations to promote the availability of data on the aforementioned.
- A major hotel company has built up a green supplier list and required their contractors and consultants to use recycled and environmentally preferable products.
- A major hotel company has developed a green procurement policy which includes an On-site Evaluation Checklist to ensure that their contractors have adopted environmentally-friendly techniques in processing products such as guestroom supplies and amenities. To create an environmentally and socially responsible supply chain, preferences are given to suppliers who share the same commitment.
- A major hotel company has introduced the Guidelines on Green Gift Hamper or Basket Packaging Design to encourage suppliers to reduce excessive packaging and seek for potential eco-friendly materials as substitutes for conventional packaging.



Image credit: UNWTO

### + Thailand

- A major hotel company has collaborated with their supplier to implement a take-back recycling programme. Used paper and cardboard are sent to the supplier for proper recycling into new paper products which are in turn supplied to the hotel to form a closed-loop supply chain system. More than 3,500kg of used paper and cardboard have been recycled in the programme.
- A major hotel company has requested suppliers to use recyclable packaging. Suppliers would be punished if they violate the contract requirements and use non-recyclable packaging.



Image credit: Mandarin Oriental

### + United Kingdom

- A major hotel company has managed to source their chemical and cleaning substances in bulk, and local foods as the main source, to minimise packaging waste during delivery.

## 3

## Reuse

### Using reusable packaging materials

When it comes to reusable packaging, there is an ongoing discussion among the industry **on the shift from using single-use and single-portioned items to reusable and/or refillable options in their operations.** The use of reusable and long-lasting packaging could benefit them in terms of cost-saving as fewer packaging materials would be used in the long run. This saving is particularly significant for hotel and hospitality companies which have their own-brand products. It is also the easiest and most economical way to achieve packaging waste reduction as hotel and hospitality companies can simplify the supply chain and deal with their suppliers directly.

To ensuring compliance of the legal requirement on regulating disposable plastic and shifting to reusable packaging materials and products, hotel and hospitality companies should replace single-use water bottles with reusable bottles, and set up water dispensers in the corridor area or in-room water filters at the pipes, enabling customers to refill their own bottles. It is understandable that customers generally have high hygienic concerns regarding the provision of water fountains and the installation of water filters. Therefore, hotel and hospitality companies

**/ hotel and hospitality industry is on the shift from using single-use and single-portioned items to reusable and/or refillable options in their operations**

are advised to provide customers with clear assurance on the source and quality of water, as well as labelling the filter expiry date on the water dispensers or pipes to allay their concerns.

Replacing plastic garbage bags is another challenge for hotel and hospitality companies. Plastic garbage bags are commonly used for containing and collecting waste in an efficient and hygienic way. Hotel and hospitality companies could consider using reusable and washable alternatives to replace single-use plastic garbage bags in rooms and other operations.



Image credit: TOMbag

Furthermore, providing rental services of reusable carrier bags to customers who forget to bring their own bags could also help reduce the use of single-use packaging. By applying these practices, hotel and hospitality companies could greatly reduce the amount of plastic waste generated.

In fact, with the increasing demands for environmentally-friendly hospitality services from eco-conscious consumers, luxury hotel chains have been differentiating their brands by avoiding the use of single-use plastics in their operations. For example, providing customers with reusable items during the course of their stay, such as provision of stainless-steel or glass bottled water, refillable containers for shampoo, conditioner, shower gel, and body lotion, etc.

**Table: 3**  
**Recommended items in guestroom to be contained in reusable packaging (if needed)**

<b>Mini bar items</b>	Tea bag, reusable tableware, coffee capsule, pre-portioned food
<b>Cleaning products</b>	Liquid detergent, washing powder
<b>Personal items</b>	Linen, slipper, laundry bag

## Experience to learn

### + Hong Kong China

- A major hotel company has been installing smart water dispensers and umbrella dryers on the guest floors to replace the use of single-use plastics.



Image credit: Sino Hotels Hong Kong Gold Coast

- A major hotel company has replaced plastic laundry bags with reusable cotton bags for delivery of customers' laundry from the back of the house to guestrooms. They have also installed Ultra Filtration & Purification Drinking Water System for water refilling in guestrooms.



Image credit: Hotel ICON

- A major hotel company has been installing wall mounted dispensers for items such as shower gel and shampoo which they can refill products in customer bathrooms. This has successfully avoided an average of 4.9 million bath amenity bottles per year in their operation.



Image credit: Mandarin Oriental Hotel Group

### + Chinese Mainland

- A major hotel company has replaced plastic bottles with either glass or aluminium bottles from all operational areas and implemented an in-house water bottling system which avoided an average of 7.7 million plastic bottles per year.

### + France

- A major hotel company has replaced its laundry bags with reusable cloth laundry bags.

### + United Kingdom

- A major hotel company has been using stainless-steel containers for food storage, thus reducing the use of cling film in kitchens. In 2019, they also fully replaced single-use plastic water bottles with reusable glass water bottles in their rooms and provided reusable carrier bags on customer excursions.

## 4

## Recycling and Recovery

### Setting up recycling facilities

While recycling facilities are quite popular across the territory, it is relatively uncommon to find one in the guestrooms and hotel lobby.

**Setting up suitable recycling facilities is a good way to draw sustainability awareness and bring circular economy into the business practice directly in collaboration with the hotel customers.**

In most cases, guestrooms only provide waste bins in the bathroom and bedroom, of which they are intended for collecting toilet waste and all kinds of other waste generated. It is not surprising to see that the recyclables mixed with waste collected are very often contaminated.

Setting up recycling facilities in guestrooms, corridor area of each floor or hotel lobby allows customers to recycle packaging conveniently, such as unwanted carrier bags or other recyclable waste. In fact, by setting up suitable recycling facilities, hotel and hospitality companies can improve brand loyalty and demonstrate their commitment to environmental protection. It is equally important to provide sufficient training and clear guidelines to ensure frontline staff is able to read the recycling labels and properly handle the recyclables.

**/ setting up recycling facilities is a good way to draw sustainability awareness and bring circular economy into the business practice**





## Experience to learn

### + Hong Kong China

- A major hotel company has collaborated with a local recycling company and a non-governmental charitable organisation to collect and upcycle Chinese mooncake containers into paper napkins and educational toys for children in Hong Kong.
- A major hotel company has set up recycling bins in all guestrooms to facilitate customers for recycling of packaging materials.
- A major hotel company collects used coffee capsules regularly for recycling and regeneration. They have also placed recycling bins at both the front and side hotel entrances to collect used umbrella plastic bags.



Image credit: The Peninsula



Image credit: The Cityview

### + Singapore

- A major hotel company encourages customers to practise recycling by providing separate recycling facilities for plastics, paper, and glass in all guestrooms.

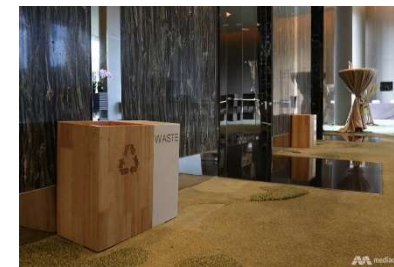


Image credit: PARKROYAL COLLECTION Pickering

### + United Kingdom

- A major hotel company encourages customers to leave recyclable items such as newspapers and plastic cups by the side of the rubbish bin for in-room recycling.

### + Portugal

- A major hotel company has implemented a waste sorting system in 76 hotel rooms since its opening in 2011, including the provision of facilities for separating recyclables such as glass, paper, plastics, and metals in each room.

With reference to the waste management hierarchy, apart from the above experience to learn, the following example also shows how hotel and hospitality companies can start considering ways to reduce packaging consumption and generation of packaging waste. This can help relieve the waste disposal burden of landfills.



Image credit: Pottery Barn

### Reuse, Recycle and Recovery:

- + Use reusable containers instead of single-use plastic containers
- + Set up in-room recycling facilities to collect recyclables from customers for reuse/ recycling
- + Use packaging with on-pack recycling labels or add on-pack recycling labels to encourage customers to recycle

### Prevention:

- + Prohibit the provision of hotel and guesthouse toiletries and plastic-bottled water for free
- + Prohibit the distribution of regulated disposable plastic products and service packaging (e.g. umbrella bags) for free

### Reduction:

- + Check to see whether it is possible to include recycled content into the packaging (e.g. container caps)

## 5

## Guidance for Packaging Reporting and Management

While it is anticipated that the sustainable packaging initiatives suggested in previous chapters would help hotel and hospitality companies in identifying existing gap and potential opportunities to packaging reduction, we understand that some packaging exists for a practical reason as certain level of packaging is necessary and vital to business operation. Therefore, it is high time for hotel and hospitality companies to **explore ways in managing these unavoidable packaging in a more systematic manner.**

With reference to experience in other places and in line with the ESG Reporting Guide published by HKEX in December 2019, packaging reporting is an effective mean to facilitate gathering of information by companies for **self-review and identifying opportunities for reducing packaging consumption and packaging waste generation**, which may help companies to minimise unnecessary cost.

Also, **investors and other stakeholders are now more willing to allocate capital in sustainable investments** and thus expecting more information from companies on how they manage ESG related risks, including how to minimise non-essential packaging.

**In this chapter, a step-by-step guidance will be provided to assist companies to disclose their packaging consumption in their ESG Reports, Sustainability Reports or Annual Reports in a more systematic and standardised manner.** To be an environmentally-responsible industry practitioner, it is advisable for companies to follow the guidance in **reporting the quantities of different types or forms of packaging materials consumed under a specific period of time.**



### Do you know...?

Under the requirement of HKEX, Hong Kong listed companies are required to report on ESG matters on an annual basis and regarding the same period covered in their Annual Reports. Under Section Aspect A2: Use of Resources – KPI A2.5 of the “Appendix C2 (formerly known as Appendix 27) ESG Reporting Guide” published by HKEX, companies are required to disclose information on total packaging material used for finished products. The information required to comply is:

+ Total packaging material used and intensity

+ If possible, issuers should provide a breakdown of materials by type

# Step-by-step guidance for packaging reporting and management

## i Define reporting boundary

i Companies should firstly determine the scope for packaging reporting, it would be a better approach to follow the reporting period and boundaries of their ESG Reports, Sustainability Reports or Annual Reports.

It is important that packaging materials consumed in different operating units, e.g. housekeeping, catering, retail, and other facilities etc. should be included and reported.

ii When defining the sources of packaging consumption within the reporting boundary, products made of any materials of any nature to be used for the protection, handling, and delivery from the producer to the end customer should be taken into account.

Therefore, packaging generated from the following operation points should be measured:

## ii Identify source of packaging consumption

### Packaging filled/ consumed for housekeeping and room amenities

(e.g. polybags for individual disposable in-room items)



Image credit: carousell

### Packaging filled/ consumed at the retail stores, restaurant and kitchen

(e.g. plastic bags, cling wrap, takeout containers)



Image credit: ebay

### Primary and secondary packaging consumed for self-manufactured own-brand items and products

(e.g. mooncake boxes)



Image credit: Alibaba

It is understood that each hotel and hospitality company might operate differently with its unique approach to the provision of services and facilities. On top of the packaging consumption hotspots suggested above, hotel and hospitality companies should also include other operation points such as entertainment facilities, receptions, conference rooms, offices, and maintenance workshops if they represent a certain portion of packaging generation within the hotels. In short, hotel and hospitality companies should follow the overriding principle – **“to report whatever brand-new packaging they add to the items/ products/ services”**.



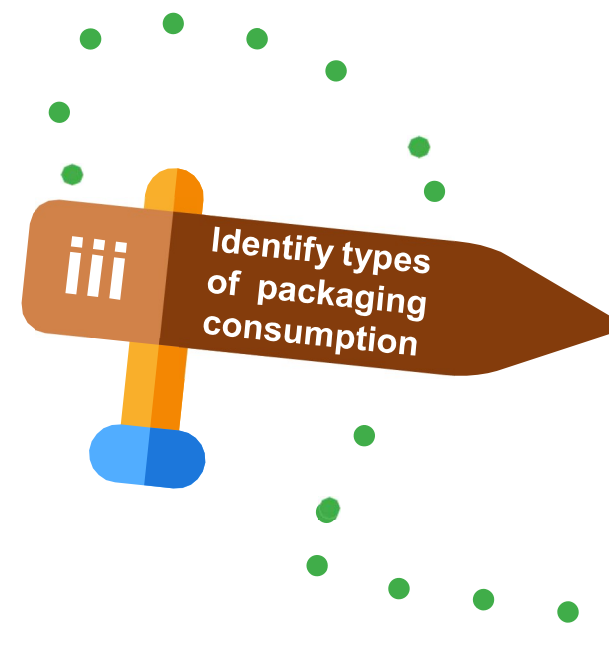
## Scenario of reporting scope

Company A owns and operates a hotel in Hong Kong. In addition to the provision of guestrooms, the company operates and offers a wide range of facilities to enrich the customer experience. Table 4 shows some common packaging consumed/ filled by Company A and their associated reporting requirements.

**Table 4:**  
**Examples of common packaging handled by Company A**

Operation Points	To be reported [✓]	Not to be reported [X]
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>Polybags were added by the housekeeper to the slippers</li> </ul>	<ul style="list-style-type: none"> <li>Reusable cotton bags of the toiletry kit</li> </ul>
<b>Restaurant and Kitchen</b>	<ul style="list-style-type: none"> <li>Cling wrap added by the chef on food ingredient</li> <li>Plastic bottles of self-made fresh orange juice</li> <li>Takeaway containers for customers to pack surplus food</li> </ul>	<ul style="list-style-type: none"> <li>Canned drinks of other brands</li> </ul>
<b>Bakery Shop</b>	<ul style="list-style-type: none"> <li>Paper bakery bags added</li> <li>Plastic bags sold to customers</li> </ul>	<ul style="list-style-type: none"> <li>Plastic bags around baked goods that were already added by the supplier</li> </ul>
<b>Seasonal Product Sale</b>	<ul style="list-style-type: none"> <li>Self-manufactured own-brand mooncake boxes/ gift boxes</li> <li>Plastic bags sold to customers</li> </ul>	<ul style="list-style-type: none"> <li>Recycled carton boxes provided for customer purchasing in bulk</li> <li>Reusable shopping bags provided for customer</li> </ul>

For Company A, they should only report the quantity/ weight of **brand-new packaging they add** to the items or products. Therefore, the recycled carton boxes being reused for containing seasonal products are out of the reporting scope. Company A should also note that they are not required to report their usage of reusable packaging, i.e. the reusable cotton bags of the toiletry kit offered to their customers.



- iii** Packaging is ubiquitous in hotel and hospitality operations. It facilitates the handling of products and ensures the hygiene conditions are up to a required standard. To fit different natures of products and functions, there are wide varieties of packaging and the most commonly found packaging materials and forms are listed in Table 5.



**Table: 5**  
**Commonly found packaging material and forms**

Paper/ cardboard	<ul style="list-style-type: none"> <li>• Paper shopping bags for food/ dry goods</li> <li>• Logistics and protective packaging (e.g. carton boxes)</li> <li>• Cardboard</li> <li>• Other paper packaging</li> </ul>
Plastics	<ul style="list-style-type: none"> <li>• Shopping bags</li> <li>• Beverage containers</li> <li>• Product containers</li> <li>• Cling wrap</li> <li>• Carrier bags</li> <li>• Polybags</li> <li>• Tote boxes</li> <li>• Logistics and protective packaging (e.g., bubble wraps, stretch films, shrink films)</li> <li>• Other plastic packaging</li> </ul>
Metals	<ul style="list-style-type: none"> <li>• Beverage containers</li> <li>• Aluminium foil</li> <li>• Metal trays</li> <li>• Food cans</li> <li>• Other metal packaging</li> </ul>
Glass	<ul style="list-style-type: none"> <li>• Beverage containers</li> <li>• Other glass packaging</li> </ul>
Wood	<ul style="list-style-type: none"> <li>• Wood pallets</li> <li>• Crates</li> <li>• Other wood packaging</li> </ul>
Composite	<ul style="list-style-type: none"> <li>• Other composite packaging</li> </ul>
Others	<ul style="list-style-type: none"> <li>• Containers/ bags with mixed content</li> </ul>



- iv** Data collection is an important step and requires collaborative efforts. Companies should establish strong collaboration with relevant departments and stakeholders to collect accurate and reliable data for reporting purpose.

To understand the quantities of different forms of packaging materials consumed within the reporting period, companies may adopt the following two approaches. Approach 1 is anticipated to be universal across all packaging-consuming in hotel and hospitality companies, whereas Approach 2 should also be adopted at the same time if packaging sales is part of the business.

## 1 Approach 1: Data obtained from procurement and inventory record

The following data should be obtained for calculation of packaging consumption:

Items	Description	Data source
<b>A</b>	Quantity of each type of packaging materials/ forms at the beginning of the reporting period	Stock-taking exercise, inventory report, etc.
<b>B</b>	Quantity of each type of packaging materials/ forms procured/ received during the reporting period	Purchase orders/ reports, invoices from suppliers, import/ delivery records, etc.
<b>C</b>	Quantity of each type of packaging materials/ forms remained at the end of the reporting period	Stock-taking exercise, inventory report, etc.

$$[ \text{Total consumption amount of each type of packaging materials/ forms} = A + B - C ]$$

## 2

### Approach 2: Data obtained from packaging materials used on self-manufactured own-brand or sold products

- + Calculate the average weight of packaging per stock keeping unit (SKU) then multiply by the total number of products sold during the reporting period with reference to sales record.
- + Company should identify components of the packaging according to different materials and forms, and record the weight of each material and form.

#### Example (1): Sales of self-manufactured own-brand mooncake



Product name/ code	Packaging material	Packaging form*	Weight of the packaging material per unit of product (g)	Number of products sold during the reporting period	Total quantity of packaging consumed (kg)
			(A)	(B)	(C) = (A) x (B) / 1,000
Mooncake	Paper	Paper box	200	5,000	1,000
		Gift bag	10		50
	Plastics	Plastic Tray	10		50
		Individual wrapping (x6)	3		15
Sub-total					1,115

\* Companies can select appropriate items to report, subject to data availability

## Example (2): Own-brand spa products



<i>Product name/ code</i>	<i>Packaging material</i>	<i>Packaging form*</i>	<i>Weight of the packaging material per unit of product (g)</i>	<i>Number of products sold during the reporting period</i>	<i>Total quantity of packaging consumed (kg)</i>
			(A)	(B)	(C) = (A) x (B) / 1,000
Massage oil	Metal	Bottle	150	100	15
		Bottle cap	2		0.2
Sub-total					15.2

\* Companies can select appropriate items to report, subject to data availability

V Calculating the packaging consumption data helps engage your stakeholders to learn about the environmental commitment of your companies. Companies can consider reporting the total packaging material used during the reporting period or the intensity of packaging material use<sup>note</sup>.

Breakdown of packaging materials consumed by type (e.g. plastics, paper, metals) would be more preferable. This will establish the data for comparison, benchmarking and drive actions on packaging reduction. For samples of packaging reporting templates, please refer to **Appendix 2**.

**Note:**

Intensity of packaging material use =  $PA/U$

PA = Total packaging materials used (in weight)

U = Company specific metrics (e.g. units of product, production volume, monetary units such as revenue or sales)



## 6

## Tips on publicity and customer education

Most of the packaging materials can be recycled if they are made of single material. However, some customers are not get used to waste reduction and recycling while others do not know the correct way to do so. Hotel and hospitality companies are suggested to **use packaging with on-pack recycling labels** to give customers clear illustration on the correct way of recycling. The on-pack recycling labels should be as informative and clear as possible. Providing tips and guidance to customers on the proper handling of common packaging materials generated during their stay at the hotel is a measure to raise public awareness, level of knowledge and motivation in package recycling.

Hotel and hospitality companies can adopt different ways to convey such information, for instance, at hotel lobby, lifts and guestrooms, via e-panel displays, notice boards and welcoming cards in rooms. At the same time, hotel and hospitality companies can share environmental information with customers through confirmation and reminder emails before their arrival. For example, we suggest hotels and guesthouses should encourage customers to bring along their own toiletries, and adopt refillable containers to carry shampoo and shower gel, etc.

On the other hand, to boost the awareness of customers, incentives could be provided to customers who have supported and adopted the environmental practices. For instance, accumulative loyalty points or late check-out could be granted to customers who opted for a sustainable stay by choosing to use non-packaged items. This can attract eco-conscious customers to choose sustainable hotels that align with their core values.

**/ hotel and hospitality companies are suggested to use packaging with on-pack recycling labels**

## Experience to learn

### + Hong Kong China

- A major hotel company has collaborated with a local recycler to introduce a plastic recycling program. A note has been placed in room to educate and encourage guests to clean plastic for recycling. In 2021, a total of 1,940 kg of plastic was recycled with the support of customers.

### + Chinese Mainland

- Seven hotels from a major hospitality company have joined Ctrip's "Travel More, Impact Less" environmental campaign with the aim of reducing the wastage of single-use hotel supplies and enhancing travellers' environmental awareness.
- A major hotel company has introduced a promotion scheme to incentivise customers who opt out of the usage of single-use amenities with RMB\$10 room charge reduction.



Image credit: Ctrip



Image credit: Jinjiang Inn (Chinese only)

Image credit: Jinjiang Inn (Chinese only)





## Experience to learn

### + Indonesia

- A major hotel company offers educational programmes to surrounding villages about its sustainable approach to waste management and eliminating plastic as well as offering sustainability-focused scholarships for the local youth.

### + Singapore

- A major hotel company supports customer education and encourages their customers to adopt sustainable habits by displaying their green initiatives in guestrooms.



Image credit: Singapore Hotel Association

# Frequently Asked Questions

The following frequently asked questions are designed to assist trade practitioners with answers about packaging reduction, reporting and management.

## Q1 Why is packaging reporting important?

Packaging waste constitutes a significant part of Municipal Solid Waste (MSW) in Hong Kong and has caused increasing environmental concerns. To achieve waste minimisation in the territory, local companies should share the responsibility towards sustainable packaging waste management. On the other hand, customers and investors are increasingly concerned about company's environmental and financial responsibility, packaging reporting would be an important initiative for companies to gather information for self-review, thereby identifying areas of improvement beyond current practices.

## Q2 Is packaging reporting mandated by law?

Packaging reporting is not mandatory at this stage. However, in order to facilitate companies in gathering information for self-review and identifying areas of improvement to achieve sustainable packaging waste management which may help companies to minimise unnecessary costs. We strongly encourage companies to practise packaging reporting on an annual basis for self-assessment.

### Q3 Which types of packaging should be covered in the packaging reporting of our company?

Companies should identify their scope of operations at different venues (e.g. housekeeping, catering, offices, facilities, and maintenance, etc.) and identify the packaging materials consumed by their companies for reporting, including secondary packaging (e.g. cling wrap, polybags), tertiary packaging (e.g. stretch film, carton box, wooden pallets) and service packaging (e.g. plastic shopping bags) used in their operations. For companies which extend their business to the manufacturing of their own-brand items and products, they should also include the primary and secondary packaging (e.g. plastic bottles of self-made fresh orange juice) consumed for self-manufactured own-brand items and products.

### Q4 We found some of the packaging materials challenging to maintain an accurate inventory for reporting, what could we do?

We understand that the operational challenges of stock-taking different types of packaging from all sources. Therefore, companies are advised to report as many types and forms of packaging as practicable (use estimation if needed) generated from the following operation points: 1) Packaging filled/ consumed for housekeeping and room amenities, 2) Packaging filled/ consumed at retail stores, restaurant and kitchen, and 3) Primary and secondary packaging consumed for self-manufactured own-brand items and products.

### Q5 Where shall we disclose our packaging data?

For Hong Kong listed companies, you shall disclose your packaging consumption data on your ESG Report under the requirement of HKEX. For non-listed companies, you are also encouraged to disclose your packaging data on your website or your ESG/ Sustainability/ Annual Report.

**Q6** We found some of the sustainable packaging initiatives challenging to implement, what could we do?

Businesses are suggested starting with a trial/ in phases and progressively expand for wider impacts. As a key stakeholder in achieving packaging reduction, the government will continue to collaborate with the hotel and hospitality industry for implementing practicable measures to promote and encourage reducing the use of plastic packaging materials. Think big, start small!

**Q7** The original packaging materials of the goods of our product suppliers and logistics service providers are out of our control, what could we do?

Businesses are suggested communicating with their suppliers and logistics service providers and collectively explore solutions for minimising use of packaging materials or switching to the use of reusable materials for packaging. Green criteria are suggested to be included in their procurement requirement.

**Q8** We wish to recycle the packaging waste generated from my operations, what can we do?

Businesses should identify suitable outlets for recyclable materials. For larger businesses, it is suggested to set up suitable recycling facilities at their premises and engage a recycler to collect different types of recyclables regularly for proper recycling.

Please find more on the Hong Kong Collector/ Recycler Directory:

[https://www.wastereduction.gov.hk/en/quickaccess/vicinity.htm?collection\\_type=collector&material\\_type=all&district\\_id=0](https://www.wastereduction.gov.hk/en/quickaccess/vicinity.htm?collection_type=collector&material_type=all&district_id=0)

## 1 Packaging Reporting and Management

### Hong Kong China

- + **How to Prepare an ESG Report – A Step-by-Step Guide to ESG Reporting – HKEX**  
[https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Environmental-Social-and-Governance/Exchanges-guidance-materials-on-ESG/step\\_by\\_step.pdf](https://www.hkex.com.hk/-/media/HKEX-Market/Listing/Rules-and-Guidance/Environmental-Social-and-Governance/Exchanges-guidance-materials-on-ESG/step_by_step.pdf)

### Other Places

- + **AB-1162 Lodging establishments: personal care products: small plastic bottles. – California Legislative Information**  
[https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill\\_id=201920200AB1162](https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB1162)
- + **Guidance for the compilation and reporting of data on packaging and packaging waste – European Commission**  
[https://apambiente.pt/sites/default/files/\\_Residuos/FluxosEspecificosResiduos/ERE/Guidance\\_for\\_the\\_compilation\\_and\\_reporting\\_of\\_data\\_on\\_packaging.pdf](https://apambiente.pt/sites/default/files/_Residuos/FluxosEspecificosResiduos/ERE/Guidance_for_the_compilation_and_reporting_of_data_on_packaging.pdf)
- + **Guide on Mandatory Packaging Reporting – National Environment Agency of Singapore**  
<https://www.nea.gov.sg/docs/default-source/default-document-library/mpr-resource-slides-as-of-24-march-2021772abdb897c84ae0955da370215eeb74.pdf>
- + **Tackling Plastic Pollution – Legislative Guide for the Regulation of Single-Use Plastic Products – UN Environment Programme**  
<https://wedocs.unep.org/bitstream/handle/20.500.11822/34570/PlastPoll.pdf?sequence=3&isAllowed=y>

## 2 Packaging Reduction and Management

### Hong Kong China

- + **Bill passed for regulating disposable plastic tableware and other plastic products and enhancing existing producer responsibility schemes – Press Release, The Government of the Hong Kong Special Administrative Region**  
<https://www.info.gov.hk/gia/general/202310/18/P2023101800622.htm?fontSize=1>

- + **Hong Kong Collector/ Recycler Directory – Environmental Protection Department, HKSAR**  
[https://www.wastereduction.gov.hk/en/quickaccess/vicinity.htm?collection\\_type=collector&material\\_type=all&district\\_id=0](https://www.wastereduction.gov.hk/en/quickaccess/vicinity.htm?collection_type=collector&material_type=all&district_id=0)
- + **Waste Blueprint for Hong Kong 2035 – Environment and Ecology Bureau, HKSAR**  
[https://www.eeb.gov.hk/sites/default/files/pdf/waste\\_blueprint\\_2035\\_eng.pdf](https://www.eeb.gov.hk/sites/default/files/pdf/waste_blueprint_2035_eng.pdf)

### Other Places

- + **A Guide to Evolving Packaging Design – Waste & Resources Action Programme**  
<https://www.proseworks.co.uk/Downloads/Wrap-design-guidance.pdf>
- + **Design Guidelines for Sustainable Packaging – Sustainable Packaging Coalition**  
[https://s3.amazonaws.com/gb.assets/SPC+DG\\_1-8-07\\_FINAL.pdf](https://s3.amazonaws.com/gb.assets/SPC+DG_1-8-07_FINAL.pdf)
- + **German Packaging Act (VerpackG) – Landbell Deutschland**  
<https://verpackungsgesetz-info.de/en/>
- + **Packaging Partnership Programme (with packaging benchmarks) – National Environment Agency of Singapore**  
<https://www.nea.gov.sg/programmes-grants/schemes/singapore-packaging-agreement>
- + **Plastic Reduction Guidelines for Hotels – TUI Group**  
[https://www.tuigroup.com/damfiles/default/downloads/plastic\\_reduction\\_guide.pdf-2f4f4f0e2278382fcd50d9a530985b84.pdf](https://www.tuigroup.com/damfiles/default/downloads/plastic_reduction_guide.pdf-2f4f4f0e2278382fcd50d9a530985b84.pdf)
- + **Reuse – rethinking packaging – Ellen MacArthur Foundation**  
<https://ellenmacarthurfoundation.org/reuse-rethinking-packaging>



- + Stop the flood of plastic – Effective measures to avoid single-use plastics and packaging in hotels – World Wide Fund Denmark**  
[https://www.wwf.de/fileadmin/user\\_upload/WWF\\_Plastikstudie\\_Hotelma%C3%9Fnahmen\\_eng.pdf](https://www.wwf.de/fileadmin/user_upload/WWF_Plastikstudie_Hotelma%C3%9Fnahmen_eng.pdf)
- + The EU Ecolabel Scheme – European Commission**  
<https://ec.europa.eu/environment/ecolabel/the-ecolabel-scheme.html>

# Appendix 1 – Summary Checklist on Practical Tips for Hotel and Hospitality Companies

The following is a quick start of key practical tips for the hotel and hospitality sector to consider in achieving sustainable packaging. This list is non-exhaustive and is prepared based on the best practices collected locally and from other places.

Summary Checklist on Practical Tips for Hotel and Hospitality Companies				
Practical Tips		Yes	No	Follow-up Actions if the answer is “No”
Prevention				
1.	Eliminating the use of single-use plastic items (e.g. laundry bags)			
2.	Avoiding the use of multiple layers of packaging for personal items (e.g. towels, slippers, bathrobe, etc.).			
3.	Avoiding the use of individual packaging for in-room dining (e.g. individually packed beverages and sachets, etc.).			
4.	Reducing packaging consumption of controllable back-end operations through careful planning.			
5.	Ceasing the distribution of carrier bags.			
Reduction				
6.	Exploring the use of different types of packaging (e.g. bundle straps) to enhance packaging recyclability and reduce the use of materials.			
7.	Replacing single-use packaging with alternatives containing recycled content.			
8.	Replacing hard-to-recycle packaging with recyclable packaging (e.g. paper, PE plastics, PET plastics) if the packaging is unavoidable.			

## Summary Checklist on Practical Tips for Hotel and Hospitality Companies

Practical Tips		Yes	No	Follow-up Actions if the answer is “No”
Reuse				
9.	Adopting reusable packaging as far as practicable (e.g., mini bar items).			
10.	Setting up areas to collect used but well-conditioned packaging for reuse purposes (e.g. carton boxes, filling materials).			
11.	Offering rental service of bags to customers who forget to bring their own bags.			
Recycling and Recovery				
12.	Setting up in-room recycling facilities and/or reverse vending machines at hotel lobby to recycle unwanted packaging			
13.	Arranging regular material collection services for different recyclables.			
Packaging Reporting and Management				
14.	Performing statistical analysis and recording the total packaging materials used on a yearly basis.			
15.	Publishing waste reduction plans and achievements in companies' ESG/ Sustainability/ Annual Report.			
Publicity and Customer Education				
16.	Offering incentives to customers (e.g. via rebates) to drive sustainable packaging actions.			
17.	Providing tips and guidance to customers on the proper handling of packaging materials generated (e.g. at reception, via e-panel display, welcoming cards in rooms, etc.).			
18.	Using packaging with on-pack recycling labels to facilitate recycling by customers.			
19.	Providing choices for customers to opt for a sustainable stay by choosing to use non-packaged items at the reservation stage.			

### Remark:

*As a general principle, excessive and non-essential packaging should be avoided as far as practicable. In case the use of packaging materials is unavoidable, careful considerations should be adopted in choosing the suitable packaging to reduce waste generation. In addition, it is worth understanding that reuse and recycling could extend the life of packaging. Hotels and hospitality companies, therefore, should support recycling of various packaging materials with a view to encouraging their staff and customers to develop green habits.*

## Appendix 2 – Packaging Reporting Templates

Report templates on types of packaging materials consumed during the reporting period: (Approach 1)

Company:				
Venue:				
Business Nature of the Venue:				
Reporting Period:	From		To	

Data obtained from procurement and inventory record

Packaging material	Packaging form*	Quantity of packaging in storage at the beginning of the reporting period (tonnes)	Quantity of packaging purchased/ obtained during the reporting period (tonnes)	Quantity of packaging in storage at the end of the reporting period (tonnes)	Remarks	Total quantity of packaging consumed (tonnes)
		(A)	(B)	(C)		(D) = (A) + (B) - (C)
Plastics	e.g. Plastic bottle	1	2	0.5	made of PET	2.5
	e.g. Polybag					
	e.g. Cling wrap					
Sub-total						
Paper	e.g. Gift box					
	e.g. Bakery bag					
Sub-total						
Metal						
Sub-total						

<i>Packaging material</i>	<i>Packaging form*</i>	<i>Quantity of packaging in storage at the beginning of the reporting period (tonnes)</i>	<i>Quantity of packaging purchased/ obtained during the reporting period (tonnes)</i>	<i>Quantity of packaging in storage at the end of the reporting period (tonnes)</i>	<i>Remarks</i>	<i>Total quantity of packaging consumed (tonnes)</i>
		(A)	(B)	(C)		(D) = (A) + (B) - (C)
Glass						
Sub-total						
Wood						
Sub-total						
Composite						
Sub-total						
Others						
Sub-total						
Grand Total (PA)						
Company specific metrics (e.g. units of product, production volume, monetary units such as revenue or sales) (U)						
Intensity of packaging material use = PA/U						

\* Companies can select appropriate items to report, subject to data availability

## Report templates on types of packaging materials consumed during the reporting period: (Approach 2)

Company:				
Venue:				
Business Nature of the Venue:				
Reporting Period:	From		To	

Data obtained from sales of own-brand products

Product name/ code	Packaging material	Packaging form*	Weight of the packaging material per unit of product (g)	Number of products sold during the reporting period	Total quantity of packaging consumed (kg)
			(A)	(B)	(C) = (A) x (B) / 1,000
e.g. Mooncake	Paper	Paper box	200	5,000	1,000
		Gift bag	10		50
	Plastics	Tray	10		50
		Individual wrapping (x6)	3		15
Sub-total					1,115
e.g. Massage oil	Metal	Bottle	150	100	15
		Bottle cap	2		0.2
Sub-total					15.2
Grand Total (PA)					
Company specific metrics (e.g. units of product, production volume, monetary units such as revenue or sales) (U)					
Intensity of packaging material use = PA/U					

\* Companies can select appropriate items to report, subject to data availability



# Appendix 3 – A “Step-by-Step” Self-Assessment Tool to Sustainable Packaging Management



The following self-assessment tool helps trade practitioners in the hotel and hospitality sector to understand their packaging portfolio along the supply chain and business cycle so as to identify the scope for packaging management and assess the factors that they could consider in working out improvement options to reduce packaging.

A "Step-by-Step" Self-Assessment Tool to Sustainable Packaging Management			
Instruction for completion			
<b>Step 1:</b> Review your current packaging and practices against the below guiding questions.			
<b>Step 2:</b> Check if they are relevant to your business and packaging? Consider if there are any additional questions you would like to include.			
<b>Step 3:</b> Consider which responsible parties (e.g. within your business or supply chain) could provide the information to complete your packaging reviews.			
<b>Step 4:</b> Consider if better improvement opportunities are available, or could be further explored.			
<b>Step 5:</b> Identify opportunities to reduce your packaging and packaging waste. Develop an action plan and track your progress.			
A. Questions for Sustainable Packaging Tips			
Guiding Questions	Y/ N/ NA	Who is responsible for?	Timeline/ targets/ progress update
<div>Sample Question</div> <p>Does the packaging (all levels together) use the minimum amount of materials to maintain the necessary level of hygiene for the items/ products and the presentable image of the company? Could any components/ layers of the packaging be eliminated, e.g. polybag for individual in-room amenities?</p>	Yes	Company Sustainability Manager	1. Early April - To assess the feasibility with Company Operation Manager and Housekeeping Manager 2. Early April - To decide with Company Operation Manager on what packaging could be eliminated 3. Mid April - To provide briefing to Housekeeping staff on the changes by Company Sustainability Manager 4. Early May - Implementation 5. Early July - Evaluation

Guiding Questions	Y/ N/ NA	Who is responsible for?	Timeline/ targets/ progress update
<b>Prevention - Avoiding/ Eliminating non-essential packaging</b>			
Does the packaging (all levels together) use the minimum amount of materials to maintain the necessary level of hygiene for the items/ products and the presentable image of the company? Could any components/ layers of the packaging be eliminated, e.g. polybag for individual in-room amenities?			
Is the packaging produced in-house? If not, is there a procedure to specify the packaging material requirements jointly with suppliers? If so, have steps been taken to reduce packaging use to a minimum (including those being used in controllable back-end operations)?			
Could the above changes be implemented in phases, e.g. launching the packaging-free trial programme for gradual improvement?			
<i>// Add rows for other ideas applicable to your business in eliminating non-essential packaging //</i>			
<b>Reduction - Using environmentally-friendly alternatives of packaging materials</b>			
Could you eliminate the use of hard-to-recycle packaging, e.g. composite packaging?			
Could you adopt relatively easy-to-recycle packaging (e.g. paper, PE plastics, PET plastics) for unavoidable packaging?			
Could you adopt recycled materials (e.g. recycled plastics) as packaging materials?			
Could you include a higher percentage of recycled content in your packaging?			
Are there any opportunities to use sustainable materials that have been certified as being from responsible sources, e.g. by the Forest Stewardship Council (FSC) or the Programme for the Endorsement of Forest Certification (PEFC)?			
<i>// Add rows for other ideas applicable to your business in using environmentally-friendly alternatives of packaging materials //</i>			

Guiding Questions		Y/ N/ NA	Who is responsible for?	Timeline/ targets/ progress update
<b>Reduction - Green supply chain management</b>				
<b>Manufacturers/ Suppliers</b>				
Have you developed a green procurement policy which covers the packaging performance of product suppliers? For example, is there a procedure to specify the packaging material requirements jointly with the supplier?				
Could you conduct regular packaging audits on your suppliers to understand their performance on sustainable packaging and potential areas for improvement?				
Could you encourage your suppliers to seek third-party certification on the packaging materials used, so as to provide your customers with added assurance on the green packaging?				
If you have your own-brand product lines, are there any opportunities to improve the packaging design (e.g. simplifying the design and using a higher percentage of recycled content and/or content with higher recyclability in primary and secondary packaging), or have steps been taken to reduce packaging waste to a minimum?				
// Add rows for other ideas applicable to your business in influencing manufacturers/ suppliers on sustainable packaging //				
<b>Logistics service</b>				
Self-operated	Have you provided guidelines/ trainings to support your staff in implementing sustainable packaging strategies?			
	Have you established an internal task force to review the packaging strategies regularly?			
	Have you identified any feasible ways for packaging reduction and management?			
Third-party service provider	Have you set tender specifications with sustainable packaging requirements for your third-party service provider?			
	Have you provided guidelines to support/ oversee your third-party service provider in implementing sustainable packaging strategies?			
	Is the packaging consumption data available from your third-party service provider for your internal monitoring?			
	Considering your previous answers, are there any opportunities to further engage with your third-party service provider in packaging reduction and management?			
// Add rows for other ideas applicable to your business in managing logistics operations/ influencing your third-party service provider on sustainable packaging //				
<b>Reuse - Using reusable packaging materials</b>				
Could you explore the feasibility of operating a closed-loop supply chain system?				

Guiding Questions	Y/ N/ NA	Who is responsible for?	Timeline/ targets/ progress update
Could you set up areas in your back-end operations to collect used but well-conditioned packaging for reuse purposes, e.g. carton boxes, filling materials?			
Could you adopt reusable packaging as far as practicable, e.g. containers for mini bar items?			
Could you install refillable water dispensers on each floor in phases and gradually extend the concept to all hotel guestrooms?			
// Add rows for other ideas applicable to your business in using reusable packaging materials //			
<b>Recycling and Recovery - Setting up recycling facilities</b>			
Could you set up recycling facilities in backend operation areas and guestrooms to recycle unwanted packaging?			
Could you provide regular training and guidelines to facilitate housekeeping/ frontline staff on identifying recycling labels?			
// Add rows for other ideas applicable to your business in establishing a collection system //			
<b>Tips on publicity and customer education</b>			
Could you provide more information on the recyclability and percentage of recycled content of packaging filled for your own-brand products?			
Could you provide tips and guidance to customers on the proper handling of packaging materials generated, e.g. through confirmation and reminder emails, via e-panel displays, notice boards, and welcoming cards in rooms?			
Could you incentivise your customers by offering rebates or loyalty points to further encourage them to opt for a sustainable stay, e.g. no single-use dry amenities to be provided?			
// Add rows for other ideas applicable to your business in raising public awareness, level of knowledge and motivation in package recycling //			
<b>B. Questions for Packaging Reporting</b>			
Guiding Questions	Y/ N/ NA	Who could provide you on this information?	Timeline/ targets/ progress update
<b>Note 1:</b> Refer to "Guidance for packaging reporting and management" for the non-exhaustive list of packaging materials and forms <b>Note 2:</b> All packaging being filled/ consumed 1) for housekeeping and room amenities, 2) at retail stores, restaurant and kitchen, and 3) for self-manufactured own-brand items and products, should be included in the reporting scope if available			
Could you identify the reporting period?			

Guiding Questions	Y/ N/ NA	Who could provide you on this information?	Timeline/ targets/ progress update
Could you define the boundary and activities in your company related packaging reporting?			
Could you identify the packaging materials and forms that should be reported for the operation in your company?			
Are there any records of packaging quantity in storage at the beginning of the reporting period? (e.g. stock-taking record)			
Are there any purchase records of packaging during the reporting period? (e.g. receipt and delivery note)			
Are there any records of packaging quantity in storage at the end of the reporting period? (e.g. stock-taking record)			
Could you identify ways to obtain/ estimate the packaging materials used for each self-manufactured own-brand product?			
Could you identify the company specific metrics for calculating the intensity of packaging material use? (e.g. units of product, production volume, monetary units such as revenue or sales)			
// Add rows for other ways you can identify the source of packaging consumption //			

### C. Checklist for Packaging and Packaging Waste Reduction Plan

Guiding Questions	Y/ N/ NA	Implementation details	Status/ achievements
<b><i>You have now identified several opportunities to reduce your packaging and packaging waste. You should develop an action plan and track your progress.</i></b>			
Could you identify any opportunities to reduce your packaging and packaging waste?			
Have you assessed the scope of your reduction plan (e.g. start with backend operations)?			
Have you set any time-bound goals/ targets on packaging consumption, the recycling rate of packaging waste or other packaging-related issues?			
Have you planned any actions to achieve the abovementioned goals/ targets?			
Have you assigned roles and responsibilities to your team(s) for the abovementioned goals/ targets and actions?			
Have you developed any monitoring and evaluation mechanisms to track the progress?			
Have you set a regular interval to evaluate and modify your reduction plan if the progress is not satisfactory?			
// Add rows for other opportunities you identified to reduce your packaging and packaging waste //			