

DECENT WORK

A better world starts here.



International
Labour
Organization

Sustainable & Socially Responsible Business Practices in the Hotel Industry Enhancing Workplace Conditions and Relations

**ILO Greener Business Asia Project
In Thailand and the Philippines**



ILO/Japan
Multi-bilateral
Programme

I[nSIGHT Project

Strengths and challenges of the accommodation sector



Typical challenges in the hotel sector

- Good market positioning but need to address rising challenge from competing destinations
- Importance of dealing with changing customers demands and customer groups
- Need to manage costs while preserving superior standards of service
- Importance of hiring good staff and keeping employees committed

Typical challenges at the level of hotel operations

- High operating costs - including energy consumption
- High operating costs - food & beverages
- Ensuring service quality throughout the customer's experience
- Human resource management including skill needs and staff turnover
- Preservation of local tourism's attractions

Drivers for change in the hotel sector



Guests and tour operators concerns - the local environment & sustainability principles



Impacts and relations with local communities



Staff retention and talent development, ability to innovate and improve



Cost savings for businesses through higher resource efficiency

1. ASEAN GREEN HOTEL STANDARD



Major Criteria	Requirements - Hotels
1.1 Environmental policy and actions for hotel operation	1.1.1 Promotion of environmental activities in order to encourage the involvement of hotel staff, clients and suppliers to participate in environmental management practices. 1.1.2 Existence of plan for raising staff to be aware of environment i.e. training. 1.1.3 Existence of environmental management plan for hotel operation. 1.1.4 Existence of monitoring program for environmental management of hotels.
1.2 Use of Green products	1.2.1 Encouragement for the use of local products for hotel operation i.e. food and handicrafts. 1.2.2 Encouragement for the use of environmentally friendly products.
1.3 Collaboration with the community and local organizations	1.3.1 Existence of plans/activities to help improve quality of life of the community. 1.3.2 Existence of awareness raising programs for local community on environmental protection. 1.3.3 Creation of activities in promoting culture and traditional performance and local ways of life.
1.4 Human resource development	1.4.1 Provision of training programs for operation and management staff on environmental management.
1.5 Solid waste management	1.5.1 Introduction of waste management techniques e.g. waste reduction, reuse, recycling, waste separation and composting. 1.5.2 Encouragement of the involvement of hotel staff in waste reduction, reuse, recycling, waste separation and composting program.

Major Criteria	Requirements - Hotels
1.6 Energy efficiency	1.6.1 Introduction of energy saving techniques and / or energy-saving technology and equipment for hotel to reduce energy consumption. 1.6.2 Installation of meters/equipment to monitor energy consumption.
1.7 Water efficiency	1.7.1 Introduction of water saving techniques and / or use of water-saving technology and equipment to reduce water consumption. 1.7.2 Regular maintenance for water saving equipment.
1.8 Air quality management (indoor and outdoor)	1.8.1 Designation of smoking and non-smoking area. 1.8.2 Regular monitoring and maintenance for equipment and hotel facilities to ensure the air quality i.e. air conditioning.
1.9 Noise pollution control	1.9.1 Existence of noise control program from hotel operation.
1.10 Wastewater treatment and management	1.10.1 The use of mechanisms to prevent water contamination and reduce wastewater generation. 1.10.2 Promotion of the use of recyclable/grey water in operation i.e. watering trees. 1.10.3 Encouragement for an appropriate use of waste water treatment.
1.11 Toxic and chemical substance disposal management	1.11.1 Provision of clear signs for toxic substance. 1.11.2 Appropriate hazardous waste disposal management. 1.11.3 Regular inspection, cleaning and maintenance for storage in order to avoid leakage of gas or toxic chemical substance.

Sustainable enterprises

A sustainable enterprise operates a business so as to be viable, grow and earn a profit.

Sustainable enterprises recognize the economic and social aspirations of people inside and outside the organization on whom the enterprise depends, as well as the impact on the natural environment

ILC 2007

What do enterprises need to effect that transition?

- Transparent and clear policy guidance
- Workers with the right skills
- Access to new technologies and research
- Technical support
- Resources & Financing



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GREENER BUSINESS ASIA

Hotel Training and Advisory Programme
Sustainable, Competitive Hotels & Resorts



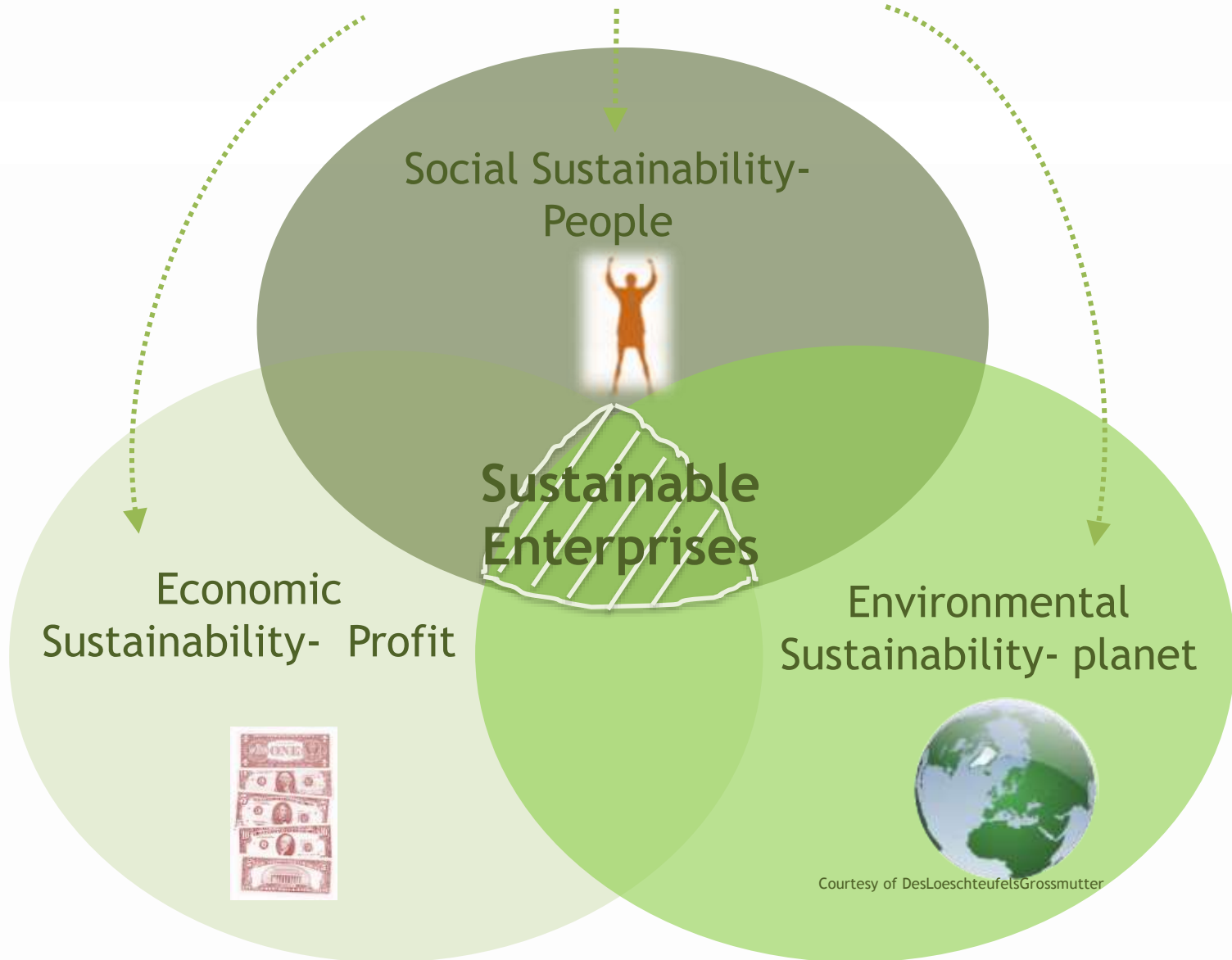


GBA: key facts

- Countries: Thailand & Philippines
- Pilot site for accommodation program in Thailand: Phuket
- Pilot site for accommodation program in the Philippines: Coron
- Partnership with NWPC for local collaboration and networks demonstration sites: Bohol, Tagaytay



GBA support



Dynamic Hospitality Sector in Asia



EQUIPPING YOUR BUSINESS FOR THE FUTURE:

GBA offers a solution - an integrated approach to business and workplace improvement

GBA brings you the tools, mechanisms and practical knowledge to help you identify ways enhance your operations and service thanks to committed staff

GBA helps you to spot strategies to manage resources more efficiently, reducing your costs, and environmental impacts



How it works:



GBA Program - Hotel Sector

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Continual improvement
and greener workplaces

- ✓ Changing Enterprises in a Changing World: Continual Improvement and Joint problem-Solving for Sustainability
- ✓ Greener processes and workplaces

Workplace relations &
mechanisms of
cooperation

- ✓ Workplace cooperation, principles and practices
- ✓ The 5S
- ✓ Workplace relations, rights and equality

People & workplaces
for service excellence

- ✓ Occupational Health & Safety -Level 1
- ✓ People for continual improvement and service excellence
- ✓ Green Improvement Planning

Preparation
of Green
Improvement
Plans by joint
teams

ELECTIVE
SESSIONS

Resource Efficiency
Energy, Water, Waste Mgt

Service Quality

Green procurement
Sustainable Sourcing

Occupational
Safety & Health
Workplace conditions

Improvement action implementation by teams & Follow-up Advisory Support

Day 1



Initiatives by Green Teams in hotel sector

Resource efficiency: energy, waste, food

- Reduced energy and water consumption (with little/no investment)
- Innovative strategies for guest engagement: laundry expenses reduced by 18% (*over 10,000 USD savings a year*)
- Process control measures >> 30 % energy savings
- Food audit introduced >> 42% reduction in food waste



Steps in the improvement path



Worker-management teams established and running



Initiatives on communication and staff engagement



In-house production of environmentally friendly cleaning products



The engineering department- before & after the 5S



New heat recovery water heater





Reduce use of chemicals and waste for disposal

- EM – phasing out chemicals for cleaning, HK, maintenance
- Effective waste reduction & segregation and recycling (revenues from sale to staff funds)

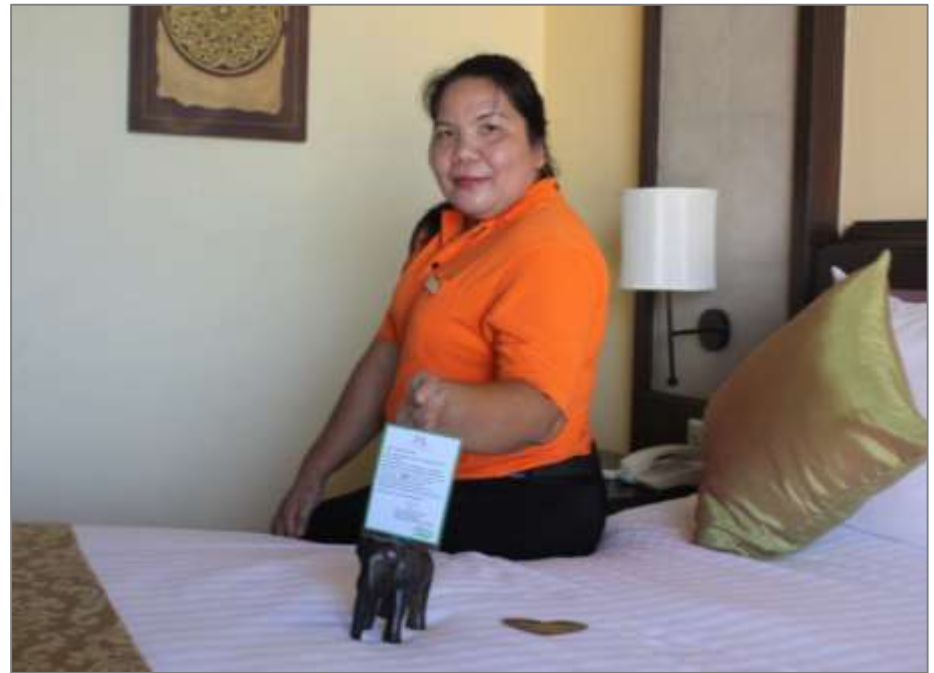


- ❖ Revived OSH committees and introduction of 5S across departments
- ❖ Improved workplaces and staff facilities
- ❖ Overall new platforms for participation and cooperation

Sustainability outlook (teams, tools, plans)

WHAT WE'VE SEEN

- Creation of **Green Teams** to drive change
- Better **cooperation and coordination** within and across depts.
- **Improvement in workplace conditions** and workspace organisation
- Renewed focus on **occupational health and safety**
- **Customer experience** enhanced



Good practices documentation





GBA Hotels Project Results Documentation

BALINSASAYAW RESORT

Company Profile

Balinsasayaw Resort located at Uson Island, Coron, Palawan started operations in 2011 and currently offers 5 family villas, 15 cottages and 2 dormitory type rooms. The resort presently has 12 regular and 18 contractual employees. In-house hotel services and operations aside from accommodation include a restaurant with kitchen, 3 floating cottages, hammock area, massage area, beach front cabanas, tour operation partnered with their accredited and licensed boats or exclusive tour packages using the resort's own boat. The resort is 10 to 15 minutes away from Coron town. As such, the resort uses a generator as its main source of electricity, whereas water is sourced from deep well.

Contact Information

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GBA Hotels Project Results Documentation

GMG HOTEL

Company Profile

GMG Hotel is located at National Highway, Don Pedro St., Coron, Palawan started operation in 2012 and currently has 18 employees. The hotel is a 4-story building with 18 room accommodations. In-house hotel services include a breakfast restaurant, in-house laundry and a generator during power interruption.

Greener
Business
Asia



GBA Hotels Project Results Documentation

ASIA GRAND VIEW HOTEL

Putting Green Ideas into Action

Company Profile

Asia Grand View Hotel located at Governor's Avenue, Jolo, Barangay 5, Coron, Palawan, started operation in 2011 and currently has a total of around 40 employees. Room accommodations are composed of 12 De Luxe Rooms and 8 Superior Rooms. Aside from accommodation, the hotel offers a restaurant and bar, two swimming pools, dive training and dive shop, massage service, car rental and transportation services and tour bookings partnered with their accredited and licensed boats. The hotel has a stand-by generator for use during power interruption and operates an in-house laundry service.

Contact Information

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PHILIPPINES

GBA – Trainers of Trainers – Philippines

National Wages and Productivity Council



Batangas, May 2014

Participants from NWPC, DOLE;
Department of Tourism, Bohol
Tourism Association, Green
Choice, ProGed



Project Component:

Dissemination of GBA Enterprise Tools, training package & mainstreaming in partner programs

- Training of Trainers Workshop with NWPC (May 2014)
- CORE Program Pilot Roll-out in Coron, Palawan (May 2014)
- GBA Elective Sessions for Pilot Establishments in Coron (June – Oct 2014)
- NWPC Demonstration roll-outs in Bohol-Cebu & in Batangas-Laguna (Regions 7 & 4A)
- Knowledge Sharing Event, Coron (Oct 2014)
- Adaptation of materials + development of TOT materials and implementation guide with NWPC (May – Oct 2014)
- Partnership / Network building (OSH Center, DTI, DOT, CCC, ProGED, PCEPSDI on Ecoperform, UNIDO)
- MOU with NWPC on adopting the GBA tools and approaches in their programs
- Started working with pilot establishments in Coron, Palawan
- Demonstration roll-outs in Region 7 & Region 4
- Knowledge Sharing platforms
 - eCORON Network : Coron Pilot Establishments
 - Facilitrainers group: NWPC Trainers (TOT graduates)



National Wages and
Productivity

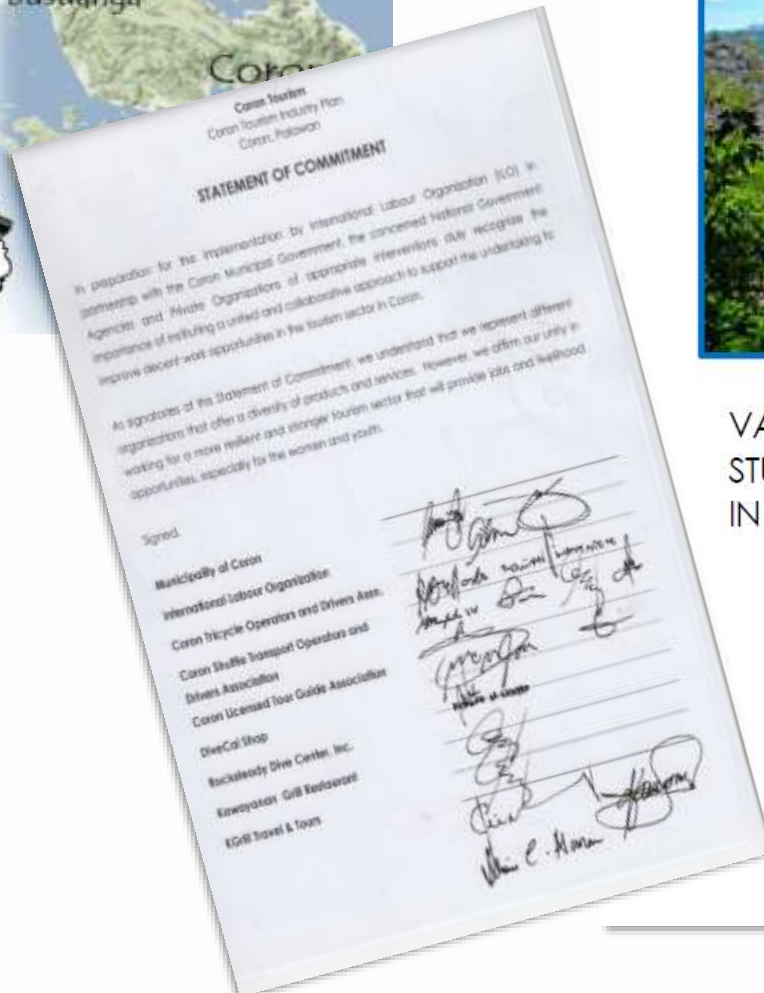
Commission (NWPC)

Participating Establishments in Coron :

- Balinsasayaw Resort
- Balaibinda Lodge
- Aldanco Discovery Resort
- Coron Westown Resort
- Club Paradise Discovery Resort
- Micasa Lodge
- Coron Gateway & Suites
- Asia Grand View Hotel
- GMG Hotel & Restaurant
- Ecolodge and Casa
- Divelink Resort
- Darayonan Lodge
- Coron Hilltop View Resort
- Sophia's Garden Resort
- Coron Village Lodge



Coron: Sectoral Initiative



VALUE CHAIN DEVELOPMENT STUDY FOR SUSTAINABLE TOURISM IN CORON, PALAWAN

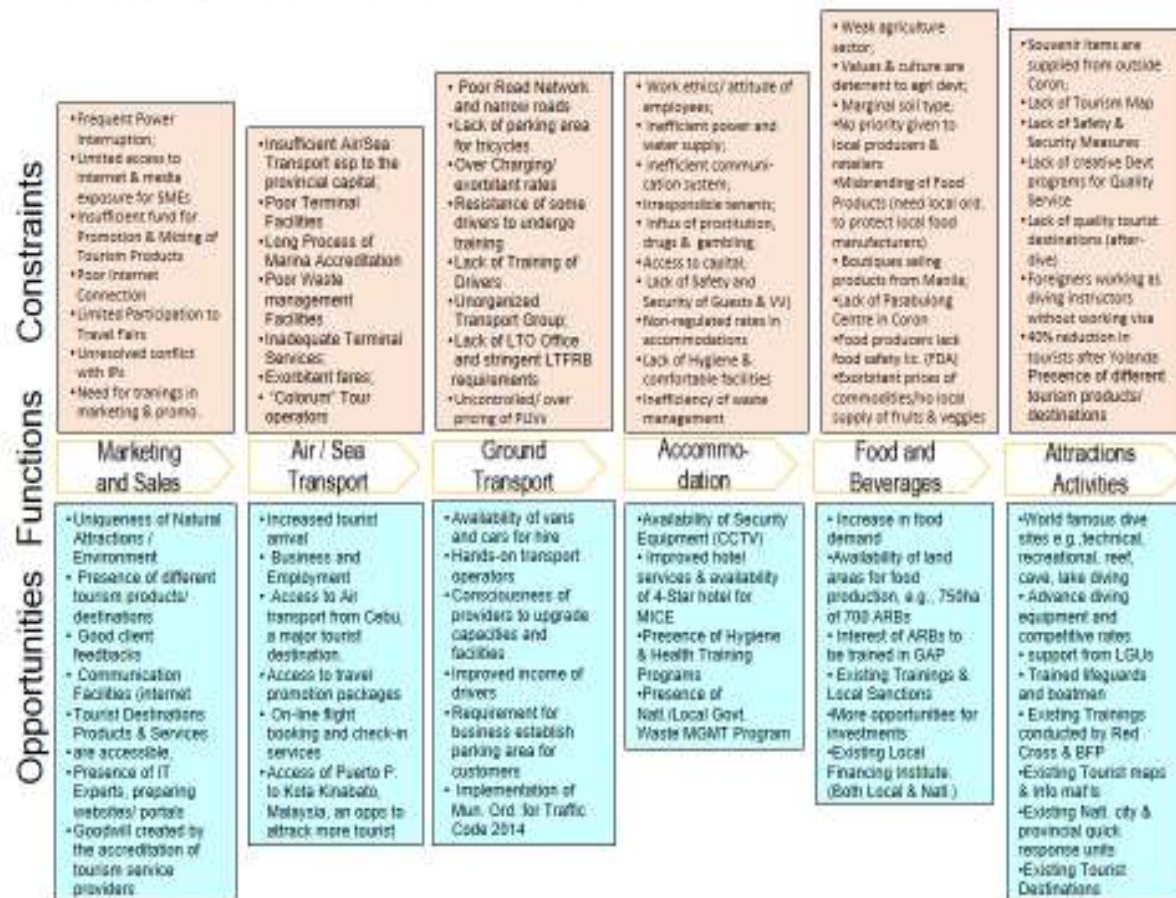
VALUE CHAIN ASSESSMENT AND DEVELOPMENT PLAN



30 June 2014

Value Chain Assessment Results

CONSTRAINTS & OPPORTUNITIES ANALYSIS



Dialogue driven process

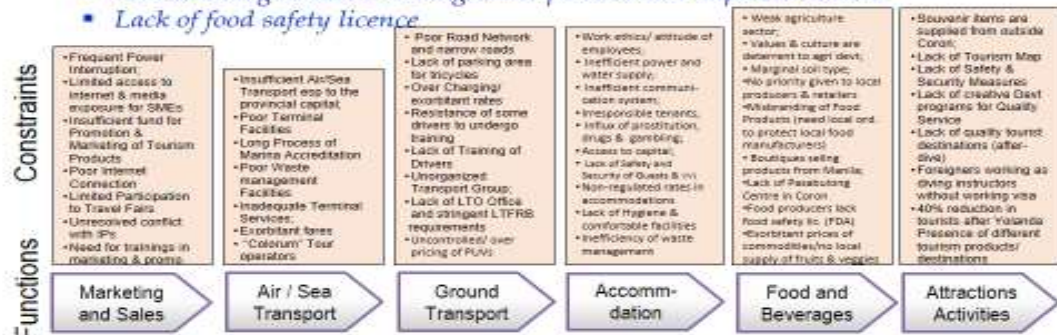
OPPORTUNITIES ANALYSIS

- Establishment of Green Agri-Tourism Hub: Business Development Model 1
- A showcase of fun and pristine beauty of nature
- Employment and income for the marginalized, including women
- Posters of prime tourism spots in the airport vicinity
- Boutiques/Souvenir shops should be selling truly Coron items
- Encourage the “hawkers” type and specialty resto for investors with lobsters and “Kibaw” (provide local incentives)



CONSTRAINTS ANALYSIS

- Weak Agriculture Sector: High prices of food products
- Souvenir items and novelties are products from Manila, Cebu & Davao
- Need for additional trained/accredited work force on Basic Life Support trainings, e.g., life guards & first aid, tour guides, massage, etc.
- Implementation of existing ordinance needs to be strengthened
- Still wanting in waste management policies and implementation
- Lack of food safety licence



Day 1







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