



Some devices that save several kilolitres of water consumption annually include high efficiency aerators, low-flow shower heads, dual flush systems in toilets, hose nozzles, flow restrictors and pressure reduction valves.

treatment plant that converts waste water into usable water."

**NEW VISTAS**

These are conventional methods of water conservation and much laudable indeed. But there are other ways to doing conserve this cherished resource innovatively and hoteliers are showing a willingness to go the extra mile to be eco-friendly. Rishi Puri, VP of Lords Hotels & Resorts opines how his hotels have installed return lines in the bathrooms for dispensing hot water. What this does is keeps the flow of hot water continuous as against the warm water becoming cold prior to use. "So when a guest starts the shower or the tap, they instantly receive warm water instead of waiting for the cold water in the pipe to drain. This significantly reduces water wastage."

Pradeep Kumar BS, Chief Engineer, Signature Club Resort adds that they use covered pools to avoid water evaporation and native of plants are planted as they use less water. They have also retained a 35-year old well that has been converted into a rainwater harvesting pit. "We have dug natural ponds to improve the groundwater level and all plant and machinery have



Prashant Vaidya, director of engineering, Sofitel Mumbai BKC.



Nishant Agarwal, general manager, The Westin Pune Koregaon Park.



M Balaji, CEO, Clarks Exotica Convention Resort & Spa.



Ajay Rai, director of engineering, JW Marriott Kolkata.

3. Roseate House New Delhi.

4. Pool side of Roseate House New Delhi.

been selected on waterless system, i.e. VRV air conditioning system, and DG air cooled, since these systems not required water for cooling towers," he points out.

**RECYCLING PRINCIPLES**

For better resource management, recycling water is as important as conserving it. It is a core aspect of achieving overall sustainability goals.

Brands that want to be portrayed as green stewards are taking the onus to ensure zero discharge of waste water pollutants in the environment and also recycle water at their properties through sewage treatment plants (STP). A good case in point is Mahindra Holidays & Resorts India, which conducts regular monitoring of waste water by internal as well as external agencies (Parameters like C.O.D, B.OD, pH etc. as specified by statutory authorities are examined). These values have always been found to be within the guidelines and limits, defined by the State Pollution Control Boards and local regulatory authorities.

"The STP treated water is used in cooling towers and landscaping at most of our resorts. To harvest the abundant rain water, our resorts collect the rain water and redirects it to sections towards the areas where there is requirement points through pipes. This water first passes through dual media filter before being used for treatment," says Miguel Munoz, chief resorts officer of Mahindra Holidays & Resorts India.

The other source is a by-product of reverse osmosis (RO) process of purifying water. Though it is not fit for drinking, this can be used in topping up water in swimming pools and also for laundry purposes.

**GUEST SERVICES**

While water conservation is the need of the hour, guest comfort can never be compromised, so hotels need to balance the seemingly contrasting needs. "We drive water conservation through 'Rain Water Harvesting' to increase the ground level. We also run a program called MAGC (Make a Green Choice) that empowers guests to actively participate in energy as



running water is not used since it causes major losses. In the front and back restroom areas the flush tank push levers are designed to only release one fourth of a tank at a time, which ensures minimal yet optimum amount of water required for hygiene. Men's urinals do not have sensors but manual tap levers to curtail default flushes that cause wastage."

At the Clarks Exotica Convention Resort & Spa, the laundry sequence is implemented for full load of the washing cycle and flow meter is provided to monitor the water consumption. M Balaji, the company's CEO of the brand says, "Our treated water is utilised for gardening and we have installed rain water harvesting collection tank. Recharge pits and overflows are connected to this tank to conserve water. Pool back wash is also scheduled as per the requirement."

To ensure water conservation, JW Marriott Kolkata employs low-flow showerheads that reduce water usage by up to 40%. It also uses dual flush systems in the toilets whose operating mechanism allows flushing of water either on low volume or high volume, which significantly help to save water. Ajay Rai, director of engineering, adds, "Additionally, we use faucet aerators, which are used to shape the water stream coming out of the spout, offering consistency in flow and pressure, by preventing a lot of water flow and use of less water."

Rohan Chakranarayan, chief engineer of Holiday Inn Mumbai International Airport too adds that his hotel has installed aerators to reduce the water flow per minute in shower heads, wash basins, and health faucets without affecting the water pressure. "In March 2017, we had installed the aerators and there has been a noticeable 15 % reduction in the consumption of water."

Most hotels have installed water meters to identify areas of maximum water consumption. A set standard and level is put into place for the amount of water consumed in each specific area of the hotel and this is tracked.

"To keep a check on the same on a daily basis a simple apparatus called a 'Water Meter' is installed to designated areas of the property. This device not only gives a clear reading on the volume of water consumed on a daily basis but allows us to take corrective measures to ensure water is not wasted and does not exceed the limit set," says Nemaaraji Sabapathy, chief engineer, High Ultra Lounge, Sheraton Grand, Brigade Gateway. Review audits are another way wherein water consumption is monitored.

Technology reviews in order to ensure that the hotel is up-to-date is also important. "We review technologies at least thrice a year. We constantly look for and interact with subject matter experts at hotel and



Ramakant Singh, chief engineer, The Lalit Mumbai.



Hitesh Keswani, director, Silver Beach Entertainment & Hospitality.



Kush Kapoor, AGM, Roseate Hotels & Resorts.



Pradeep Kumar BS, chief engineer, Signature Club Resort.

2. Ultra Lounge, Sheraton Grand, Brigade Gateway

restaurant exhibitions. Separately in our environmental commitment for lowering the carbon footprint we constantly align with local efforts of municipalities and innovate in overall conservation of natural and other resources," says Gupta.

**TEAM WORK**

Water conservation in any organisation cannot be done in isolation; it is an integrated effort. Satyajit Kotwal, general manager of The Resort Madh - Malad recalls how he had a brainstorming session with his staff on ways to save or re-use water without inconveniencing the guests. They came up with some executable initiatives for a sizeable amount of water saving measures, like installing sprinklers and flushes that allow minimum water use. "We installed water-saving signs in guest rooms, washrooms and restaurant areas, gently reminding people to use water responsibly. Then we decided that laundry wash will be done only with full load and the rinsed water from the laundry wash will be used for cleaning and washing of garbage rooms. Another change we made was using a combination of pot boiler and bratt pans for cooking," he states.

The Westin Pune Koregaon Park has an outlined environmental policy that addresses six areas of opportunity, and its initial worldwide focus is on energy and water with a commitment to reduce water consumption by 20% by the year 2020. The hotel has, therefore, installed aerators for all taps to reduce water consumption by almost 50%. In the kitchen, the flow is throttled to lower pressure.

Nishant Agarwal, general manager of the property states, "We know that collaboration is crucial in addressing these issues. So, we formed a partnership with the Conservation International (CI) in 2009. Westin has saved 10% in total water consumption over the last two years. Along with the water conservation measures, we have a 400KLD sewage

