

# Hospitality vs sustainability.

It doesn't need to  
be one or the other.

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## A White Paper for hospitality decision makers.

**Over the last few years, the term 'sustainability' has steadily grown as a point of conversation in businesses, communities and governments across the planet.**

Today, you can read about the importance of sustainability in hard-hitting newspaper headlines. You'll hear sustainability being discussed throughout school classrooms in the context of what our collective future might look like. And you'll learn about global brands' green credentials in all kinds of corporate marketing collateral.

It's a genuinely hot topic, with much of the modern world of business embracing a huge range of policies and practices that promote sustainability. But when it comes to the hospitality sector, there are still lots of unanswered questions...

- Can hospitality businesses be truly sustainable?
- How could a sustainable approach benefit my hospitality business? Or even my guests?
- What will it cost me?
- What do I need to think about?
- How can I get started?
- And more...

If you're a hospitality decision-maker and aren't sure where to start with sustainability, this white paper will help. We've compiled information on how your business can make sustainable choices without sacrificing what makes it special. Plus, we've included insider tips about reducing energy consumption & food waste - it's much easier than you might think!

By the end, we hope to persuade you that it's possible to have both: an environmentally friendly operation that doesn't compromise great customer experiences. Let us show you the way!

# Why social and environmental responsibility can reap significant benefits

Sustainability is a multifaceted concept that takes many forms and can be approached from different angles. To put it simply, sustainable development means taking care of today's needs without compromising the future prospects for generations to come - an ideal encapsulated in what has become known as 'the three pillars' approach: economy, society and environment.

This idea has been embraced by many businesses in recent years who are using these principles for measuring success on multiple levels; creating long term impacts upon which growth can be built.

## The Economic Pillar



...prioritises sustainable economic growth that generates long-term success for businesses and communities alike. For businesses to be economically viable in the long run, they must ensure their practices don't create negative issues down the line. That means businesses should maintain socially responsible practices with regards to the environment, labour relations, and community involvement.

## The Social Pillar



...ensures businesses are responsible for fostering a relationship of trust and respect with their employees, stakeholders, neighbours, and wider communities. It allows them to create positive change in these areas by maintaining ethical behaviour practices that promote social license - which ultimately leads to greater understanding and support from all parties involved.

## The Environmental Pillar



...is critical for the well-being of the planet. It involves everything from the careful monitoring of water and air quality to a reduction in environmental stressors like emissions from transportation and other activities. Working towards these goals allows us to reduce our impact on climate change and protect our planet from degradation.

However, the interconnectedness of these three elements should not be ignored; sustainable practices and decision-making require a careful balancing act. This means looking beyond binary choices such as "jobs or environment", as both need to be addressed together if you are to achieve true sustainability.

What's more, businesses cannot stay profitable by exploiting the environment and their workers over the long term. Instead, they must recognise how these three elements interact with one another, striving for a balanced and equitable equilibrium that benefits all involved.

**“ Sustainability:**  
Meeting the needs of  
the present without  
compromising the ability  
of future generations to  
meet their own needs. ”

United Nations Brundtland  
Commission definition, 1987

# What sustainability could mean to you and your business

Now that we understand what sustainability means in a global context, it's also useful to know the specific role it plays in the context of the hospitality sector. So, here's a few examples of why a sustainable approach could be a good idea for your business...



## Reduced costs

Sustainable businesses can often reduce their costs when it comes to energy use, waste management and more due to a reduction in consumption.



## Improved reputation

Businesses that build rewarding relationships with other local suppliers and partners play highly valued roles in their communities.



## Increased footfall

\*Research shows that customers are more inclined to spend their money with businesses that demonstrate a commitment to sustainability.



## Access to incentives

Various governments and international organisations offer a range of tax and financial rewards to promote sustainability.



## A happier workforce

People who take pride in their work and the organisation they work for are usually more productive and engaged, which improves staff retention.

\*According to a recent poll conducted by Booking.com's Sustainability Report, 83% of global travellers value sustainability as something vital.



# What's driving sustainability in the hospitality sector?

As we enter 2023, the hospitality sector is being tested by significant difficulties and challenges. These make sustainability a secondary concern for independent hoteliers pressured with everything from rising expenses to a lack of personnel. Yet despite these issues, there are compelling motives to incorporate sustainability strategies into your business models - here's why...



## Environmental drivers

The hospitality sector itself is a major consumer of utilities such as energy and water, along with a wide range of other consumable goods.

Alone, the sector accounts for up to 15% of UK greenhouse gases and generates 920,000 tonnes of food waste each year. Annual energy costs for hospitality businesses are more than £1.3bn, and this results in carbon emissions in excess of 8 million tonnes.

What's more, tourists themselves are also increasingly aware of the environmental issues around sustainability. They expect hotels and attractions to assume responsibility and conduct their business in much greener ways. And those same tourists will often choose to spend their money on destinations that have a visibly sustainable approach.

## Economic drivers

Rising costs, such as energy bills and the ever-increasing prices of food and commodities are currently having a huge impact on the bottom line of many hospitality businesses.

One way to reduce such overheads is to apply sustainability-driven models to all aspects of purchasing and procurement. This can cut costs in everything from energy and utility bills to landfill taxes and cleaning costs.

## Societal drivers

Sustainability is also becoming increasingly important to consumers' buying decisions, especially as consumers see themselves as a primary catalyst for change.

The Deloitte Global 2022 Gen Z and Millennial Survey has shown that an overwhelming majority of Generation Zen and Millennials will pay more for services or products that don't deplete natural resources, harm the environment, or negatively affect the lives of individuals or wildlife. In fact, with over 220,000 businesses, the hospitality sector is not only the UK's third-largest employer - it's also a significant destination for this demographic, and therefore has the ability (and a significant responsibility) to help influence change.

Plus, the idea that consumers are actively searching for the most sustainable businesses is also fast becoming a mainstream one. For examples, hotels can now identify their sustainability efforts, alongside amenities and health and safety practices in their Google listings and on OTAs. This means it's now incredibly simple for consumers to choose their hotel based on its sustainability rating.

## And even more importantly... the legislative drivers

With all of this in mind, the UK's Environment Bill became law in November 2021. This Bill introduces legislation that forces hospitality and food service organisations to make sure their current practices will be compliant with the law by 2023. Plus, it has recently been announced that England will be following Scotland and Wales in banning single use plastics such as cutlery, plates and cups, therefore if you supply food-to-go, you'll need to start looking into more sustainable offerings. So, the penalties for not adopting sustainable processes and practices have never been more tangible or serious.

# Becoming sustainable: what your sustainability journey should look like.

Ready to get your sustainability journey on the right path? Let us point you in the right direction! Our process will make sure that each step of your commitment is taken with confident strides.

1

## Stage 1 Benchmarking

Before you jump straight in, it's essential to get a full grasp of where you stand today. Uncovering the extent of your energy and water use, waste output and consumable consumption levels will give you something concrete to compare against industry standards. These metrics will give you markers for setting tangible goals on which progress can be tracked over time.

2

## Stage 2 Setting goals

The most effective sustainability goals are those that are strategically aligned to your business, and its core values, vision and mission. If sustainability is perceived as much more than simply a standalone objective, you'll be able to set realistic goals that contribute to your broader business plan - and there'll naturally be a much more compelling reason to achieve them.

3

## Stage 3 Monitoring and measuring

Once you've set your sustainability goals, it's essential to continually monitor and measure progress against them. This will tell you whether the initiatives you put in place are on the right track - and, just as importantly, it will make it clear what's not working. There are lots of options for sustainability software that can support this part of the process.

4

## Stage 4 Establishing a sustainability culture

Any sustainability initiative you launch will be much more effective with full buy-in from all your stakeholders. That's why it's important to keep everyone involved and up to date with your plans at every stage of the process.

It's also a good idea to reinforce accountability, to give your workforce the ability to take ownership of certain initiatives, and to seek relevant accreditation to demonstrate your commitment. When sustainability is a genuine part of the culture of your business, it becomes much easier to achieve your goals.

5

## Stage 5 Putting your guests in the picture

Making sustainability strides can be a pull-factor for guests and, as a business owner or manager, it's essential to show off your eco-friendly accomplishments! Doing this can help you attract even more customers while demonstrating that you care about their future.

So, don't be afraid to showcase your commitment to sustainability across multiple platforms. Create a dedicated section on your website and display any relevant certificates in reception. Plus, ensure that all your staff are engaged with your sustainability goals and that they feel confident and enthused about talking to your customers about them.

Also, don't forget that accreditation badges on your online listings provide an invaluable tool for competing with other businesses.

## Becoming sustainable:

### The three initiatives you need to put in place right now.

Now you know what your sustainability journey could look like, we've identified three initiatives that can point you in the right direction. What's more, you can begin to put these in place immediately, and we've included some essential tips to help you get started.



## Initiative 1

# Determine your baseline

Knowing your current baseline and how you benchmark against your competitors is an essential first step in any sustainability journey. With this knowledge, you can identify what your business is already doing well - and where it needs to improve.

Those improvements could be something as simple as reviewing and adjusting your energy use to reduce your utility bills. It could involve setting up a meeting with suppliers to discuss and implement best practice when it comes to waste. Or it could even mean finding ways to support and encourage your customers to be more mindful of their own impact.

### How to determine your baseline?

When it comes to minimising your hotel's environmental impact, three of the biggest factors you need to consider are lighting, hot water and air conditioning/heating. As such, one of the best places to start is measuring and understanding your carbon footprint and water usage. Fortunately, there's no need to invest in specialised equipment — there are lots of free tools online that can help you figure out where you stand right away, including:

#### QIAS

[Carbon & Wellbeing Calculator](#)

#### Sustainable Hospitality Alliance

[Hotel Carbon Measurement Initiative Tool](#)

[Hotel Water Measurement Initiative Tool](#)

#### UK Hospitality

[Carbon Calculator](#)



### The benefits of setting a baseline

- **It can help you target your activity for greater impact** - by collecting accurate, real-time data, you'll not only have increased visibility of your current position, you'll know where, when and how to focus your activity to deliver the best results.
- **It can save you money** - knowing where your current inefficiencies are means you can often make a positive, significant and immediate difference in everything from the cost of energy to the amount of food that goes to waste.
- **It demonstrates that what you're doing is working** - with a baseline in place, you'll be able to measure how effective the work you're doing is, and you'll be able to use this hard data to demonstrate your commitment in your marketing activity, annual reports, and more.



## Initiative 2

### Become accredited

Gaining industry accreditation is an incredibly effective way to demonstrate your commitment to sustainability. Not only does it show that you take sustainability seriously, it helps your workforce buy in to your ambitions. And it also reassures your customers and guests that the ethical tourism standards that are important to them are also important to you and your business

#### Where to start?

Your first step should be to collaborate with an organisation that's responsible for certification, so that you can make sure your business meets their strict criteria. If you do meet all requirements, the certifying organisation will issue a certificate to your business, along with a digital version that you can share across a range of digital and communications platforms. But that's not all, as they'll also supply you with an action plan for continuous improvement to ensure your business is always moving forward



#### QIA Services' Responsible, Ethical and Sustainable Tourism (REST) accreditation scheme

Beacon is proud to partner with QIA Services to support our own customers' sustainability ambitions. The REST accreditation criteria is objective but has been designed to adapt to the footprint of any business. So, whether your hotel is a Georgian town house or a custom built modern aparthotel, the scheme will support you in making sustainability changes that are realistic for your property.

This widely acclaimed scheme not only evaluates environmental sustainability, but also your relationships with clients and your own workforce. It examines your Corporate Social Responsibility practices, Human Resources directives, and supplier connections.

And because it includes a full range of services, from initial calculations through to benchmarking, goal setting and monitoring, all conforming to RFP processes, it's a true 'one-stop-shop' for hospitality businesses looking for a 'mark of excellence' when it comes to integrating sustainability practices into core business strategy. Plus, it will also give you that all important Google eco-certification too to help you stand out in search results.



## Initiative 3

# Source a sustainable supply chain

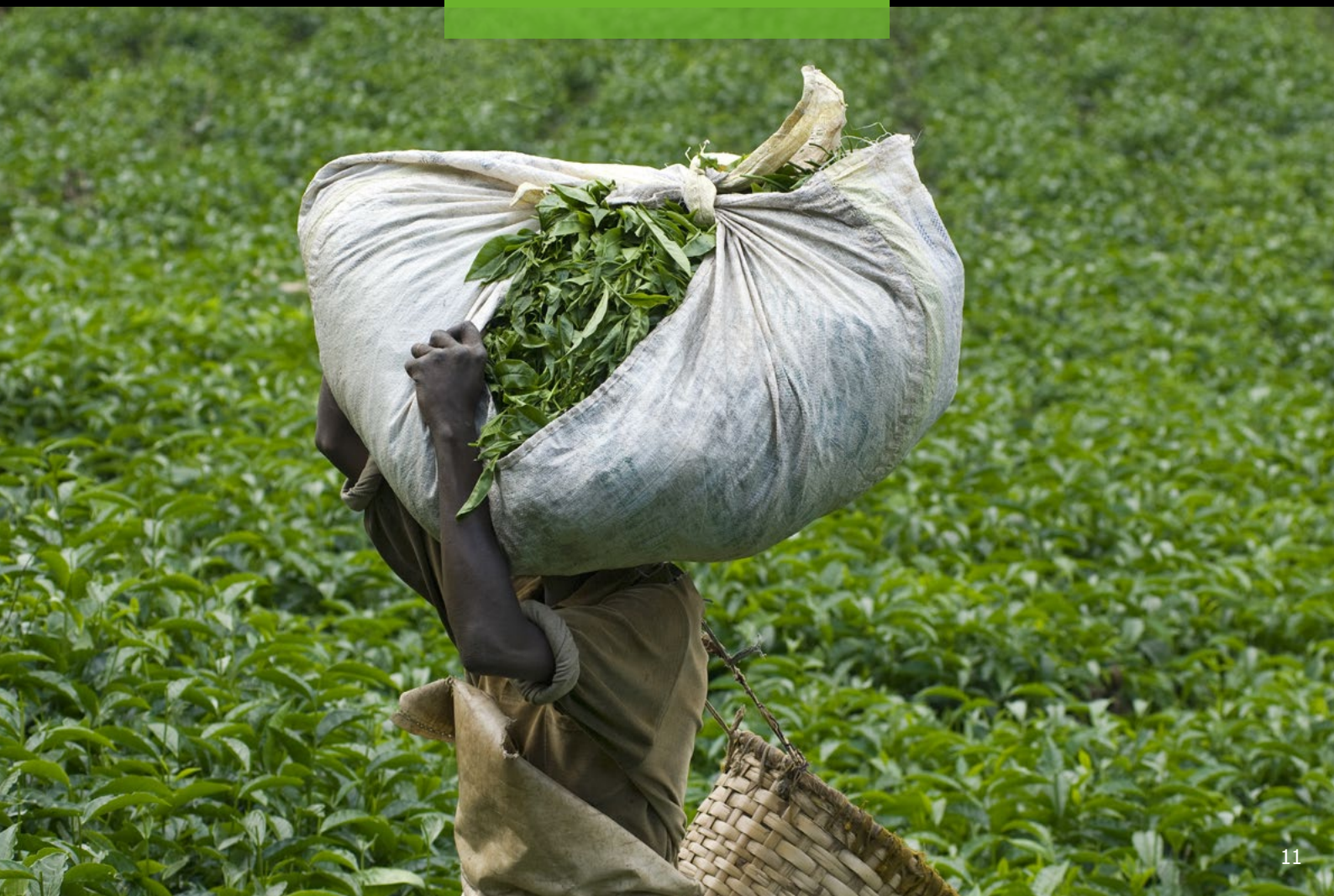
Making smart, sustainable purchases is an effective way for businesses to reduce their environmental footprint and benefit economically. With energy and waste costs minimised - and compliance with related regulations secured - it's easy to see why responsible sourcing makes good business sense.

These three purchasing decision considerations can help you build the ideal strategy:

- 1 The products you purchase** - ensure that any items entering your supply chain have as little impact on the environment as possible.
- 2 How you purchase them** - is there a better way to buy? Consider choosing refillable containers over single-use items or bulk buying where possible to reduce packaging and transport costs.
- 3 Who you choose to purchase from** - take into consideration everything from your suppliers' operational and manufacturing standards through to their labour policies.

Keeping these in mind when forming your strategy will ensure that not only are you doing what's best for the environment but also for your business and society at large too – otherwise known as the triple bottom line: People, Planet and Profit.

For more information on devising a sustainable sourcing strategy, request our [eBook here](#).



## Where to start?

When it comes to procurement, it can seem like a daunting task. That's why having the right partner by your side can make such a huge difference.

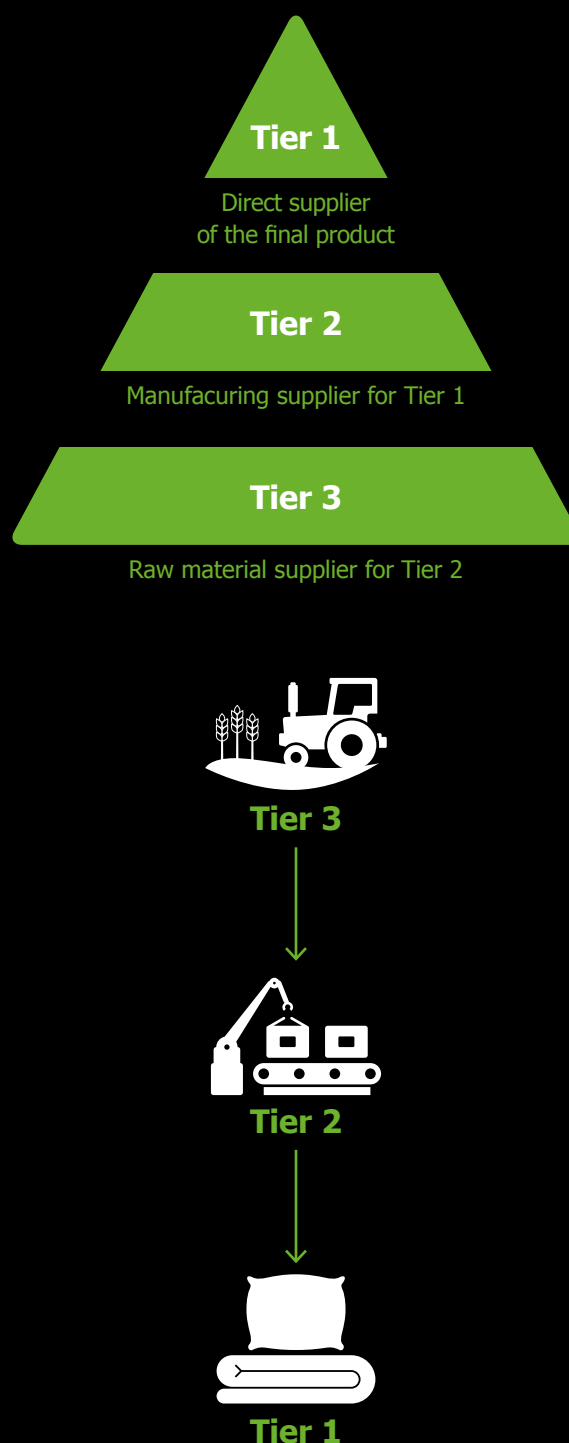


If you don't have the knowledge or resources to create a long-term, successful procurement strategy, engaging a Procurement Services Provider might be your best option. Having a trusted third party overseeing this process can be extremely beneficial - not only will their expertise create an efficient route for sourcing sustainable products and services, but their shrewd decision making will guarantee that you are getting value for money. With guidance from one of these providers, you'll be able to work on achieving your sustainability goals without needing to worry about the nitty gritty details inside the strategy itself.

With over twenty years of hospitality procurement experience, Beacon Purchasing can support all your sustainable sourcing objectives with our expertise and know-how. You can trust us to provide real-world solutions that are not only simple to implement but also provide tangible results. Our service offerings were further strengthened when we became a part of Entegra, one of the largest Group Purchasing Organisations in the world. Previously owned by Interchange & Consort Hotels and the sister company to BWH Hotel Group, we have a unique hospitality heritage that gives us an unrivalled appreciation of the challenges and opportunities that having a sustainability strategy can bring.

Plus, we understand the importance of conscious and ethical sourcing. That's why we only work with pre-vetted suppliers who are committed to responsible business practices. Our comprehensive directory consists of quality suppliers with solid Modern Day Slavery policies, as well as accreditations from notable organisations such as Fair Trade, Rainforest Alliance, FSA, and more.

We are also proud to partner with some of the world's leading manufacturers, many of which provide products and services to the same companies that we work with. This gives us a notable advantage in monitoring Tier 2 and 3 suppliers, allowing us to ensure sustainable standards are achieved across all stages of the production process. We are committed to providing our customers with high-quality goods that meet industry standards and expectations. By working with reputable manufacturers, we know that each component or product is produced using responsible materials and practices.





## Becoming sustainable: more ways to make it happen.

Now you know how to get started, you need to keep the momentum up. So, here are some additional tips to help you make sure your business is as sustainable as it can possibly be.

### Going green(er)

#### Exploring energy efficiency

While the hospitality industry has a large carbon footprint, there are steps that can be taken to reduce energy consumption. Government reports suggest that 4,300 GWh a year could be saved across the hospitality industry by investing in energy efficiency measures and improving business practices. So, it's a good idea to explore the potential savings you could make with energy efficient appliances, low-powered LED lighting, and even ways to generate your own electricity or heat if you have the budget and resources.

#### Talking to your supplier

Why not contact your energy supplier and ask about switching to a green or renewable business tariff? There are also many energy suppliers that provide specific thermal comfort temperature ranges for different areas of hospitality businesses so, remember to check this guidance too.

#### Staying on top of maintenance

It's a great idea to make sure all your fixtures and fittings are in good condition. For example, up to 20% of steam generated by boilers can be lost. Older windows and frames can often leak warm air, and vents that are partially blocked by furniture are much less efficient. What's more, faulty condensers and dirty evaporator coils on HVAC units or heat pumps can waste more energy than you think. All these issues could significantly impact your energy costs.



## Food for thought

### Working with the UK government to reduce food waste

The hospitality and foodservice sectors are responsible for a large amount of food waste, with [920,000 tonnes](#) of avoidable waste produced annually. What's even more shocking is that this waste costs businesses an average of £10,000 each year. That's why the government has passed legislation that requires all hospitality businesses in England to begin separating their food waste and have it collected separately from 2023. Read more about this [law](#), and what you need to do to comply.

### Keeping an eye on leftovers

Try to monitor what your customers leave on their plates and adjust your portion sizes if necessary. This will help to reduce your waste, but it could also have the positive effect of encouraging your customers to order additional dishes or courses!

### Trying something new

Removing unpopular dishes from your menu, getting creative with leftover ingredients for 'specials board' dishes, measuring every ingredient carefully, and only ordering what you need can all help to reduce food waste.

### Equipping your kitchen in the right way

Think about installing grease traps and using other environmentally friendly systems to tackle blockages. Storing food in the most appropriate environment, in the right kind of containers, and at the right temperature, also helps to increase its life and minimise waste. Furthermore, equipment such as induction hobs can reduce energy usage by 50% compared with traditional ovens and some energy-efficient microwaves use up to 90% less. Plus, don't waste your cooking oil, as this can be collected and recycled to produce biodiesel, which produces [74% less emissions](#) than petroleum diesel.

### There's an app for that

Finally, there are a number of food waste apps like [Too Good To Go](#) that promote sustainability to the public, which reduce the amount of leftovers being scraped in the bin, deliver additional profits and could also help you find new customers.

### Consider your packaging

With the Government's ban on certain single-use plastic items coming into force for hospitality businesses in England later this year, the future of packaging is inevitably altering. Over the next three pages, our parent company Entegra has compiled some innovative examples of solutions that high street names are adopting to get ahead of the legislation while also meeting consumer demand.

## Reducing single-use plastic in your restaurant

Entegra explore how the foodservice sector is moving away from single use plastic, toward sustainable and responsible packaging solutions.

Five years ago, David Attenborough triggered what we all thought was a watershed moment. His 2017 film *Blue Planet II* undoubtedly drew attention to the appalling damage being done to our oceans by our addiction to single-use plastic.

The ban on plastic straws and stirrers in the EU from July 2021 was an excellent first step, but while it removed millions of items from the supply chain (and seas) – it wasn't much more than a drop in the ocean.

The momentum that appeared to be driving hospitality, and indeed other industries, towards a much-reduced reliance then, like much else, hit a brick wall with the COVID-19 pandemic. In fact, rather than just slowing progress, the pandemic saw a serious reversal. In part, this was down to legitimate health and hygiene concerns. Cafés would no longer fill reusable cups. Condiment dispensers were replaced with sachets. And, restaurants, in their search for any means of survival, moved into the takeaway and delivery business on a grand scale. That's not even mentioning all the PPE foodservice businesses were duty-bound to purchase use and then throw away.

In short, we were hit by a new tidal wave of single-use plastic.

But where are we now at the end of 2022? What is hospitality doing to reverse that trend and what does the future look like?

There's certainly no end to the amount of innovation out there, but old habits die hard and this, combined with the cost pressures and unprecedented staffing limitations, mean there's still a long way to go.

In statistical terms, the picture is not entirely encouraging. In its 2022 update, the Ellen MacArthur Foundation, reported that the use of virgin plastic among those food businesses signed up to its global plastic commitment, is now as high as it was when the programme started in 2018, while the percentage of plastic packaging that is reusable, recyclable or compostable has changed little – from 63.2% in 2019 to 65.4% in 2021. The target for 2025 of 100% will "almost certainly be missed", the foundation admitted.

Similarly, Footprint's analysis of Valpak data suggests that the amount of packaging placed on the market by hospitality and hospitality wholesale businesses having dropped from 1.2m tonnes in 2019 to 687,000 in 2020 – jumped back up to 1.6m in 2021.

There are though many examples of progressive and promising initiatives from operators of all types and size which have the potential to have a major impact. It's perhaps easiest to look at these by packaging type.

### Clingfilm

The go-to for wrapping food at the end of service in thousands of kitchens. But, high end London restaurant Spring and medium-sized bar-restaurant group Darwin Wallace are just two examples of businesses where, following the decision from the top, staff had to go cold turkey. Unremarkably, because chefs when prompted are extraordinarily resourceful, they found a way using terrines, Tupperware and other alternatives.

### Sachets

As mentioned at the start, many operators reverted to plastic pouches for condiments and sauces during the pandemic. Now, London-based start-up Notpla, which has already created 1 million takeaway food boxes out of seaweed for Just Eat and run sachet trials with them too, is among the finalists of this year's £1m Earthshot prize and on the verge of mainstreaming this infinitely better alternative to plastic.

### Coffee Cups

Our taste for takeaway coffee has resulted in a 2.5 billion cup problem. The troublesome plastic film designed to make cups cope with liquid also made them a recycling nightmare. Finding alternative materials or recyclers who could cope with them, is one way.

The better alternative by far is to engineer a behaviour change – to have people switch to reusable cups. One way is for establishments to opt against a ban, going instead for an approach built on pricing incentives. For example, charging a premium for single-use has found to be more persuasive than a discount for those who brought their own cups. The university has now successfully halved the number of single-use cups.



**ClubZero** are one of the leading exponents of the fully circular approach. They have pioneered an award-winning reuse system that combines reusable packaging and carriers with smart technology ensuring packaging is used in perpetuity.

Their packaging uses half the amount of CO2 compared to single-use packaging and can be used a minimum of 250 times before being fully recycled at the end of its lifecycle. These schemes are still in their infancy but offer a taste of drastically reduced reliance on single use for participants.

Restaurants like SpiceBox have also been encouraging customers to use tiffin tins for their takeaways.

The boom in takeaway and delivery during the pandemic triggered many operators into some serious soul-searching and more importantly – change.

Wagamama has invested heavily in a bid to redesign its 8 million plastic packaging items. Switching to the recyclable material cPET, they'll cut up to 330 tonnes of virgin plastic a year.

Mexican restaurant group Wahaca found that many of the influencers it approached to help promote new delivery dishes took an interest in the packaging. "Deliveries being sent in sustainable packaging were something that was essential to them," explains sustainability manager Carolyn Lum.

That's a point echoed by SRA Managing Director, Juliane Caillouette-Noble who stresses the the consumer demand for change with this most visible of sustainability wins or losses. She adds: "The customer takes more clues about your sustainability initiatives from your packaging than they do about anything else."

While this shift by Wagamama and others is welcome and will make a difference, it's only by reducing all single-use products entirely that hospitality will make the necessary shift. Perhaps, the example of three-site vegan restaurant, Stem + Glory is one to inspire us all. As part of its loyalty scheme, customers who order eight lunch bowls or coffees get one free. BUT if they use a reusable cup or lunch box, they're rewarded for every fourth purchase.

According to estimates, England still uses 1.1 billion single use plastic plates and 4.25 billion items of single use cutlery – only 10% of which are recycled. Progressive plans by the government to phase out these as well as polystyrene cups and containers appear to have been put on hold for now but could well appear again along with a nationwide roll out of a Deposit Return Scheme and Extended Producer Responsibility.

Following the pioneering lead of some of the businesses mentioned in this article, adhering to the four aims of the [UK Plastics Pact](#) and getting ahead of any legislation, while also meeting consumer demand, looks like the smart way to ensure the Attenborough effect has a permanent and significant impact.

*\*Article written by the Sustainable Restaurant Association for Entegra.*



Club Zero



Spice Box



Wagamama new packaging

## Staying local – and seasonal

### Reducing your carbon footprint

Investing in higher quality, local and seasonal food products can greatly reduce your transportation costs and environmental impact. And because that food will spend less time in transit, there's much less chance of it being wasted, as it will have a longer shelf-life.

### Enticing your customers

According to research by the Sustainable Restaurant Association a growing number of diners are more milling to opt for a sustainable dish on a restaurant menu. Just under 80% of consumers are likely to order meals made with local and seasonal twists on traditional recipes, while 36% rate availability of local produce as a critical consideration.





## Room for improvement

### Getting smart

The latest tech can really help your hospitality business to become more sustainable. For example, you could save up to 30% on energy usage by installing sensors in guest rooms that switch off lights and air conditioning when those rooms are empty. There are also eco showers that can save up to 50% on water usage without compromising guest experience and aerators for basins that can help limit water use, too.

### The single life

Think about swapping in-room single-use items like soap, toiletries, coffee sachets and water bottles for biodegradable, compostable or recyclable packaging, or even refillable containers – but ensure you use them all up first, otherwise you'll be generating more waste and adding to your costs.

As mentioned, there are many easy-to-implement wins you can take advantage of to reduce costs and consumption. But what if you're looking to make your business more sustainable in the long term? With Beacon by your side, that's straightforward! We have a vast array of expert partners ready to help tailor solutions to meet any sustainability goals. From conducting an in-room audit to identify opportunities for simple sustainable swaps, to installing water management systems designed to reduce water usage by 90%, we've got you covered. So, take a leap forward for the planet with our sustainable services and products today!



## What have we learned?

We know that sustainability is an ideal that has been recently encapsulated in 'the three pillars' approach. One that brings together a range of measures around the economy, our society and the environment, to determine the impact of a business and how successful it is in mitigating that impact.

We know that there are a number of compelling motives to incorporate sustainability strategies into your business models, including various environmental, economical, societal, and even legislative drivers. Combined, they're exerting incredible pressure on everyone - including our sector - to keep up.

And finally, in the background, we're also acutely aware of those challenges we're all facing - from rising expenses to a lack of personnel. All of which can make it seem more difficult to adopt the sustainable approaches that are becoming increasingly prevalent across the planet.

However, most importantly, we've learned that there is the support out there if you're looking for ways to go greener and reap the many benefits of having a sustainable business. With the right approach, it is possible to have an environmentally friendly operation that doesn't compromise great customer experiences.

In short, we really don't believe that needs to be one or the other. We can be successful AND sustainable.

**So why not let us show you the way?**



## Next Steps?

If you need additional expertise in making your business more sustainable; our team at Beacon Purchasing are here to help.

We have outlined some useful topline information in this White Paper, but we understand that not everything can fit into a simple document. Just give us a call on 01904 695588, or complete our callback request form by [clicking here](#) , and you'll be able to speak directly with one of our experts and get valuable advice tailored to your business needs.

We're committed to helping businesses reach their sustainability goals no matter their scale - so contact us today and let us support you.



## Who's behind this White Paper?

### Beacon Purchasing

Beacon is a specialist Procurement Service Provider with years of heritage in hospitality, who are committed to helping customers unlock savings and drive efficiencies. From family-owned guest houses to multi-site groups, they have the right supplier networks to support businesses of all sizes. What sets Beacon apart is their customer focus; they believe in working as a trusted partner with their clients, giving bespoke business solutions that meet their operational, strategic and financial objectives.

[beaconpurchasing.co.uk](https://beaconpurchasing.co.uk)

### Entegra

Established by Sodexo in 1999, Entegra is the largest food group purchasing organisation in the world today. With €20 billion in supplier contracts providing unrivalled buying power, their mission is to help hospitality-driven businesses cut costs on food, supplies and services while improving the efficiency of operations. Recognising that great customer service is absolutely vital for success, Entegra's expertise helps their clients step up their game, enabling them to see their business reach its full potential and shine.

[entegraps.uk](https://entegraps.uk)

### QIA Services

Offering a truly multi-faceted service, QIA Services is your partner in quality. Whether its writing bespoke software solutions to meet specific business objectives or delivering a full range of award and assessment services such as REST (Responsible, Ethical and Sustainable Tourism); QIA Services can be relied upon to meet each client's individual requirements. With a wealth of expertise across public, third and commercial sectors, QIA Services offer an experienced and comprehensive service rooted in innovation and strategic thinking.

[qiaservices.com](https://qiaservices.com)



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