



International  
Labour  
Organization

## Greening the hotel industry in Thailand

“At the beginning people were reluctant to join as not clear, but after seeing the result of saving, efficiency and cleanliness everybody was on board.”

– A gardener at Karon Resort explains the criteria for staff joining the Greener Business Asia (GBA) project.



### Training for hotel enterprises in Phuket

From October 2011 to June 2012, workers and employers from a number of hotels in Phuket, Thailand, participated in a pilot training programme on green enterprises. The training was organised by the ILO in collaboration with the Faculty of Hospitality and Tourism of the Prince of Songkla University and the Phuket Chamber of Commerce, under the GBA project.

Participants ranged from hotel owners, Human Resource managers, and hotel engineers to workers from the housekeeping departments. Over the course of the programme, newly established worker-management teams in each participating hotel identified key problems and proposed strategies to address them through green improvement plans. Enterprise networks and support services were established to assist hotels on the path to improvement.



### Thailand's tourism sector

The expanding tourism sector is a key engine of the Thai economy and a large provider of jobs (11.4% share of direct and indirect employment). Yet, despite its positive economic role, the tourism sector faces increasing concern about its long-term environmental sustainability. Indeed, severe environmental costs are associated with the rapid development of the sector, including water pollution, solid waste management problems, general environmental degradation, as well as emissions associated with poor resource management. At the same time, workplace practices and relations are often challenging, characterised by the limited scope for improved co-operation and dialogue among workers and employers.

The pilot training programme brought about significant benefits for participating hotels. Overall achievements include:

- Enhanced mechanisms for workplace communication and co-operation
- Revived and activated occupational safety and health committees
- Improvement in workspace organisation, and
- Better waste management systems through the 3R approach (reduce, reuse, and recycle).

Thanks to an effective training package, a team of national master trainers, and supportive partner institutions, the impact and benefits of this approach are ready to be expanded and scaled up. Indeed, the second project phase for 2013-2014 has commenced.

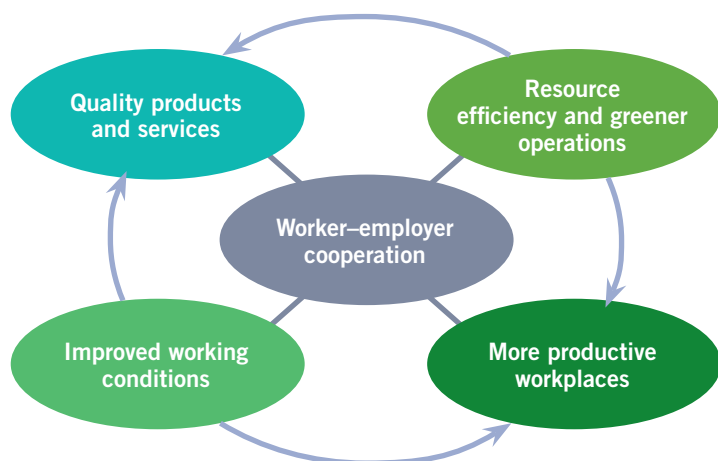
## Reaching out

The project also improved the capacity of constituent and partner organisations through knowledge-sharing activities.

Complementary support was specifically provided to employers' organisations to promote green business practices and enhance the services offered to members. Tailor-made capacity building for trade unions on green jobs and sustainable enterprises has just been initiated.

## The Greener Business Asia Project

The ILO's Greener Business Asia (GBA) project addresses the need to shift towards more sustainable and responsible business models, through worker-employer co-operation. It promotes environmentally-friendly practices, whilst also advancing the decent work agenda in workplaces. Supported by the Government of Japan, the project targeted the hotel industry in Thailand and the automotive industry in the Philippines. In Thailand, a pilot training programme equipped both workers and management in medium-sized hotels with practical tools and knowledge to better their resource efficiency and environmental impact, workplace practices and overall competitiveness.



## Two hotel case studies

### Nap Hotel

*The Green Heart Team*, established at the Nap Hotel, identified the need to reduce food waste amongst other improvement priorities. The specific initiatives undertaken to reduce food waste included:

- The “Love Food Hate Waste” campaign, which raised awareness amongst staff about saving food at their canteen
- A food audit which helped identify the types of food that are wasted and in what quantity
- Salad was identified as largely wasted by guests. The waste management team assigned two employees to serve salads to guests during meal times to reduce the amount thrown away.

**Result: 42% reduction in food waste**

### The Karon Beach Resort and Spa

*The Keep Green Team* decided, amongst other initiatives, to improve their guests' contribution to resource conservation efforts. The bed sheet programme, developed in this context, aims to encourage guests to reuse their towels and bed sheets for several nights to contribute to water, energy and detergent savings. Efforts undertaken to increase guest participation involved:

- Use of eye-catching small wooden elephant statues on which to pin the “bed sheet cards”
- 15 minutes of free internet access for guests who participated by placing the cards on the bed to indicate that their linen did not need to be replaced.

**Result: laundry expenses reduced by 18%**

**For more information:**  
[www.ilo.org/green-jobs-programme](http://www.ilo.org/green-jobs-programme)

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