

SUSTAINABLE DEVELOPMENT

BEST PRACTICES

FOR OUTFITTERS

USE LESS ENERGY

- Hire an expert to assess your energy consumption, and learn more about alternative energy solutions.
- Install electronic thermostats, perhaps in reception areas or community halls, and set them to drop the temperature after hours.
- Set up timers for outside lights and motion detectors for lights in comfort stations.
- Swap out your lightbulbs for more energy-efficient models, like LEDs.
- 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*).
- Put up posters to educate your customers about how and why to save energy.

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).
- Offer your customers recycling and composting options.
- Set up sorting areas with clear posters to promote proper materials management.
- Get *ICI on recycle* + certification.
- Educate your customers about leaving nothing behind in the forest.

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.

PRESERVE WATER AND ECOSYSTEMS

- Hire an expert to ensure your onsite wastewater management system is compliant and evaluate greener wastewater management options.
- Install devices to reduce water flow during renovations (e.g., showers, toilets, faucets).
- Use environmentally friendly, phosphate-free cleaning products.
- Ask customers to use products that don't compromise your wastewater management system (e.g., phosphate-free cleaning products, toilet paper, etc.).
- Educate customers about plant and animal preservation.
- Set up a rain barrel and use the rainwater collected to water plants and other landscaping.
- Set up facilities to clean boats from different waterways.
- Regularly monitor lake conditions.
- Respect the riparian buffer strip around bodies of water and encourage the growth of native vegetation adapted to the environment.
- Participate in watershed efforts by contacting your local organization through your regional outfitters association.
- Educate customers about using reef-safe sunscreen.

REDUCE YOUR GREENHOUSE GAS EMISSIONS (GHG)

- Hire an expert to assess your carbon footprint and draw up a plan to cut and offset emissions.
- Optimize vehicle or motorboat trips in your territory.
- Install charging stations for electric vehicles.
- Promote alternative transportation on site and for visits in the surrounding area by providing customers access to bicycles, non-motorized boats, a shuttle service, etc.
- Try to use electric motorboats or boats with four-stroke motors rather than two-stroke.
- Offer to offset the GHG emissions from your customers' stays.
- Develop onsite activities with a low environmental footprint (e.g., biking, non-motorized boats, hiking trails, etc.).

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).
- Get an emergency communication system.
- Review the ergonomics of different workstations and implement recommendations.
- Respect your employees' and coworkers' right to disconnect.
- Provide PFDs for customers and require them to wear PFDs when on the water.
- 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.
- Ensure that physical access and services are tailored to customers with reduced mobility and look into the *Kéroul* certification process.
- Provide a customer experience that is focused on the natural environment.
- Plan and promote eco-friendly events.
- Offer hiking routes (natural attractions, harvests, etc.).
- 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, 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.