



Environmental Awareness for Staff and Guests

At **Mural**, environmental protection is a cornerstone of our philosophy and a fundamental commitment to a sustainable future. Our environmental policy incorporates initiatives to raise awareness among staff and guests, ensuring everyone contributes to preserving the environment.

Environmental Education for Staff

Informing and educating staff is critical for the implementation of our environmental policies.

1. Regular Environmental Training:

- **All employees** participate in training seminars covering:
 - Energy and water-saving techniques.
 - Proper recycling and waste reduction practices.
 - Information about environmentally friendly products and technologies used by the hotel.

2. Clear Instructions and Procedures:

- Each department receives tailored guidelines, such as:
 - Housekeeping staff are trained on using eco-friendly products.
 - Kitchen staff learn how to minimize food waste.

3. Updates on New Technologies and Initiatives:

- Staff are informed about the latest technological advancements we implement, such as energy-saving smart devices.

Staff Environmental Education and Responsibility

The staff at **Mural** play a crucial role in the implementation and success of the hotel's environmental initiatives. Their participation, continuous training, and commitment to adhering to daily environmental practices are essential for maintaining high sustainability standards.

Staff Duties for Environmental Protection:

1. Energy Conservation in Daily Operations

- **Shared Spaces:**
 - Ensure lights and electrical appliances are turned off when not in use.
 - Adjust air conditioning temperatures appropriately, avoiding extremes.
 - **In Guest Rooms:**
 - Verify that appliances like TVs and lights are switched off when rooms are unoccupied.
 - Immediately report technical issues that may lead to increased energy consumption (e.g., faulty air conditioners).
2. **Water Conservation**
- **Cleaning Rooms and Common Areas:**
 - Use the minimum amount of water necessary for cleaning.
 - Report any leaks in faucets or toilets immediately.
 - Encourage guests to reuse towels, explaining the environmental benefits.
 - **Personal Awareness:**
 - Avoid wasting water during personal use (e.g., turning off the tap while washing hands).
3. **Waste Management and Recycling**
- **Proper Sorting:**
 - Place waste in the appropriate bins (paper, plastic, glass, organic).
 - Separate hazardous materials such as batteries and bulbs according to hotel procedures.
 - **Guest Guidance:**
 - Direct guests to place recyclable waste in the designated bins.
 - Highlight the hotel's recycling practices and inform them of bin locations.
 - **Prevent Waste:**
 - In kitchen and dining areas, ensure reusable food complies with health standards.
 - Avoid excessive use of disposable products.
4. **Use of Eco-Friendly Products**
- **Cleaning Agents and Supplies:**
 - Use approved eco-friendly cleaning products and detergents.
 - Avoid using toxic or environmentally harmful substances.
 - **Daily Recommendations:**
 - Follow the hotel's guidelines on using eco-friendly products such as bags, paper, and other consumables.
5. **Active Participation in Environmental Activities**
- **Internal Initiatives:**
 - Participate in hotel-organized activities, such as training sessions, clean-up events, or tree planting.
 - **Improvement Suggestions:**
 - Encourage staff to propose ideas for new environmental initiatives.

Code of Conduct for Environmental Issues:

1. **Sensitivity and Role Model Behavior:**
 - Staff should serve as role models for environmental behavior, both for colleagues and guests.
2. **Immediate Response to Problems:**
 - Report environmental issues promptly, such as leaks, energy waste, or incorrect recycling practices.
3. **Interdepartmental Collaboration:**
 - Work with other hotel teams to effectively implement environmental practices.
4. **Personal Commitment:**
 - Consistently and responsibly adhere to all hotel policies.

Goal:

Daily staff contributions are vital for maintaining the hotel's environmental goals. Through participation and commitment, **Mural** can continue to stand out as a model environmentally friendly hotel.

Guest Information and Participation

Guests' involvement in our environmental initiatives is crucial to achieving the sustainability goals of **Mural**. We engage with our guests in a friendly, consultative manner, encouraging their participation through personal communication and simple daily practices.

1. Verbal Information at Check-In:

- **Reception Briefing:**
 - During check-in, staff explain key environmental practices implemented at the hotel.
 - Attention is drawn to simple actions, such as:
 - Reusing towels to reduce water consumption.
 - Proper use of air conditioning, with suggested optimal temperatures.
 - Avoiding water waste during their stay.
- **Providing Advice:**
 - Reception or housekeeping staff answer guest questions and provide practical tips for participating in our environmental efforts.

2. Promoting Sustainable Habits:

- **Ongoing Discussions:**
 - Housekeeping and service staff politely remind guests of our policies, such as reusing towels and linens.
 - Guests are encouraged to turn off lights and appliances when leaving their rooms.
- **Waste Management Instructions:**
 - Guests are informed about where to dispose of recyclable materials, e.g., in designated bins in common areas.
 - They are encouraged to use less plastic, such as by bringing reusable water bottles.

3. Participation in Sustainability Efforts:

- **Informing Guests about Hotel Actions:**
 - Guests are encouraged to actively engage in our efforts. They learn about the hotel's environmental philosophy through staff communication.
 - Staff explain the importance of resource conservation and recycling, making the conversations enjoyable and constructive.
- **Activity Suggestions:**
 - Encourage guests to explore the area's natural beauty in eco-friendly ways (e.g., hiking or cycling).
 - Suggest sustainable options during their stay, such as trying local products made using environmentally friendly methods.

4. Guest Feedback:

- **Listening to Suggestions:**
 - Guests are encouraged to share their opinions on our environmental initiatives.
 - Their suggestions and ideas are considered for continuous improvement of our practices.
- **Raising Environmental Awareness:**
 - Through this communication, we aim to enhance guest awareness about environmental protection, making them allies in our sustainability efforts.

Hotel Environmental Practices:

1. **Energy Conservation:**
 - Use of LED lighting throughout the premises.

- Implementation of energy management systems in guest rooms to deactivate appliances when unoccupied.
- 2. **Water Conservation:**
 - Use of modern low-consumption faucets and toilets.
 - Maintenance program for immediate repair of leaks.
 - Guest education on minimizing water waste.
- 3. **Recycling and Waste Reduction:**
 - Waste separation in all hotel departments.
 - Minimization of plastic usage by offering reusable products.
- 4. **Sustainable Procurement:**
 - Purchase of local, organic products to support the local economy and reduce the carbon footprint.
 - Selection of suppliers committed to environmentally sustainable practices.
- 5. **Resource Renewal and Environmental Collaborations:**
 - Participation in reforestation and natural ecosystem restoration programs.
 - Collaboration with environmental organizations to raise awareness and implement new initiatives.

Monitoring and Improvement:

- **Regular Assessment:** Our environmental practices are monitored and evaluated to identify areas for improvement.
- **Open Communication:** Staff and guests can submit suggestions for new actions or practices.
- **Benchmarking:** We compare our performance with other hospitality providers to adopt best practices.

Our commitment to sustainability is not just a responsibility but a defining feature of the hospitality we offer at **Mural**. Through everyone's collaboration, we can make a meaningful contribution to protecting the environment.