



Triple Impact Hospitality

Healthier Planet, Smarter Business, Stronger Communities

Integrated Sustainability Services for Hotels



*An initiative from the team behind Travel Without Plastic
and HORECA Sustainability Solutions*

SUSTAINABILITY THAT SUPPORTS YOUR HOTEL'S BUSINESS GOALS

Sustainability in tourism can't be tackled one issue at a time. Reducing food waste, creating inclusive spaces, protecting the environment, they're all essential, but they don't sit in separate boxes. A positive change in one area can create unintended consequences in another, and without the right communication and management approach, even well-intentioned actions can fall flat.

Sustainability managers work hard but often without consistent engagement from other departments. It's rarely intentional, but competing priorities pull people in different directions which can be confusing for staff and affect morale.

By treating sustainability as a core foundation rather than a standalone department, hotels can unlock more value across the board. It becomes a practical tool for aligning guest experience, team dynamics, daily operations, and long-term business strategy. It's about creating a hotel that runs well, treats people well, and earns lasting trust from staff, guests, partners and stakeholders.

Whether you're just getting started or already making progress, we help you to focus on what matters most, remove what's holding you back, and take practical, joined-up steps that strengthen your operation from within so that your business is better placed to adapt, thrive, and deliver lasting value.



Our Services



Reducing Single Use Plastics

Cut plastic waste without compromising the guest experience or spending more on alternatives that still end up in the bin.



Communicating Sustainability

Communication strategies to gain strong support from staff and guests – without falling into the greenwashing trap.



Get Certified with Travelife

Save time and reduce the stress associated with achieving sustainability certification.



Sustainability Training

Turn your team into sustainability champions, helping you reach your goals with less effort and greater impact.



Food Waste Prevention

Maximise cost savings, reduce greenhouse gas emissions, and meet legal requirements.



Accessibility

An inclusive hospitality programme that helps hotels identify accessibility gaps, improve the guest experience, and connect authentically and inclusively with diverse travellers.


Single-Use Plastic

Cut waste without creating new problems

Swapping plastic for paper, wood, or bioplastics might tick a box, but it rarely reduces the amount of waste leaving your hotel, and **often just increases costs**. What's more, it can create confusion at the point of disposal, with staff and guests unsure what goes where, leading to contamination and missed recycling targets. This programme helps hotels take a smarter approach: reduce what's not needed, introduce reusables where they work, and support teams and guests to adapt without friction.

- **Stop paying more for products that still end up in the bin**
- Reduce the number of items ordered, used, and disposed of, rather than simply switching materials
- Introduce reusables that work for your operation – **saving space, money, and waste**
- Align with the Global Tourism Plastics Initiative and Travelife requirements
- Helps **streamline procurement and storage** by reducing item variety and volume
- Avoid being accused of greenwash



A photograph of two women, one with long brown hair and one with short dark hair, smiling and talking to each other. The woman on the left is wearing a white t-shirt and a backpack. The woman on the right is wearing a grey t-shirt and a necklace. The background is slightly blurred, suggesting an indoor setting like a trade show or conference.

Communicating Sustainability

If everyone is claiming to be sustainable, how do guests know who to believe?

Sustainability isn't just about what you do, it's about how you do it and how you communicate it. **The right words AND actions build trust; the wrong ones break it.** Generic signs and vague slogans don't cut it anymore, and the best initiatives can go unnoticed if they're not communicated well. Even marketing teams often don't feel confident turning operational actions into credible messages, and guest-facing teams are often left unsure what to say.

It's more than words, it's your values, your brand style, your tone of voice, your staff's behaviour and even your décor, all of these shape how your sustainability story is told and understood.

- Replace boring scripts with real, usable language tailored to different situations and business identities
- Help staff respond with confidence, not confusion, when guests ask questions
- Turn operational actions into clear, confident messages guests and staff understand
- Support marketing teams to communicate with credibility, not just creativity
- Get 12 months of sustainability messaging hooks and practical online training to help you meet the EU Green Claims Directive with confidence.

Get Certified with Travelife

From obligation to opportunity: Make certification work for you

For many hotels, certification ends up falling to one person, squeezed in between day-to-day operations and audit deadlines, creating pressure, delays, and last-minute stress. This programme helps to change that.

It's not about giving more people more work, it's about breaking things down into clear, manageable steps. We provide tools that save time, and help you turn certification into a team effort that people feel proud to support.

- Save time with ready-to-use templates, training tools, and practical checklists
- Focus on what matters, cut out duplication and unnecessary admin
- Avoid last-minute panic with clear priorities and a realistic timeline
- Build a shared approach so certification doesn't fall to just one person
- Prepare for audits with less stress and more confidence
- Use the process to strengthen internal systems and show real progress to guests and partners



Sustainability Training

Flexible training options for busy hotels

Sustainability training shouldn't feel like a box-ticking exercise, and it shouldn't slow your team down. This programme gives you options.

Choose immersive in-person workshops to engage staff in practical, hands-on learning, or roll out online modules that staff can complete at their own pace around operational demands. Whichever format you choose, the training is interactive and designed around real hotel roles, helping staff connect sustainability with what they already do, making it easier to build habits that last.

- Choose online or in-person formats, or a mix of both - whatever works best for your team
- Online modules are self-paced, with the option to pause and return anytime
- In-person training provides space for hands-on learning and team discussion
- All content is practical, interactive, role-specific, and relevant to daily hotel operations
- All courses are compatible with Spanish Social Security Credits
- All staff receive certificates upon completion of the training



Food Waste Prevention

Still just tracking food waste as a percentage of food cost?

Many hotels assume their food waste is under control, until they start measuring it accurately. This programme helps hotel teams uncover the hidden costs of waste they didn't know they had. It's designed to slot into daily routines without creating extra admin, and most hotels see a return on investment in just 6 - 8 weeks.

- No need for complex technology – just a clear, easy-to-use app designed for the realities of a working kitchen
- Quickly identify where food (and money) is being lost
- Reduce overproduction and ordering without risking guest satisfaction
- Free up time by preventing waste rather than constantly managing it
- Generate financial savings of 3–5% of food cost per cover
- Reduce food waste volumes by up to 35%
- Implement new SOPs to take pressure off busy kitchen teams
- Train staff to understand the “why” behind food waste and take action confidently
- Implement tailored communications to engage guests and gain their support
- Get clear data to support your Food Waste Reduction Plan and sustainability goals, and to comply with the new Spanish Food Waste Prevention Law



Accessibility



Beyond ramps and rails: Real accessibility makes everyone feel welcome

Accessibility is often misunderstood as just a checklist of physical features, but it's much broader than that. It's about guests feeling respected, included, and able to enjoy their stay without unnecessary stress. That means considering physical, sensory, cognitive, and communication needs across the whole guest journey. From how information is presented to how staff interact, real accessibility is about removing barriers, creating a sense of dignity and providing an excellent guest experience.

- Spot hidden barriers across your guest journey – from booking to check-out
- Improve experiences for guests with mobility, sensory, cognitive, or communication needs
- Equip staff with the confidence to offer support respectfully and appropriately
- Tap into a fast-growing, often underserved travel market
- Stand out from competitors by offering a genuinely inclusive guest experience
- Go beyond compliance to create a culture of inclusion

Nuestros Clientes



Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH



Contact Us

Use our services individually, or mix and match to create the right fit for your hotel:



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