



TSHANG RI SUS

Sustainability Standard

“True hospitality is not only how we welcome our guests today, but how responsibly we protect tomorrow.”

user
TSHANG RI

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Tshang Ri Hotel

Operational Sustainability Handbook

Prepared in alignment with Bhutan Green Hotel Standards and Bhutan 4-Star Hotel Classification Requirements.

Sustainability Vision

Tshang Ri Hotel is committed to becoming a leading sustainable boutique hotel in Bhutan by integrating responsible hospitality practices into every aspect of operations while delivering premium guest experiences aligned with Bhutan's philosophy of High Value, Low Volume Tourism.

“To become Bhutan's leading sustainable boutique hotel where responsible hospitality, cultural authenticity, and environmental stewardship come together to create meaningful guest experiences for generations to come.”

Sustainability Mission

“At Tshang Ri Hotel, we are committed to delivering exceptional Bhutanese hospitality through sustainable operations, responsible resource management, and genuine community engagement.

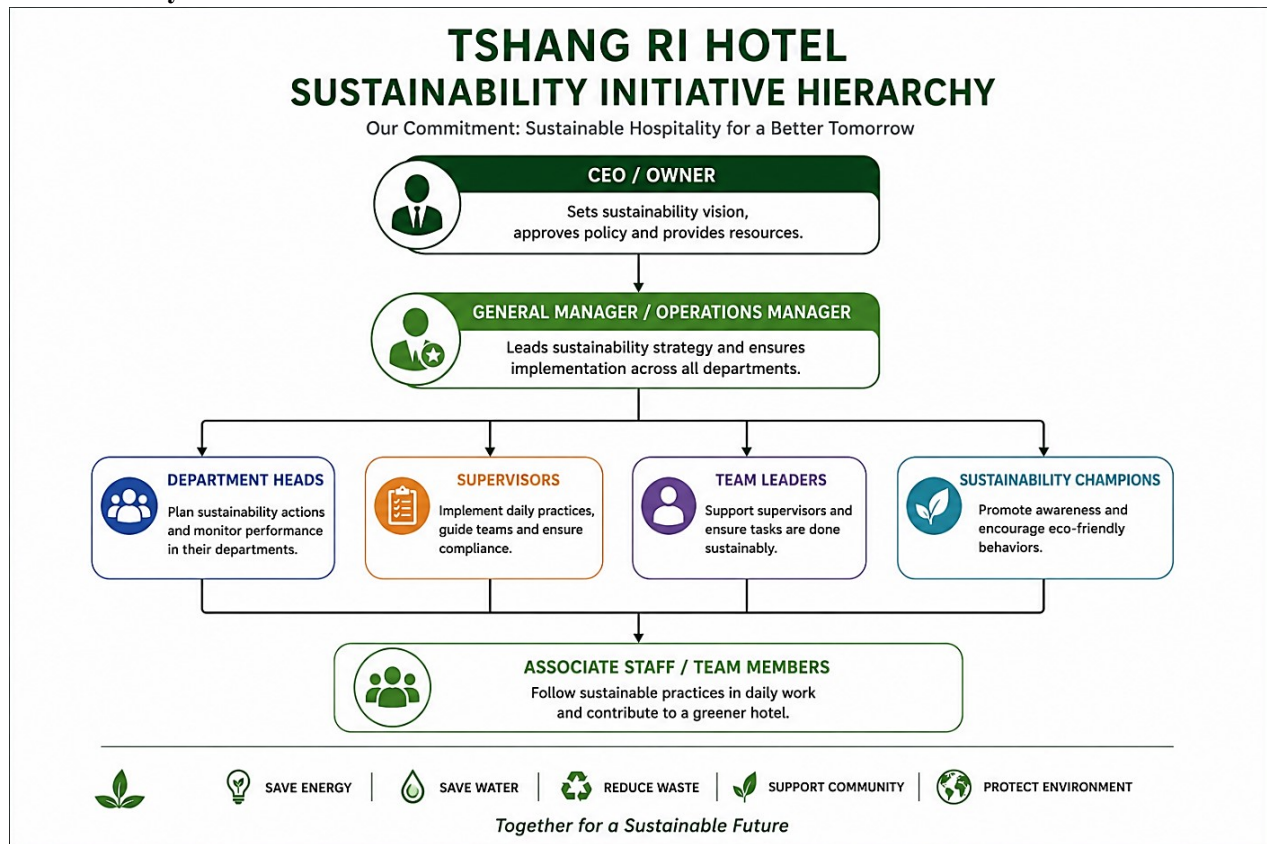
We strive to minimize our environmental footprint, preserve Bhutan's rich cultural heritage, empower our people, support local communities, and inspire our guests to participate in a more conscious and regenerative way of travel.

Through continuous improvement, innovation, and collective responsibility, we aim to build a hotel culture where sustainability is not only a practice, but a way of life.”

Our Objective:

- Reduce environmental impact through efficient resource management
- Promote Bhutanese culture and heritage
- Support local communities and local suppliers
- Minimize waste and pollution
- Create a safe and responsible workplace
- Encourage guests to participate in sustainable tourism
- Maintain operational practices aligned with Bhutan Green Hotel Standards

Sustainability Governance Structure



Meeting Frequency:

- Weekly operational sustainability review
- Monthly sustainability performance meeting
- Quarterly sustainability audit review

1. Energy Management Policy

- Installation of LED lighting throughout the hotel
- Motion sensors in back-of-house areas
- Key-card energy control system in guestrooms
- Preventive maintenance of HVAC systems
- Natural daylight utilization
- Scheduled shutdown of non-essential equipment
- Energy-efficient kitchen equipment operation
- Boiler and hot water optimization

2. Water Management Policy

- Low-flow showerheads and faucets

- Dual flush toilet systems
- Leak detection inspections
- Linen reuse program
- Towel reuse program
- Efficient laundry operations
- Water-saving kitchen practices

3. Waste Management Policy

Waste Segregation:

- Green: Organic waste
- Blue: Recyclable
- Red: Hazardous waste
- Black: General waste

Waste Reduction Initiatives:

- Bulk purchasing
- Elimination of single-use plastics
- Refillable bathroom amenities
- Reusable staff water bottles

4. Procurement Policy

- Local Bhutanese products
- Eco-friendly cleaning chemicals
- Recyclable packaging
- Sustainable guest amenities
- Energy-efficient equipment
- Supplier sustainability evaluation

5. Housekeeping Green Operations

- Eco-friendly cleaning chemicals
- Proper chemical dilution controls
- Linen reuse program
- Towel reuse program
- Waste segregation in guestrooms
- Water-saving room cleaning procedures

6. Food & Beverage Sustainability Practices

- Food waste reduction
- Local and seasonal sourcing
- FIFO inventory practices
- Plastic reduction initiatives

- Sustainable takeaway packaging
- Buffet control methods

7. Engineering & Facility Sustainability

- HVAC servicing
- Water leak prevention
- Boiler/Heatpump efficiency monitoring
- Generator maintenance
- Drainage inspections
- Indoor air quality monitoring

8. Staff Sustainability Training

Training Topics:

- Waste segregation
- Energy conservation
- Water conservation
- Chemical handling
- Guest sustainability engagement
- Workplace safety

9. Guest Sustainability Engagement

- Responsible tourism awareness
- Water conservation messaging
- Energy conservation messaging
- Bhutanese cultural etiquette information
- Guest sustainability feedback mechanism

10. Cultural & Community Responsibility

- Promote Bhutanese cultural heritage
- Support local farmers and artisans
- Incorporate Bhutanese design elements
- Engage with local community initiatives

11. Health, Safety & Environmental Compliance

- Maintain MSDS documentation
- Hazardous waste handling procedures
- Safe working environment
- Employee wellbeing systems
- Designated smoking and non-smoking areas

12. Sustainability KPI Dashboard

Monthly KPI Tracking:

- Electricity consumption
- Water consumption
- Waste generation
- Recycling percentage
- Food waste volume
- Local procurement percentage
- Staff training completion

13. Green Hotel Certification Readiness

The hotel shall maintain:

- Sustainability management plans
- Utility monitoring records
- Preventive maintenance logs
- Staff training records
- Waste management documentation
- Procurement records
- Environmental compliance documentation

This handbook serves as an operational sustainability framework for Tshang Ri Hotel and supports Bhutan Green Hotel compliance, sustainability audits, staff training, and long-term responsible hospitality operations.

SOP 01: Front Office Sustainability SOP

Item	Details
SOP Name	Front Office Sustainability Operations SOP
SOP Number	FO-SUS-001
Department	Front Office
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / Operations Manager
Approved By	General Manager
Review Date	_____

2. Objective

To ensure Front Office operations are conducted in an environmentally responsible manner while enhancing guest awareness and supporting Bhutan Green Hotel Standards.

3. Scope

This SOP applies to:

- Front Desk Associates
 - Duty Managers
 - Guest Service Agents
 - Bell Desk
 - Reservation Team
-

4. Sustainability Procedures

Guest Sustainability Awareness

- Inform guests about linen and towel reuse program during check-in.
- Encourage responsible water and energy usage.
- Promote digital invoices and paperless communication.
- Share information regarding Bhutan's sustainable tourism philosophy.

Energy Conservation

- Switch off unnecessary lighting during low occupancy hours.
- Ensure lobby HVAC settings are optimized.
- Shut down unused office equipment after duty hours.

Paper Reduction

- Encourage e-registration forms where possible.
- Minimize unnecessary printing.
- Use double-sided printing for operational documents.

Waste Management

- Segregate waste at Front Office stations.
- Reduce use of disposable materials.
- Encourage reusable water bottles among staff.

Guest Feedback

- Encourage sustainability-related guest feedback.
 - Report guest environmental concerns immediately.
-

5. Responsibilities

Front Office Manager

- Monitor sustainability implementation.
- Conduct monthly sustainability briefing.

Front Office Associates

- Follow daily sustainability procedures.
 - Promote guest participation.
-

6. Monitoring & Records

- Guest sustainability feedback log

- Paper usage tracking
 - Monthly energy observation checklist
-

SOP 02: Housekeeping Sustainability SOP

Item	Details
SOP Name	Housekeeping Sustainability SOP
SOP Number	HK-SUS-001
Department	Housekeeping
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / Executive Housekeeper
Approved By	General Manager

2. Objective

To implement environmentally responsible housekeeping operations while maintaining premium guestroom cleanliness and comfort standards.

3. Scope

Applicable to:

- Room Attendants
- Public Area Attendants

- Laundry Team
 - Housekeeping Supervisors
-

4. Sustainability Procedures

Linen & Towel Reuse Program

- Follow guest preference cards.
- Replace linen only as requested or according to hotel policy.
- Educate guests respectfully regarding water conservation.

Cleaning Chemical Control

- Use eco-friendly chemicals only.
- Follow approved dilution ratios.
- Avoid excessive chemical usage.

Energy Conservation

- Open curtains during cleaning for natural light.
- Turn off AC and lights while servicing rooms.

Waste Segregation

- Separate recyclable and non-recyclable waste.
- Properly dispose hazardous materials.

Laundry Sustainability

- Operate laundry machines with full loads only.
 - Monitor water and electricity usage.
-

5. Responsibilities

Executive Housekeeper

- Monitor sustainability compliance.
- Conduct room inspections.

Room Attendants

- Follow sustainability cleaning standards.
 - Report water leaks or maintenance issues.
-

6. Monitoring & Records

- Laundry consumption log
 - Linen reuse tracking
 - Chemical usage records
 - Room sustainability inspection checklist
-

SOP 03: Food & Beverage Sustainability SOP

Item	Details
SOP Name	Food & Beverage Sustainability SOP
SOP Number	FB-SUS-001
Department	Food & Beverage
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / F&B Manager
Approved By	General Manager

2. Objective

To ensure all Food & Beverage operations minimize environmental impact while maintaining premium dining standards.

3. Scope

Applicable to:

- Restaurant Service Team
 - Café Team
 - Rooftop Bar Team
 - Banquet Team
 - Kitchen Operations
-

4. Sustainability Procedures

Food Waste Reduction

- Monitor buffet production carefully.
- Implement portion control.

- Reuse safe excess ingredients where operationally acceptable.

Plastic Reduction

- Eliminate single-use plastics where possible.
- Use reusable serving items.
- Avoid plastic straws unless requested.

Local Sourcing

- Prioritize Bhutanese produce and suppliers.
- Promote seasonal menu items.

Energy Conservation

- Switch off unused kitchen equipment.
- Operate dishwashers at full capacity.

Water Conservation

- Avoid continuous running water during washing.
- Monitor kitchen leaks immediately.

Waste Management

- Segregate food waste.
 - Maintain recycling stations.
-

5. Responsibilities

F&B Manager

- Conduct sustainability audits.
- Monitor waste reduction initiatives.

Executive Chef

- Control food wastage.
 - Ensure sustainable kitchen practices.
-

6. Monitoring & Records

- Daily food waste log
 - Kitchen utility tracking
 - Supplier sustainability records
-

SOP 04: Engineering Sustainability SOP

Item	Details
SOP Name	Engineering Sustainability SOP
SOP Number	ENG-SUS-001
Department	Engineering
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / Chief Engineer
Approved By	General Manager

2. Objective

To ensure engineering operations support energy efficiency, water conservation, and sustainable facility management.

3. Scope

Applicable to:

- Engineering Team
 - Maintenance Staff
 - Utility Operators
-

4. Sustainability Procedures

Energy Monitoring

- Record daily electricity consumption.
- Monitor generator fuel usage.
- Conduct energy efficiency inspections.

HVAC Optimization

- Maintain temperature standards.
- Service HVAC systems regularly.

Water Conservation

- Inspect leaks daily.
- Maintain efficient water fittings.

Preventive Maintenance

- Follow preventive maintenance schedules.

- Maintain servicing records.

Wastewater & Drainage

- Ensure proper drainage systems.
 - Monitor wastewater disposal.
-

5. Responsibilities

Chief/Jr. Engineer

- Monitor utility efficiency.
- Ensure preventive maintenance compliance.

Engineering Team

- Report abnormal consumption.
 - Maintain sustainability logs.
-

6. Monitoring & Records

- Utility consumption logs
 - Preventive maintenance records
 - Leak inspection reports
-

SOP 05: Procurement Sustainability SOP

Item	Details
SOP Name	Sustainable Procurement SOP
SOP Number	PRC-SUS-001
Department	Procurement
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / Procurement Manager
Approved By	General Manager

2. Objective

To ensure environmentally responsible purchasing practices aligned with Bhutan Green Hotel Standards.

3. Scope

Applicable to:

- Procurement Department
 - Store Operations
 - Finance Department
-

4. Sustainability Procedures

Green Purchasing

- Prioritize eco-friendly products.
- Purchase reusable and recyclable products.

Local Sourcing

- Support local Bhutanese suppliers.
- Encourage community-based procurement.

Packaging Reduction

- Avoid excessive packaging.
- Encourage bulk purchasing.

Supplier Evaluation

- Assess supplier sustainability practices.
 - Maintain supplier compliance records.
-

5. Responsibilities

Procurement Manager

- Evaluate suppliers.
 - Maintain sustainable sourcing records.
-

6. Monitoring & Records

- Supplier sustainability checklist
 - Local procurement records
 - Packaging reduction tracking
-

SOP 06: Human Resources Sustainability SOP

Item	Details
SOP Name	HR Sustainability SOP

SOP Number	HR-SUS-001
Department	Human Resources
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / HR Manager
Approved By	General Manager

2. Objective

To establish a sustainability culture through employee awareness, training, and responsible workplace practices.

3. Scope

Applicable to all hotel employees.

4. Sustainability Procedures

Staff Training

- Conduct sustainability orientation for all employees.
- Maintain sustainability training records.

Employee Awareness

- Promote environmental responsibility.
- Conduct monthly awareness campaigns.

Staff Welfare

- Ensure safe working conditions.
- Maintain grievance mechanisms.

Workplace Sustainability

- Encourage paperless HR systems.
 - Reduce unnecessary printing.
-

5. Responsibilities

HR Manager

- Conduct sustainability training.
 - Maintain compliance documentation.
-

6. Monitoring & Records

- Training attendance records
 - Employee awareness reports
 - Sustainability campaign records
-

SOP 07: Security Sustainability SOP

Item	Details
SOP Name	Security Sustainability SOP
SOP Number	SEC-SUS-001
Department	Security
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / Security Supervisor
Approved By	General Manager

2. Objective

To support hotel sustainability initiatives through responsible monitoring, safety, and environmental compliance.

3. Scope

Applicable to all Security personnel.

4. Sustainability Procedures

Energy Monitoring

- Monitor unnecessary lighting usage.
- Report energy wastage.

Environmental Compliance

- Monitor waste disposal practices.
- Ensure smoking zones are properly managed.

Safety Monitoring

- Monitor hazardous material storage.
 - Support emergency environmental response procedures.
-

5. Responsibilities

Security Supervisor

- Conduct sustainability patrol inspections.
 - Report environmental concerns.
-

6. Monitoring & Records

- Security sustainability patrol log
- Incident reporting records

add one for kitchen department.

SOP 08: Kitchen Sustainability SOP

Item	Details
SOP Name	Kitchen Sustainability Operations SOP
SOP Number	KIT-SUS-001
Department	Kitchen
Version	Version 1.0
Effective Date	_____
Prepared By	Sustainability Consultant / Executive Chef
Approved By	General Manager
Review Date	_____

2. Objective

To ensure all kitchen operations at Tshang Ri Hotel are conducted in an environmentally responsible, hygienic, and resource-efficient manner while maintaining premium food quality and safety standards aligned with Bhutan Green Hotel Standards.

3. Scope

This SOP applies to:

- Executive Chef
 - Sous Chefs
 - Chef de Partie
 - Commis Chefs
 - Stewarding Team
 - Kitchen Helpers
 - Store & Receiving Team
-

4. Sustainability Procedures

Food Waste Reduction

- Practice strict portion control during preparation and service.
- Monitor buffet production carefully to avoid overproduction.
- Reuse excess ingredients safely where operationally acceptable and food safety compliant.
- Maintain daily food waste tracking records.
- Separate edible surplus and unavoidable food waste.

Sustainable Food Procurement

- Prioritize locally sourced Bhutanese produce and ingredients.
- Promote seasonal menu planning.
- Minimize dependency on heavily packaged imported goods.
- Support local farmers and community suppliers wherever practical.

Energy Conservation

- Switch off unused kitchen equipment during low operation hours.
- Avoid unnecessary opening of refrigeration units.
- Operate ovens, fryers, and dishwashing equipment efficiently.
- Conduct preventive maintenance on all kitchen equipment.

Water Conservation

- Avoid continuous running water during washing and cleaning.
- Use dishwashers only at full operational loads.
- Immediately report leaking taps, pipes, or drainage issues.
- Use water-efficient cleaning methods wherever possible.

Waste Segregation

- Separate:
 - Organic waste
 - Recyclable waste
 - Glass waste
 - Metal waste

- Hazardous waste
- Maintain designated waste bins with proper color coding.

Cooking Oil Management

- Store used cooking oil safely in designated containers.
- Dispose through approved waste vendors only.
- Never dispose oil directly into drainage systems.

Chemical Handling

- Use approved eco-friendly cleaning chemicals.
- Follow proper dilution procedures.
- Maintain Material Safety Data Sheets (MSDS) for all chemicals.

Plastic Reduction Initiatives

- Minimize use of cling film and disposable plastics.
- Encourage reusable food storage containers.
- Reduce single-use packaging during receiving operations.

Stewarding Sustainability Practices

- Operate dishwashing machines efficiently.
- Reduce unnecessary water flow during washing.
- Use measured cleaning chemicals only.

5. Responsibilities

Executive Chef

- Lead kitchen sustainability implementation.
- Monitor food waste and utility consumption.
- Conduct monthly sustainability review within the kitchen department.

Sous Chefs

- Ensure daily compliance with sustainability procedures.
- Monitor proper waste segregation.

Stewarding Supervisor

- Ensure efficient dishwashing operations.
- Monitor water and chemical usage.

Kitchen Staff

- Follow all sustainability operational procedures.
- Report wastage and maintenance issues immediately.

6. Monitoring & Records

The Kitchen Department shall maintain:

- Daily food waste log
- Oil disposal records
- Utility consumption observations
- Kitchen cleaning chemical usage records
- Refrigeration temperature logs
- Supplier and local sourcing records
- Preventive maintenance records

7. Sustainability KPI Indicators

The Kitchen Department shall monitor:

- Daily food waste volume
- Water consumption trends
- Gas and electricity usage
- Local procurement percentage
- Plastic reduction progress
- Kitchen recycling percentage

1. Daily/Weekly Energy Monitoring Checklist

Department: Engineering

2. Daily Water Conservation Checklist

Department: Engineering / Housekeeping

Date	Area Inspected	Leak Found	Water Pressure Normal	Water Saving Devices Functional	Corrective Action Taken	Checked By	Remarks
	Guestrooms	Yes / No	Yes / No	Yes / No			
	Public Toilets	Yes / No	Yes / No	Yes / No			
	Kitchen	Yes / No	Yes / No	Yes / No			
	Laundry	Yes / No	Yes / No	Yes / No			
	Spa Area	Yes / No	Yes / No	Yes / No			

3. Daily/Weekly Waste Segregation Checklist

Department: Housekeeping / Kitchen / F&B

Date	Department	Organic Waste Segregated	Recyclables Segregated	Hazardous Waste Stored Properly	Waste Bin Condition	Waste Removed Timely	Checked By	Remarks
	Kitchen	Yes / No	Yes / No	Yes / No	Good / Poor	Yes / No		
	Restaurant	Yes / No	Yes / No	Yes / No	Good / Poor	Yes / No		
	Guest Floors	Yes / No	Yes / No	Yes / No	Good / Poor	Yes / No		
	Lobby	Yes / No	Yes / No	Yes / No	Good / Poor	Yes / No		

4. Daily/Weekly Food Waste Monitoring Log

Department: Kitchen

Date	Meal Period	Estimated Food Waste (Kg)	Main Cause of Waste	Corrective Action	Checked By	Remarks
	Breakfast		Overproduction / Plate Waste / Spoilage			
	Lunch		Overproduction / Plate Waste / Spoilage			
	Dinner		Overproduction / Plate Waste / Spoilage			

5. Linen & Laundry Sustainability Checklist

Department: Housekeeping

Date	Occupied Rooms	Linen Reuse Participation	Towel Reuse Participation	Full Laundry Loads Maintained	Excess Linen Replacement Observed	Checked By	Remarks
		%	%	Yes / No	Yes / No		

6. Sustainable Procurement Monitoring Checklist

Department: Procurement / Finance

Date	Supplier Name	Local Supplier	Eco-Friendly Product	Excess Packaging Observed	Bulk Purchase Done	Approved By	Remarks
		Yes / No	Yes / No	Yes / No	Yes / No		

7. Guest Sustainability Participation Log

Department: Front Office

Date	Guest Room No	Linen Reuse Participated	Towel Reuse Participated	Guest Sustainability Feedback	Recorded By	Remarks
		Yes / No	Yes / No	Positive / Negative		

8. Daily/Weekly Sustainability Inspection Checklist

Department: Operations / MOD

Inspection Area	Status	Observation	Corrective Action Required	Responsible Department	Follow-Up Date
Lights switched off in unused areas	Satisfactory / Unsatisfactory			Engineering	
Waste segregation compliance	Satisfactory / Unsatisfactory			HK / Kitchen	
Water leakage inspection	Satisfactory / Unsatisfactory			Engineering	
Guest awareness materials displayed	Satisfactory / Unsatisfactory			FO	
Plastic reduction compliance	Satisfactory / Unsatisfactory			F&B	
Hazardous waste storage	Satisfactory / Unsatisfactory			Engineering	
HVAC operational efficiency	Satisfactory / Unsatisfactory			Engineering	
Staff sustainability compliance	Satisfactory / Unsatisfactory			HR	

9. Sustainability KPI Monthly Summary Sheet

Department: Operations

KPI Area	Monthly Target	Actual Result	Variance	Corrective Action
Electricity Consumption				
Water Consumption				
Food Waste Reduction				

Plastic Reduction				
Recycling Percentage				
Guest Participation Rate				
Local Procurement Percentage				
Staff Training Completion				

10. Daily/Weekly Sustainability Supervisor Sign-Off

Date	Department	Supervisor Name	Sustainability Compliance Checked	Signature
	Front Office		Yes / No	
	Housekeeping		Yes / No	
	Kitchen		Yes / No	
	F&B Service		Yes / No	
	Engineering		Yes / No	
	Procurement		Yes / No	
	HR		Yes / No	
	Security		Yes / No	

Our Visual message to our valued guest:

