



• Staff monitoring their use of water Ammon Hotel, Hospitality sector, Jordan

In brief

Ammon Hotel (85 employees) is a four star hotel, located in the centre of Amman. The hotel has 62 rooms and suits. Its facilities include restaurants, bars, banqueting halls, a business centre, a swimming pool and a tennis court. The hotel is closely connected to the Ammon College for Hospitality and Tourism Education. Thus, students are trained on the field with professionals.

The hotel has to combine high quality services and environmental concern. The major problem is the high consumption of water, energy, and raw materials. As a first step, the management decided to apply the Ecomapping Guide in the kitchen and storage area.

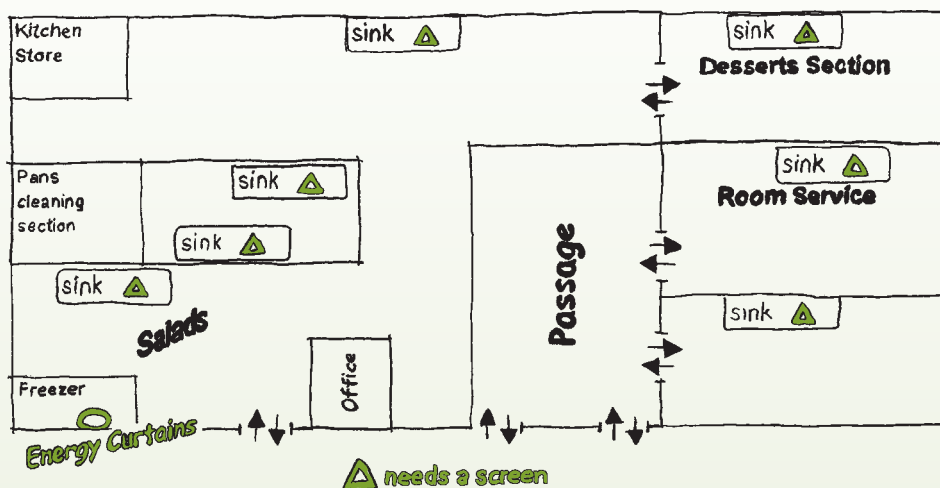
Application

During the visit, it was noticed that the washing sinks were highly used and that the staff were not very careful about saving water. Indeed, the kitchen water consumption is about 10-15 m³ daily which corresponds to 1/3 of the total consumption. Therefore, it was suggested to install water-saving devices and improve awareness-raising and supervision of trainees and employees.

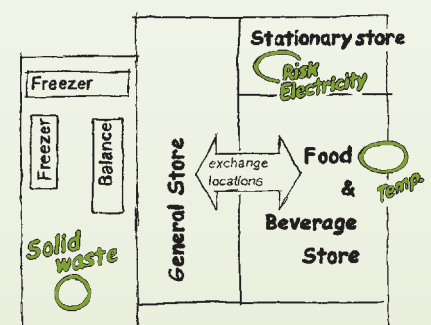
The dry food store had two inconveniences: the high temperature and limited space. As it is situated next to the stationary store which is bigger, it was decided to switch both locations so that the high temperature does not harm the food stored. Now, the hotel has more space and can buy larger amounts of material and goods thus benefiting from promotional prices on quantities.

• Ecomaps

Kitchen



Storage area



• Action plan

Environmental aspect	Corrective measures	Investment	Annual savings
Water	<ul style="list-style-type: none"> Installing water saving devices Awareness-raising among staff 	70 US\$	1'430 US\$
Raw Materials	<ul style="list-style-type: none"> Switching locations of the warehouse (store rooms) 	0	5'070 US\$
Energy	<ul style="list-style-type: none"> Making use of daylight (natural lighting) Operating only one of the lights in each pair of neon light fixtures 	0	225 US\$

• Mini audit *

The mini audit of Ammon Hotel highlighted the insufficient transfer of environmental information from the management to the staff. This was reflected in the misuse of water. Also, the employees felt that the use of light was inadequate and needed better monitoring.

Environmental information



Use of water and wastewater



Use and choice of energy



Prevention of accidents



• Lessons learned

The Ecomapping Guide is an easy to use method that attracted the attention of hotel staff and college trainers, and served to better clarify the environmental impacts inside the hotel.

"I never thought that environmental corrective measures can be so simple and non-costly."

Eng. **Oumaima Al-Majthoub**

food hygiene supervisor, Ammon College

"The Ecomapping Guide highlighted many mistakes and oversights that we dealt with everyday without noticing them."

Mr. **Sameer Abu Shihab**

warehouse officer, Ammon College

• For further information

• WHO IS SBA?

SBA, Sustainable Business Associates is an international non-governmental organisation (NGO) working to engage industrialists in 'eco-efficiency' with the aim of minimising environmental impact and improving business productivity. To pursue this aim, SBA has initiated the DELTA Programme to sensitise industrialists to new business risks and opportunities, and to provide them with the management tools and training to move towards sustainable development.

• WHERE ARE THE DELTA NETWORKS?

The DELTA Networks are operating in: Algeria, Egypt, Jordan, Lebanon, Libya, Mauritania, Morocco, Palestine, Syria, Tunisia and Turkey.

• SUPPORT TO DELTA



• WHAT IS DELTA?

DELTA stands for Developing Environmental Leadership Towards Action. Chapter 30 of Agenda 21 (an outcome of the 1992 United Nations 'Earth Summit') indicates that business & industry have a critical role to play in achieving sustainable development goals. After an initial awareness-raising phase, the DELTA Programme focused on structuring industrialists in 'business & environment' networks (DELTA Networks) in 11 countries of the Mashrek & Maghreb. These Networks are composed of key industrialists interested in taking a proactive role and leadership on environmental issues. The DELTA Networks are practical, working structures for industrialists to obtain information & contacts, exchange experiences, develop environmental know-how, and gain access to practical management tools that can offer 'win-win' options based on eco-efficiency.

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The Ecomapping Guide, elaborated by the Association Belge des Eco-Conseillers (ABECE, Belgium), is a visual tool that enables managers and their staff to assess the environmental performance of a micro-company or workshop. By drawing a set of maps (water, soil, risk, air, etc.) of the plant, the main environmental risks and sensitive areas of the factory can be identified. See <http://www.ecomapping.org>

*The mini audit is a 120-second audit done by the workers to assess the company's environmental performance. The results of all staff are then consolidated in a table that is analysed and graphically interpreted.