

SUSTAINABLE DEVELOPMENT

BEST PRACTICES

FOR HOSPITALITY

MANAGE YOUR WASTE EFFICIENTLY

- Hire an expert to produce a report on the waste generated by your organization and develop a waste action plan.
- Implement the 5 Rs (rethink your needs, reduce, reuse, recycle and reclaim).
- Set up sorting areas with clear posters to promote proper materials management.
- Get *ICI on recycle* + certification.
- Look into composting your leftovers, either directly on site or through a partnership with a local farmer.
- Look into adding a container for glass, bins for cans and a cardboard baler.
- Évaluer la possibilité de faire du compostage avec les restes alimentaires, soit à même l'installation ou en développant un partenariat avec un agriculteur local.

MAKE RESPONSIBLE PURCHASES

- Adopt a responsible purchasing policy.
- Educate your suppliers about reducing packaging.
- Look into making group purchases with other companies in your sector.
- Shop local, sustainable products, like recycled fibre paper, fair trade coffee, and organic textiles and cleaning products.
- Avoid waste by providing soap, shampoo, conditioner and lotion dispensers in guest rooms instead of small individual bottles.
- Avoid using single-use containers in guest rooms, meeting rooms and dining areas.

SAVE WATER

- When applicable, educate customers about using reef-safe sunscreen.
- Install devices to reduce water flow during renovations (e.g., showers, toilets, faucets).
- Use environmentally friendly, phosphate-free cleaning products.
- Set up a rain barrel and use the rainwater collected to water plants and other landscaping.
- Hire an expert to ensure your onsite wastewater management system is up to code and evaluate greener wastewater management options.

USE LESS ENERGY

- Hire an expert to assess your energy consumption, and learn more about alternative energy solutions.
- Use a smart energy management system (electronic thermostats, magnetic cards for lighting, timers for outdoor lighting, motion sensors in hallways and bathrooms).
- Learn how to use new technology to optimize your water heater on the *Québec Energy Transition* website.
- Choose energy-efficient appliances (e.g., *Energy Star*).
- Swap out your lightbulbs for more energy-efficient models, like LEDs.
- Clean rooms and change towels when requested instead of regularly for guests staying more than one night.
- Put up posters to educate your customers about how and why to save energy.

REDUCE YOUR GREENHOUSE GAS EMISSIONS (GHG)

- Hire an expert to assess your carbon footprint and draw up a plan to cut and offset emissions.
- Install charging stations for electric vehicles.
- Encourage collective and active transportation by installing bike racks and incentivizing carpooling.
- Offer onsite activities with a low environmental footprint (e.g., biking, non-motorized boats, hiking trails, etc.).
- Offer to offset the GHG emissions from your customers' stays.

IMPROVE WORKPLACE WELLNESS, HEALTH AND SAFETY

- Make sure your facility is equipped with a high-quality airflow system and provide employees with personal protective equipment for their health.
- Keep a defibrillator and first aid kit accessible onsite.
- Have a first aider present at all times (as required by the CNESST).
- Review the ergonomics of different workstations and implement recommendation.
- Respect your employees' and coworkers' right to disconnect.
- Become a member of Aventure Écotourisme Québec (AEQ) to access their proven safety expertise in nature and adventure activities.

INCREASE CUSTOMER SATISFACTION AND COMMUNITY INVOLVEMENT

- Share your sustainable development successes.
- Make sure your site can host bike tourists and look into the *Bienvenue cyclistes!* certification process.
- Ensure that physical access and services are tailored to customers with reduced mobility and look into the *Kérout* certification process.
- Plan and promote environmentally friendly events.
- Sponsor sports and cultural events.
- Get involved in causes.
- Set up partnerships with local businesses, attractions, artists and artisans (e.g., offering deals, selling local products, showing local artists' works, hosting a market, etc.).

NOTES

For more information, reach out to your local's SADC or CAE

sadc-cae.ca

Canada Canada Economic Development offer a financial support to the SADCs and CAEs.