

# Standard Operating Procedures

## for hygienic refills of toiletries

For further information please see our Sustainability Ratings Charts and Decision Tree for amenities and toiletries.

### Background



Shampoo and shower gel are often provided in miniature bottles in guest rooms as an extra service. With new guests arriving in the room, the used (mostly not empty) bottles are then removed and replaced with new ones, **leading to the consumption of millions of small plastic bottles annually around the world.**

Buying in bulk and using refillable dispensers is not only more cost-effective but also reduces the amount of plastic being consumed. **Switching to bulk size bottles** that can be returned to the supplier to be refilled time and again **can reduce the volume of plastic consumed by over 90%!**\*


Refill systems are increasingly popular as they greatly reduce the quantities of packaging and disposable material required to provide essentials for guests. Systems range in quality but there are some very stylish designs to suit all brands. To ensure that refillable toiletries are clean and hygienic, follow the steps outlined below.

## Steps to consider when providing refills

including batch tracing, required for refills onsite and refills off site

- 1 Where possible, choose **touch-free dispensers** for maximum hygiene.
- 2 Ensure that dispensers are **tamperproof**.
- 3 Choose bottles that enable housekeeping to easily see when a refill is required (e.g. a transparent line from top to bottom of the bottle).
- 4 **Once empty, dispensers should be removed and completely cleaned prior to refill**, including robust cleaning of the dispensing pump. Some dispensers and pumps are suitable for dishwashing (this may require having a second set of dispensers to ensure guest rooms are not left without amenities when dispensers need to be refilled).
- 5 Refillable dispensers should be left to **completely dry on the inside and outside**, including the pump mechanism.
- 6 Refill protocols should ensure that **strict procedures** are followed to **ensure traceability** and to prevent dispensers from being filled with the wrong product.

\* See the Futouris Plastic Guidance for tourism businesses for further information on the calculation.

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- 7 The surfaces of dispenser bottles and brackets should be **cleaned daily** as part of the housekeeping regime and sanitized on change over days.

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  - 8 If ingredients are not clearly written on the bottle, they must be provided in some other format that is easily accessible to guests.

**IMPORTANT:** For traceability purposes, keep a log which enables you to trace batch numbers of refills. For example, if you have a 20 litre refill of shampoo and you refill dispensers destined for rooms 123, 124, 125 and 126, ensure the log captures the batch number of the refill, the room numbers that the dispensers were returned to and the date of refill.  
See [www.legislation.gov.co.uk/eur/2009/1223/article/19](http://www.legislation.gov.co.uk/eur/2009/1223/article/19) for additional information on the labelling of cosmetics products.



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