

Memorandum



To:

From:

Date:

The objective of the memo is to express concerns on the sustainability issue expressed by the board of directors.

Environmental resources in the hotels and resorts have become extremely squeezed, and hence there is a growing need to utilize them in a more sustainable way to enhance sustainability in the industry. The sustainability enhancement has called for several sustainability programs that has been intensified in our industry. It is true that the programs are effectively planned and the probability is high that they will assist the industry to achieve its set goals and objectives. The Board has realized the need of adopting a few programs of interest. Nevertheless, the Board is alarmed about the wide extent of chances and where it should put its primary focus. They have requested us to collect information and data about the sustainability issue and give a report at the next board meeting. The Board confided their discussion to two elements to regard: Water and energy. They have requested that we provide recommendation on one aspect and give a comprehensive report of alternative and execution for the selected element. As the chief operating officer, I will provide the alternatives for water resources sustainability in the hotels, what industry leaders are already applying at their properties, the recommendation on the top two alternatives that will enhance water resources sustainability, and identification of the specific sustainability results for our property, and the projected impact on operations.

The alternatives for water resources sustainability in the hotels and resorts

There are several sustainability alternatives for water in the hotels the following are the main ways of enhancing water sustainability in the hotels: Scheduling or carrying out a water inspection-this will assist the hotels to ensure that the water utilization is controlled and its application is not wasteful. Initiating a linen both sheets and towels, recycling initiatives in all guests rooms- this will ensure that the amount of water needed to wash the materials is reduced. Considering rainwater harvesting and designing a grey-water system to minimize water utilization- the rain water will help save or conserve the water stored in the system for some significant amount of time. Shift to indigenous crops that can resist drought in garden sections and shift to Water Sense Topography Irrigation Regulators. Besides, substitute cut down area for indigenous grass or vegetation. The drought resistant plants will consume little water as compared to aquatic plants thereby saving on water to be used for spraying to the plants. Set up a low-flow showerheads of between 0.5 and 2 gpm and sink aerators of between 0.25 gpm and 0.5 gpm for face and hand cleaning and installing a dish washing aerators of 2.2 gpm-these will reduce the amount of water flowing per second when these devices or systems are being used. To minimize the costs of operations and water use, there should be an installation of an ozone laundry system-this will reduce the amount of water needed for washing the bed sheets and other bedding items.

Change to low flow or dual flush urinals or toilets or set up toilet-tankfill diverters. Moreover, beware of the leakage from the toilet flappers. The toilet flappers are source of leaks that can waste nearly 200 gallons of water per day and can lead to increased cost of repair and maintenance annually. There should be a constant schedule of examinations on the leaks. Also, there should be an inclusion of sign to the public bathrooms to enable people understand how to provide reports on any leaks. Supervising, recording and posting rates of water utilization. Making the repairs or change equipment when the usage

rates of usage alterations show defectiveness is also a solution to water sustainability.

What industry leaders are already applying?

Consumers including the guest and other clients alertness of the environmental concerns has developed, making hotel owners with a dispute. They have to come up with ways of enhancing an inimitable bathroom encounter and convince the guests that they are careful and observant to the environmental concerns. Environmental sustainability is a challenge and is being further exacerbated by the progressively increasing urge of meeting particular industry and firm-wide obligations to reduce water utilization per client in agreement with broader environmental programs. Several steps have been taken to ensure that hotel and the overall industry manage their water consumption in a more sustainable way. The following have already been implemented: Opportunities for grey-water and rainwater harvesting have been explored, from reclaiming shower, sink and bath water in kitchen waste products units and other outdoor facilities, to modern guest toilet divisions that incorporate a toilet and sink such as Roca, which has a self-contained grey-water reclaiming units with a direct connection to the utilized sink water with the toilet flush water. While renovating guest bathrooms, the industry has adopted a mechanism where there is an installation of water-efficient aerator taps and low-flow showerheads to minimize costs and water use. For example the International Hotels Group's Holiday Inn in Flinders, Australia, earned its AUD \$22,000 (USD \$19,500) investment in low-flow technology after one and a half years and reduced water consumption by fifty percent.

The industry is also implementing initiatives that ensure that there is proper monitoring of water leakage from the system. The basin and shower or bath taps are constantly monitored to ensure that they do not leak. Water-wise indicates that minimum of 5,500 liters of water is wastes a yearly as a result of

the leaking tap. The industry is also ensures that the defective fittings and fixtures or washers are replaced with effective and functional ones. Furthermore, there has been a development of the installation of the Satinjet showers that besides creating inimitable experience with the bath also saves water by reducing the 4,298m3PA. Moreover, the implanted low-flow showerheads cost only \$15-\$30, and their installation process is not complicated, and the equipment has high return on investment in a few months.

The recommendation on the two alternatives

It is recommended that the property should implement the following two alternatives, that will enable it achieve high level of sustainability: Considering rainwater harvesting and designing a grey-water system to minimize water utilization- the rain water will help save or conserve the water stored in the system for some significant amount of time; and Setting up low-flow showerheads of between 0.5 and 2 gpm and sink aerators of between 0.25 gpm and 0.5 gpm for face and hand cleaning and installing a dish washing aerators of 2.2 gpm-these will reduce the amount of water flowing per second when these devices or systems are being used. The two alternatives are recommended because the much of the water is used in this property is based in the toilets, kitchen and showers. The grey-water and rainwater harvesting will conserve the stored water in the system, while the low-flow will cut the water usage in the systems such as the toilets. These steps will help improve the sustainability of the property.

The specific sustainability results and the projected impact on operations

The operations cost will significantly reduce due to the reduced cost of water

consumption. Also, the sustainability will boost the competitive advantage of the business. On the other hand, sustainability promotes innovativeness for new products in the property that meet customers' demands. Sustainability also enhances compliances with the regulations by the government agencies. Finally, it will also attract new workers, customers and shareholders with the common values. This further boosts the property's reputation and its products.