

REPLACING MINIATURE TOILETRIES

WHY MAKE THE SWITCH?

Every year, hotels across the world dispose of over **5.5 billion miniature toiletry bottles and caps.** Like all other plastic waste, some of these items make their way into the environment or end up sitting in landfill for thousands of years. This waste can easily be avoided by switching to refillable dispensers topped up from bulk.

WHAT YOU'LL NEED

A bulk supply of toiletries

The best substitute for miniature bottles is bulk containers of shampoo, conditioner, body wash and soap. These can be purchased in 5L, 15L or 20L from most hospitality suppliers. If applicable, be sure to check that the products are grey water or septic safe.

Dispensers

You'll also need reusable dispensers for guest bathrooms. There are various types and sizes available, including wall mounted and benchtop models. Some wall mounts also come with the ability to lock the dispenser from being opened and tampered with. Clean, empty and refill dispensers regularly.

Intermediary bottle for refilling dispensers

Bulk containers can be heavy, so you may also need to purchase some intermediary bottles that cleaning staff can refill dispensers with. These can be carried in cleaning trolleys.

THINGS TO CONSIDER

- Depending on your refill procedure, housekeeping staff may need additional time to clean each room.
- Housekeeping staff will need space on their trolleys to hold interim containers.
- Allow enough storage space to accommodate bulk containers.
- Ensure dispensers are checked, cleaned and refilled regularly.
- Purchase enough dispensers to account for damage and breakages.

HOW TO GET STARTED

Step 1 - Select and source your preferred product

- [ ] Decide what type of dispenser and refill system suits best.
- [ ] Contact your preferred supplier to find out what bulk products and dispensers they sell.
  - If you are happy with the brand you are currently using, you may be able to switch it for the same product but in bulk.
  - If you want to mount your dispensers on the wall, find out if there are any specific size requirements and installation instructions.

Step 2 - Develop a refill procedure

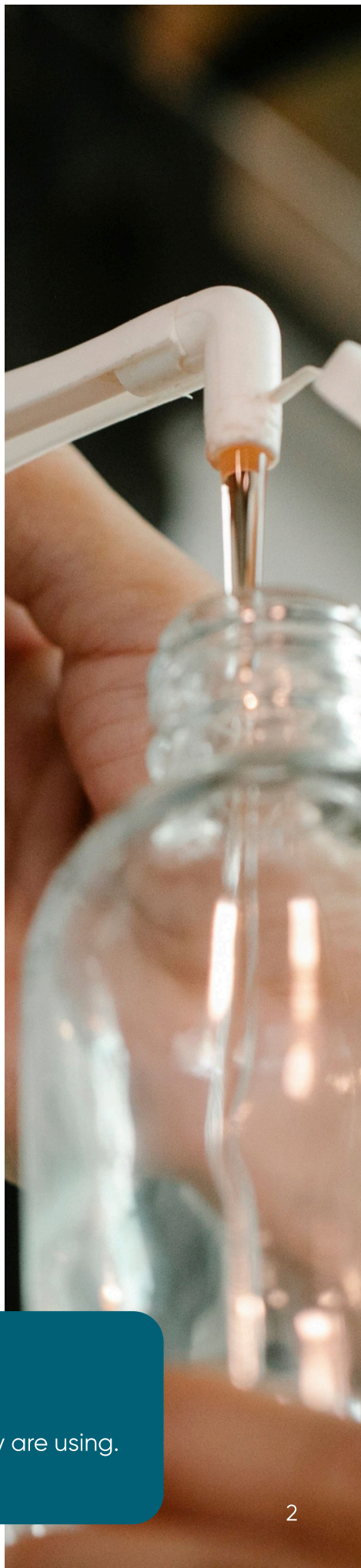
- [ ] Document a process for refilling dispensers.
  - This may require 1-2L interim bottles to be filled with the product for ease of transport.
  - Ensure interim bottles are clearly labelled.
  - Include any relevant cleaning, and health and safety instructions.
- [ ] Train housekeeping staff on the new refill process.

Step 3 - Test your new refill procedure

- [ ] It's a good idea to trial your new system across a few rooms or floors before rolling it out across your entire hotel.
- [ ] Monitor and adjust the process as required.

Step 4 - Implement your new refill system across your hotel

- [ ] Once your system is running smoothly, you can roll it out across the whole hotel.
  - Only purchase dispensers and bulk amenities in large quantities once you're happy with your refill procedure.



HANDY TIPS

- Pre-fill dispensers to save time during room refreshes.
- Use branded dispensers so your guests know what product they are using.
- Use a funnel to prevent spillages when refilling dispensers.