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### AT-A-GLANCE:

- The Westin provides single stream recycling in the lobby, common areas, and guest rooms.
- Waste diversion efforts at The Westin reduced its average monthly disposal costs by more than 37%.
- In the first six months of the Westin's food donation program, the hotel donated 1,400 meals worth of food.

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## Hotel Waste Diversion Case Study Westin Boston Waterfront Hotel Boston, MA

*The Westin Boston Waterfront Hotel, located in the Seaport District, provides guests with luxurious and convenient accommodations while also supporting the community and the environment with their dedication to operating a sustainable hotel. The hotel implemented successful recycling, food donation, and food scrap diversion programs, and installed a number of environmentally-friendly measures including electric vehicle charging stations, solar powered electronics charging stations, low flow faucets, toilets and shower heads, and high-efficiency lighting. This case study focuses on the comprehensive waste diversion program at The Westin Boston Waterfront Hotel.*



### Recycling Program

The Westin collects single stream recycling throughout the hotel, including in the kitchens, employee cafeteria, lobby, common areas, and guest rooms.

In the hotel's three kitchens, staff use blue 96-gallon wheeled carts to collect cans, bottles, and containers. Janitorial staff wheel the carts to the hotel's loading dock, where they are emptied into a single stream

recycling compactor. In addition, the employee cafeteria houses a sorting station which includes separate compartments for trash, liquids, recycling, and food waste.

The Westin expanded their recycling program in 2014 to include single stream collection in guest rooms. The hotel provides a pair of waste receptacles in each guest room, a blue bin for recycling and a black bin for trash, to make it clear and easy for hotel guests to recycle. Housekeeping staff, who were trained on which materials belong in the recycling, use dual compartment wheeled-carts to collect and transport recycling and trash.

In 2017, the Westin recycled 116 tons of material. According to an impact report from The Westin's Hauler, Waste Management, these recycling efforts conserved an estimated 225,768 kilowatt-hours of electricity, which is enough to power 21 homes for a full year.

### Reuse Programs

The Westin's Green Housekeeping initiatives include a donation program for discarded bars of soap and bottled bath amenities from guest rooms through Clean the World, a non-profit that recovers and sanitizes hygiene products before distributing them to charities around the globe. Clean the World provides the Westin with a bin that housekeeping staff use to collect leftover toiletries from guest rooms. When the bin is halfway full, [Clean the World](#) sends the Westin a new collection bin and shipping label. Once the new bin is received, the Westin mails in the previous bin with all of the collected soap and bottled bath amenities.

The Westin reuses surplus furniture internally whenever possible and also donates items to hotel staff. For example, the hotel's banquet and sales departments repurposed guest room chairs that were no longer in use, but were still in high quality condition. When the Westin recently updated the furniture and décor in guest rooms, the hotel offered surplus mirrors, end tables, and wall paintings to employees at no cost.

#### Wasted Food Diversion

Westin staff practice an assortment of strategies to prevent food waste and to divert food scraps from the trash. For example, Executive Chef Tony DiCilio noticed a large volume of oatmeal leftover from breakfast each day. He successfully reduced this waste by scaling back the daily prepared amount and using leftover oatmeal to make cookies. Similarly, bakery staff found that many guests discarded half-eaten pastries, and reduced the size of pastries to prevent this waste.



RecyclingWorks staff worked with Westin staff to implement a successful food donation program that is flexible enough to accommodate the varying quantities and types of surplus prepared food that the hotel generates. For this program, the Westin established a partnership with [Rescuing Leftover Cuisine](#). In the first six months of the Westin's food donation program, the hotel diverted 1,800 pounds of edible food from disposal. This food provides more than 1,400 healthy and delicious meals to food insecure people in Boston.

The Westin has diverted nearly 65 tons of food waste annually since staff began separating pre-consumer food scraps in 2013. Staff collect food waste from two kitchens and the employee cafeteria. Food waste is transported to Waste Management's Centralized Organic Recycling (CORe) facility where it is processed into a slurry for anaerobic digestion. Methane from the process is captured and converted into energy.

#### Employee Training

The Westin has an active sustainability committee that meets regularly to discuss strategies for reducing waste and increasing energy efficiency at the hotel. Members of the committee train new employees on the hotel's waste diversion programs and provide refresher trainings to staff through emails, newsletters, signage, department meetings, and the Westin's Green Week and Earth Day activities.

Members of the sustainability committee often take field trips to learn about new practices and technologies. For example, a recent visit to Waste Management's CORe facility taught employees how food scraps from the hotel are converted into an energy-dense slurry for anaerobic digestion.



#### Program Impact

The Westin was one of the first developments in the Seaport District, and their commitment to the environment and the community has set the tone for new developments. Since rolling out the recycling, food waste diversion, and food recovery program, the Westin has diverted hundreds of tons of material from disposal annually and has reduced disposal costs from nearly \$16,000 per month to \$10,000 per month.

To view the video case study, visit the [RecyclingWorks hospitality sector guidance](#) webpage