SOLUTION SHEET NO. 10

Hygiene products

Single-use plastic(s) concerned:
Hygiene products: shaving kit, dental kit, manicure kit, bathroom kit (cotton bud, make-up remover, shower cap, comb).

Space: Bedroom

Usage description:
Hygiene products are available in the room. Products are replaced daily if consumed.

Packaged hygiene products

Kit without plastic packaging or provided on request

✓ Alternative chosen

Kit without intermediate plastic packaging. Putting products on request means removing hygiene products from the bathroom. Customers can obtain them on request from the reception or room service.

Environmental and social issues:

This process reduces product consumption to what is strictly necessary for the customer.
Putting products on demand time when it comes to checking, cleaning and replacing them in the room.
As the number of requests remains low, it does not result in any extra work for the room service teams.

✋ Alternatives not selected and why

Reusable shower cap which, washed after each use, is no better from an environmental point of view.

⚙ Technical and economic information :

Putting products on demand reduces product consumption and saves money.

To find out more:
For this action, it was necessary to request (and obtain) a derogation from the Group's standards in order to obtain authorization to no longer make certain products available directly to the customer. In fine, there has been no change in the level or quality of service: the standards are identical, it is just the type of service that has changed.
If you have not obtained an authorization, place them away from the washbasin to prevent them from becoming soiled if they not used and/or in a drawer or high up to encourage customers to use their own products.

OUR ADVICE 💡

Communication with customers plays a key role in getting them to accept the change. Install an easel in each bedroom and bathroom explaining the process, showing how to obtain amenities and encouraging them to be used only when necessary.
Be sure to use a communication format that is resistant and won't get soiled by splashes to avoid having to change them.

INTERCONTINENTAL
MARSEILLE – HOTEL DIEU