

HOSTEL 2000 training module

The Integration of Environmental Concerns into Daily Work

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1. Introduction

The Environmental Module: in the context of Sustainable Development and current initiatives

Tourism and sustainable development: an ongoing challenge

Tourism is not just a simple product like a flowerpot or **an** apple juice, which is produced by one producer or consumed by one consumer. Tourism is a compilation of many individual and diverse services produced by many service providers and consumed by many consumers under changing conditions and capacities, interests and needs.

In the context of "sustainable development" – the world wide agreed objective of all nations - Tourism as *an ideal* has to fulfill the needs of all people and elements contributing to its existence and/or being influenced by its effects and impacts.

- The tourists want a high level of satisfaction, their behaviour is influencing all the other interests
- The host population want to have jobs, income and wealth and to maintain their identities
- The economic "players", the entrepreneurs need high occupancy rates, added values and a good Return on Investment
- The culture shall be maintained as far as the population and society **values** their old and new heritage of buildings and arts, traditions and creativity
- The whole **of** nature (fauna and flora), in the destinations should have enough **space** to survive and to develop within an environment which **can sustain the** soil, air and water.



And tourism shall not only fulfil these present needs as well as possible but also the needs of future generations. Therefore "sustainable tourism" requires always a certain "reserve" of culture and nature, human capacities and areas. A certain level of flexibility for adequate and successful reaction to (unforeseen) threats or opportunities is always necessary for improving the whole tourism product, e.g. the services in a youth hostel.

The transportation and consumption of energy, fresh water and materials leads to emissions, waste and waste water. The minimisation of the negative impacts is a constant task and opportunity for every player in tourism: for guests and tour operators, for tourism enterprises and destinations.

Accommodation is the most relevant type of tourism enterprises. The reduction of the environmental impacts there can be successfully combined with welcomed advantages: to save money and to improve the services, to maintain flexibility and to contribute to a more sustainable development in the destination, where the host population and their children are living and which the guests today and tomorrow should choose for their excursion or holiday trip.

In every destination the environmental responsibility of hotels, camping sites or youth hostels can be combined with social and economic benefits and thus contribute to more sustainable tourism and development. The more destinations that follow this path, the better the future for all of us.



The IYHF-Environmental Charter: a global commitment

The International Youth Hostel Federation is the first global network of accommodation providers to take up the challenge of responsibility for more sustainable development and which has agreed on a common environmental charter. This charter lays the basis for the development and implementation of specific measures for the national Youth Hostels Associations and their outlets in order to reduce e.g. the consumption of energy and water and the production of waste.

The IYHF-Environmental Charter



1 Consumption

Management and purchasing policies to avoid and minimize waste, facilitate recycling and minimize the use of materials harmful to the environment will be adopted. Water consumption will be reduced through measures to minimize water waste.

2 Recycling

Associations will commit themselves to use recycled or partially recycled products wherever feasible. They will also commit to recycling as many resources as possible, such as paper, glass, metal, plastic and organic materials, and develop the necessary changes in operations to implement comprehensive recycling practices. Where there are no available recycling facilities, emphasis will be placed on avoiding and minimizing waste.

3 Pollution

As the largest single source of pollution from the operation of hostels is disposal of waste, pollution will be minimized through the use of efficient and environmentally acceptable methods of waste reduction and disposal.

4 Energy Conservation

Associations will monitor energy consumption and seek to minimize energy usage in its hostels and operations. IYHF will seek to encourage use of renewable energy resources and promote projects to this end where possible.

5 Transport

Associations will encourage use of available public transport and supply full information on public transport at all youth hostels. Alternatively, car sharing will be encouraged and hostellers using cars will be encouraged to discover surrounding areas by public transport, bicycle, or on foot.

6 Nature

Environmental concerns will be taken into consideration when caring for hostel grounds. For hostels located in or near a specially designated nature area. Associations will encourage support and protection of those areas.

7 Environmental Education

Activities and displays promoting the importance of adopting environmental practices, changing personal habits, and emphasizing the individual's ability to influence change positively will be a featured part of the hostel experience. Associations will consider making suitable youth hostels into special environmental study centres where possible.

The EUFED Environmental Module: an international tool for all Youth Hostels

Today there are about 30 Ecolabels for accommodation in Europe: on local, regional, national and international level, for all types of accommodation, including criteria for management, for environmental measures or for limits in the **consumption** of energy or water per overnight. **Most** of them have been specifically developed for the requirements in their areas e.g. in Scotland or Austria, Denmark, **the Netherlands** or Luxemburg.

They all show **many examples** and opportunities to reduce all the negative impacts and in the same time to save money, to **increase** co-operation with local producers and initiatives to improve the quality of the services, to raise the satisfaction of staff, clients and guests.

These opportunities **should** be known and used by as many youth hostels as possible.

The module for the “Integration of Environmental Concerns into Daily Work” is a *European tool* which is concentrating on *main environmental issues*, considering the *different situations and positions* of small and big, northern and southern, starting and advanced hostels in Europe. These requirements have been considered e.g. at the reduction of the total list of 250 specific criteria (which are required by all the existing Ecolabels for accommodation) to 50 recommended steps.

The training and realisation of the 50 steps will help many hostels to become part of the network of Youth hostels in and outside Europe with a high environmental standard as one base for successful and sustainable Tourism in their destinations. And even the advanced youth hostels may strengthen their activities and are invited to share their know-how with colleagues.

Thus the EUFED Environmental Module is the first international tool for creating and strengthening a common standard of environmental responsibility and performance in Youth Hostels all over Europe by training **youth hostel managers in the integration of environmental concerns into daily work.**

2. Trainers Guidance

Objectives of the environmental training

YH managers as **trainees** at environmental seminars will have three leading questions:

- why care the environment ?
- what to do as first and next steps ?
- How to achieve these steps ?

Hostel managers will learn how to **involve staff** and to set up an **environmental action plan**. The environmental module will enable **trainers** to plan and carry out a useful and informative environmental seminar, aimed at meeting these two key objectives.

The aim of the **seminar** is to offer basic information and answers, introduce participants to the environmental kit and give training in first steps.

The seminar is successful if the trainees ...	The trainers pack therefore contains ...
• are keen to participate	➤ seminar program ➤ EUFED certificate
• engage actively and with fun	➤ Euroland Hostel game ➤ Environmental smileys
• recognise their own position	➤ Eco-map
• recognise easy and more ambitious steps to care for the environment	➤ 50 steps for the environment ➤ The example of the Euroland Hostel
• plan and carry out own next steps for involving staff and setting up an action plan	➤ Environmental Action Plan
• exchange experience and support each-other on national and international level	➤ ECO-TIP good practices ➤ EUFED website
• get motivated to go for even more ambitious environmental performance	➤ appendix: eco-labels, guidelines, check lists, contacts

Contents of the trainers and managers pack

The trainers and managers pack includes 12 chapters, starting with a draft seminar program and followed by the individual learning and training sessions. The parts and types of papers of the sessions are illustrated by four symbols:



title of the session



trainers notes; specific objectives, methods, expected results per session



trainers sheets



managers sheets (managers pack)



The **model seminar program and sessions** follow the step-by-step training objectives shown above.



The **trainers notes** will give basic guidance. Trainers themselves may be “beginners” or more “advanced” in terms of training methods or environmental know-how. Advanced trainers will test and adapt their own methodology for training using specific tools with participants who they perhaps already know quite well.

The application of the environmental module should not be seen as an isolated “additional” module or tool. It should be integrated and fit well with the **national context** and experience (participants’ experiences, existing schemes, environmental legislation) and shall be seen as an **international bridge** between Youth Hostels in Europe (EUFED certificate, follow up, good practice exchange).



Parts of the environmental kit are filled in as potential outcomes of the training step. This **working and result sheets** might help the trainer to anticipate following questions by the trainees and to prepare answers and next steps in detail.



Every session and application of a tool out of the **environmental kit** is the base for the next training step: e.g. the “Eco-map” may be a good start and for identifying and teaching first steps to involve trainees from the beginning (after the seminar: to involve staff). The “50 steps for the environment” can be realised by nearly every hostel. Most of them are highly effective for the environment and help saving money and raising the overall quality and competitiveness of the hostel. The example of the “Euroland Hostel” gives a real picture for the integration of environmental concerns in reality: it is the real good practice in several hostels in Europe which formed the contents. For more detail and for advanced trainees and trainers, the appendices give more background information and checklists.

After the training seminar the **managers** being back home may apply in a similar way the managers pack as **environmental kit** with their staff in order to plan and achieve their environmental action plan (cascading process).

3. The trainers and managers pack



Every trainer has her or his own experiences and backgrounds, methods and working conditions.

This chapter should help to plan and prepare a seminar for 1-2 days and a group of 10-20 participants. It would be an advantage for practical reasons to have the training sessions in a hostel or similar building: theory can be compared and tested directly in practice. The feedback of experiences and ideas to the hostel manager could even stimulate new environmental measures there, the inclusion of the experiences of the hostel manager into the seminar program could highly raise the interest of the participants and the effectiveness of the whole seminar.

- What could be the program of a typical seminar ?
- Which steps should be considered in planning the sessions ?
- How the tools and steps of the environmental module should included ?

	Seminar program (model)
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preparation	<p>⇒</p> <p>proposed steps</p> <ul style="list-style-type: none"> • choose an “environmentally advanced” venue for demonstrating and training practical aspects • plan 1,5 days for the seminar (one night to stay; breakfast, 2 meals) • ask the manager of the venue to carry out their environmental activities, to prepare a short+long-distance lunch, dinner or breakfast (km / food) • find 10-20 participants • ask them to bring with 1 local product each • ask them to look at the last years key figures: bills for energy (oil, gas, electricity), water, waste disposal; number of overnights • use/ prepare environmentally friendly paper, pens, etc. •
time	<p>training time: 6-9 hrs.</p> <p>breaks: 2x coffee/tea, 1x lunch</p> <p>recommendation: start with lunch, close after lunch with certificate</p>

 sessions	⇒ objectives	⇒ proposed methods	⇒ expected outcome
welcome  10-20 min.	who = who, from ?	map of country, pins, local products as gift for host manager	overview at the wall: participating hostels, table with local products
The Euro-Hostel Game  20-30 min.	as appetizer, warming up, recognise money + clever investing for the environment, return on invest, start with immediate success, easy immediate steps to do, variety of measures	game sheet, individually filling in, tell individual environmental benefits/ points achieved, best 1-3 results to explain	different figures: environmental benefits per money, figures at the wall
in & out: hostel & environment  10-20min.	system YH and environment as	think on last week: what came in ? from where ? what went out ? to where ?	"in - YH services - out" model at the wall, main fields of environmental action
Key figures  20-30 min.	to get impression of real environmental consumption and impacts, to learn importance of monitoring	perform 3 key figures, calculation method; let note (estimated) own consumption and cost of water, energy, produce of waste /stay	variety of figures at the wall/ per services, costs, differences
Eco-map  30-60 min.	to involve staff for quick and easy self assessment, to recognise real obvious facts: strengths/ weaknesses	map of venue, groups to check 3-5 services in /around the building, let mark smileys and let explain per group	map of venue, overhead, marked smileys
50 steps for the Environment  60-120 min.	to recognise need and potential for action, variety and easy and more ambitious steps, hidden strengths and weaknesses, linkages; to create own ideas, include present experience	list of 50 steps 3 groups for energy, waste, water: to read, discuss, add own ideas/know how;	completed list of waste, water, energy
The Euroland Hostel  20-30 min.	to see how integration works	let read individually and write one additional paragraph: realised already or probably to realise at own YH	overhead sheets per field of action, add key words per additional paragraph
Environmental Action Plan  60-120 min.	to see opportunities to share responsibilities, to set priorities, to develop or add own adequate steps after the seminar, to integrate into daily work	perform forms to use for individual file, let mark "done" and "to do": individual planning of first/next 2-3 steps to do within 4 weeks	map of country (welcome) with key words for planned steps
ECO-TIP good practices  30-60 min.	to be keen to exchange know-how and experience, to help colleagues and to learn from others ("give a little	manager of venue to perform their environmental responsibilities and management, filled in	recommendations by participants for potential good practice examples, evt. filled in sheets to pass to ECO-TIP

	piece, benefit from the full "cake"), know sources for further information and steps	ECO-TIP sheet, internet or overhead performance with some YH examples; appendix	
closure: EUFED certificate 20-30 min.	for participation and planning first steps; to show and motivate staff, guests and partners; to feel as member of a group, to continue	hand out managers pack; perform certificate, hand out and let sign, commitment to send result of planned steps (e.g. minutes of staff meeting, key figures collected, action plan started)	signed certificates and commitments for first/next steps (to follow)

follow up	⇒ objectives	⇒ proposed methods	⇒ expected outcome
	feedback: was the seminar useful for the trainees ? did the trainees do next steps ? which steps done ? trainers feedback on the environmental module to EUFED	send feedback sheet 1-2 weeks later as "reminder" analyse the answers and results report to EUFED report also your impression as trainer	steps done after the seminar fulfilment of the certificate ("to do next steps for the integration of the environment into daily work: staff, action plan) recommendations for the environmental module



Welcome



At the start, the trainer should know the participants' background and expectations. **He** should introduce the purpose of the seminar in respect to the trainees situation and roles, **and** the participants should **get to** know each other

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
10-20 min.	<ul style="list-style-type: none"> • why this seminar ? • who = who, from ? • what is their background, what environmental experiences do they already have ? • how did they do ? • what are their expectations to the seminar ? 	<ul style="list-style-type: none"> • 1 minute introduction • map of country, pins • all bring a local product as gift for host manager • paper wall, flipchart, cards • each participant: I am, from, my environmental step, realisation and effects, my expectation to the seminar 	<ul style="list-style-type: none"> • overview at the wall: participating hostels, table with local products

1 minute introduction

- Youth hostel managers shall offer a high quality product, satisfy the guests, motivate and lead the staff, integrate environmental and social concerns into daily work.
- The environmental performance more and more is a relevant base for high quality and competitiveness in every youth hostel.
- To achieve these goals successful managers in tourism therefore are using management methods and systems: The training sessions during the seminar and the 50 steps for the environment (including the tools to start with) help to involve staff from the beginning, identify potential synergies, to select measures, to set effective priorities and to save money. And: to develop and realise an "environmental action plan".



The Euro-Hostel Game



This game should be used as “starter” for warming up.

It illustrates that there are many choices involved when it comes to the environmental management of Youth Hostels. The figures may be different in reality, but the task is always the same and realistic in every Youth Hostel: the financial resources to invest are limited, return on investment is essential for permanent improvement of services and for financial flexibility.

The task for the participants is: How to **invest 400 Euro** to greatest effect, both in terms of cost savings and positive impact on the environment ?

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
20-30 min.	<ul style="list-style-type: none"> • as appetizer, warming up • experience of trainees • recognise money + clever investing for the environment, return on invest • start with immediate success, easy immediate steps to do • variety of measures 	<ul style="list-style-type: none"> • game sheet, individually filling in • note individual environmental benefits/ points achieved • let explain best economic and best environmental result • <u>background music</u>: Money, money, money (ABBA), Money (Pink Floyd), Money makes the world go round ... 	<ul style="list-style-type: none"> • figures at the wall: money & environment • variety of experience of trainees • interest for next steps, “yes, but...”

 The Euro-Hostel Game						
Invest up to 400 Euro for best return on investment and environmental benefit !	Costs In year of investment		Savings Per year		Environmental Benefit	
10 steps ...	Per unit	total max.	Per unit	total max.	Per unit	total max.
Don't leave televisions on stand-by (2 units in the hostel)	0 Euro	0	8 Euro	16	+ 3	6
Replace existing light bulbs with low energy ones (24 units in the hostel)	4 Euro	96	2 Euro	48	+ 2	48
Use recycled paper for paper towels and toilet paper (12 units in the hostel)	8 Euro	96	8 Euro	96	+ 2	24
Arrange with suppliers to collect cardboard packaging (12 units in the hostel)	4 Euro	48	12 Euro	144	+ 3	36
Turn down thermostats by 1 degree Celsius (12 units in the hostel)	0 Euro	0	9 Euro	108	+ 8	96
Invest in low flush toilets (6 units in the hostel)	12 Euro	72	16 Euro	96	+ 12	72
Compost non-meat food waste (2 units in the hostel)	20 Euro	40	40 Euro	80	+ 20	40
Fit infra-red sensors to lighting in communal areas (8 units in the hostel)	8 Euro	64	4 Euro	32	+ 3	24
Fix dripping taps and shower heads (12 units in the hostel)	2 Euro	24	2 Euro	24	+ 2	24
Offer staff a bonus for using public transport (6 staff in the hostel)	12 Euro	72	6 Euro	36	+ 10	60
... best effects		512		680		430

 The Euro-Hostel Game						
Invest up to 400 Euro for best return on investment and environmental benefit !	Costs In year of investment		Savings Per year		Environmental Benefit	
10 steps ...	Per unit	total max	Per unit	total max	Per unit	total max.
Don't leave televisions on stand-by (2 units in the hostel)	0 Euro	.	8 Euro	.	+ 3	
Replace existing light bulbs with low energy ones (24 units in the hostel)	4 Euro	.	2 Euro	.	+ 2	
Use recycled paper for paper towels and toilet paper (12 units in the hostel)	8 Euro	.	8 Euro	.	+ 2	
Arrange with suppliers to collect cardboard packaging (12 units in the hostel)	4 Euro	.	12 Euro	.	+ 3	
Turn down thermostats by 1 degree Celsius (12 units in the hostel)	0 Euro	.	9 Euro	.	+ 8	
Invest in low flush toilets (6 units in the hostel)	12 Euro	.	16 Euro	.	+ 12	
Compost non-meat food waste (2 units in the hostel)	20 Euro	.	40 Euro	.	+ 20	
Fit infra-red sensors to lighting in communal areas (8 units in the hostel)	8 Euro	.	4 Euro	.	+ 3	
Fix dripping taps and shower heads (12 units in the hostel)	2 Euro	.	2 Euro	.	+ 2	
Offer staff a bonus for using public transport (6 staff in the hostel)	12 Euro	.	6 Euro	.	+ 10	
... best effects		max 400		?		?



in & out: hostel & environment



There is no successful way to reduce environmental impacts and to save money if the hostel manager does not know the “starting position” and “where to go to”. The first steps therefore to examine the youth hostel from an environmental perspective: of what kind are the environmental impacts (in & out; environmental smileys), what are the cost (key figures), what could and should be done (50 steps, action plan). What comes in, what goes out ?

Together with the staff it is easy to get a quite reliable first picture of the current situation and to discover the “hidden” potential.

It will be of special interest if the figures **for** the youth hostel where the seminar takes place have been prepared, explained and shown.

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
In & out 10-20min.	<ul style="list-style-type: none"> • system YH and environment: what comes in, what goes out ? • dependence on types of services 	<ul style="list-style-type: none"> • explain the need to know the starting position • think on last week: what came in ? from where ? • what went out ? to where ? • let prepare individually the in-out-list for last week: type of material/ goods 	<ul style="list-style-type: none"> • “in > services > out” - model at the wall • main fields of environmental impacts and action
Key figures 20-30 min.	<ul style="list-style-type: none"> • to get impression of real environmental consume and impacts • to learn importance of monitoring 	<ul style="list-style-type: none"> • perform 3 key figures, calculation method; • perform figures of host YH • let note (estimated) own consume and cost of water, energy, produce of waste /stay 	<ul style="list-style-type: none"> • variety of figures at the wall/ per services, costs, differences



in & out: Hostel & Environment

Water <i>How much ? From where ?</i>	waste water <i>how much ? To where ?</i>
food, goods <i>for kitchen, cleaning, furniture, office, other ? From where ?</i>	Waste <i>Segregated waste ? Unsorted waste: how much ? To where ?</i>
Energy <i>Which sources: oil, gas, electricity, other ? From where ?</i>	Emissions <i>CO2, noise, odour, other ?</i>



Environmental Key Indicators



Use this tool for knowing your real "environmental backpack" and for monthly control of the effects of your action plan.

- Use the "key indicators sheets", draw table on paper or PC, e.g. as Excel sheet
- fill in your monthly or at least annual figures 1999 (and 1998 if available)
- Add the figures until last available month
- Compare January 1998 with January 1999 and 2000, etc.
- You should know why the figures are like they are. Which measures have been realised and caused main changes, failures or success ? Which measures were (not) successful and why ?
- Communicate the figures to your staff, deliverers and / or clients as an monthly or annual "environmental barometer", as figure of the month, as "fever table", ... and thank your partners for their contribution

Basic data

Nr. of rooms	
Nr. of beds	
Nr. of seats	
Nr. of arrivals	
Duration of stay (days/ arrival)	
Occupancy of rooms (% of open days)	
Occupancy of beds (%of open days)	
Total overnights	

Environmental Consume & Cost

Energy	kWh	EURO
Current		
Oil		
Gas		
Others		
Total Energy		
Total Energy / Overnight		
Energy Consumption Indicator (ECI)		
Water	cbm	EURO
Drinking water		
Waste water		
Total water		
Total water / Overnight		
Water Consumption Indicator (WCI)		
Waste	cbm	EURO
Solid waste		
Solid waste / Overnight		
Solid Waste Indicator (SWI)		



How to calculate different sources of energy ?

1 cbm natural gas	=	10, 36 kWh
1 kg propane gas	=	12,87 kWh
1 l heating oil	=	11,86 kWh
1 kg lignite	=	22,3 kWh
1 kg anthracite	=	14,5 kWh
1 kg coke	=	15,6 kWh
1 kg firewood	=	31,2 kWh



The Environmental Smileys



The Environmental Smileys easily help to collect spontaneous opinions on the environmental performance of the youth hostel. "Thinking on the situation in your hostel: where you feel as an environmental pioneer, where there should be done more ? Where would you spontaneously put "happy" or "sad smileys" ?

The results may underline common views, e.g. of high or low water consumption, or show unexpected differences in the awareness of e.g. the effectiveness of waste segregation. The special awareness of trainees (later: staff) is a valuable base for further training sessions and steps after the seminar.

<input type="checkbox"/> session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
10-20min.	<ul style="list-style-type: none"> • to find a starting position, • to start easily • to recognise different views and to identify potential problems 	<ul style="list-style-type: none"> • individual spontaneous notes thinking on own YH • collect results as anonymous tables and perform overall results (5 happy, 2 sad, etc.), don't mention names) 	<ul style="list-style-type: none"> • rough impression of estimated average environmental performance at participating YHs (weaknesses, strengths) • base for introduction at later sessions (e.g. at "50 steps: section "energy")



Environmental Smileys for your hostel

"Thinking on the situation in your hostel: where you feel as an environmental pioneer, where there should be done more ? Where would you spontaneously put "happy" or "sad smileys" ?

your spontaneous impression Issue/ Field of action	😊	~	😐	~	😢
1 General Management					
2 Energy					
3 Water & waste water					
4 Cutting back on waste					
5 Segregating waste					
6 Air					
7 Local Environment, Garden					
8 Traffic and Transport					
9 Food, purchasing					
OVERALL					



The Eco-map



Now the opinions have to be compared with facts. The "Eco-map" helps to get a systematic overview of the current environmental situation in and around the building: entrance, reception and office, bedrooms, washing rooms and toilets, kitchen, restaurant and bar, seminar rooms and public areas, garden and parking place. Trainees/Managers (and later: staff) especially look for potential environmental strengths (e.g. energy saving bulbs installed) and problems (e.g. unsorted waste), mark them on the transparent youth hostel map, perform the discovered issues and discuss the results.

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
Eco-map 30-60 min.	<ul style="list-style-type: none"> • for quick and easy self assessment • to recognise real obvious facts: strengths/ weaknesses • to involve staff 	<ul style="list-style-type: none"> • prepare copies, transparencies of the map of seminar house: first floor, second floor, cellar) (A4) • form groups to check 3-5 services in/at the building • let mark smileys, key words and let explain per group (overhead: one transparency upon the other) 	<ul style="list-style-type: none"> • map of house with marked smileys and key words • base for next steps, for action plan • ideas to the host manager



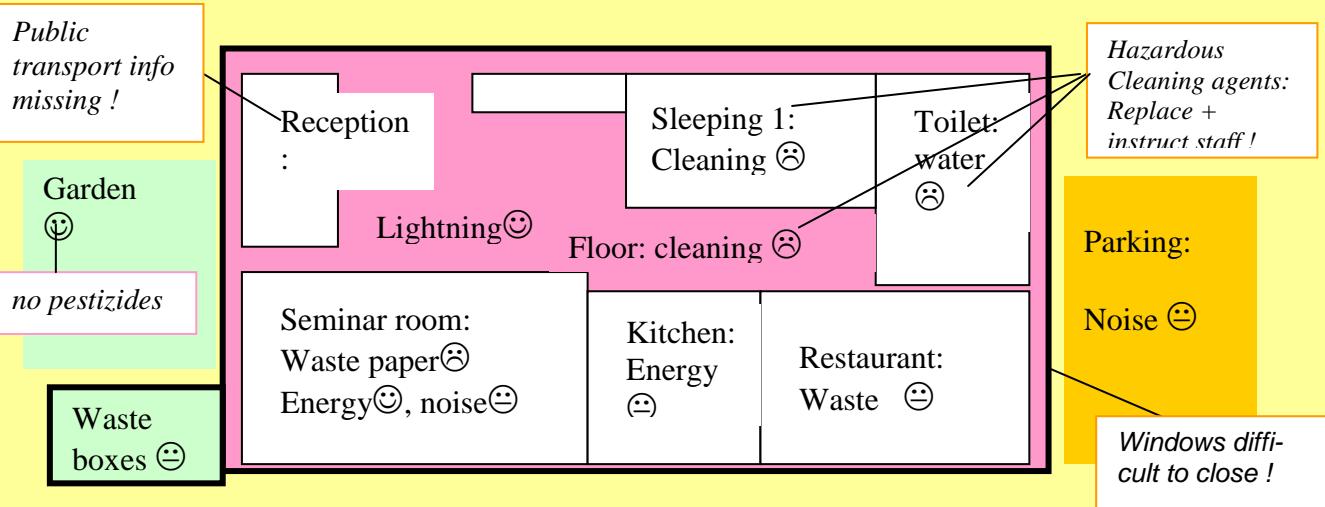
Eco-map

Do it yourself in 7 steps:

1. take the transparency of the hostel map (e.g. 1st floor), go to the place to check (e.g. bedroom)
2. mark where there is waste, note kind of waste, quantities, how often
3. mark where there is energy and water used/ consumed
4. mark where there is noise, odure, any other environmental problem
5. mark problems/ spots with red circles (the thicker the more important)
6. note questions left
7. note first ideas for improving the situation: who could/should do what, how, when (ideas for "environmental action plan")



Map of seminar hostel (1st floor) model



Water, Waste, Energy, ... : The situation is very good ☺
acceptable ☺, problematic ☹



50 steps for the environment



The following 50 steps have been **selected** from a list of more than 250 criteria and measures of current Eco-labels and environmental awards for accommodation in Europe. The selection is a first base for all hostels to start or to do next steps in the different fields of environmental action. Most of them are easily to **achieve** and likely to **save** money, to reduce immediately environmental impacts and to improve the environmental performance and overall quality of the hostel. Based on the **specific** climatic situation, the national environmental legislation and experience, the hostel manager will take the 50 steps as a "checklist" and add **his or her** own ideas, **starting** with the planning or updating of the environmental action plan.

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
50 steps for the Environment 60-120 min.	<ul style="list-style-type: none"> • to recognise need and potential for action • variety and easy and more ambitious steps • hidden strengths and weaknesses, linkages; • to create own ideas, include present experience 	<ul style="list-style-type: none"> • show list of 50 steps: issue per issue (e.g. energy) • show and refer to the results of the "Environmental Smileys" • form 3 groups for energy, waste, water: to read, discuss, add own ideas/know how • let identify linkages between in & out issues and issues like management, staff, guest information, etc. 	<ul style="list-style-type: none"> • completed list of waste, water, energy • new items on the 50-steps list • potential 3 + measures for the seminar house (based on "Eco-map" results)



50 steps for the environment : Overview/ Checklist

Which of the following steps have you already done in your hostel ?

Which might be interesting to discuss with staff and/or to implement next week ?

Which additional steps e.g. in "energy" or "management" did you already realise ? (add them to the list !)

Starting position

- 1 The Euro-Hostel Game (*appetizer for staff*)
- 2 Environmental Smileys (*spontaneous opinions*)
- 3 Eco-map (*obvious "starting" position*)

Management

- 4 Assign overall responsibility for environment protection to a key member of hostel staff
- 5 Keep an environment file (*key figures: water, energy, production of waste*)
- 6 Purchase with the environment in mind
- 7 Inform yourself
- 8 Inform and train your staff
- 9 Inform your guests
- 10 Motivate your guests to participate actively in their environmentally aware stay
- 11 Publish your environmental success

Energy

- 12 Check heating regularly; ensure unhindered radiation of heat; use alternative sources of heat
- 13 Supply hot water centrally
- 14 Recycle heat and monitor power curves
- 15 Use low energy bulbs
- 16 Fit time switches and infra-red sensors
- 17 Avoid power consuming devices and optimise electronic installations
- 18 Establish how hard your water is
- 19 Fit flow regulators for showers and hand-wash basins
- 20 Reduce WC flush and capacity by fitting a double flush
- 21 Inspect all points of water consumption regularly
- 22 Don't bombard the environment with washing powder
- 23 Keep 90° and pre-wash cycles to a minimum

Water & waste water

- 24 Avoid fabric conditioners
- 25 Choose mild cleaning agents
- 26 Avoid disinfectants
- 27 Avoid toilet ducks and odour neutralizers
- 28 Avoid harsh cleaners for toilets and drains

Cutting back on waste

- 29 Avoid individual wrapped portions of food
- 30 Avoid canned drinks and disposable bottles
- 31 Take advantage of bulk sizes and returnable containers
- 32 Minimise plastic packaging
- 33 Keep paper consumption down and use recycled paper, where possible

Segregating waste

- 34 Sort waste into paper, cardboard, glass (and other recyclable materials), compost, hazardous waste, and residual waste

- 35 Return packaging to suppliers
- 36 Collect and dispose of organic waste separately
- 37 Filter grease and oil
- 38 Offer guests opportunities to segregate waste for recycling

Air

- 39 Improve the quality of indoor air
- 40 Declare non-smoking areas
- 41 Avoid office equipment which pollutes the environment

Local environment

- 42 Take care with grounds and gardens
- 43 Avoid the use of pesticides and artificial fertilizers
- 44 Create your own vegetable, fruit and herb-garden

Traffic and transport

- 45 Offer staff and guests a bonus for using public transport
- 46 Inform your guests about public transport connections
- 47 Offer guest alternatives or incentives not to use their cars during their stay

Food, purchasing

- 48 Purchase organic farm produce
- 49 Purchase products from your region
- 50 Offer vegetarian and healthy food; prepare small meals, if required

Own ideas/ steps

- 51 ?



Step by Step: 50 x Environmental information



The following explanations give short and basic orientation to both trainers and trainees. Every step can be discussed in detail, can be taken as an example for other “similar steps” or more advanced ones, **and** as a “starter” for discussion. **They** can be used as texts for transparencies or working sheets per environmental issue, e.g. “general management” or “energy”.

Starting position

- 1 The Euro-Hostel Game (*appetizer for staff*) see above**
- 2 Environmental Smileys (*spontaneous opinions*) see above**
- 3 Eco-map (*obvious “starting” position*) see above**

General Management

4 Assign overall responsibility for environment protection to a key member of hostel staff

It is highly recommended for managers to look for like-minded partners and to include them in the process. However, staff are the key to putting an environment protection strategy into practice. Environment management will only be successful if everyone is motivated to work together. For that reason, staff must be included from the outset. For a large sized hostel, it is advisable to appoint somebody as environment officer or to set up an environment protection workgroup.

5 Keep an environment file (measure consumption of water, energy, production of waste, etc)

An environment file is useful not only to ensure that environmental management is effective, but also to lay the foundations for a system of environmental monitoring. It is a good idea to collect the following papers:

1. Relevant consultancy reports
2. Energy bills recording consumption of electricity, gas, oil, other fuels,...
3. Water/sewage bills
4. Records of emission levels
5. Waste disposal bills
6. Records of leftover food sent for “slops”
7. results of water and bacteria tests

It is easier to observe consumption patterns if information is compiled in a monthly table.

6 Purchase with the environment in mind

Making new purchases for a youth hostel presents numerous opportunities for environmentally sound practices. When purchases are being made, it is therefore a good idea to ensure that they can be recycled and that they do not contain any polluting substances. They should also be simple to use.

When buying cookers and dishwashers, look for low energy and low water consumption. New refrigeration equipment should be well insulated and placed where waste heat can be fed back through a recovery system.

It is advisable to install mixer taps for showers and hand wash basins, and low/double flush systems for WCs.

7 Inform yourself

Today there are many published guidelines, criteria lists of ecolabels and good practice examples. Experts at Youth Hostel Associations and information services on the Internet can provide latest know-how and contacts. Environmentally successful Youth Hostels are publishing their solutions and environmental performance on their own web sites and/ or on ECO-TIP, the European database with examples of good practise and Ecolabels in Tourism – out of practice back to practice.

8 Inform and train your staff

New products, different methods and unfamiliar suppliers mean that staff need to be well-trained and well-informed. This particularly applies in respect of the reduction and disposal of waste, economical consumption of energy and water, and the careful use of cleaning agents.

9 Inform your guests

A youth hostel which opts for environmental principles is well advised to keep its guests informed and involved, maybe with published guidelines (in leaflets and displayed on how-to-use signs) explaining why you have taken certain measures and asking for visitor co-operation. The information can also include what you have already achieved, what your current actions are and your targets for the future.

A statement of your personal commitment to good environmental practice will give your report communication greater credibility and individual appeal.

10 Motivate your guests to participate actively in their environmentally aware stay

It is also a good idea to provide guests with specific points on how they can help. Simple topics to cover are:

1. Turning off lights
2. Turning down heating and air conditioning
3. Responsible use of water
4. Segregation of waste

Try to make wording sound positive and caring, and not like a set of rules. Test it out on a few people, including some guests

11 Publish your environmental success

1. Eco-Tip questionnaire for good practice (see below)
2. Certificates for environmental performance (e.g. eco-labels, a prize for the hostel that makes the most environmental progress)
3. Key figures for consumption of energy and water and the disposal of waste (see above)
4. EUFED certificate(see below)

Energy

Energy may be vital to our economic development, but it is also the major source of environment pollution. How can we reduce demand for energy at a time when oil prices are so low and our desire for comfort so high ?

Reducing energy consumption has two important effects: it will cut your electricity and fuel bills, and it will also make a contribution to reducing the environmental impact of burning fossil fuels. For most tourism businesses, especially tourist accommodation, the energy bill is the second largest running cost, outweighed only by wages.

First steps are cheap to implement and experience shows that it is possible to make substantial savings. Careful planning will enable you to make energy savings without affecting the comfort of your visitors.

12 Check heating regularly; ensure unhindered radiation of heat; use alternative sources of heat

A specialist heating inspector will be able to carry out a report. The report will note emissions of waste gas and therefore thermal efficiency of the system. If the thermal efficiency falls below 90 per cent, you should not hesitate to call in a heating engineer. Solar collectors are a useful back-up in any system for heating process water (heat pumps, thermal energy stored from sun, air, water or the ground, low temperature system, cogeneration unit)

13 Supply hot water centrally

Energy can be saved here by reducing the temperature of supply to 60°Celsius. It is worth reviewing at this point whether hot water really is required for every point of operation (e.g. for wash basins in shared cloakrooms)

14 Recycle heat and monitor power curves

It is almost standard practice nowadays to recover the waste heat from refrigeration equipment and use it, e.g. to heat water. Not so many people realise that pumps are also economical when used with ventilation and air-conditioning systems. Energy can be used twice over this way.

Consider setting up a monitoring scheme for your energy consumption, rather than relying only on records from bills. Check from meters the amount of units used each month. Taking readings on the same day each month will give you a more consistent comparison.

15 Use low energy bulbs

Low energy bulbs save energy and money (and require lower maintenance). Although these bulbs are more expensive in terms of initial outlay, you can expect a rapid return.

16 Fit time switches and infra-red sensors

Time switches can be used to limit the availability of appliances. Lights and other devices do not need to be on alert status all the time, nor is it necessary to switch on all the kitchen equipment (warmers, chip pans, lighting,...) as soon as the shift begins.

It also makes sense to set time switches to start dishwashers and washing machines during any cheap rate periods offered by electricity suppliers. Another option is to switch corridor and landing lights over to automatic timing after a certain hour of the day in order to prevent electricity from being wasted.

17 Avoid power consuming devices and optimise electronic installations

Electric hand-dryers eat up a lot of power. The alternatives - rolled fabric or recycled paper towels – are acceptable from both an environmental and economical perspective and are comfortable for the guests.

Televisions on stand-by need a lot of power all the day. Switch them off, save money and inform your guests.

Water and waste water

Water is a major component of life. A clean and sufficient supply of water, for drinking and for sanitation, is a prerequisite for the well-being of people everywhere. Water is equally vital to the workings of the ecosystems we depend on for survival, and it is also major conveyor of pollution and disease throughout our environment. The two inseparable issues with water are the quantity we use and pollution of it, for to use water is almost invariably to pollute it in some way.

18 Establish how hard your water is

It is important to know how hard the local water is when running a dishwasher, washing machine or heating system. Usually process water should not be harder than one millimol per litre (your local water supplier can tell you the hardness of your water). Softening water helps to reduce the consumption of chemical agents and the cost of equipment maintenance (and it prolongs the life of machinery.)

19 Fit flow regulators for showers and hand-wash basins

Installing mixer taps, especially in bathrooms, serves both to protect the environment and to contain costs. These taps are usually combined with spray regulators, and because they mix hot and cold water faster and maintain the desired ratio, they also save water and energy.

20 Reduce WC flush and capacity by fitting a double flush

Many establishments have already fitted their toilet flushing system with a double flush or stop flow option. Experience suggests that guests make relatively little use of these, either because they are not sure how the system works or because they do not realise that there is a water-saving device available. Clear, simple instructions are essential if this option is to be used efficiently. If the stop flow function is used, water consumption for toilets can be cut by 30 to 50 per cent.

21 Inspect all points of water consumption regularly

Identify dripping taps and shower heads or WC cisterns which do not stop flowing waste water. Studies have shown that much water be lost in a year if these defects are left unattended. Repairs will also save money as well as water.

22 Don't bombard the environment with washing powder

When using washing-powder, the following environment criteria are important:

1. The amount of washing-powder you need depends on how hard the local water is.
2. Washing-powders should be phosphate-free, because phosphates are partly responsible for overfertilization and even for "dead" lakes. Choose a washing-powder with chlorine-free bleach, because chlorine damages water plants and also cultivated plants.
3. Use special washing agents for delicates when you can.
4. Give preference to modular washing-powders, such as the three-component system which enables you to mix detergent, water softener and stain remover, to your own requirements.
5. If you buy ecological washing-powders, bear in mind that the designation "ecological" is not protected to any legally binding definition.
6. As a rule you can use up to 50 per cent less washing powder than the amount recommended by the manufacturer.
7. Commercial stain removers are best avoided.

23 Keep 90° and pre-wash cycles to a minimum

Bed and table linen washed at 60° C will comply with hygienic standards. Laundry only requires the hottest cycle when it is exceptionally soiled. By replacing the 90° C wash with a 60° C wash you can almost halve your electricity consumption.

By dispensing with the pre-wash cycle you will save up to 25 per cent on detergent, water and energy.

Another golden rule is to use a full load of washing in the machine on every occasion.

24 Avoid fabric conditioners

Some of the substances found in commercial fabric conditioners are not biologically degradable and are poisonous to water organisms. One alternative which is kinder to the environment is to add a vinegar solution (3 per cent) to the last rinse.

25 Choose mild cleaning agents

Milder cleaning agents are available for almost all cleaning jobs in hostels. The market offers a wide variety of cleaners based on industrial ethanol or acetic or citric acid which, like soft soaps and other mild universal cleaners, are adequate for most purposes.

Remember: Products with automatic dispensers are preferable.

26 Avoid disinfectants

There is no need to clean all the floors and bathroom/WC surfaces with disinfectants. In the kitchen, disinfectants can be substituted by hot water (at 60 to 70° C) with a little soda.

27 Avoid toilet ducks and odour neutralizers

Toilet ducks and other odour neutralizers should be avoided at all events. The contents are extremely polluting. Besides, these products are of no hygienic value.

28 Avoid harsh cleaners for toilets and drains

Many establishments have already converted from conventional, anorganic cleaners to acetic agents for cleaning toilet bowls. These vinegar solutions prevent the scaling caused by lime and urine **stains** and they are positive alternatives to harsh agents in terms of both cost and environmental impact.

To avoid toilet and drain blockages, an important preventive measure is to provide sanitary bags for tampons, etc.

Cutting back on waste

Waste and its disposal is a huge and growing environmental problem in our high consumption society. Waste disposal is a major challenge. Ever increasing amounts of waste are going into landfill sites, or into the sea. Waste not only takes up large areas of land in landfill sites and is often a waste of the resources from which it is made. It also contains toxic chemicals and other materials hazardous to our health and the environment. With waste, it is a mistake to adopt the attitude of "out of sight, out of mind".

Cutting down on waste starts at the point of purchase. Unnecessary packaging costs you money twice – you pay for it in the purchase price and then you pay again for it to be taken away. Recycling and re-use are also important principles to follow.

29 Avoid individual wrapped portions of food

Individually wrapped portions of evaporated milk, sugar and breakfast foods are no longer environmental good practice. There is nothing in the hygiene regulations to prevent the unwrapped presentation of items such as butter, milk, honey, jam, cheese, cold meat, cereals or bread. It is important to gauge the demand for food in the breakfast buffet so that they do not stand open for more than an hour at most. Dispensers can be provided for items such as honey, jam or milk.

30 Avoid canned drinks and disposable bottles

It is probably common knowledge now that reusable bottles make more sense than canned drinks or disposable bottles. A great deal of material and energy is required to manufacture these containers, and there are limits to the recovery from scrap.

31 Take advantage of bulk sizes and returnable containers

There are many opportunities to reduce waste by means of greener purchasing strategies. The following **examples** demonstrate how this can be achieved by selecting package sizes to reflect your consumption needs and by using returnables:

1. Butter can be purchased in big slabs.
2. Fresh milk can be delivered in large containers.
3. Use returnable bottles or dispensers for soft drinks and fruit juice.
4. Purchase salad, fruit and vegetables in returnable crates or boxes.
5. Ask suppliers to bring fresh meat and fish in reusable containers.
6. Buy certain groceries and cleaning agents in large containers.
7. Buy cleaning agents and washing powders in concentrated form to reduce packaging.

32 Minimise plastic packaging

The manufacture of packaging material uses up substantial energy and material resources. Its recovery or disposal pollutes the environment.

Plastic packaging is the worst offender. For one thing, there are many different types of plastic, and when they are mixed it is harder to process them into new products. In addition, the soiling rate of the waste is particularly high, because it weighs so little in proportion to its volume.

The various technologies for sorting and treating plastic waste are intricate and expensive. For these reasons, plastics should always be purchased and used sparingly.

33 Keep paper consumption down and use recycled paper, where possible

One major step towards reducing waste volume is to use recycled paper. Recycled paper is a clear and visible signal to guests that the organisation has adopted environmental principles.

The use of recycled paper is a considerable factor in protecting the environment. Gone are the days when this product was grey and unappealing.

Recycled paper can be used without reservation for many purposes: toilet rolls, sanitary bags, kitchen rolls, paper towels, office paper etc.

Segregating waste

Landfills are an increasingly pressing problem. Less and less land is available to deposit refuse, but the volume of waste is growing all the time. As a result, segregating waste is not just of environmental importance, but of economic concern, too.

34 Sort waste into paper, cardboard, glass (and other recyclable materials), compost, hazardous waste, and residual waste

The most rational way to cope with all this rubbish is to collect it at source in each area and to separate it immediately where possible.

The way that waste is sorted must reflect local disposal systems. The following categories are common:

1. Paper
2. Cardboard (including packaging for return to suppliers)
3. Glass (clear, tinted – no light bulbs or window panes, which belong with residual waste)
4. Plastics
5. Scrap metal
6. Compost
7. Special/hazardous waste
8. Residual waste

35 Return packaging to suppliers

More and more organisations have begun to return packaging to suppliers. If cardboard is always sent back, hostel waste could be reduced by about 20 per cent.

36 Collect and dispose of organic waste separately

Organic waste should also be segregated for disposal. The following categories are recommended:

1. Leftover food which has had any contact with meat should be collected separately to prevent the spread of bacteria.
 - Meat and bone should be retrieved by bodies responsible for animal waste
 - If other leftovers are sent, for example, to local farmers, they should be sterilised before being fed to the animals
2. Peel and scrapings from fruit and vegetables can be composted along with other degradable matter.

Other waste can be included for composting, too, such as cut flowers, corks, coffee grindings, rotting fruit, tea bags, egg- and nutshells, paper towels etc.

37 Filter grease and oil

Chip pan oil, used fat, vegetable oil and the content of fat filters should be collected by companies able to re-use them. Local authority waste departments can provide relevant addresses.

38 Offer guests opportunities to segregate waste for recycling

This can be achieved by providing bins in communal areas for segregated waste.

It is important to involve your guests in your recycling policy.

It is important to make sure that recycling information for your customers is prominently displayed or included in a welcome pack, with clear instructions about what you would like them to do.

Air

39 Improve the quality of indoor air

The wellbeing of guests and staff is enhanced by plants, but not only for visual reasons. They also improve the climate of a room. Many plants act as sinks for poisonous substances, which make them useful additions, e. g. in smoking zones.

And: Do not use sprays containing CFC.

40 Declare non-smoking areas

Although more and more research shows that active and passive smoking are dangerous to health, just as many people are smoking. Because of this, organisations are expected all the more to ensure adequate ventilation in rooms where it is not possible to prohibit smoking or to segregate smokers from non-smokers. Declared non-smoking areas are expected e.g. in the restaurant or in seminar rooms.

41 Avoid office equipment which pollutes the environment

Environmental management does not stop outside the doors of administration. Converting an office to non-pollutant products costs almost nothing, and any additional outlay which is incurred is reasonably affordable.

There are now greener alternatives for the following products:

1. Refillable felt pens and ball-points
2. Glue
3. Correction fluids
4. Files
5. Labels

Toner cartridges from photocopying machines and laser printers can be returned for refill. Ribbons from typewriters and dot matrix printers can now be recycled or re-inked.

Local environment

For many tourism businesses, the quality and attractiveness of the area in which they are located is of exceptional importance. This is equally true for towns, cities and the countryside. Staying customers are most likely to choose the area they wish to visit before deciding on their accommodation within it. Local landscape, buildings, wildlife and, indeed, culture are important reasons for visiting a place – they form the unique treasure of the area.

42 Take care with grounds and gardens

Do not use salt to combat ice in winter. It not only harms flora and fauna around roads and footpaths, but also penetrates the groundwater. Use sawdust, sand or grit instead.

Car parks do not need asphalt, concrete or paved surfaces. Porous gravel will serve just as well.

43 Avoid the use of pesticides and artificial fertilizers

When maintaining parks, gardens and grounds in general, it is vital to avoid the use of pesticides and insecticides. The same rule applies to indoor greenery, such as winter gardens and hydroplants. There are many ecological alternatives today to the conventional products. Queries should be addressed to the specialists. When planting, avoid monocultures. Aim for the broadest possible section of domestic species, because they will thrive best in the climate.

To water plants you do not need to draw drinking water from taps. Rainwater barrels can be placed outside.

44 Create your own vegetable, fruit and herb-garden

Growing food for use at the hostel saves money, ensures freshness, and removes the need to transport produce from suppliers. Organic methods can be used, and this is also an ideal project for volunteers to help with creating and maintaining the garden.

Traffic and Transportation

Transport is growing at an unprecedented rate. Not only does it consume immense quantities of energy and space, it has also been identified as one of the main sources of atmospheric and noise pollution. Most worrying of all, road traffic, the most damaging form of transport, is also the most popular.

As far as your guests are concerned, the pressure of vehicle numbers can spoil the visitor experience. Measures necessary to accommodate volumes of car traffic, including car parks, are an intrusion on the landscape.

45 Offer staff and guests a bonus for using public transport

An establishment run on environmental lines should encourage staff and guests who use public transport by offering them a fare bonus.

A shuttle service to the nearest station, and a mini-bus or shared vehicles to popular excursion points is not only an economical solution, but will no doubt be appreciated by guests who arrive without a car of their own.

46 Inform your guests about public transport connections

Make up-to-date bus and rail timetables available to your guests. Display the telephone numbers of local public transport operators and transport information services on a noticeboard.

47 Offer guest alternatives or incentives not to use their cars during their stay

Local walking routes can be handed out to guests, showing footpaths to and from the hostel. Also, cycle hire can be made available.

Food, purchasing

48 Purchase organic farm produce

Organic farmers do not use chemical fertilizers or pesticides. They apply relatively natural methods which enable them to grow produce in a manner which respects the environment.

With the debate about safe foods continuing to rage, products from organic farms are gaining in appeal. It is, therefore, only logical – and its reflects the wishes of many guests – to place such products on the menu. Apart from using wholemeal flour and brown rice, this, above all, means lots of fresh, as opposed to tinned or frozen, vegetables, but also nuts, sunflower seeds and other such additions to provide nutritional fats and proteins.

49 Purchase products from your region

It is not only when purchasing groceries, such as milk, eggs, meat and vegetables, that consideration should be given to regional products, but for all other purchases, too. It not only cuts down on packaging, but also on transportation and the environmental problems this incurs. It also supports the local economy. Using local products is an additional attraction for visitors and helps to promote regional distinctiveness.

50 Offer vegetarian and healthy food; prepare small meals, if required

In wholefood cooking, meat plays, at most, a minor role. Wholefood cooking is not only healthy, but also economical and can be extremely tasty.

Small meals may well be appropriate for children and the elderly. This approach meets visitor needs, represents good value service, and cuts down on waste.



The Euro-Hostel



This part illustrates the “realisation” of the “50 steps” in the “Euro-Hostel” as good practice. The paragraphs also could be directly put next to the 50 steps (step by step). The following description of the activities in the “Euro-Hostel” and “others” is based on real examples of good practice in different Youth Hostels in Europe.

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
The Euro-Hostel 20-30 min.	<ul style="list-style-type: none"> • to see how integration works in reality • to “catch” additional steps, e.g. realised by participants • to compare own situation at home 	<ul style="list-style-type: none"> • let read individually • let write additional paragraph: realised already or planned at own YH • note key words at the wall 	<ul style="list-style-type: none"> • continued “Euroland story” for success • key words per additional paragraph



The Euroland-Hostel:

successful integration of environmental concerns into daily work

Jane is a permanent assistant at Euro-Hostel. She has just been appointed to oversee environmental matters at the hostel. She has held a team meeting with all hostel staff where she has outlined key environmental policies and targets. She has explained why the hostel needs to become “greener” and how this fits with the philosophy of the international youth hostelling movement, as well as meeting business needs. She has given each member of staff specific tasks to undertake in their own area of work, and they will report back to her on progress every month.

Jane is given all the relevant bills and reports by her hostel manager. She has set up a paper file and an Excel spreadsheet to record monthly figures. At the team meeting each month, she reports on trends and highlights areas where performance has noticeably improved (or worsened)

Freddie has been asked by his manager to choose a new dishwasher for the hostel. He has surveyed the range available and has chosen one that “wins” on environmental grounds – it uses less electricity and less water than others that are available. Importantly, it is also “fit for purpose” (ie it is designed to cope with the large number of dishes that need washing at the hostel) and it is within the financial budget of the hostel.

Jane, as environmental protection officer at Euro-Hostel, has included a training session as part of her monthly team meetings. The hostel has recently purchased a new refrigerator. She informs her colleagues that the refrigerator is CFC free, and it has a low-energy rating. She reminds them to check the seals on the fridge door on a regular basis. She also reminds them about the general, daily checks at the hostel (eg to make sure that the TV and the Games machines are not left on standby at night). She also refreshes staff knowledge about how to segregate waste properly and how to use cleaning agents (eg to keep dosages to a minimum).

Alfonso is manager of a recently constructed hostel that incorporates many environmental features. He has displayed a notice in the reception area that explains these features. The notice tells visitors that the windows are triple glazed for reasons of heat and noise insulation. The frames are made of durable

softwoods (as opposed to rainforest hardwoods). The notice also explains that rainwater is collected and used for the purpose of flushing toilets. Visitors are asked to bear in mind that the water can sometimes look "dirty", but that this is not a cause for concern.

The notice also tells guests about the recycling scheme at the hostel and how they can help with its smooth running by carefully segregating their waste.

Soren works on reception at Euro-Hostel. With each new visitor that he welcomes, he mentions politely how they can help with conserving the environment at the hostel. Also, the slip of (recycled) paper he hands to the visitor about hostel opening and meal times includes information on environmental practices. He also points out to newcomers the display board on environmental achievements and targets at the hostel.

Euro-Hostel has recently won an award from the national tourism council for environmental progress, particularly in respect of energy savings. The award certificate is displayed prominently at the hostel reception. The hostel manager also informed the local media, who covered the story in the press and on the radio. The success story has also been recognised by the national and international federation of youth hostels, who have reported it in their publications. Lastly, Euro-Hostel has passed on "handy tips" about energy conservation to all other youth hostels, so that they can share in Euroland's success.

Luc is concerned about rising gas bills at his hostel, both from an environmental and financial perspective. He decides to take swift action and calls in a heating engineer to service the boiler and to advise on the efficiency of the central heating system. The heating engineer reminds Luc to "bleed" the radiators and to place foil behind them. The engineer also mentions that the thermostats and valves may be faulty and in need of replacement. Investment in a "control" system for zonal heating of the building is recommended as a cost-effective action. Also, the heating engineer suggests that outside funding can be obtained for renewable energy projects (eg the installation of solar panels on the hostel roof).

Olga has been asked to discuss with her manager a replacement hot water system for the hostel where she works. She is keen to save energy and money by including the following features in the system design: thermal lagging of pipes and storage tanks; the minimisation of distances travelled along pipes carrying hot water; and the fitting of "spray" taps and shower heads to reduce hot water consumption.

Graham runs a very busy hostel, where the kitchen and bathrooms are in constant use, generating much excess heat. He is currently undertaking a feasibility study to see if heat from these areas can be recovered and re-used cost-effectively to heat the reception area and corridors. As part of the feasibility study, he is carefully monitoring energy use on a regular basis to see what potential cost savings could be achieved.

Sophia would like to replace all her existing tungsten light bulbs with new, low-energy bulbs. To convince her manager she needs to prove that the hostel will save money in the long term. She researches the average life of low-energy bulbs and compares this with traditional bulbs. She also looks at comparative costs. She calculates that it will cost an extra 250 Euro to invest in low-energy bulbs, but because of the longer life of these bulbs the hostel will begin to save money after two years.

Mario runs a large and busy hostel, serving the young backpacker market. Guests did not always remember to switch off lights in bedrooms and communal rooms, when they left. Fitting infra-red devices to lighting controls saved the hostel 55 Euro a week. Mario also undertook to run washing machines and dryers only during cheap rate electricity periods, saving the hostel 45 Euro a week. A recent refurbishment at Euro-Hostel meant that the electric hand dryers can be replaced by recycled paper towels. There have been no complaints from customers, and the hostel manager has noticed that electricity use at the hostel has reduced by 2.5 per cent. The nightly checks to make sure electrical appliances, like TVs and computers, are not left on standby has also helped to save electricity.

The "H₂O Company" supply water to Euro-Hostel. On request, a representative of the company has carried out a water survey, including a measurement of the hardness of the water. The representative has recommended various water softening devices, and these have helped to reduce the 'scaling' of kitchen machinery, such as dishwashers, etc.

Euro-Hostel has recently undergone a refurbishment. As part of this, all the showers have been fitted with flow/spray regulators. After four months of monitoring, it has been observed that there has been a saving of 20 percent on water usage, which equates to a financial saving of 180 EURO per month. Significant savings on the heating bill have also been achieved because less hot water is used.

Henry, who works at Euro-Hostel, ensured that plans for the recent refurbishment included converting the flush system for all toilets from single to double/low flush. If guests use the low flush option this can save 30% to 50% of water. Henry has drawn the attention of guests to this by displaying notices in all toilets which explain how the low flush system works, and the water saving benefits.

Henry at Euro-Hostel has the task of undertaking a weekly inspection of taps, showers, WC cisterns and water pipes throughout the hostel. The purpose of this inspection is to check for drips and leaks. If there is a problem, the hostel maintenance manager addresses it within one working day. The high priority given to this ensures hot water and energy (for heating water) are saved, and that a high standard is maintained in the washrooms for hostel visitors.

Natalie is responsible for the washing of tea towels, table linen and kitchen overalls at Euro-Hostel. She has undertaken some research to find ways of ensuring the twice-weekly laundry minimises impact upon the environment. She now uses a washing powder that is phosphate and chlorine free. She uses a low dosage of the powder, and dries the laundry outside on a washing line (when possible) rather than using a tumble drier.

Natalie has also started washing cottons and linens at 60°C rather than at 90°C. She makes sure that she has a full load of washing, and she has also dispensed with a pre-wash cycle.

She has observed that the washing emerges as clean as when it was washed at a higher temperature. The manager at Euro-Hostel has also observed reduced energy consumption, and has calculated that for every wash performed at 60°C rather than 90°C, the hostel saves about 2 EURO.

Natalie has also stopped using fabric conditioners which, she has discovered, are not biologically degradable and can be poisonous to water organisms. Again, she has observed that the washing comes out just as satisfactorily as before. The hostel also saves money on its shopping bill.

Pierre has undertaken an audit of all the cleaning agents that are used at Euro-Hostel. He has identified ones that are particularly harmful to the environment – i.e. that contain chemicals such as phosphates and chlorine.

Pierre has found an 'eco' supplier of cleaning agents, whose products are based on ethanol and citric acid. These chemicals are milder and less harmful to the environment, and are adequate for most cleaning purposes. He is also careful to use low dosages of cleaning agents.

Pierre has instructed staff at Euro-Hostel to stop using disinfectants for cleaning floors, work surfaces, toilets and washrooms facilities. Instead, he has suggested that they use hot water (at 60°C to 70°C) with a small amount of soda mixed in. In addition he has conducted some research into 'toilet ducks' and odour neutralisers and the results of his research have shown that the contents can be extremely polluting. Instead, he makes sure that toilet areas are well ventilated.

Yvette has switched to using a toilet cleaner that is less impactful on the environment than chlorine based products. The cleaner she uses is vinegar based and it ensures cleanliness and prevents the build up of lime-scale.

Jorgen is catering assistant at Euro-Hostel. He has investigated practical ways in which the amount of wrapped portions of food can be reduced, in order to avoid wasteful packaging. For many food items, such as cereals, spreads (such as marmalade), and milk, he has found that these can be hygienically presented in dispensers, bowls and jugs. For some other items, such as sugar, he has found, from experience, that these are best left as individually wrapped items.

Rudolf, who is a senior assistant at Euro-Hostel, has arranged with a local soft drinks company for the delivery and collections of a variety of bottled still and fizzy beverages. The company provide a colourful crate for the depositing of empty bottles by hostel guests. For every ten returned bottles the hostel receives 2 Ecus. The scheme makes good environmental and economic sense, as well as cutting down on the amount of waste handled by the hostel.

Jani, who is head of catering at Euro-Hostel, has negotiated a 'greener' purchasing policy with the major suppliers to the hostel. Milk is delivered in 10 litre containers (previously 5 litres); the cardboard packaging around dry goods is taken away by the supplier upon delivery; and the local supplier of fruit and vegetables delivers these items in returnable crates. Cleaning agents and washing powders are also purchased in a concentrated form in order to reduce packaging and waste.

Jani, at Euro-Hostel, observed that an excessive amount of plastic was used to package supplies to the hostel. For example, 'bubble wrap' was used to cover tinned items within cardboard boxes. Jani spoke to the supplier to request that this type of unnecessary packaging was removed.

Simone, the manager of Euro-Hostel, has switched to using a stationery supplier who specialises in high quality recycled paper and envelopes. Within the hostel she has also switched to recycled paper for: toilet rolls, kitchen rolls and paper towels. These items give out a clear message to hostel guests that Euroland Youth Hostel takes environmental management seriously.

Julia, who is assistant manager at Euro-Hostel, has taken the time to set up a simple, but efficient waste segregation recycling system. This addresses the needs of the hostel and its visitors. A bank of stainless bins, clearly labelled, are used by staff and guests to collect segregated waste.

Every week, a recycling company collects paper, cardboard, glass and aluminium cans. A representative from the local authority calls twice a week to collect hazardous waste and residual waste. Hostel staff collect the waste for compost on a daily basis.

The 'Tasty Food Company' supply Euro-Hostel with nearly all their dry and frozen goods. In previous years the amount of waste cardboard generated (from discarded packaging) was significant. This caused difficulties at the hostel in terms of storage and disposal (on occasions, hostel staff would burn the cardboard simply to get rid of it). An arrangement has now been set up for the 'Tasty Food Company' to collect the used cardboard packaging from the previous delivery when they are making a new delivery. This system works well, and generates a small profit for 'Tasty Food', through the sale of the cardboard to a recycling company.

Sharon has set up a composting system at the hostel. She has placed a large flip top bin in the kitchen for collecting non-meat organic waste (a separate bin has been placed in the members' kitchen). Fruit and vegetable left-overs and peelings are collected, along with used tea bags, paper towels and old cut flowers, etc. The compost heap in the garden provides a nutritious and organic source of fertiliser for the garden plants.

Gregor works at a large, city centre, hostel that caters for many school and college groups. French fries are often on the menu. At first, he was dismayed by the amount of chip pan oil that was thrown away. He has now set up an arrangement with a company that specialises in collecting and recycling used oils and fats. A representative calls at the hostel twice a month to collect these items for recycling.

Sally has taken over at a small hostel in the countryside. She is keen that the guests who cook for themselves have the opportunity to separate their waste for recycling. The guests kitchen has a work surface beneath which there is adequate storage for four lip top recycling bins to collects glass, organic waste/scrap for composting, cardboard and paper. There is also a facility for crushing aluminium cans ready for recycling. All the bins are carefully labelled, and attention is drawn to the recycling scheme via notices throughout the hostel.

Stephanie, who is an assistant at Euro-Hostel, makes sure that every morning, as part of the cleaning routine, windows are opened throughout the hostel to let fresh air in. This is especially important in the smoking areas of the hostel, where indoor plants have been placed to absorb some of the pollutants given out by the cigarette smoke.

Paulo at Euro-Hostel has identified a stationery supplier 'Eco-wise' who specialise in products that minimise damage to the environment (e.g. non-toxic correction fluids); high quality recycled paper; re-usable envelopes; refillable ball point pens, etc.

Paulo has also set up a scheme to collect used toner cartridges from his and other nearby hostels. One twenty of these have been amassed, a recycling firm collects them, with the proceeds going to a local children's charity.

Helène, assistant manager at Euro-Hostel, has declared the conservatory area at the hostel to be a smoke-free zone. Guests welcome this as it enables them to sit and relax in comfort, amidst a beautiful array of houseplants, after their evening meal. Children enjoy the smoke free environment too, and Helène has provided a toy box and games in the conservatory for their amusement.

Smokers can still indulge their habit in the hostel and, or, of course, outside (where a bucket of sand has been placed to collect spent matches, stubs, etc).

Tony, a seasonal assistant at Euro-Hostel, has checked to make sure that the hostel's stock of cleaning products contains only CFC free items. He has also conducted some research into CFC free refrigerators, and has prepared a report for the hostel manager recommending the replacement of the existing of the existing refrigerator with a low energy CFC free one.

Kurt at Euro-Hostel has green' fingers and has nurtured and cultivated a beautiful garden at the hostel, with the help of local volunteers.

Organic waste from the hostel is composted to provide fertiliser for plants and shrubs. Traditional methods (e.g. netting) are used to keep insects and other pests away. Kurt has ensured that there is a wide variety of species which provide a wealth of colour and textures. The range of flora also attracts wildlife into the garden, aided and abetted by feeders, tables and a bath for the birds, and a pond for fish and amphibians. (Human) Visitors to the hostel find the garden a charming, delightful and relaxing environment in which to learn about and enjoy nature.

Two Australian botanists who were staying at Euro-Hostel volunteered to label the trees, plants and shrubs in the garden. They also prepared a plan of the garden and displayed this in the hostel lounge. The plan points out all the features of interest and explains which species of birds and animals are attracted to the gardens and why.

Trudy, who is catering manager at Euro-Hostel, runs a twice yearly kitchen garden project for a team of eight 'green fingered' local volunteers. The kitchen garden was designed and created by the team of volunteers. The harvest includes; potatoes, carrots, beans, peas, salad vegetables (mostly lettuces), and soft fruits, such as raspberries and strawberries. All the produce is organic, perfectly fresh and with no associated transport costs and pollution. The herb garden is adjacent to the hostel kitchen (and accessible to hostel visitors who enjoy the sights and scents of the plants). The herbs provide a cheap and readily available source of culinary flavouring and garnishes.

Scott, the assistant manager of Euro-Hostel, has negotiated a deal with the bus company in his area. This deal means that people who show their Youth Hostel membership card save 15 percent on their fares.

Euro-Hostel is also in a National Park. Visitors to the Park who purchase an 'unlimited' travel ticket there are also entitled to a discount on their overnight fee at all the Youth Hostels within the National Park.

Clara at Euro-Hostel, with the help of the local authority transportation department, has constructed a simple-to-use computer based system for providing public transport information to visitors. As the information is 'on-line' the timetables can be updated instantly, and latest travel news displayed. All staff use the local transport on a regular basis, and so can readily offer advice and assistance to hostel guests.

Clive is a manager at a hostel on the edge of a major National Park. This National Park is a very popular tourist destination, especially for walkers and for cyclists, and so there are many Youth Hostels in the area. Clive has got sponsorship for a minibus (complete with cycle racks) which collects visitors from the mainline station and takes them and/or their luggage to a choice of ten Youth Hostels in the areas, free of charge. This initiative is particularly welcomed by people who wish to walk or cycle between hostels, but without their heavy luggage.

A team of volunteers who live near Euro-Hostel have enjoyed researching and preparing walking and cycling routes that start and finish at the hostel. Points of local interest are marked on the route maps, which are laminated, and lent out free of charge to hostel guests. Arrangements have also been made with a local cycle hire firm to deliver bikes to the hostel for would be cyclists. The adjacent farm to the hostel also offers a discount on pony-trekking trips for hostel visitors.

All visitors report that the walking, cycling and horse-riding routes are extremely enjoyable and offer the opportunity to experience the best of the local scenery. The hostel manager has observed that guests are

staying on longer at the hostel to do more of these outdoor activities, and repeat visits to (and recommendation for) the hostel are increasing.

Gaynor and colleagues at nearby hostels have an arrangement with an organic supplier for a monthly delivery of organic flour and other baking ingredients, such as nuts and dried fruit. 'Fair trade' tea and coffee is also served and sold at the hostel. The supplier calls at the hostels on his way back from delivering to a major retailer in the area, so the extra fuel used is kept to a minimum. Visitors to the hostel rate the food very highly, and the reputation of the cuisine is growing rapidly through 'word of mouth'.

Andreas is the kitchen manager at Euro-Hostel, which is in a small town close to the countryside. He is a well-established figure in the local community, and through his links with the town council, has helped to bring into existence a weekly farmers market. Farmers bring their produce to the market place in the centre every Saturday. The food is fresh and is very good value. The range on offer also includes local specialities. The market is fun and colourful to shop at (hostel visitors are encouraged to buy from it, too). The produce saves money on the hostel catering bill, and visitors report back favourable on the quality and interest of these local farm products.

Nikkola once per week with her staff in the kitchen prepares a "shortest distance menu": vegetables, potatoes, meat, bread, cheese and juice as far as possible from the local or regional farmers and producers. The written "menu of the week" indicates the ingredients of the salad, soup, main dishes, desert and drinks, the nr. of kms for transport, and the names and addresses of the producers. Always some guests are keen to buy apple juice or local cheese as a "souvenir".

Stavios at Euro-Hostel has built up a repertoire of delicious vegetarian meals. As well as offering a vegetarian option at every meal, he runs a 'vegetarian' only day every Friday. So far, there have been no complaints from customers as even the 'meat eaters' acknowledge that the vegetarian dishes are delicious and healthy.

Stavios has also observed that the vegetarian approach has saved the hostel money as the weekly meat bill was the largest item on the catering shopping list, and this has reduced by about 10 percent.

Lucy, a catering assistant at Euro-Hostel, which has many school group visitors, has prepared a repertoire of small meal options for hostel guests. These include simple salads with a choice of cold meats, cheese or a hard boiled egg. The meals are nutritious and quick and easy to prepare. In the wintertime, the option of a hearty bowl of home made soup, together with a piece of home baked bread, is very popular with young and old alike.

(to be continued by all those integrating environmental concerns in their daily work in the Euro-Hostel)



Environmental Action Plan



After having got an impression of the environmental performance the findings of the "Eco-map" in the beginning of the seminar now can be discussed and compared with the recommended steps below, e.g. for less energy consumption. The selection and definition of concrete measures, the setting of priorities and the nominating of responsible individuals are forming the "environmental action plan".

This work also will stimulate further own ideas of measures which might even be more adequate to the special situation: in a southern or northern, small or large scaled youth hostel, with view or many services, in a city or coastal or rural area.

session	⇒ objectives	⇒ proposed methods	⇒ expected outcome
Environmental Action Plan 60-120 min.	<ul style="list-style-type: none"> • to see opportunities to share responsibilities, • to set priorities • to develop or add own adequate steps after the seminar • to integrate into daily work 	<ul style="list-style-type: none"> • perform forms to use for individual file • let mark "done" and "to do": individual planning of first/next 2-4 steps to do within 2 weeks 	<ul style="list-style-type: none"> • country map at the wall (see: welcome): added key words for planned 2-4 steps per hostel



Fields of action

The “50 steps for the environment” contain nine relevant fields of action at every hostel. For new hostels or hostels with programmes for school classes or groups additional fields (“building”, “environmental education”) may complete the list.

For the action plan in total 9 fields are proposed. These fields are considered in most of the current environmental schemes in European countries.

Use the 50 steps list and mark ideas and priorities to start with for the action plan.

Field of action	Ideas, Priorities
1 Management, information and education	
2 Energy	
3 Water & waste water	
4 Cutting back on waste	
5 Segregating Waste	
6 Air	
7 Local environment, garden	
8 Traffic and Transport	
9 Food, purchasing	

Environmental Action Plan: 12 steps for successful implementation

Use this tool to do following steps and involve your responsible staff from the beginning:

1. take the "Environmental smileys", the "Eco-map" and the "50 steps" to start with
2. select and discuss first (easy) steps to do with your staff
3. note the main arguments "pro" and "contra" for you and your staff
4. for more steps: have a look at the long check lists at the appendix
5. mark "done" & "could do"
6. Select and fill in next steps to do ("what") and fix "who", "when", "where" and "how"
7. copy the "draft" action plan for your staff involved for final feedback before signing
8. sign and let sign ("agreed")
9. control yourself and staff during: done ? in time ? problems ? better ideas ? ("controlled")
10. Report and let report monthly
11. Update the action plan if necessary, after 6 months ("revised")

Environmental Action Plan: who - what - when - how

	Management 	Reception, Office 	House-Keeping 	Kitchen, Bar, Restaurant 	House Technics 	Environmental Education 
General Management, information						
Energy						
Water & waste water						
Cutting back on waste						
Segregating Waste						

Air						
Local environment, garden						
Traffic and Transport						
Food and purchasing						
<u>Draft</u> Name Date						
<u>Agreed</u> Name Date						
<u>Controlled</u> Name Date						
<u>Revised</u> Name Date						



Out of practice - back good practice



The 50 environmental steps and the Euro-Hostel illustration have been taken from real examples all over Europe. There are many similar and again and again very innovative and new steps **achieved** in hotels and restaurants, in camping sites or in holiday houses – and in youth hostels. Their results are very helpful and can have a significant and quick multiplying effect– if they share and exchange their experiences with their colleagues all over the world. This is the principle of ECO-TIP, the leading and free information service for ecolabels and good examples “out of practice – back to practice”. Pioneers for environmental friendly and more sustainable tourism are published on the internet, discovered by tour operators or journalists, copied by colleagues, recommended by partners, linked to their own websites. Give a piece and get the full cake of creativity and solutions !

This session shall motivate and train to share experiences and good practice with other hostels and tourism services.

session	objectives	proposed methods	expected outcome
ECO-TIP good practice 30-60 min.	<ul style="list-style-type: none"> • to be keen to exchange know-how and experience • to help colleagues and to learn from others (“give a little piece, benefit from the full cake”), • to know sources for further information and steps 	<ul style="list-style-type: none"> • manager of seminar house to perform their environmental situation and management • to mention good examples they have heard of • perform ECO-TIP sheet and YH examples on ECO-TIP website 	<ul style="list-style-type: none"> • recommendations by participants for good practice examples • filled in ECO-TIP sheets (to complete and pass later to ECO-TIP)



Good Practice Questionnaire

ECO-TIP for Youth Hostels: Out of practice - back to practice

- Use this tool for describing your specific and successful environmental measure(s).
- EUFED will collect and provide the highlights of all examples of good practice to its members.
- The direct and indirect exchange of information (via internet) will contribute to avoid "re-inventing the wheel" - out of practice back to practice in Youth Hostels in Europe.

The HOSTEL 2000 module ***The integration of environmental concerns into daily work*** lays the European basis to identify and develop ***good practices in Youth Hostels***. Outstanding cases will be integrated in the ***ECO-TIP*** internet data-base, an initiative by the European sustainable tourism network ECOTRANS in order to promote best practices. So the advanced Hostels in Europe contribute to more motivation for environmental measures and less "re-inventing the wheel": ***Out of practice - back to practice***.

YOUR HOSTEL

Name of your Hostel:

Contact person:

Address:

Telephone, fax

e-mail, homepage (if available)

Basic information (1999, if necessary, estimated)

Number of rooms and beds:

Average rate of occupancy:

Number of restaurant places:

Number of employees (full

& part-time, e.g. 2 full + 6 part):

Total use of drinking water (m³):

Connection to waste water treatment? (yes/no)

Rest waste mass (m³):

Electricity consumption/year (KW)

YOUR SPECIAL ENVIRONMENTAL MEASURE

Please present here your environmental good practice measure. If you wish, you could copy this questionnaire for each of the successful measures.

- Waste (reduction, recycling, composting)
- Energy (reduction, renewable energy sources)
- Water: ○ Drinking water (reduction) ○ Waste water (environmentally friendly treatment)
- Hazardous substances (reduction, environmentally friendly treatment)
- Transport (reduction, changeover to environmentally friendly transport means)
- Nature protection (safeguarding of precious areas, biological diversity)
- Other

**Short description of your special environmental measure(s)
(± 800-1200 characters)**

Title of the measure:

Initiator/project partner

Initial situation and objective

.....

Implementation steps

and timeframe

.....

Costs and financing

.....

Effects, results:

Environmental effects

(e.g. consumption reduction)

Economic effects

.....

Acceptance with:

o Population

o Staff

o Guests

.....

Publications on your measure:

Press releases, general publicity given to specific measures, particularly if they can be made known to customers

Offers to students ?

Possibilities for traineeship – minimum duration

Possibilities for thesis work – themes

Annexes

- o Current promotion materials (hostel leaflet/brochure, info materials) and programme for clients (e.g. environmental programme for school classes, excursions)
- o Information on your environmental work (concept, overview of measures, press articles, study etc.)
- o Information on the "specific environmental measure" (press articles, study, information materials)
- o Other

Place, Date

Name, Signature

.....



Follow up: after the training seminar



At the end of the seminar the trainer(s) should inform the trainees why and how a feedback is expected.

1. Direct feedback delivers fresh impressions and experiences and helps to improve the quality of the environmental module
2. Feedback some weeks after the seminar gives the opportunity to see the “real outcome” of the seminar: if and which steps have been done to “integrate environmental concerns into daily work” ?

The results of the feedback shall be communicated to EUFED for monitoring purpose and as base for next international steps.

follow up	⇒ objectives	⇒ proposed methods	⇒ expected outcome
	<ul style="list-style-type: none"> • feedback: • was the seminar useful for the trainees ? • did the trainees do next steps ? • which steps done ? • trainers feedback on the environmental module to EUFED 	<ul style="list-style-type: none"> • send feedback sheet 1-2 weeks later as “reminder” • analyse the answers and results • report to EUFED • report also your impression as trainer 	<ul style="list-style-type: none"> • steps done after the seminar • fulfilment of the certificate (“to do next steps for the integration of the environment into daily work: staff, action plan) • recommendations for the environmental module



(Draft letter for participants after the seminar, key words)

Dear ...,

It was a pleasure for me to share the “environmental seminar” with you.

Probably meanwhile you have spoken to your colleagues and arranged some steps to integrate environmental concerns into you daily work.

As announced herewith we kindly ask you to inform us about your measures which you **have** already **achieved**-or you are planning for the next weeks and months.

We would appreciate very much **the opportunity to learn** from your experiences with the implementation of your environmental steps. i.e.- to improve our environmental module and seminars: out of practice- back to practice

Thank you very much for your reply within two weeks,

(Trainer)

4. Appendix

- Contacts and Internet
- Eco-labels and environmental awards for accommodation
- Checklists for more environmental steps