

“We are committed to making a difference in the lives of our guests, colleagues and community through passion, integrity, innovation and service excellence.”

## Environmental Stewardship Program

Oak Island Resort & Conference Centre is committed to involving colleagues, guests and partners in the common goal of preserving and protecting our planet.

Our Environmental Stewardship Program allows us to meet and exceed guest expectations, while optimizing operational sustainability. It focuses on continuous improvement in waste management, sustainability, community involvement and energy and water conservation.



Oak Island Resort & Conference Centre is committed to involving colleagues, guests and partners in the common goal of preserving and protecting our planet.

Through operational improvements, environmental benefits are realized, often through reduced utilities consumption and best practices. Our sustainability efforts encompass everything from recycling and organic waste diversion in the hotel’s kitchens to retrofitting energy-efficient lighting. This includes such activities as redistribution of goods and food to those in need.

As evidence of our commitment, we have achieved our 3 Green Keys under the Hotel Association of Canada’s Green Key Eco-Rating Program. We are active participants at local Earth Day events.

The following are practices our property currently has in place to offer green and sustainable and as innovative ideas from our staff and Environment Committee arise we add them to our active document that is saved on our shared hard drive.

## MEETING VENUE:

We offer green or sustainable meeting services and following are practices we have initiated. Our staff and Environmental Committee continue to add innovative ideas to better serve our environmental mandate.

## MEETING ROOMS:

- ≠ Recycling and compost bins are in visible locations in each meeting room and are clearly marked.
- ≠ Reusable white boards and no/low water based markers are available to eliminate the need for flip charts.
- ≠ Water Carafes and glasses are used in our meeting rooms rather than bottled water.
- ≠ Our flip chart paper & meeting room paper is recycled.
- ≠ The hotel’s HVAC system in the meeting and conference area is controlled by:
- ≠ A specific employee/employees trained and responsible for turning HVAC systems on/off when necessary.
- ≠ The majority of lighting in conference/meeting room(s) uses higher efficiency bulbs (i.e. compact fluorescent).
- ≠ Draperies and shades are kept closed in unoccupied function rooms
- ≠ Dimmer controls are used.
- ≠ Natural lighting used to the greatest extent possible
- ≠ Decorative centrepieces are reused or donated to staff, charity, etc.

**FOOD & BEVERAGE SERVICES:**

- ≠ We use linen napkins instead of paper in our dining room and conference facilities for meals.
- ≠ When using paper napkins for bagged lunches we ensure we order products with a high level of post-consumer recycled fibre content.
- ≠ Reusable plates, cups, glasses and silverware are used instead of disposables wherever possible.
- ≠ We offer condiments (cream, salt, ketchup, etc) in bulk rather than single serving packages whenever possible and served in reusable containers.
- ≠ Upon request we provide organic and /or Fair Trade certified coffee, tea and sugar.
- ≠ Fresh baked goods are provided on our Group Catering Menus.
- ≠ Vegetarian offerings are provided on our regular Dining Room menus and upon request on our Group Catering Menus. \*Peanut/milk free offerings are provided upon request.
- ≠ We use local and in-season food choices and have items on our menu that are made with local and in-season ingredients whenever possible.
- ≠ We participate in food donation events (eg. with local food banks and charities).
- ≠ The following procedures for kitchen appliances/equipment are used to conserve energy:
  - Appliances/equipment are regularly cleaned and serviced (including air filters, air ducts, fans and burners)
  - Regular schedule of equipment turn on/off has been established
  - Exhaust fans are sized to meet code requirements (i.e. not oversized) and regularly cleaned
  - Dishwashers are always filled to capacity
  - Cooking equipment pre-heating periods are minimized/optimized.
  - When feasible, foods are cooked in smaller steam convection ovens instead of conventional ovens
- ≠ The following measures are taken to minimize opening and closing times for walk-in freezer/refrigerator doors to conserve energy:
  - Doors automatically close to reduce escaped cooling.
  - Freezer/refrigerator motors, thermometers, and other equipment are regularly checked, - serviced, and defrosted to ensure efficient operation.
- ≠ Over 90% of the lighting in the restaurant and food services areas are high energy efficiency light bulbs (i.e. compact fluorescents).
- ≠ Over 90% of lighting in the restaurant and food services areas use higher energy efficiency equipment (i.e. ballasts, controls).
- ≠ Dimmer controls are used in dining areas.
- ≠ Tap water consumption levels are reduced through the use of flow controllers (i.e. tap aerators).
- ≠ Kitchen employees are instructed not to waste water and energy by thawing frozen food under running water.
- ≠ The majority of products are purchased in bulk (where appropriate) to reduce cost, packaging, and waste disposal fees.
- ≠ The following recycled paper products (minimum 30% post consumer) are used in the kitchen,
  - Restaurant, and/or lounges:
  - Paper towel
  - Server scratch pads
- ≠ Over 90% of hazardous materials and chemicals in the kitchen/dining area have been reduced
- ≠ Through the purchase of environmentally friendly alternatives.
- ≠ Cooking oils/grease are separated and disposed of/recycled as special waste.
- ≠ Grease traps are regularly treated with a biodegradable cleaner.
- ≠ Old refrigeration equipment is properly disposed of to prevent the release of ozone depleting CFCs.
- ≠ Old terry cloths are used in the Dining Room and Bar for polishing.
- ≠ Some organic produce and/or herbs are grown on-site (i.e. roof top herb gardens).

## ADMINISTRATION:

- ≠ Reduce our paper usage by emailing internal reports versus sending hard copies.
- ≠ Reservation confirmation is done by email rather than mailing out hard copies.
- ≠ Increased website and electronic marketing is used versus printed materials for marketing whenever possible.
- ≠ Office file folders, binders, etc are reused whenever possible.
- ≠ Toner and ink cartridges are sent to be refilled and we purchase re-fillable cartridges.
- ≠ We purchase locally to reduce transportation whenever possible.
- ≠ Note pads, napkins, office paper, and other paper products are purchased with a minimum of 30% recycled content.
- ≠ Paper is used on both sides to reduce consumption in our offices.
- ≠ Disposable batteries are used and collected for special disposal and/or recycling
- ≠ Training and education in environmental awareness/behaviour is provided.
- ≠ Conference schedules, menus, contracts, etc. communicated via e-mail to clients
- ≠ Reusable inter-office envelopes used

## ACCOMMODATIONS:

- ≠ Recycling and Compost receptacles are in all accommodations.
- ≠ All guests are provided the option to reuse their linens/towels to save on the use of detergents and water consumption at the property.
- ≠ Standard set points are used for all guestroom thermostats.
- ≠ Housekeeping ensures windows/doors are closed when heating/cooling systems are in use.
- ≠ Housekeeping checks that lights, radios and televisions are turned off in unoccupied rooms.
- ≠ Faucets are never left running when cleaning accommodations.
- ≠ Any dripping or leaking faucets are reported to our maintenance department to be fixed immediately.
- ≠ Most chemical cleaners has been phased out and replaced with biodegradable/vegetable-based and/or non-toxic alternatives.
- ≠ Un-used toilet paper rolls are collected for reuse in staff washrooms.
- ≠ A policy and procedure in place to ensure that housekeepers properly handle and dispose of hazardous (e.g. cleaning chemicals) and bio-hazardous (e.g. needles, medication etc.) wastes.
- ≠ When replacing old equipment, there a policy in place to give energy efficient equipment high priority e.g. Energy Star certified (U.S./Canada) / EnerGuide certified (Canada).
- ≠ Water saving shower heads and taps have been installed in all accommodations.

## GENERAL:

- ≠ Supplies and items that no longer meet guest standards are donated to charities and local community organizations.
- ≠ Old newspapers are used for lighting fires
- ≠ Product packaging is returned to the supplier, reused internally or recycled.
- ≠ Maintenance and adjustments to heating and cooling systems are made on a regular schedule.
- ≠ Maintenance and adjustments to major ventilation system(s) are made on a regular schedule.
- ≠ The following insulation measures have been taken:
  - All doors and windows are properly weather stripped and/or caulked
  - Entry doors are revolving or otherwise kept closed
  - Air ducts are sealed and insulated
  - Blinds or curtains have been installed on windows to reduce solar energy gains:
- ≠ Water heaters are newer, high-efficiency models (e.g., indirect gas-fired), or (if older models) have insulating blankets or jackets.

# OAK ISLAND

*Resort & Conference Centre*

- ≠ Hot-water pipes are properly insulated.
- ≠ The hotel has a comprehensive maintenance programs for its vehicles (cars, mini-buses, etc.) to reduce emissions
- ≠ A formal program is in place to train all employees to shut off unnecessary lights and equipment where appropriate.
- ≠ Toilet tissue packaging is recycled
- ≠ We re-use soil from each years container plantings
- ≠ Local bark mulch that is by product of logging industry is used at our property.
- ≠ Our seasonal decorations are purchased with criteria of being re-useable in future years.
- ≠ Natural products are used whenever possible in our outdoor furniture and playground equipment.
- ≠ Our recreation equipment is entirely 0% emission
- ≠ Replacement motors and appliances are all Energy Star rated
- ≠ Our entire Resort is non-smoking.
- ≠ High efficiency light bulbs (e.g. compact fluorescent, light-emitting diodes (LED) and/or High intensity Discharge (HID) have been installed in public areas, offices, kitchens, staff areas.
- ≠ Outdoor lighting (building exterior, signage, parking garage and/or security lighting) uses:
  - Energy efficient light bulbs (fluorescent, high-pressure sodium, metal halide lamps)
  - Photo-cell sensors
  - Timers
- ≠ The hotel has a comprehensive lighting maintenance program that includes:
  - Regular cleaning and dusting of light fixtures and bulbs
  - Replacing burnt out bulbs and yellow lenses
- ≠ Energy efficiency is taken into consideration when purchasing new appliances and equipment (e.g. Energy Star certified, EnerGuide ratings etc.)
- ≠ The following water conserving equipment has been installed in public washrooms:
  - Tap aerators
  - Photoelectric-cell activated control system on taps
  - Photoelectric-cell activated control system on urinals
- ≠ Maintenance Department uses old linens for drop cloths and rags.
- ≠ A regular maintenance program is in place for dishwashers to ensure that water is not being wasted.
- ≠ Ozone-depleting (halon) fire extinguishers have been replaced with code compliant, environmentally preferable alternatives.
- ≠ The hotel is designated as a non-smoking environment.
- ≠ Appropriate permits and procedures in place to meet local / municipal wastewater discharge regulations.
- ≠ We use organic based fertilizers and non-toxic pesticides.
- ≠ Our lawns are natural. We practice natural landscaping where possible, making optimum use of existing and native plants and trees.
- ≠ Motion sensors are placed in our public washrooms to reduce electrical consumption.
- ≠ Cleaning Rags are used rather than paper towel for cleaning.
- ≠ We have a standard load size policy in our laundry facilities.
- ≠ Dispensers are used for soap in public/staff areas rather than individual soaps.
- ≠ A scent free facility is encouraged.
- ≠ All garbage collected is sorted according garbage, recyclables, refundable and compostable.