

# Standard Operating Procedures for reusable cups and glasses



## Background

Disposable cups are convenient, especially in tourism: Guests can get their drinks at the pool bar, or take them to the beach, they don't pose any safety hazards and no collecting or cleaning procedures are needed by the business as guests simply dispose of the cups after use.

**Around 500 billion plastic cups are consumed globally every year** and the sad truth is that the majority of them are not recycled. Instead, they often end up in nature and landfills, polluting environments and oceans and threatening wildlife. Plastic can take hundreds of years to break down, and in doing so they leave very small plastic pieces behind that have already been found in marine species that are consumed by humans.

**Single-use plastic cups for beverages are among the top ten items found on European beaches.**

This is one of the reasons why the European Union banned these (among other single-use plastic products) in 2021, aiming at preventing and reducing the impact of these on the environment (especially on the marine environment) and on human health.

**Tourism businesses can be part of the solution by switching to reusable cups and glasses.**

For further information please see our Sustainability Ratings Charts and Decision Tree for single-use cups.

## Steps to consider when using reusable cups or glasses

- 1 **Calculate how many reusable cups/glasses you will need** in order to replace single-use glasses without having a shortage (bearing in mind some will be waiting to be washed, being washed or being dried, as well as being used).
- 2 Choose **appropriate reusable material** → that can depend on the washing facilities and existing conditions in your business (e.g. glass should not be used around pools or on beaches for safety reasons). Glass and Tritan will usually wash well in dishwashers, polycarbonate glasses are much better quality now than previously, acrylic glasses may still scratch. → See our Sustainable Ratings Charts to make a more informed decision.
- 3 Ensure that there are **suitable storage areas** for reusable cups and glasses, remember to consider how to avoid breakages and how to store hygienically.
- 4 Establish a **procedure to efficiently collect used glasses from public areas**, this might include cups/glass collection points, or a regular patrol by staff to collect used cups/glasses. If collection points are used, make sure they are visible and easy to find, plentiful, regularly cleaned and sanitised throughout the day and regularly emptied.

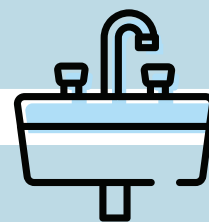
## 5 Cleaning procedures:

### Manual washing

Staff should **wash their own hands first** and then ensure that a suitable product is used to wash the cups/glasses.

The instructions for washing and drying should be followed.

**Place cups facing upwards** not downwards; cups facing downwards may pick up bacteria from the surfaces they are resting on.



### Machine washing

**Establish a procedure to collect used cups from guest rooms** (this may require different equipment, or it may be easier to involve other staff (e.g. those who equip the mini bar) rather than leaving it as the responsibility of housekeeping).

Deposit cups/glasses in the correct dishwashing tray so that they can safely go through the dishwashing process.

Staff should wash their own hands first and then polish glasses with a clean cloth to remove watermarks.



Any glasses that have not been thoroughly cleaned by the dishwasher should be put back through to be washed again.

6 Allow cups/glasses to **dry properly**.

7 **Store cups/glasses ready for use** (remember to consider how to avoid breakages and how to store hygienically).

8 Ensure a supervisor or manager **regularly checks the cleanliness** of cups.

**IMPORTANT:** Ceramic cups and glasses are heavy, ensure that staff have been trained on appropriate lifting techniques if they are responsible for moving cups and glasses around the premises. Any breakages should be reported immediately. Cracked or chipped cups/glasses should be removed from service and ideally separated for recycling.



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