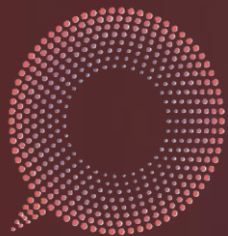




TOOLKIT

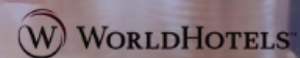
Your guide to taking climate action now



**ZERO
CARBON
SERVICES**

In Partnership With:

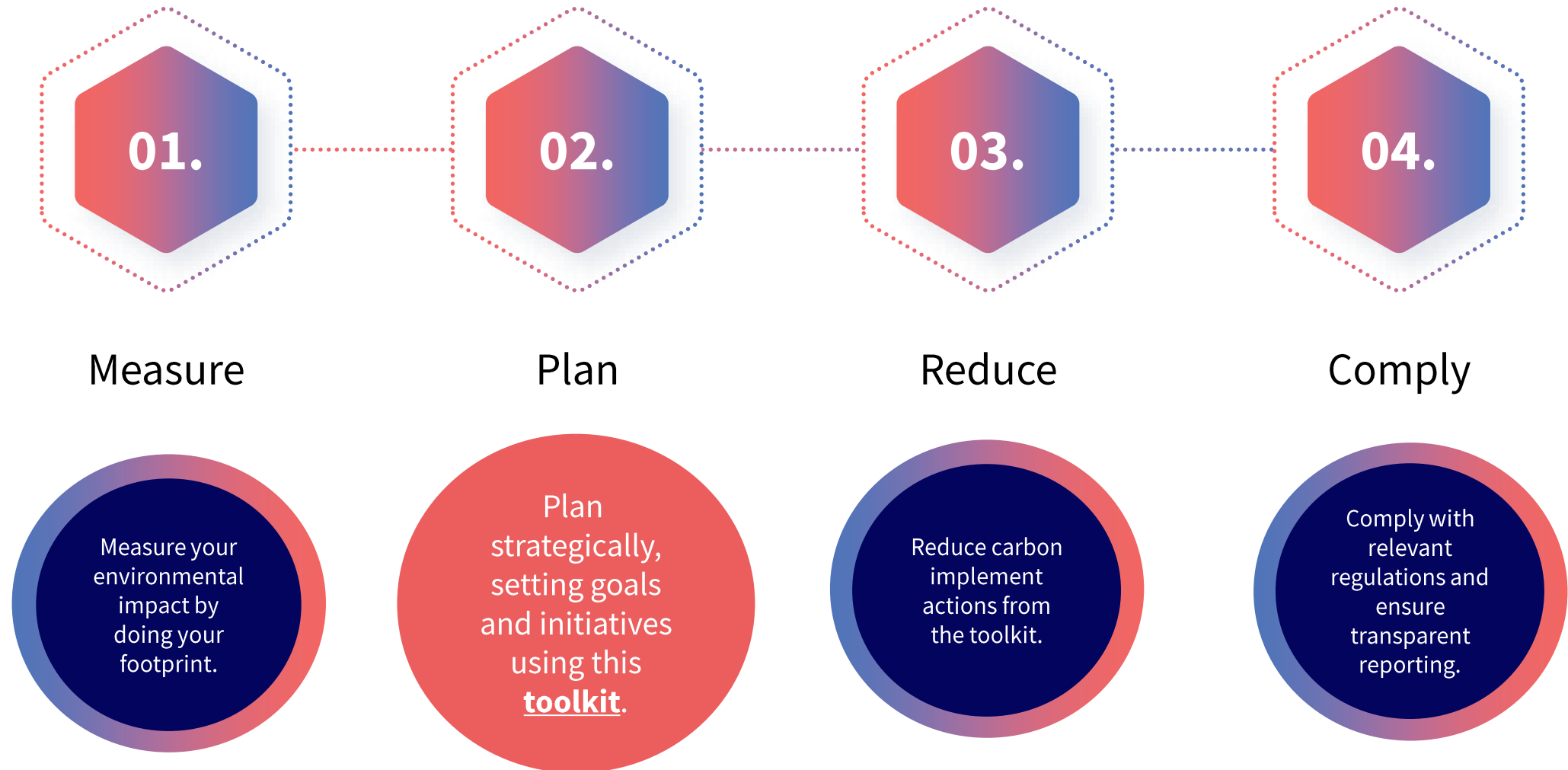
BWH | Hotels



Best Western.
Hotels & Resorts



FOUR STEPS TO ZERO



PATHWAY TO ZERO PEOPLE

Recommendation	REST	GOOD	BETTER	BEST
Staff training on energy (Energy, Water & Property)	5. Training	Conduct energy conservation workshops and distribute materials on efficient energy use.	Offer advanced training sessions on the latest energy-saving technologies and practices. Zero carbon services	Develop a comprehensive energy management program that includes certification for staff and regular updates on sustainability.
Staff training on waste and recycling (Waste)	5. Training	Provide training on waste segregation and the importance of recycling.	Implement a continuous learning program with expert talks and active participation in waste management initiatives..	Can you donate/sell produce rather than bin it? Too Good To Go . Fare Share . Guardians of grub
Employee engagement	11. Staff, Guests and Visitors	Initiate a company-wide newsletter focusing on environmental responsibility and sustainability.	Create a platform for employees to share and implement green initiatives, with recognition for contributions. Companies with strong sustainability programs have higher employee loyalty, morale, and job satisfaction.	Create a 'Green Guru' within your front and back of house to help drive change.
Customer engagement	10. Business and Marketing	Tell your customers about your sustainability journey. They want to know! Effective marketing of your message will build your customer base and secure loyalty. Linney	Engage customers with interactive campaigns and encourage participation in eco-friendly programs.	Launch a loyalty program that rewards customers for making sustainable choices and supports environmental causes.
Encourage and enable lower-emission employee commuting (Commuting)	17. Travel and Transport	Promote carpooling, cycling and public transport as an alternative method.	Offer secure lock-ups, showers and changing facilities and promote the governments cycle to work scheme.	Install EV charging points and promote the use of Hybrid & Electric Vehicles.



High carbon impact



Medium carbon impact



Low carbon impact

PATHWAY TO ZERO PLACE

Recommendation	REST	GOOD	BETTER	BEST
Smart metering and submetering (Energy, Water & Property)	12. Energy	Installing smart metering systems	Adding submetering to smart metering	Combining smart metering and submetering with instant response capabilities.
Switch to 100% renewable energy (Energy, Water & Property)	12. Energy	Reduce your on-site emissions by 1/3 by simply switching to a 100% renewable electricity provider.	Source your energy from a large portfolio of clean energy technologies so even at night when there's no sun there's a supply from other forms of clean energy. Squeaky Energy	Install solar panels.
Install equipment timers –check integrated timers (Energy, Water & Property)	12. Energy	Installing timers for appliances like line coolers, kitchen extract, coffee machines, and bar fridges.	Fridge timers are low in cost with expected payback within 6 months. Clear world	Add automatic shut-off devices.
Efficient equipment and appliances (Energy, Water & Property)	12. Energy	When you update equipment go for the most efficient available.	For lighting solutions (LEDs) are a super quick win, with bulbs that use less energy and last longer.	When buying catering equipment check energy consumption and ratings. True FMG
Insulate (Energy, Water & Property)	14. Gas, Oil Fuel, and Heating	Stop your building from leaking energy. Non-domestic buildings are responsible for 9% of UK Greenhouse gas emissions every year. By draft proofing, seal gaps around doors, windows and other openings.	Pipe and water tank insulation, which will reduce heat loss and improve efficiency.	Replace windows with double or triple glazing. As well as wall insulation and roof insulation.
Recycle used cooking oil	15. Waste management and Recycling	Recycle your used cooking oil to become bio-fuel. Olleco	Train staff on the proper procedures for collecting and storing used cooking oil.	Monitor oil use and extend oil life.



High carbon impact



Medium carbon impact



Low carbon impact

PATHWAY TO ZERO PRODUCT

Recommendation	REST	GOOD	BETTER	BEST
Waste segregation for recycling (Waste)	15. Waste management and Recycling	Are you actively sorting and recycling your waste? Simpler Recycling Legislation	The primary goal is to reduce and reuse before considering recycling. Through waste sorting, you can pinpoint chances to minimize waste and find ways to reuse items.	Consider reducing the frequency of waste collection services to save on both carbon emissions and costs.
Embrace a Carbon Friendly Menu (Food, Beverage & Packaging)	3. Procurement and Supplier Diversity	Start by introducing a few plant-based or vegetarian dishes that use ingredients with a lower carbon footprint	MEAT – it's expensive and produces a lot of carbon! Reduce the number of meat dishes.	Work on menu design to emphasise low-carbon ingredients.
Food portion sizes (Food, Beverage & Packaging)	15. Waste management and Recycling	Do you have food returning to your kitchen uneaten? If so it's time to look at portion size.	For ideas on reducing food waste visit Guardians of Grub for free training	Do some 'plate tracking and adjust your portion sizes accordingly. It will reduce emissions and save costs across produce, energy and labour.
Source locally and seasonally (Food, Beverage & Packaging)	9. Sustainability and Environmental Impact	Revolution's latest move will save over half a million passionfruit per year and reduce the bar group's carbon footprint by more than 100 tons of CO2. Revolution Bars Sustainable Pornstar Martini.	Work with your supplier to find local alternatives and introduce a locally sourced menu.	Add seasonal menu features, incorporate seasonal dishes that highlight local available ingredients.
Reduce water temp in laundry, line dry linens and reuse Linen/towels (Energy, Water & Property)	12. Energy	Reduce the temperature of the washes you are doing to 30-40 degrees.	Reduce the number of washes you are doing. Washing machines and tumble dryers are massive consumers of energy. Set up a line to dry linens outside.	A linen and towel reuse program will encourage guests to participate in sustainable practices by reusing towels and linens during their stay.
Change your packaging (Food, Beverage & Packaging)	15. Waste management and Recycling	Replace all single-use plastic.	Ensure your takeaway packaging is lightweight, sustainable, easily recyclable or home compostable.	Ask your suppliers to do the same. Riverford Thoughtful Packaging.



High carbon impact



Medium carbon impact



Low carbon impact

PATHWAY TO ZERO

HIGHEST EMISSION AREAS

Emission Source	GHG Category	Functional Area & Category	Recommendations	
Operational Spend	1.Purchased Goods & Services	Goods not for resale	Offer products only on request, or use refillable dispensers for soap/shampoo <i>Reduces waste and manufacturing emissions</i> <i>Cuts reorder costs and waste disposal fees</i>	Switch to concentrated, refillable, or eco-certified cleaning solutions <i>Reduces packaging, transport emissions, and chemical impact</i> <i>Typically cheaper per use and reduces waste costs</i>
Red Meat	1.Purchased Goods & Services	Food, Beverage & Packaging	Reduce red meat options on menus and offer more plant-based alternatives <i>Beef and lamb have high carbon footprints; reducing their use cuts emissions significantly.</i>	Introduce “climate-friendly” dish labels on menus to highlight lower-emission choices <i>Nudges guests toward plant-based or lower-impact meals without removing red meat entirely</i> <i>Maintains customer choice while reducing demand for high-emission ingredients</i>
Poultry	1.Purchased Goods & Services	Food, Beverage & Packaging	Source poultry locally and from certified sustainable farms <i>Reduces transport emissions and encourages more sustainable farming practices.</i>	Review portion sizes and cut food waste <i>Prevents over-serving and reduces emissions tied to over-purchasing and waste disposal</i> <i>Lowers food costs by aligning purchases with true demand</i>
Natural Gas	Fuels	Energy, Water & Property	Insulate hot water pipes and tanks to reduce heat loss <i>Cuts down the energy needed to maintain water temperature.</i>	Install smart thermostats and optimise boiler settings <i>Improves efficiency of heating systems and reduces unnecessary gas use.</i>

HOTEL HEATING AND COOLING

AIR CON

- When occupied, the thermostats should be set to 21° When a room is
- vacant, the heating should be off, only turning on just before check-in
- When servicing the room, housekeeping should change thermostats to 21° if guests have left

TOWEL HEATERS

- Towel heaters tend to be left on 24/7. Turn these off when the rooms are
- unoccupied If you have temperature control on them set it to the medium
- setting.

OTHER FOH ENERGY

To reduce overnight energy use, the building should mimic a typical pub or restaurant. Implement a closing checklist to ensure extraction and heating systems, especially outdoor heaters, are checked. Align extraction with breakfast prep, focus on non-extraction items, stagger equipment activation, and be aware of essentials.

RADIATORS (GAS, ELECTRIC & OIL)

Radiators should be set to the middle setting (usually 3) rather than on max When vacant , radiators should be turned off and turned on the morning of check-in When servicing the room, housekeeping should turn the heaters down to the middle setting if set higher.

CORRIDOR HEATING

Heating in corridors should be an ambient 19° or middle setting on radiators Don't forget to bleed your radiators in the Autumn to improve energy efficiency

OTHER CONTROLS

NIGHT WALKAROUND YOUR SECRET WEAPON

Night security walkarounds are a great opportunity to make sure everything possible is turned off, create a list for them to check off in order of their walkaround.

SUPPLIERS TO KNOW

Suppliers	Description
<u>Biofase</u>	Eco-friendly alternative to plastic
<u>Brakes</u>	Delivers top-quality fresh and frozen food from their warehouses across the country to many well-known pubs and restaurants. They offer the widest selection of award-winning food in the industry.
<u>Circular11</u>	Turns plastic waste into eco-friendly building materials. They use hard-to-recycle plastic and turn it into something useful, helping to reduce waste and pollution.
<u>Delphis Eco</u>	Are experts in eco-friendly cleaning products for businesses, with over 10 years of experience cleaning even the toughest places
<u>Foodsteps</u>	Are a UK startup that helps food businesses understand and lower the carbon footprint of their recipes and products. They make it easier to track and meet sustainability goals across the entire supply chain.
<u>Quintex Systems Ltd</u>	Provide, install, and look after energy-saving and grease control products.
<u>Squeaky Clean Energy</u>	is a B-Corp certified company and the UK's top platform for businesses to buy clean energy (like wind, solar, and hydro). They're the only licensed supplier focused on clean energy for large companies.
<u>Wildfarmed</u>	Regenerative food brand
<u>Replacer</u>	Help you transition away from problematic plastics and disposable and single-use items.



ZERO CARBON FORUM

The Zero Carbon Forum is a non-profit organisation, empowering members to reach sustainability targets with more speed, efficiency, and profit as a united effort. With defined roadmaps backed by peers, government, and leading experts — together we're on a path to survive and thrive.

Why we do what we do

Our Membership includes large and small businesses spanning all sectors of hospitality, including restaurant chains, contract caterers, hotels, pubs and brewing.

Our Roadmap guides members in greater detail to decarbonise and set net zero strategies. It's tailored to the food and drink industry with actionable insights that businesses can use right now to start their carbon reduction journey.

If you've done most of these and are ready for what's next, contact The Zero Carbon Forum, we can help with membership, bespoke support or both contact support@zerocarbonforum.com

ZERO CARBON FORUM

support@zerocarbonforum.com | 020 7692 4244 | www.zerocarbonforum.com

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ZERO is EVERYTHING.