

GRAND HOTEL
ESTABLISHED 1891

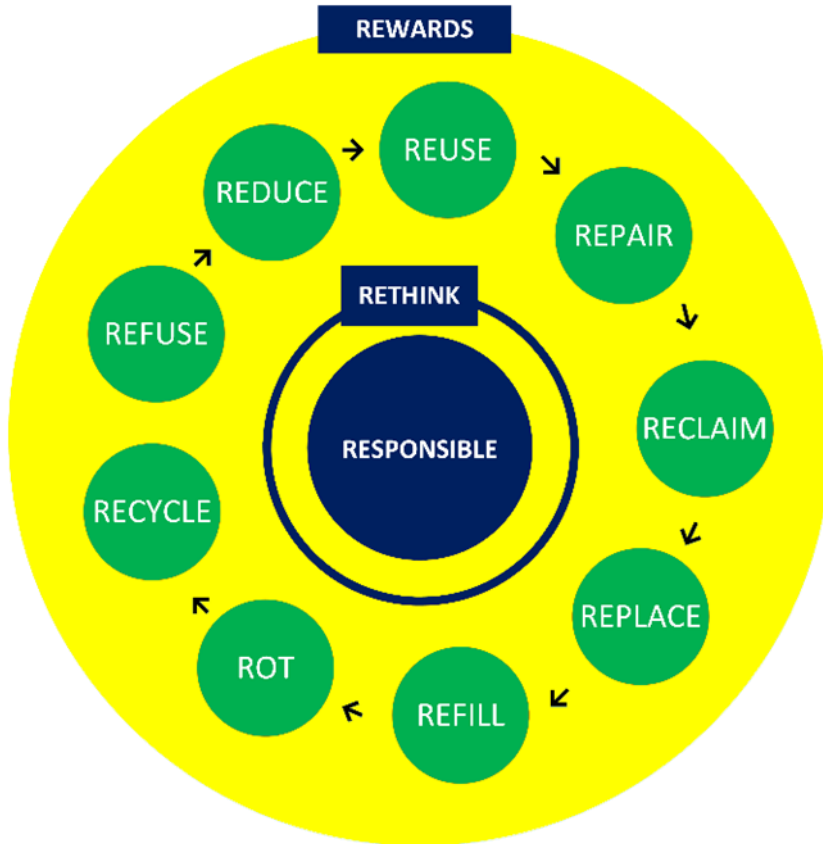
GRAND 12R

THE GRAND HOTEL
NUWARA ELIYA



GRAND HOTEL
ESTABLISHED 1991

Grand 12R concept help to Grand Hotel zero waste journey with the Grand Green Bank.



Application of the Grand 12Rs Principle

1. Responsible
2. Re-Think
3. Refuse
4. Reduce
5. Reuse
6. Repair
7. Reclaim
8. Replace
9. Refill
10. Rot
11. Recycle
12. Reward



1. **Responsible**

- Continuous Staff training on responsible care on the Environment & Social aspects. Continuously include the staff participation for the Environment & Social activities.

2. **Re-Think**

- Introduction of “NO BIN DAY” and every member has to consume whatever he/she has served to his/her plate, as there is no Waste Bin kept in the dine the staff restaurant on the said day. So, each staff member has to be mindful about how much they could consume. This effort saves approximately 2028kg of food waste per year.
- Avoiding polythene and Styrofoam for Christmas decoration

3. **Refuse**

- Stopped using center pull paper roll and kitchen paper in kitchen department
- Stopped usage of paper serviettes in the hotel staff dine area



1.4. Reduce

- Partnering with suppliers to reduce non-degradable packaging material - Coincide with our Food Safety Management System; our suppliers were educated on the standards they should adopt in packaging of supplies and also initiatives of minimizing non-degradable packaging material. The introduction of color coded re-usable crates for vegetables, meat and dry goods, the reduction in the use of polythene in fish are some of the changes made in our receiving process
- With the introduction of the show kitchen, live cooking stations and the Fusion Grill, the flow of operation was engineered to produce high quality food product made to order in front of the guest (a la minute). This resulted in an unprecedented decrease in wastage, as the final process of cooking was executed only on demand. This resulted in the overall reduction in the food requisition and consequently a monetary gain by the reduction of waste.
- Single use of paper – avoid the use of sugar sachets and use sugar cube and avoid use of 132,606 number of PE coated Paper stick bags and save Rs.190,566 annually.



5. Reuse

- A total of 136,705 kg of wet wastage was reused during the year 2018/19. The Hotel farm consisting of 275 pigs absorbs an average of 374 kgs of Kitchen wet waste per day.

6. Repair

- In-house engineering team or outside contractor takes maximum efforts to repair equipment when broken or damaged without buying new equipment. Grand Hotel Practices the Preventive maintenance system to early identify the equipment breakdown and increase the life of the equipment.

7. Reclaim

- Grand Hotel annually organizes an auction for staff to buy old equipment, furniture and other items.

8. Replace

- Straw Upon Request -From 2018 Grand hotel has decided to refrain from providing straws with the drinks served. Customers who want a straw could still get non-plastic paper straw, but employees would only provide straws upon request of the customer. Yearly saving more than 70,000 plastic straw ending up in landfill.
- Discontinued polythene in housekeeping department and kitchen department and used reusable cloth bag and reusable containers.
- Introduced eco-friendly food take away box



9. Refill

- In the Housekeeping department individual bottles of shampoo, body lotion and conditioner were replaced with re-fillable bottles, which have drastically reduced the generation of plastic waste from 154 guest rooms.

10. Rot

- Composting Tea Waste , Used Coffee Grounds & Garden Waste in on site or send to the compost cycle available in the

11. Recycle

- Recycling of solid waste in the form of card board, plastic bottles, metals, tin, e-waste & polythene is done with the collaboration of a contractor who delivers them to the respective recycling facilities on a regular basis.
- Waste iron is segregated according to iron type and gage to sell at higher price

12. Reward

- Identify staff who support for 12R and other responsible care and rewards them by identification certificates to motivate them and other for future activities.



GRAND HOTEL
ESTABLISHED 1891

Grand Hotel Road, Nuwara Eliya, Sri Lanka.

Tel: +94 52 2222881-7 | Fax : +94 52 222264-65 |

E-mail: admin@grandhotel.lk | www.thegrandhotelnuwaraeliya.com