



Florida *Green Lodging* Program Best Management Practices



Communication and Education

Two of the most important parts of any environmental plan are the communication and education components. The communication component clearly relays to guests, employees, vendors, suppliers and contractors the facility's commitment to environmental protection. However, as important as the communication of environmental practices and achievements is, the only way to enact sustainable change is to provide some level of education to these groups.

Any environmental plan devoid of either of these components is bound for failure. The following Best Management Practices (BMPs) will assist the facility in successfully transferring information about environmental activities and will assist in promoting sustainable business practices.

Communication Best Management Practices

Clearly communicate environmental initiatives

The facility's environmental initiatives and achievements should be communicated to as large an audience as possible. Guest and employees are the primary targets of any communication but it is important not to overlook suppliers, vendors and contractors in your communication programs.

The following are examples of possible media to use in communicating initiatives and achievements:

- Place placards in guest room detailing towel and linen reuse programs.
- Post guidelines for recycling in guest rooms, vending areas, back of house and near or on any recycling and trash receptacles.
- Broadcast a short informational video showing the facility's environmental initiatives on in-room television services.
- Share environmental policies and expectations with suppliers and contractors.
- Post energy, water and waste performance statistics in employee areas.
- Include information about environmental initiatives in marketing and advertising materials.
- Place posters highlighting individual employee's environmental efforts and achievements.
- Include environmental initiatives and/or a green tip in employee newsletters.

Establish an environmental task force or Green Team to discuss, plan and execute environmental initiatives

The Green Team should include representatives from all operational areas. It is important to include all levels of employees, including management representatives. To achieve buy-in throughout the facility, consider appointing a team leader that is not on the facility's overall management team.

The Green Team should meet at least quarterly to review any environmental concerns, plan upcoming outreach events and discuss ideas to improve environmental performance.

Regularly discuss environmental practices at staff events and meetings

At least one environmental topic should be presented at each meeting. Invite outside speakers to address



Florida *Green Lodging* Program Best Management Practices



employee groups about smart environmental practices they can do at home and work.

Advertise and offer information on local eco-tourism options

In Florida, hotel guests often plan to spend a large amount of time outdoors during their visit. Provide guests with alternatives to the traditional planned excursions. Popular ideas include guided kayaking, fishing and sailing trips, informational nature tours and visits to state and local parks and recreation areas.

Provide a means for guests and employees to evaluate the facility's environmental practices

Possible evaluation tools include online evaluations, suggestion boxes or surveys. Review suggestions and evaluations to learn how the facility is perceived and to highlight possible environmental projects.

Publicly communicate environmental initiatives through advertising materials and web resources

Consistently update the public on current environmental initiatives and past successes through advertising materials and web resources. Publicize important environmental policies and expectations through the same approaches.

Regularly review all environmental policies, initiatives and actions for consistency and timeliness

Environmental policies need to be continually updated to reflect current practices and the most current information available.

Provide training to all levels of facility staff on environmental policies, procedures and initiative

Ensure that EVERY employee understands the facility's environmental policies and their role in implementing and following these policies. Training can be obtained from suppliers, vendors, local utility providers, water management districts and various environmental agencies.

Ensure that training on environmental policies and procedures is provided in languages according to staff need

Printed training materials should be translated to the most common non-English native language of the facility. Spoken training should be given in the listener's native language, where possible.

Serve as a Florida *Green Lodging* Program mentor to another property

Peer-to-peer training and education is invaluable. New environmental practices and policies are adopted faster if they have an industry champion. By serving as a Florida *Green Lodging* mentor to another facility, you can increase the level of positive environmental impact at a local level.



Florida *Green Lodging* Program Best Management Practices



Waste Reduction, Reuse and Recycling

Florida's tourism industry serves an estimated 98.9 million visitors annually. More than 50 percent of these visitors are hotel guests during some portion of their stay. The waste generated by these guests constitutes a large portion of the state's commercial waste stream. A hotel waste audit showed that the majority of waste in a hotel is not produced in guest rooms, but in the Food and Beverage Department. If a hotel's waste is not reduced or recycled, it contributes to the state's overall environmental problems.

Many guests are familiar with recycling from home or work and are glad to continue the process when staying at a hotel.

The following information provides Best Management Practices (BMPs) relating to each area of waste reduction. Reducing waste creates a more efficient management program.

General Waste Reduction Best Management Practices

Conduct a facility-wide waste audit with your waste service provider

Your garbage hauler can determine what percentage of your waste stream is recyclable and right-size your garbage and recycling dumpsters accordingly. By moving much of your garbage stream to a recycling stream, you can downsize the garbage service. The savings from downsizing your garbage service could more than pay for your recycling service fees.

Track waste generation on a regular basis

The U. S. Environmental Protection Agency's WasteWise Program offers a free web-based program to track your waste, recycling and recycle content purchasing. Waste tracking will allow the facility to obtain measurements and data to assist in the waste reduction efforts by highlighting outstanding generation issues. Visit [ReTrac](#).

Properly identify, track, store and dispose of hazardous materials according to appropriate environmental regulations

Proper management of hazardous materials reduces the likelihood of exposure of guests, staff and the environment. Common examples of possible hazardous materials are large volumes of paints, oils, chemicals, batteries, pool supplies and spent fluorescent bulbs. These materials must be stored and disposed of according to the correct environmental regulations. Fluorescent and HID bulbs cannot be disposed of in normal trash receptacles. These bulbs must be properly stored and labeled in a padded container and disposed of through a hazardous waste collection service.

Prepare and follow a written waste reduction plan

Describe which staff will be responsible for each aspect of appropriate waste management. Pursue waste reduction at the source by working with suppliers to reduce packaging.

Institute environmentally-preferable purchasing (EPP) policies



Florida *Green Lodging* Program Best Management Practices



EPP or Green Purchasing is a set of policies that leads to direct waste reductions at the source. Common types of EPP are buying products that have minimal packaging and participating in supplier or manufacturer take-back programs for items such as pallets and large containers.

Provide newspapers to guest only by request

Newspapers are a substantial contributor to the waste generation problem in the lodging industry. One of the ways to combat this problem is by providing guests with newspapers by request only.

Use refillable containers instead of single-use packets and containers

Instead of providing single-use toiletries and condiments, use items that are refillable on a continual basis. An example is using refillable shampoo/conditioner containers in the showers of guest rooms.

Set printers and copiers to duplex printing by default

By printing on both sides, also called duplex printing, paper usage can be reduced by up to 50 percent. Change the default settings on all printers and copiers to print in duplex mode.

Eliminate the use of polystyrene (Styrofoam) and plastic food service containers

Plastic and polystyrene food service containers take up valuable space in landfills and are not biodegradable. By substituting these products with biodegradable and compostable materials, less waste will be generated.

Reduce the purchasing of excess or inventory materials

Buy only what is needed in the short term to reduce excess materials and waste.

Remove or eliminate the storage and use of hazardous chemicals

Although hazardous chemicals may be needed for certain appliances, try to move away from them where possible. Examples include switching from traditional cleaning chemicals to green cleaners. Green cleaners often have less stringent storage requirements than traditional cleaners and can lead to reduced exposure to harmful substances. Green Seal, EPA Safer Choice and EcoLogo provide a list of certified green products. Visit [Green Seal](#), [EPA Safer Choice Labeling](#), or [EcoLogo](#) to learn more.

Reuse Waste Reduction Best Management Practices

Use old or discarded office paper for notepads or packing materials

Used office paper can easily be cut into squares and reused as office notepads. This is especially true if the paper is only printed on one side. If duplex printing is used, shred paper for reuse as packaging material for shipping and in gift shops.

Donate any excess items, such as food, toiletry items, furniture, electronics and linens to local charities or other social service organizations

Donate any items that can still be used to local charities or other social service organizations. This will extend the life cycle of these usable products instead of sending them to the landfill. If items cannot be donated to local



Florida *Green Lodging* Program Best Management Practices



charities, arrange for a system to sell the items to employees. Construction and demolition supplies and wastes can also be reused in this manner.

Compost excess food and landscape trimmings

In areas where excess prepared food items cannot be donated to local charities, compost these materials. As with excess food, landscape trimmings should not be sent to the landfill. These materials can be shredded or chipped and reapplied as soil amendments. Such services can be arranged through local agricultural and landscaping resources.

Supply reusable goods in place of disposable goods

Common examples of reusable goods include cloth table linens, glass or hard plastic drinking containers, refillable soap, cleaning supplies and toiletry containers, plates and cutlery items. These goods can be supplied not only to guest areas of the facility but to back of house areas as well.

Recycling Waste Reduction Best Management Practices

Develop an onsite recycling program from as many waste materials as possible

Commonly recycled materials include: aluminum, landscape waste, newspapers, cooking grease, food waste, glass, carpet, building materials, motor oils and liquids, plastic bottles and buckets, magazines and batteries. Recycling services for all the above may not be available in your area. Check your local Recycling Coordinator on the availability of commercial recycling. You can find your local recycling coordinators on the DEP website at [Recycling Program](#). Institute recycling programs for as many as possible.

Locate recycling containers and bins next to trash receptacles

The most successful recycling programs make it easy to participate. Locating recycling containers next to trash receptacles will lead to an increased success rate for the recycling program. Also, provide easy instructions and directions where these bins are located to both guests and staff.

Clearly communicate what can be recycled

Materials that are accepted for recycling should be clearly communicated to both guests and facility staff. One common way is to clearly define acceptable materials on the recycling containers themselves. Often a large print sticker can be used.

Purchase recycled content supplies

Participate in environmentally-preferable purchasing by procuring materials that are made with recycled content instead of first-generation content. If possible, purchase supplies that contain at least 30 percent post-consumer recycled content. Common examples of items containing at least 30 percent post-consumer content are toilet tissue, paper towels, facial tissue, envelopes, office paper and kitchen napkins.



Florida *Green Lodging* Program Best Management Practices



Water Conservation

Water Conservation is a significant environmental challenge faced by Floridians. It is a precious commodity that Florida's tourism and industry depend on for economic viability. In Florida, the majority of drinking water comes from groundwater aquifers that are replenished by rainfall.

Many of the following water-saving solutions are easy and affordable to implement. Aside from the obvious decrease in water bills, savings are also realized through decreases in electricity, sewage and chemical costs.

Water conservation can be achieved through behavioral, operational and equipment Best Management Practices. Some of these changes cost very little to implement and can have large impacts on water usage.

Behavioral and Operational Water Conservation Best Management Practices

Develop, commit to and publicize the facility's plan to conserve water

The best plans are often those that have been soundly developed, have management and guest buy-in and are widely publicized to employees, guests and the general public. The water conservation plan should include areas of concern, specific action-based goals and detailed plan to achieve success.

Remind guests and employees to use water only when needed

It may seem simply to only use water when needed, but large amounts of water are wasted during simple activities such as teeth brushing, hand washing and shampooing.

Regularly track both water and sewage use

It is important to track and monitor all types of water usage, including sewage rates. An operational water-use tracking program will allow the facility to monitor for unusual variations. It is imperative that once variations are detected, the issue is resolved as soon as possible. Not only will water be conserved but the impact to the bottom line will be reduced.

Conduct a water use assessment

Water assessments can be arranged from the local utility company or water management district. Contact the facility's water utility provider to arrange for an assessment. Most assessments are offered at no charge to the customer and can be helpful in identifying ways to conserve water. The assessor may be able to offer information on monetary rebates or incentive programs to assist in any equipment or operational changes that may need to be made.

Install soil moisture or rain sensor on landscape irrigation systems

Installing soil moisture meters or rain sensors will allow the facility grounds to be irrigated only when needed. Soil meters sense the amount of moisture in the soil and will indicate when the moisture level reaches a certain threshold. Rain sensors will automatically shut-off the irrigation system if it begins to rain during the irrigation



Florida *Green Lodging* Program Best Management Practices



cycle.

Irrigate during the appropriate times

Do not irrigate during the heat of the day. The majority of the water used during this time will evaporate before it can reach the soil zone. Set timers on the irrigation system to run either in the early morning or evening. Contact your local State of Florida extension service agent, [IFAS Solutions for Your Life](#), for the best time to water in your location.

Use Florida Friendly landscaping

Florida Friendly landscaping uses plants and grasses that are native to Florida or to areas that have a similar climate. To reduce the amount of watering needed, these plants should also have an increased level of drought tolerance.

Implement a towel and linen reuse program in guest rooms

Towel and linen reuse programs allow guests staying longer than one night the option of reusing their sheets and towels for another day. Signs announce the program and directions for participation should be posted in each guest room. For example, the towel reuse directions should indicate where to place towels that will be reused and those that need to be replaced. The linen reuse program can explain that bed sheets will only be changed after a certain amount of days or length of stay. These programs will allow the facility to reduce water consumption, allow for more efficient housekeeping service and reduce costs.

Institute a sweep-first policy in all areas, especially outdoors

Do not use water as a first line option for cleaning floors, patios and walkways. Sweeping can remove the majority of debris, leaving little to no reason to mop.

Use recycled or reclaimed water to irrigate

Recycled or reclaimed water has been properly treated but not to potable standards. If available and allowed by local regulators, use reclaimed water to water lawns, shrubs and flower beds.

Thaw frozen food in the refrigerator

If kitchen staff plan ahead, frozen food can be defrosted in the refrigerator instead of in the sink under running water.

Equipment Water Conservation Best Management Practices

Use preventative maintenance schedules for water consuming equipment, such as ice machines, hot water heaters, dishwashers, washing machines, boilers and chillers

Preventative maintenance schedules can increase machine efficiencies, lower costs and can lead to lower utility costs by correcting problems before they become large issues. Regularly check for leaks and repair any problems as soon as possible. All equipment should be placed on a preventative maintenance schedule and any necessary records kept accordingly.



Florida *Green Lodging* Program Best Management Practices



Install low-flow fixtures in guest rooms, restrooms and employee shower areas

The following is a listing of the appropriate use rates for low-flow fixtures in the above areas:

- Low-flow faucets should use no more than 1.5 gallons per minute. Ensure all faucets have low-flow aerators.
- Low-flow showerheads should consume no more than 2.0 gallons per minute.
- Low-flow toilets should not use more than 1.6 gallons per flush.

Replace urinals in male bathrooms with waterless urinals

Waterless urinals do not contain a normal flush valve like traditional urinals. Any wastes and smells are trapped in the drain. These urinals only require some water for cleaning purposes but do not consume any during operation.

Use low-flow, pre-rinse nozzles in kitchen and beverage areas

Low-flow nozzles should not consume more than 1.25 gallons per minute. Disable the ability to lock the nozzle in the open position. Pre-rinse nozzles are made to conserve water by automatically shutting off when not in use.

Recycle final rinse water as pre-rinse water for subsequent cycles in laundry machines

Using the final rinse water as the pre-rinse water in a subsequent cycle allows for less water consumption, decreased amount of detergents and chemicals plus an increase in efficiency.

Use high efficiency, low water usage machines in the kitchen, pool area and laundry, where possible

High efficiency machines will not only lower the water usage but can also lower the amount of energy consumption. Common examples of high efficiency machines include counter-current dishwashers, washing machines that reuse final rinse water and any ENERGY STAR® rated appliance.



Florida *Green Lodging* Program Best Management Practices



Energy Efficiency

Energy savings means cost savings. Energy is a controllable cost and many organizations are realizing the cost-benefits of energy reduction.

ENERGY STAR® Award winner Starwood Hotels & Resorts Worldwide, Inc. was able to save \$3.4 million in energy costs, equivalent to renting 9,370 additional rooms, by implementing an energy management system.

In addition to the above cost savings, implementing an energy efficiency plan can lead to increased environmental performance. The benefits of energy efficiency are not financial alone. 2001 ENERGY STAR® Award winner Hilton Hotels energy management plan resulted in savings of nearly 43 million kWh of electricity per year and the prevention of 65 million pounds of carbon dioxide (CO₂) emissions – the equivalent of removing 6,450 cars from the road in the year 2000.

General Energy Efficiency Best Management Practices

Have your local energy utility provider conduct an energy audit at your location

Many utility companies provide these audits free of charge. These audits are a great way to learn about how your specific utility usage can be reduced. The auditor may be able to provide information on monetary rebates or incentive programs to assist in equipment or operational changes that may need to be made.

Track energy usage

Keep monthly records of energy usage. Analyzing the records on a monthly basis can assist in finding energy consumption issues. If inconsistencies are found, determine the reason and correct the issue as soon as possible.

Install energy efficient doors and windows

Energy efficient windows, used in either new or retrofit situations, can cut annual HVAC energy costs by up to 15 percent, if properly installed.

Ensure the proper insulation is used for all buildings, equipment, pipes and appliances

Insulation can be one of the most important factors in achieving energy efficiency in a building. It works primarily to slow the flow of heat through a building envelope. Insulation not only saves money by reducing heating and cooling loads but also is a key factor in achieving comfortable living and working spaces.

Use ceiling fans to circulate air in low ventilation areas

Ceiling fans work by the power of evaporative cooling. The wind removes excess moisture from your skin, leading to a nice, cool feeling. This will allow you to increase the thermostat setting to a higher temperature, lowering the utility costs. If the room is vacant, the fan should be turned off as no evaporative cooling can take place.



Florida *Green Lodging* Program Best Management Practices



Keep all windows and doors closed

If seasonably, appropriate, keep all windows and outside doors closed.

Consider installing white or reflective roofing

White or reflective roofing helps reflect heat, keeps buildings cooler and lowers utility costs.

Add window film or tinting to windows and glass doors to reduce energy loss and solar heat emissions through windows

For relatively little cost per window, tints and films to doors and windows can have a significant impact on energy consumption.

Utilize light colored walls and ceilings

Light colored walls and ceilings can increase ambient light levels by 15 percent to 50 percent, reducing the need for artificial lighting.

Use exhaust fans only when needed. Turn off when not in use

Extensive use of exhaust fans requires the HVAC system to work harder to maintain a consistent temperature in the building.

Consider installing an Energy Management System

An Energy Management System (EMS) is a program that allows operators to monitor the building's energy load. The most common use is monitoring the HVAC system. An EMS usually includes a computer, energy management software program, sensors and controls, and in larger systems, a communications network. An EMS can save 10 percent to 40 percent on electric utility costs.

Lighting Energy Efficiency Best Management Practices

Upgrade lighting to energy efficient lamps and fixtures by doing the following:

- Replace standard incandescent bulbs with compact fluorescents or LED lights.
- Use energy-saving fluorescent T8 or T5 lamps instead of T12 lamps.
- Use an energy-efficient LED night light to eliminate the need to leave bathroom lights on throughout the night.
- Replace old ballasts with electronic ballasts.
- Replace incandescent lamps in exit signs with LED exit signs.

Install occupancy sensors to detect the presence or absence of people and turn lights on and off accordingly

Occupancy sensors may reduce lighting related consumption by 50 percent or more in some circumstances. They are used most effectively in spaces that are often unoccupied, including offices, warehouses, storerooms, loading docks, corridors, stairwells, office lounges and conference rooms.

Use the lowest wattage lamp necessary



Florida *Green Lodging* Program Best Management Practices



Using no more light than necessary reduces energy consumption.

Eliminate or reduce external lighting not needed for safety or security

Guest and staff safety and security are the first priority of any facility. However, reducing or eliminating external lighting, where possible, can save energy.

Use dimmer controls in meeting rooms, common areas and guest rooms

By using dimmer switches to control light output to only the amount needed, energy consumption can be reduced.

Turn off lights in unoccupied rooms

Extinguish all lights when not in use. Create reminder cards for guests and staff to turn off lights when leaving a room.

Consider using natural daylight in areas, where appropriate

Using natural light can reduce lighting and energy consumption; however, heat loss may occur in winter and heat gain may occur in summer with open draperies and shades.

Use timers or sensors to control outdoor lighting

Install timers or outdoor light level sensors to control the amount of outdoor lighting.

Equipment Energy Efficiency Best Management Practices

Operate all equipment in an efficient manner and according to manufacturer's instructions, including keeping all equipment clean and free of obstructions

Follow all manufacturer's instructions. These instructions were designed to provide for the most efficient use of the equipment.

Use preventative maintenance schedules to clean and maximize efficiency in appliances and equipment

Preventative maintenance schedules can increase machine efficiencies, lower repair costs and can lead to lower utility costs by correcting problems before they become larger issues. All equipment should be placed on a preventative maintenance schedule and any necessary records kept accordingly.

Use Power Management settings and turn off any equipment not in use

Set automatic sleep and hibernate modes on electronics to save electricity when equipment is not in use. Turn off equipment that will be idle for extended periods of time.

Use ENERGY STAR® Equipment

Incorporate ENERGY STAR® equipment throughout your hotel. ENERGY STAR® is a U.S. Environmental Protection Agency program that identifies equipment that is energy efficient and protects the environment.

Focus on Heating, Ventilation and Air Conditioning (HVAC) units and systems. The following conservation measures



Florida *Green Lodging* Program Best Management Practices



help decrease HVAC energy consumption.

- Set thermostats to correct temperature depending on the season.
- Turn off heating and cooling in unoccupied rooms.
- Plan and perform scheduled maintenance on HVAC equipment.
- Change filters regularly.
- Lock all thermostats that are accessible to the public.
- Use programmable thermostats.
- Clean condenser and evaporator coils at least once every six months. Dust accumulation leads to decreased efficiency.
- Repair leaks around doors, windows and duct work on a regular basis.
- Properly vent any heat generating appliances to the outside.
- When possible, consider purchasing HVAC equipment that is more efficient. This would apply to any new construction, rehabilitation or building upgrades.

Capture and reuse any heat that is generated

An example would be to capture heat in the laundry operations and recycle it back into the system. Since heat is a form of energy, reducing heat loss is equal to reducing energy loss.

Locate outside icemakers and vending machines under cover and in shaded areas. Regularly inspect and clean icemaker and vending machine condenser coils.

Follow all manufacturer's instructions.

Operate refrigeration equipment in an efficient manner

Do not set thermostat below necessary temperature, thaw frozen food in refrigerator (it will help keep the refrigerator cool thereby reducing energy use). Store food in refrigerator based on frequency of use, do not block circulation within the refrigerator and locate units away from heat sources. Install vinyl air curtains or air blowers over doors or walk-in refrigeration units.

Stagger times to turn on heavy-duty electrical equipment

Do not turn on all equipment at once. Staggering can lower the peak demand recorded by utility companies and lower costs.



Florida *Green Lodging* Program Best Management Practices



Indoor Air Quality

Over the past few decades, clean air practices have become increasingly important in progressive hotel management. These changes have not only led to an increase in energy efficiency reduced exposure to health-related liabilities but have also created positive impacts on the “bottom line” and higher employee and guest satisfaction.

Indoor pollution sources that release gases or particles into the air, are the primary causes of indoor air quality problems. According to the U.S. Environmental Protection Agency (EPA), indoor air quality can be up to 10 times worse than the quality of outside air.

There are many sources of indoor air pollution. These include the combustion of fuels such as oil, gas, kerosene, coal and wood; building materials and furnishings as diverse as deteriorating insulation, wet or damp carpets, and furnishings made of certain pressed wood products; products for cleaning and maintenance; central heating and cooling systems and humidification devices.

The Environmental Protection Agency has recognized and promotes the importance of clean air practices. The following Best Management Practices are recommended for establishing clean air programs at green hotels.

General Indoor Air Quality Best Management Practices

Make indoor air quality a top priority

Facility management should make indoor air quality a top priority because it can impact many areas of operation. Not only are guest impacted by poor air quality but so are employees, equipment efficiencies, insurance premiums and ultimately the facility’s profitability.

Develop a plan for providing for and improving the indoor air quality of the facility

A written indoor air quality plan should be an integral part of any facility’s environmental plan. The indoor air quality plan should outline the overall air quality goals of the facility, highlight air quality issues and concerns and set specific air quality improvement targets based on those concerns.

Communicate indoor air quality policies to guests, employees, vendors, suppliers and contractors

Demonstrate the facility’s commitment to good indoor air quality by clearly communicating any policies to all guest, employees, vendors, suppliers and contractors to increase adoption of facility’s policies and plans.

Eliminate any cause of mold or mildew

The most common causes of mold and mildew problems are leaks, condensation and poor ventilation. Per the EPA, the key to preventing mold and mildew growth is to control the amount of moisture in a given area. This can be accomplished through:

- Quickly finding and repairing any leaks in the building. In large facilities, the search for leaks should be a



Florida *Green Lodging* Program Best Management Practices



continual process.

- Watching for condensation and wet spots.
- Keeping HVAC drip pans clean.
- Properly venting moisture-generating appliances to the outside.
- Maintaining a low indoor humidity. Indoor humidity should be between 35 and 55 percent.
- Performing regular inspections and maintaining any necessary logs.
- Drying and cleaning any wet or damp spots as soon as possible.

Maintain a 100 percent smoke-free facility

Eliminate smoking from all indoor areas of the facility, including guest rooms. Position all outside smoking areas away from doors, windows, intake fans, air return ducts and sitting areas.

Properly vent areas, such as kitchens and laundries that have inherent indoor air quality issues

Kitchen and laundries are both areas that often contain high levels of moisture and are at an increased risk of development of mold or mildew problems. Laundries often have high levels of dust and particulate matter in the air which can lead to respiratory problems. The air found in kitchens can contain known respiratory irritants such as food seasonings and smoke.

Indoor Air Quality Best Management Practices Related to Chemicals

Use environmentally preferable cleaners, whenever feasible

Switch from using traditional cleaners to cleaning products that do not contain nitrilotriacetic acid (NTA), chlorine bleach, phosphates, artificial dyes and imitation fragrances. Environmentally preferable cleaners have been shown to reduce liability costs associated with insurance, increase both employee satisfaction and retention and lower the rate of lost-time accidents.

Properly label, store, track and dispose of all chemicals

Proper management of all chemicals reduces the likelihood of hazardous exposure to guests, staff and the environment. In most cases, this is required by regulation. Read and publicly post each chemicals Materials Safety Data Sheet (MSDS) or have them available in a common area for review when needed.

Integrated pest management is used to control pests

Per the U.S. Centers for Disease Control, integrated pest management is a coordinated system of managing pests that combines inspection, monitoring, treatment and evaluation, with special emphasis placed on the decreased use of toxic agents for control and treatment. The use of integrated pest management will reduce the reliance on generally applied toxic agents for pest control and substitute it with pest-specific controls.

Regularly test for hazardous substances such as radon, carbon monoxide, lead and asbestos

Develop a testing schedule for hazardous substances. Track results and immediately correct any issues that are found.



Florida *Green Lodging* Program Best Management Practices



Use low or no volatile organic compound (VOC) paints and finishes

The use of paints and finishes with high levels of VOCs has been shown to cause temporary health problems including headaches, nausea and dizziness. However, long term exposure, such as that experienced by professional painters, can include major respiratory problems and damage to the liver and kidney. The benefits of low or no-VOC content paints and finishes are wide and varied. These benefits include lower disposal and cleanup costs, reduced amounts of hazardous wastes and toxic fumes, less personal exposure and decreased environmental air pollution.

Eliminate or reduce the use of deodorizers, chlorofluorocarbon (CFC) products and aerosols in guest rooms, common areas and office spaces

Using deodorizers and aerosols with fragrances can lead to respiratory distress in part of the general population. Instead of using these products to mask distasteful odors such as cigarette smoke, mold or mildew, it is better to remedy the causes of the odors so that there is not a risk of reoccurrence. Products containing CFCs have been directly linked to depleting the ozone layer. Any CFC containing product should be recovered, recycled and properly disposed.

Indoor Air Quality Best Management Practices Related to Equipment

Properly maintain heating, ventilation and air conditioning (HVAC) systems by doing the following:

- Prepare and follow a preventative maintenance plan.
- Maintain HVAC system maintenance logs.
- Ensure that HVAC systems are regularly checked for mold, mildew, obstructions to air flow (blocked vents) and clean drip pans.
- Clean all drip and condensation pans regularly.

Use HVAC air filter with a Minimum Efficiency Reporting Value (MERV) of 8 or better

The use of MERV 8 or better filters will improve the indoor air quality of your facility. So as to not generate unneeded waste, do not replace old filters with MERV 8 filters all at once.

Clean air handling units and coils at least once per year

Dust, mold and mildew all thrive in dark, moist environments found in HVAC systems. Regular cleaning of these units will lead to improved air quality.

Verify that HVAC units are properly drained

Liquid and condensation drainage from HVAC units should be directed into the sanitary sewer not to stormwater drains. Drainage pipes should be checked for blockages, leaks and mildew/algae growth regularly.

Use dehumidifiers to remove excess moisture in wet areas

Dehumidifiers remove excess moisture from the air and can assist in reducing the likelihood of mold and mildew growth. Drip pans and drainage systems should be emptied, cleaned and inspected regularly.



Florida *Green Lodging* Program Best Management Practices



Properly vent all exhaust fans

If possible, all exhaust fans should vent to the outside. Improperly vented fans can lead to increased moisture related issues, higher levels of indoor air pollutants and an increase in energy consumption.

Regularly clean all fans, vents and indoor grates throughout the facility

Regular cleaning will eliminate the build-up of respiratory irritants. It is important to remember that while cleaning, proper Personal Protective Equipment, such as masks, gloves and safety glasses should be used.



Florida *Green Lodging* Program

Best Management Practices



Transportation

At first glance, transportation issues may not appear to be pertinent to the day-to-day operations of a lodging facility, however, guests, staff, suppliers, vendors and contractors all use some type of transportation to arrive at their destination and during their stay. During these travels, not only are vital resources consumed, but numerous air pollutants are released into the air during each mile that is traveled. Many visitors to Florida arrive by automobile or use some form of automobile transportation during their trip, whether it is a day trip to the beach or a drive from one location to another in our beautiful state. On an average day, more than 44,000 automobiles enter Florida just through the I-95 and I-75 corridors.

The following Best Management Practices are recommended for transportation at green hotels.

Best Management Practices

Develop policies outlining the facility's commitment to reduce transportation-based emissions

Transportation policies should include current areas of concern, specific action-based goals and a detailed plan of achieving high success. Also, policies should include topics championing ways employees can make difference at home.

Purchase company vehicles and equipment that are hybrid-electric, run on biodiesel, ethanol (E85) or other non-petroleum based products

Moving toward a more sustainable transportation fleet will not only reduce the total emissions and related effects, it can also decrease costs.

Encourage guests and staff to walk, bus, carpool and bicycle to and from the hotel

Promote ways guests and staff can assist in reducing the facility's transportation footprint by posting bus schedules, providing reduced-rate transit passes and distributing maps of pedestrian and bicycle friendly routes. Carpooling ideas should be discussed and encouraged in staff meetings. Rewards can be given to employees that actively participate in carpooling, i.e., special parking places for carpool vehicles, public recognition, etc. Ask your local transit authority for discounts for employer supported efforts.

Promote use of shuttle services instead of individual taxi cabs for airport travel

Using shuttle service can lead to reduced pollution, increased guest satisfaction and a lower vehicle count on your property.

Provide bicycles for guest use/rental

Bicycles can be offered as an extra amenity or can be rented to generate income. Promote the use of bicycles for short trips through town or to nearby locations. The benefits include decreased emissions, increased guest satisfaction and possibly extra revenue generation.



Florida *Green Lodging* Program Best Management Practices



Provide incentives for fuel-efficient transportation options

Provide preferred parking spaces or free valet services to guests and employees that use hybrid-electric, biodiesel, E85, electric or other energy efficient vehicles. Providing preferred parking services rewards guests and employees for driving fuel-efficient transportation. It also publicizes to others that these individuals and the facility have made a commitment to environmental protection.

Enact a no-idling policy on facility property. Convey policy to guests, employees, suppliers, vendors and contractors

Idling transportation equipment not only wastes fuel, contributes to increased air emissions but also raises the ambient temperature around the facility and inside covered areas. Many states have enacted maximum time limits that commercial vehicles are allowed to remain at idle. Post copies of the no-idling policy in heavy traffic areas and loading zones. Provide vendors, suppliers and package delivery operators with written copies.



Florida *Green Lodging* Program

Properly Managing Stormwater for the Hospitality Industry



Activity	Tips for Managing Stormwater	Additional Information
<p style="text-align: center;">General Landscaping & Site Maintenance</p>	<ul style="list-style-type: none"> ➤ Landscaping debris, leaves, grass clippings and sediment must be recycled, composted or disposed of properly. They should not be hosed, swept or blown into a stormwater drain for disposal. Pesticides, fertilizers and herbicides should be used wisely. Use only when other methods fail, only in accordance with manufactures instructions, and do not apply if rain is in the forecast. ➤ Remove debris and litter such as drink containers, bags and cigarette butts from parking areas and stormwater systems and recycle or dispose of properly as needed. ➤ Keep the lids on all garbage and recycling compactors, dumpsters or other containers. Do not permit liquid draining from these containers to finds its way to the stormwater drains 	<p>For additional information, including publications visit: http://www.dep.state.fl.us/water/nonpoint/pubs.htm</p> <p>You can also contact your local government for additional information.</p>
<p style="text-align: center;">Educate your Guests</p>	<ul style="list-style-type: none"> ➤ Clearly Mark stormwater drains that discharge directly to stormwater facilities or water bodies such as lakes, streams or estuaries. Try signs such as “Lagoon – No Litter” or “No Dumping! Drains to Bay.” 	<p>For additional information, including publications visit: http://www.dep.state.fl.us/water/nonpoint/pubs.htm</p>
<p style="text-align: center;">Golf Courses</p>	<p><u>"Best Management Practices for Enhancement of Environmental Quality on Florida Golf Courses"</u> 2007. This 136 page book discusses possibilities for environmental stewardship and pollution prevention at golf courses.</p>	<p>Available online at: http://www.dep.state.fl.us/water/nonpoint/pubs.htm</p>
<p style="text-align: center;">Swimming Pool Discharges</p>	<p>See Page 3</p>	
<p style="text-align: center;">Cleaning Wastewaters</p>	<ul style="list-style-type: none"> ➤ Storm drains are only for stormwater. Cleaning wastewaters generated from mopping, carpet cleaning and other cleaning practices must be disposed of properly via sanitary sewer, if allowable. ➤ Wastewater generated from cleaning AC coils, air handlers or PTAC units must not be allowed to finds its way to the stormwater drains. Consider using steam cleaning and a wet vacuum to remove material. 	<p>Questions on proper disposal can be directed to the local DEP District Office. Visit http://www.dep.state.fl.us/secretary/dist/default.htm for contact information.</p>

Activity	Tips for Managing Stormwater	Additional Information
Landscape Watering	<ul style="list-style-type: none"> ➤ Keep irrigation water on the lawn or garden and off the parking areas where runoff from watering can pick up pollutants such as oil, gas and sediments to prevent them from being discharged to the stormwater system. ➤ Use “Florida Friendly” plants in landscaping to reduce the need for watering. 	<p>"Florida Yards and Neighborhoods Handbook: A Guide to Environmentally Friendly Landscaping" from the University of Florida Institute of Food and Agricultural Sciences (IFAS). Describes how to minimize nonpoint source pollution from landscapes, especially residential ones. Available online at: http://www.dep.state.fl.us/water/nonpoint/pubs.htm</p>
Chemicals, Fertilizer, Pesticides & Paint	<ul style="list-style-type: none"> ➤ Store and label substances properly and out of potential flood areas to avoid leaks and spills. ➤ Clean up spills immediately and dispose of properly. ➤ Properly manage all excess or dated products through established waste collection programs or donate unused portions such as paints to local organizations. 	<p>Questions on proper disposal can be directed to the local DEP District Office. Visit http://www.dep.state.fl.us/secretary/dist/default.htm for contact information.</p>

See Rule 62-624.200(2), Florida Administrative Code for the complete details.

SWIMMING POOL DISCHARGES

Background:

Swimming pool discharges can be a source of illicit discharges in municipal separate storm sewer systems (MS4). Chlorine and other chemicals used in maintaining pools and spas, which often include acidic or alkaline cleaning compounds, can have a negative impact on the plant and aquatic life in surface waters. Even at low levels, chlorine can be toxic to aquatic life. Subsection 62-302.530(19), Florida Administrative Code (F.A.C.) limits the discharge of chlorine to surface water bodies to ≤ 0.01 milligram per liter (mg/L). In addition, turbidity associated with backwashing and cleaning can also violate surface water quality standards.

Existing Regulations:

The Florida Department of Health regulates public swimming pools and bathing places. Subsection 64E-9.007 (15) "Pool waste water disposal" states in part: "Pool waste water shall be discharged through an air gap; disposal shall be to sanitary sewers, storm sewers, drainfields, or by other means, in accordance with local municipal and building official requirements including obtaining all necessary permits."

Other states including Michigan, Pennsylvania, Maryland and New Jersey, require public swimming pools to obtain a general National Pollutant Discharge Elimination System (NPDES) permit to discharge wastewater from public swimming pools. There is no such requirement in the Florida. Dechlorinated swimming pool discharges are authorized in Florida in accordance with 62-624.200(2)(q), F.A.C.; provided that they do not cause a violation of water quality standards.

Guidance:

To help protect Florida's environment, the following best management practices should be followed when draining swimming pools or discharging filter backwash into the environment.

- Only drain your pool when necessary. Avoid draining/backwashing your pool during periods of drought and during significant rainfall events. Do not drain your pool when watering restrictions are in place.
- Before draining your pool, allow the water to stand for at least 48 hours after the last addition of chlorine or until the free chlorine residual is ≤ 0.01 mg/L. (If you need to drain your pool quickly, you can purchase chlorine-neutralizing chemicals such as sodium thiosulfate at your local pool supply company.)
- Test the free chlorine residual before discharging. A free chlorine residual should not be detected. The chlorine residual can be tested using a standard pool test kit. (Refer to 64E-9.004 (11), F.A.C. for additional information.)
- The water should be clear and free of solids.
- The pH must be between 6.5 and 8.5 before it is discharged.
- Algaecides containing copper or silver can interrupt normal algal and plant growth in surface water bodies and should be used with caution. Follow the manufacturer's instructions before discharging water that has had an algaecide added recently.
- Total suspended solids must be below 60 mg/l. Suspended particles should be allowed to settle out, and the water should not appear murky. Settled material should not be discharged with pool water.
- Control the rate of discharge across your property to avoid erosion and nuisance conditions for neighboring properties. Nuisance conditions such as the creation of odors, mosquito breeding conditions, or flooding can occur when water is ponded for a prolonged period.
- Direct the discharge over a vegetated surface so that some level of filtration can occur. Direct discharges to surface waters are not allowed.
- Do not discharge on areas recently treated with herbicides or pesticides.

Disposal to Sanitary Sewer Systems:

- Pool and spa wastewater should not be discharged into the sanitary sewer system without the permission of the wastewater treatment facility.
- Avoid discharging to the sanitary sewer system during or immediately after a significant rainfall event.

This document was developed in part using information obtained from the following sources. It should not be considered comprehensive as other local permitting requirements may apply.

Environmental Times. *"From the Pool to the Lagoon. Pool Owners Can Protect The Lake Worth Lagoon."* Reprinted from the *"Lake Worth Lagoon Update."* Spring 2004.

Maryland Department of Environmental Protection. *"Fact Sheet for General No. 01SI Discharges from Swimming Pool and Spas"*

Maryland Department of Environmental Protection. *"Just the Facts About.....Swimming Pool & Spa Guidelines."*