



Helping award-winning Claridge's Hotel deliver the highest levels of service and environmental care

"Set in the heart of London's Mayfair. Claridge's is the epitome of timeless elegance, and considered to be one of the best 5-star luxury hotels in the world."

Founded in 1812 as 'Mivart's Hotel', the hotel was bought in 1854 by the Claridge family and ever since the 197-room hotel has had longstanding royal connections. Members of royal families and Heads of State have occupied rooms and suites together with famous writers, actors and rock stars.

The challenges they faced

Limited storage space: Like most historic hotels in London, there is not enough storage space for a single daily collection of waste, which results in multiple daily collections.

Increasing demand: With the number of extensions to the hotel came increasing demand, extra waste and different types of waste. All of which have to be managed to the highest standard possible.

Seasonality: Certain periods in the year see large increases in the number of guests from different parts of the world. In addition, the hotel hosts several high profile events. These factors cause a great fluctuation in the quantities of waste that need handling, storing and collecting.

Food waste disposal: The hotel tried to treat food waste in an on-site digestion system, however, reliability and space constraints made this a complicated solution. The hotel now uses compost generated from Westminster's food waste collection service to grow produce such as fresh herbs for its many restaurants.



5-star high-end Mayfair hotel

Operating since

1856

197

rooms



The benefits achieved through our partnership

- A proactive and professional long-term account manager.
- Two collections each day including Sundays and all Bank Holidays.
- Fitting the collection service around hotel activities and events to prevent any disruptions.
- The flexibility of Commercial Waste Services staff during collections and communication.
- Enhanced, realistic and like-for-like waste and recycling performance reporting, including waste types and quantities collected.

The sorting, storage and collection process

Claridge's Hotel runs a well-oiled operation to sort and dispose of waste in the most environmentally friendly way possible. This has resulted in Claridge's winning both the Green Apple award and the Waste & Resources Action Programme's (WRAP's) award for waste and environmental performance.

This high level of achievement came through a combination of factors:

- A streamlined process of keeping each waste type segregated in a dedicated waste storage room rather than using mixed recycling.
- A team of porters who are cross-trained and know each other's roles, and who understand contamination issues.
- The investment in a dedicated team whose role is to constantly monitor the waste management area and ensure waste is correctly separated.
- Initiatives to remove or minimise packaging coming into the hotel to avoid creating unnecessary waste.
- The location of the main storage area near to the goods-in entrance helping with efficient and hygienic waste storage and transportation.

What lies ahead?

As Claridge's needs to provide an exceptional standard of services to residents and visitors, there is a radical redevelopment plan that will be implemented over the next decade to ensure these standards are met. This will include a remodelling of the back-of-house and catering areas, including the waste storage area.

Nearly **2,400,000 kWh per year** generated from waste collected

Enough to power over
1900 km of tube travel

Nearly **400 tonnes of CO2** saved per year

