

# Waste management

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## Objective and scope

The correct disposal of all the waste produced by the activities of NH Hotels, taking into account the local legislation for waste management depending on the kind of waste:

- Non dangerous waste( urban or similar)
- Hazardous waste (HWs)

The Hotel Manager has to keep all the documentation relative to the waste disposal: waste disposal agencies, disposals, etc.

## Summary

- 1 General rules
- 2 Urban or similar waste
- 3 Hazardous waste
- 4 Procedure validation

## 1 General criteria

**\* The hotels certified under the ISO standard, will use the procedures and templates derived from its application.**

- A correct and responsible waste disposal starts with a good stock list of the waste generated by the hotel, indicating the name of the waste, the quantity of each waste, its nature, origin and authorized waste disposal company in charge of each waste. The stock list has to be filed and kept updated.
- The containers of the waste have to be solid and tough, in good conditions, with no apparent leaking and no structural defects.
- The containers have to be identified with a label or sign identifying the content. The hazardous waste has special labeling rules.
- When there are hazardous wastes generated by the direct activity of NH Hotels, the Hotel Manager is responsible for its correct management with an external authorized company and for keeping records of all the corresponding documentation.
- All waste generated by services given by third parties are the responsibility of the supplier of the service. The waste generated by the third parties has to be disposed and managed correctly by their own means.



## 2 Urban or similar waste

### **Responsible: Maintenance staff, Hotel staff**

This is the main waste produced by the hotel: organic, glass, paper, cardboard, can, packs, etc. The storage of this waste until its disposal (intermediate disposal) will be done in zones where the guest can not access and without mixing the different kinds of waste.

We will use any kind of container which corresponds to the following characteristics:

- Easy access
- Correct volume for the quantity generated
- No leakage on the floor
- Correct and clear labeling. The containers will be identified to avoid any possible confusion about what kind of waste goes to each container. The label will contain the kind of waste contained and will be preceded by the word "ONLY" (ONLY PAPER AND CASHBOARD, ONLY CAN AND PACKS)



Intermediate disposal examples

The hotels that do not have a private waste disposal company will use the public system available for each hotel and will adapt to the conditions offered by the local city hall (dual waste disposal trucks or container in the street)

## 3 Hazardous waste

### **Responsible: Maintenance staff, Hotel staff**

These are the waste that contain materials that could be hazardous to persons or to the environment.

The two kinds of hazardous waste most commonly generated are: batteries (watches batteries or alkaline) or electric equipment that will be labeled according to the local legislation.

We will avoid any contact between hazardous and non hazardous waste. To label the hazardous waste we will have to take into account the following:

- The containers for hazardous waste will have to be labeled legibly and clearly.
- The label or sign must be permanently fixed to the container.
- The label must include:



Preventive



Corrective



Environmental  
& energy management



Purchases

- The LER identification code for the waste contained
- Name, address and phone number of the waste holder
- Container's starting date
- The risks of the hazardous waste contained

#### 4 Procedure validation

Version	Corporate Area	Approved by		Approval date
1	Projects, Construction & Engineering <b>(Process Owner)</b>	Environment & Engineering Director SVP Projects, Construction & Engineering	Luis Ortega  Santiago López	October 2012
	Internal Audit	SVP Internal Audit		
	Operations	Operations Control Director		
	Resources	SVP Human Resources		
	Corporate Counsel	VP Legal Affairs		
	Management Committee			Steering Minutes 16/10/2012