



Retallack

Retallack Eco-Awareness

November 2007

INTRODUCTION	3
MANAGEMENT.....	4
GLADING AND SNOW ROAD CONSTRUCTION	4
SOCIAL SUSTAINABILITY.....	5
ECONOMIC SUSTAINABILITY	5
MOTORIZED RECREATION (WINTER).....	5
MOTORIZED RECREATION (SNOW-FREE)	7
NON-MOTORIZED RECREATION (WINTER)	10
NON-MOTORIZED RECREATION (SNOW-FREE)	11
HOUSEKEEPING.....	14
FOOD AND BEVERAGE SERVICES.....	15
ENGINEERING	16
FUTURE INITIATIVES.....	17

Introduction

Here at Retallack, we want to do everything we can to preserve our planet's precious alpine wilderness for future generations to enjoy. We believe it's essential for the outdoor adventure industry to adopt measures that minimize its impact on the natural environment. And we think it's important that holiday-makers have the option of choosing eco-friendly destinations.

That's why Retallack is one of the greenest operations in the backcountry skiing and boarding industry – not to mention among the most environmentally-aware accommodation you'll find anywhere in Canada. In fact, **Retallack was the first cat- or heli-skiing operation to be awarded four green keys from the Hotel Association of Canada's Green Key Eco-Rating programme.** The four-key rating is awarded to hotels that show “national industry leadership and commitment to protecting the environment through wide-ranging policies and practices”.

Retallack is also an active member of [Helicat Canada](#) and adheres to its strict environmental operating procedures.

For a complete list of the steps we've taken to reduce our ecological footprint please see below.

Management

- Commitment to act as an environmental steward of the area in which we operate.
- Commitment to support and be accountable to communities in or adjacent to the areas in which we operate.
- Implementation and development of a sustainability policy and a set of best practices to protect the environment.
- Steps taken to ensure that each employee is aware of the company's sustainability and best practices and understands his / her role in ensuring they are implemented.
- Commitment to operating in a manner that is consistent with all federal, provincial and local government environmental statutes and regulations.
- Commitment to supporting environmental research and education programmes that will result in improvements in our environmental performance.
- Commitment to incorporating new research and information into our operation as it becomes available.
- Work with government agencies and other tourism organizations and operators to ensure that our operations are sustainable for the long term.

Glading and snow road construction

- Road and trail management plan in place to ensure minimal impact to the environment.
- Full compliance with all appropriate legislation related to the management of provincial forest resources.
- Access management plan in place for the responsible development and maintenance of all operational access routes.
- Actively work with forest licensees to co-ordinate harvesting plans with commercial recreation operations.
- Ensure that forest health, wildlife and environmental policies are considered in all glading developments.
- Share forest health information and observations with forest licensees.
- Use of danger tree assessors to allow for the retention of important wildlife snags within glading treatment areas.
- Avoid crossing slopes steeper than 60 per cent if soil excavation is required for snow road construction.
- Highlight sensitive regeneration areas during guide meetings and ensure the avoidance of sensitive areas until snow depth increases.

Social sustainability

- Full compliance with all appropriate legislation related to workplace safety.
- Log evidence of how the company's efforts have continually strived to improve the well-being and economic vitality of neighbouring communities.
- Develop a purchasing process that favours locally provided goods and services.
- Make a commitment to hiring and training from within neighbouring communities wherever possible.
- Commit to reducing the auditory and visual impacts of the company's operations.
- Expand sponsorship of and participation in social events, local fundraisers and community support organizations.
- Explore opportunities to share costs and jointly market community recreation and tourism opportunities with local community economic development associations.

Economic sustainability

- Full compliance with all appropriate legislation related to the Canadian Customs and Revenue Agency.
- Commitment to buying goods and services locally wherever possible.
- Commitment to conducting business in a manner that demonstrates high ethical standards and efforts to be a good corporate citizen.
- Create local economic activity through hiring and training from within the local employment pool.
- Create opportunities for fostering and incubating complementary local businesses and services.
- Commitment to working with community economic development efforts to reinvest capital within staging communities wherever possible.

Motorized recreation (winter)

- Snowcats / snowmobiles powered by biodiesel and fitted with low emission engines to minimize air pollution.
- Snowcat / snowmobile engines regularly tuned and serviced to minimize air pollution.
- Snowcat / snowmobile drivers instructed to avoid leaving the engine idling wherever possible.
- All garbage packed out to prevent water pollution / minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Human waste deposited in existing facilities / packed out / buried in holes three to five inches (10 cm to 15 cm) deep located at least 328 feet (100 metres) from water sources to prevent water pollution. (Group latrines of more than 12 inches (30 centimetres) deep used for parties of more than four people.)

- Snowcat / snowmobile drivers instructed to observe all government refuelling regulations to avoid fuel spills.
- Snowcat / snowmobile drivers carry fuel-spill kits for refuelling at remote catches.
- Fuel cached at least 32 feet (10 metres) from the high-water mark of water courses.
- Existing roads and trails used in low snow conditions to protect vegetative cover and root systems.
- Regular checks carried out to identify endangered species and ecosystems within operating areas.
- Regular checks carried out to ensure that operations are conducted in a manner that is consistent with the government-approved approach to recovery planning for species at risk.
- Existing roads and wide trails used to protect endangered wildlife and ecosystems / minimize wildlife's behavioural or physiological disruption and changes in habitat use / maximize the continued occupation of ungulate winter ranges / ensure that motorized activities are not a barrier to mountain caribou population recovery.
- Snowcat / snowmobile drivers instructed to obey all signs and area closures to protect endangered wildlife and ecosystems / minimize wildlife's physiological and behavioural disruption and changes in habitat use / maximize the continued occupation of ungulate winter ranges / ensure that motorized activities are not a barrier to mountain caribou population recovery.
- Snowcat / snowmobile drivers instructed not to break or trample vegetation situated on river banks or other bodies of water to protect endangered wildlife and ecosystems.
- Known nesting / calving sites avoided to protect endangered wildlife and ecosystems. (Includes seasonal closures if necessary.)
- Snowcat / snowmobile drivers instructed not to damage trees where wildlife is known to live.
- Snowcat / snowmobile drivers instructed to record wildlife encounters, actions taken and responses of animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that motorized activities are not a barrier to mountain caribou population recovery.
- Snowcat / snowmobile drivers instructed not to harass, feed or handle wildlife to minimize wildlife's physiological and behavioural disruption and changes in habitat use / maximize the continued occupation of ungulate winter ranges / ensure that motorized activities are not a barrier to mountain caribou population recovery.
- Snowcat / snowmobile drivers instructed not to allow dogs out of the cabin to minimize wildlife's physiological and behavioural disruption and changes in habitat use / maximize the continued occupation of ungulate winter ranges / ensure that motorized activities are not a barrier to mountain caribou population recovery.
- Snowcat / snowmobile drivers instructed to turn off engine, stay in cabin and yield to all wildlife on trails and roads to minimize wildlife's physiological and behavioural disruption and changes in habitat use.

- Activities focused on areas where wildlife is least likely to be disturbed to minimize wildlife's physiological and behavioural disruption and changes in habitat use. (Includes seasonal closures if necessary.)
- Snowcat / snowmobile drivers instructed to stay at distances sufficient to minimize wildlife's physiological and behavioural disruption and changes in habitat use / avoid disturbing grizzly bears and wolverines in known den sites / maximize the continued occupation of ungulate winter ranges / ensure that motorized activities are not a barrier to mountain caribou population recovery. (The default distance is at least 1,640 feet (500 metres) in open areas for large mammals.)
- Snowcat / snowmobile drivers instructed not to move fish or other aquatic wildlife.
- Snowcat / snowmobile drivers instructed not to harm spawning or rearing habitats by crossing or otherwise disturbing open water areas.
- Snowcat / snowmobile drivers instructed to obey all fisheries regulations.
- Snowcat / snowmobile drivers instructed to follow desired behaviours related to water quality to protect fish populations and habitat.
- Snowcat / snowmobile drivers instructed to provide lateral escape routes at relatively frequent intervals in deep snow areas where snow ploughing creates linear traps for moose.
- Steps taken to minimize activity in and near identified ungulate winter ranges. (Includes seasonal closures if necessary.)
- Steps taken to minimize activity in and near identified high-use areas for mountain caribou. (Includes seasonal closures if necessary.)
- Snowcat / snowmobile drivers instructed to follow recommendations of recovery implementation groups for mountain caribou.

Motorized recreation (snow-free)

- Vehicles fitted with low-emission engines (e.g. four-stroke or efficient two-stroke) to minimize air pollution.
- Vehicle engines regularly tuned and serviced to minimize air pollution.
- Vehicle drivers instructed to avoid leaving the engine idling wherever possible.
- All garbage packed out to prevent water pollution / minimize wildlife's physiological and behavioural disruption and changes in habitat use / protect vegetative cover and root systems.
- Human waste deposited in existing facilities / packed out / buried in holes three to five inches (10 cm to 15 cm) deep located at least 328 feet (100 metres) from water sources to prevent water pollution. (Group latrines of more than 12 inches (30 centimetres) deep used for parties of more than four people.)
- Streams crossed using existing bridges and structures / at right angles away from spawning areas where the substrate particles are cobble or larger bedrock.
- Use of pesticides and herbicides minimized near waterways.
- Vehicle drivers instructed to observe all government refuelling regulations to avoid fuel spills.

- Vehicle drivers carry fuel-spill kits for refuelling at remote catches.
- Fuel cached at least 32 feet (10 metres) from the high-water mark of water courses.
- Existing roads and wide trails used wherever possible to minimize soil compaction and erosion / prevent the spread of invasive plant species / protect vegetative cover and root systems / protect endangered wildlife and ecosystems / minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that vehicle activities are not a barrier to mountain caribou population or range recovery.
- Widening of existing trails avoided wherever possible to minimize soil compaction and erosion / protect vegetative cover and root systems.
- Vehicles travel in single file wherever possible to minimize soil compaction and erosion.
- Poorly placed trails avoided wherever possible (e.g. steep grades with soft substrates) to minimize soil compaction and erosion.
- Off-trail muddy conditions avoided wherever possible to minimize soil compaction and erosion / protect vegetative cover and root systems / protect endangered wildlife and ecosystems.
- Rock and gravel trails used wherever possible to minimize soil compaction and erosion / protect vegetative cover and root systems / protect endangered wildlife and ecosystems.
- Use of existing trails that show signs of erosion avoided wherever possible.
- Vehicle drivers instructed to obey all signs and area closures to minimize soil compaction and erosion / prevent the spread of invasive plant species / protect vegetative cover and root systems / protect endangered wildlife and ecosystems / minimize wildlife's physiological and behavioural disruption and changes in habitat use / protect fish populations and habitat.
- Trails close to waterways avoided wherever possible to protect living and non-living substrates and minimize bank erosion.
- Vehicle drivers taught how to identify invasive plant species.
- Vehicle drivers taught to inspect clothing, equipment, vehicles and pets for plant parts before and after activity to prevent the spread of invasive plant species.
- Vehicle drivers taught to incinerate, bag and dispose invasive plant parts to prevent the spread of invasive plant species.
- Vehicle drivers instructed to leave gates as they found them to prevent the spread of invasive plant species.
- Areas with invasive plant species restricted to times of year when their spread is unlikely. (i.e. The period from flowering through to seed dispersal.)
- Staff instructed to cut invasive plants to the ground where pulling is likely to result in the dispersal of seed.
- Vehicle drivers instructed to avoid grazing animals in areas infested with invasive plant species.
- Vehicle drivers instructed not to pick or pull vegetation, with the exception of invasive plant species.

- Regular checks carried out to identify endangered species and ecosystems within operating areas.
- Regular checks carried out to ensure that operations are conducted in a manner that is consistent with the government-approved approach to recovery planning for species at risk.
- Vehicle drivers instructed not to break or trample vegetation situated on river banks or other bodies of water to protect endangered wildlife and ecosystems.
- Vehicle drivers instructed to avoid known nesting / calving sites to protect endangered wildlife and ecosystems.
- Vehicle drivers instructed not to damage trees where wildlife is known to live.
- Vehicle drivers instructed to record wildlife encounters, actions taken and responses of animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that vehicle activities are not a barrier to mountain caribou population or range recovery.
- Vehicle drivers instructed not to harass, feed or handle wildlife to minimize wildlife's physiological and behavioural disruption and changes in habitat use / minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that vehicle activities are not a barrier to mountain caribou population or range recovery.
- Vehicle drivers instructed not to allow dogs out of the cabin to minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that vehicle activities are not a barrier to mountain caribou population or range recovery.
- Vehicle drivers instructed to turn off engine, stay in cabin and yield to all wildlife on trails and roads to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Activities focused on areas where wildlife is least likely to be disturbed to minimize wildlife's physiological and behavioural disruption and changes in habitat use. (Includes seasonal closures if necessary.)
- Vehicle drivers instructed to stay at distances sufficient to minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that vehicle activities are not a barrier to mountain caribou population or range recovery. (The default distance is at least 1,640 feet (500 metres) in open areas for large mammals.)
- Vehicle drivers instructed not to move fish or other aquatic wildlife.
- Vehicle drivers instructed not to harm spawning or rearing habitats by crossing or otherwise disturbing open water areas.
- Vehicle drivers instructed to obey all fisheries regulations.
- Vehicle drivers instructed to follow desired behaviours related to water quality to protect fish populations and habitat.
- Steps taken to minimize activity in and near identified high-use areas for mountain caribou. (Includes seasonal closures if necessary.)

Non-motorized recreation (winter)

- All garbage packed out to prevent water pollution / minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Human waste deposited in existing facilities / packed out / buried in holes three to five inches (10 cm to 15 cm) deep located at least 328 feet (100 metres) from water sources to prevent water pollution. (Group latrines of more than 12 inches (30 centimetres) deep used for parties of more than four people.)
- Participants instructed to avoid travel and camping on shallow snow packs when the ground is frozen to avoid soil compaction and erosion.
- Participants and staff instructed to minimize campfires to avoid soil compaction and erosion.
- Ski guides taught to identify endangered species and ecosystems in the operating area to protect endangered wildlife and ecosystems.
- Operations conducted in a manner that is consistent with the government-approved approach to recovery planning for species at risk to protect endangered wildlife and ecosystems.
- Participants instructed to obey all signs and area closures to protect endangered wildlife and ecosystems / minimize wildlife's physiological and behavioural disruption and changes in habitat use / promote the continued occupation of ungulate winter ranges / ensure that non-motorized activities are not a barrier to mountain caribou population recovery.
- Participants instructed to avoid known nesting / calving sites to protect endangered wildlife and ecosystems. (Includes seasonal closures if necessary.)
- Participants instructed not to damage trees where wildlife is known to live to protect endangered wildlife and ecosystems.
- Ski guides instructed to record wildlife encounters, actions taken and responses of animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / ensure that non-motorized activities are not a barrier to mountain caribou population recovery.
- Participants instructed to stay on existing trails wherever possible to minimize wildlife's physiological and behavioural disruption and changes in habitat use / promote the continued occupation of ungulate winter ranges / ensure that non-motorized activities are not a barrier to mountain caribou population recovery.
- Participants instructed not to harass, feed or handle animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / promote the continued occupation of ungulate winter ranges / ensure that non-motorized activities are not a barrier to mountain caribou population recovery.
- Participants instructed not to allow dogs to harass animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / promote the continued occupation of ungulate winter ranges / ensure that non-motorized activities are not a barrier to mountain caribou population recovery.
- Participants instructed to yield to wildlife on trails and roads to minimize wildlife's physiological and behavioural disruption and changes in habitat use.

- Ski guides instructed to focus activities in areas and at times of the year when wildlife are least likely to be disturbed to minimize wildlife's physiological and behavioural disruption and changes in habitat use. (Includes seasonal closures.)
- Participants instructed to remain still or in retreat when animals are encountered and react to their presence to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed to stay at distances sufficient to prevent changes to the behaviour of animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / promote the continued occupation of ungulate winter ranges / ensure that non-motorized activities are not a barrier to mountain caribou population recovery. (At least 328 feet (100 metres) is the default for large mammals.)
- Participants instructed not to move fish or other aquatic life to protect fish populations and habitats.
- Participants instructed not to harm spawning or rearing habitats by crossing or otherwise disturbing streams in these areas to protect fish populations and habitats.
- Participants instructed to obey all fisheries regulations to protect fish populations and habitats.
- Participants instructed to follow desired behaviours related to water quality to protect fish populations and habitats.
- Participants instructed to remain at distances sufficient to avoid disturbing grizzly bears and wolverines at known den sites. (The default distance is at least 328 feet (100 metres) for large mammals.)
- Ski guides instructed to minimize activity in and near identified ungulate winter ranges / ensure that non-motorized activities are not a barrier to mountain caribou population recovery. (Includes seasonal closures if necessary.)
- Ski guides instructed to follow recommendations of recovery implementation groups for mountain caribou.

Non-motorized recreation (snow-free)

- All garbage packed out to prevent water pollution / protect vegetative cover and root systems / minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Human waste deposited in existing facilities / packed out / buried in holes three to five inches (10 cm to 15 cm) deep located at least 328 feet (100 metres) from water sources to prevent water pollution. (Group latrines of more than 12 inches (30 centimetres) deep used for parties of more than four people.)
- Streams crossed using existing bridges and structures / at right angles away from spawning areas where the substrate particles are cobble or larger bedrock to protect living and non-living substrates and minimize bank erosion.
- Use of pesticides and herbicides minimized near waterways.
- Participants instructed to use biodegradable cleaning products to avoid water pollution.

- Existing roads and wide trails used wherever possible to minimize soil compaction and erosion / prevent the spread of invasive plant species / protect vegetative cover and root systems / protect endangered wildlife and ecosystems / minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed to avoid travelling on existing trails that show evidence of erosion to minimize soil compaction and erosion.
- Rock and gravel trails used wherever possible to minimize soil compaction and erosion / protect vegetative cover and root systems / protect endangered wildlife and ecosystems.
- Widening of existing trails avoided wherever possible to minimize soil compaction and erosion / protect vegetative cover and root systems.
- Poorly placed trails avoided wherever possible (e.g. steep grades with soft substrates) to minimize soil compaction and erosion.
- Participants instructed when no trails exist to travel on rock or other durable surfaces or disperse use and avoid areas where impacts are evident.
- Off-trail muddy conditions avoided wherever possible to minimize soil compaction and erosion / protect vegetative cover and root systems / protect endangered wildlife and ecosystems.
- Participants instructed to obey all signs and area closures to minimize soil compaction and erosion / prevent the spread of invasive plant species / protect vegetative cover and root systems / protect endangered wildlife and ecosystems / minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed to use designated campsites / existing intensive-use sites where they exist / rock or durable surfaces for camping to minimize soil compaction and erosion / protect vegetative cover and root systems.
- Participants instructed to minimize campfires and use only designated campfire rings to minimize soil compaction and erosion / protect vegetative cover and root systems.
- Streams crossed using existing bridges and structures or at right angles away from spawning areas where the substrate particle size is cobble or larger bedrock to protect living and non-living substrates and minimize bank erosion.
- Participants instructed to avoid existing trails that parallel streams and show signs of erosion to protect living and non-living substrates and minimize bank erosion / protect vegetative cover and root systems.
- Guides taught how to identify invasive plants to prevent the spread of invasive plant species.
- Participants instructed to inspect clothing, equipment, pack animals and pets for plant parts before and after activity to prevent the spread of invasive plant species.
- Participants instructed to incinerate or bag and dispose of collected plant parts to prevent the spread of invasive plant species.
- Participants instructed to leave gates as they found them to prevent the spread of invasive plant species.

- Guides instructed to restrict the use of areas with invasive plants to times of the year when their spread is unlikely. (i.e. The period from flowering to seed dispersal.)
- Invasive plants cut to the ground rather than pulled if pulling is likely to result in the dispersal of seed.
- Guides instructed to pack-in invasive plant-free feed for pack animals.
- Participants instructed to avoid grazing animals in infested areas to prevent the spread of invasive plant species.
- Participants instructed not to pick or pull plants with the exception of invasive plant species to protect vegetative cover and root systems
- Guides taught to identify endangered species and ecosystems in the operating area to protect endangered wildlife and ecosystems.
- Operations conducted in a manner that is consistent with the government-approved approach to recovery planning for species at risk to protect endangered wildlife and ecosystems.
- Participants instructed not to break or trample vegetation in riparian areas to protect endangered wildlife and ecosystems.
- Participants instructed to avoid known nesting / calving sites to protect endangered wildlife and ecosystems. (Includes seasonal closures if necessary.)
- Participants instructed not to damage trees where wildlife is known to live to protect endangered wildlife and ecosystems.
- Guides instructed to record wildlife encounters, actions taken and responses of animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed not to harass, feed or handle animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed not to allow dogs at large and harass animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed to yield to wildlife on trails and roads to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Guides instructed to focus activities in areas and at times of the year when animals are least likely to be disturbed to minimize wildlife's physiological and behavioural disruption and changes in habitat use. (Includes seasonal closures.)
- Participants instructed to remain still or in retreat when animals are encountered and react to their presence to minimize wildlife's physiological and behavioural disruption and changes in habitat use.
- Participants instructed to stay at distances sufficient to prevent changes to the behaviour of animals to minimize wildlife's physiological and behavioural disruption and changes in habitat use / avoid disturbing grizzly bears and wolverines at known den sites. (The default distance is at least 328 feet (100 metres) for large mammals.)
- Participants instructed not to move fish or other aquatic life to protect fish populations and habitats.

- Participants instructed not to harm spawning or rearing habitats by crossing or otherwise disturbing streams in these areas to protect fish populations and habitats.
- Participants instructed to obey all fisheries regulations to protect fish populations and habitats.
- Participants instructed to follow desired behaviours related to water quality to protect fish populations and habitats.

Housekeeping

- Guest rooms equipped with tent cards / signage that give guests the option of re-using sheets and towels instead of having them replaced daily.
- Light fixtures regularly cleaned and dusted.
- Housekeeping staff instructed to use natural light when cleaning guest suites and to close blinds and drapes when leaving unoccupied rooms.
- Housekeepers trained to ensure windows and doors are closed when heating or cooling systems are in use.
- Housekeepers instructed to check that lights, radios and televisions are turned off in unoccupied rooms.
- Usable bars of soap, individual shampoos and other amenities collected for donation to various charities and / or staff.
- Unused toilet paper rolls collected for re-use in staff washrooms.
- Soap, shampoo and conditioners provided to guests in refillable bulk dispensers.
- Guest suite amenities are cruelty free / not tested on animals; biodegradable; and contain natural ingredients.
- Rechargeable batteries used wherever possible, and collected for special disposal / recycling.
- Pressurized aerosol cans replaced with hand pump dispensers refilled from bulk / concentrated solutions wherever possible.
- Energy efficient equipment (i.e. Energy Star / Energuide certified) given high priority when replacing old equipment.
- Chemical cleaners replaced with biodegradable / vegetable-based and / or non-toxic alternatives wherever possible.
- Policy and procedures in place to ensure that housekeepers properly handle and dispose of hazardous (e.g. cleaning chemicals) and bio-hazardous (e.g. needles, medications, etc.) wastes.
- Housekeeping staff instructed not to leave taps running while cleaning guestrooms.
- Housekeepers trained to report all dripping taps and leaking equipment to the maintenance department.
- Linens, towels and other items no longer up to guest standards are donated to local charities / staff.
- No synthetic perfumes / air fresheners used in hallways and guestrooms.

Food and Beverage Services

- Appliances / equipment (including air filters, air ducts, fans and burners) regularly cleaned and serviced.
- A regular schedule of equipment turn on / off has been established.
- Exhaust fans sized to meet code requirements (i.e. not oversized) and regularly cleaned.
- Dishwashers equipped with built-in hot water boosters and always filled to capacity.
- Cooking equipment / pre-heating periods are minimized / optimized.
- Control technologies used to maintain a correct gas / air ratio in gas stoves.
- Freezer / refrigeration motors, thermometers and other equipment regularly checked, serviced and defrosted.
- Dining room equipped with flexible light-switching arrangements (i.e. sectional controls) and seating done section by section.
- Dimmer controls used in dining area.
- Water consumption levels / patterns determined independently from other sub-facility areas.
- Tap water consumption levels reduced through use of flow controllers.
- Kitchen employees instructed not to thaw frozen food under running water.
- Products purchased in bulk where possible to reduce cost, packaging and waste disposal fees.
- Kitchen, dining room and lounge use recycled (minimum 30 per cent) paper towels, cash register tapes and memos / checklists.
- Salt, pepper, sugar, milk, sauces, spreads and cereals served as bulk items in re-usable containers rather than single servings.
- Surplus food items provided to staff for consumption.
- Organic wastes separated from regular waste stream and composted.
- Product packaging returned to supplier / reused internally / recycled wherever possible.
- Hazardous materials and chemicals in kitchen / dining room replaced with environmentally-friendly alternatives wherever possible.
- Pressurized aerosol cans replaced with reusable hand pump dispensers wherever possible.
- Cooking grease / oils separated and disposed of / recycled as special waste.
- Grease traps regularly treated with biodegradable trap cleaner.
- Old refrigeration equipment properly disposed of to prevent the release of ozone-depleting CFCs (chlorofluorocarbons).
- Locally-grown, seasonal and organic produce used wherever possible.
- No chemical insecticides or rodenticides used in restaurant / food service areas.

Engineering

- All electricity to Retallack Lodge is supplied by a mini-hydroelectric powerplant, enabling Retallack to be completely self-reliant and off-the-grid.
- Annual tracking of use and purchase costs of electricity, propane, gasoline, diesel, water, sewer discharges, recyclables and solid waste disposal.
- Performance audits regularly carried out to provide base-line data relating to energy consumption, water consumption and waste streams.
- Regular and comprehensive maintenance program for all vehicles.
- Regular monitoring of greenhouse gas emissions related to energy consumption.
- Regular maintenance and adjustments made to heating and cooling systems.
- Regular maintenance and adjustments made to major ventilation systems.
- Heating and cooling levels set by computer control system and checked regularly by trained personnel, rather than running continuously.
- Hydroelectricity used instead of conventional electricity supplies.
- Doors and windows properly insulated and entry doors kept closed when not in use.
- Indirect gas-fired water heaters replaced with newer, high-efficiency models.
- Employees trained to shut off unnecessary lights and equipment where appropriate.
- Light bulbs and fixtures regularly cleaned and dusted, and group relamping scheduled on a regular basis.
- Energy efficiency taken into consideration when purchasing new appliances and equipment.
- Guest suites equipped with low-flow showerheads and tap aerators.
- Guest suites fitted with low-flow toilets, toilet dams, and tank fill diverters.
- Public washrooms fitted with tap aerators and low-flow toilets.
- Preventative maintenance programme in place to monitor and fix leaking toilets and taps in guestrooms and public areas.
- Regular maintenance programme for dishwashers in place to ensure that water is not wasted.
- Facility recycling programme in place for office paper, newspaper, glass, aluminium, tin, cardboard, batteries, compost (food / ground wastes), motor oil, kitchen grease and construction / renovation waste.
- Office / administration areas conserve paper through telephone scratch pads made from used paper; double-sided printing on photocopiers and printers wherever possible; removal of unsolicited faxes, magazines etc. from mailing lists; electronic bulletin board for general staff announcements, memos, etc.; and use of e-mail wherever possible to reduce paper consumption.
- Discarded furniture / equipment diverted from landfills through donations / sales to staff, scrap dealers and local charities.
- Policy for handling and disposal of hazardous waste requires MSDS (material safety data sheets) for every chemical used on-site.



- Hazardous substances (e.g. detergents, cleaners and pesticides) replaced with eco-labelled or other non-hazardous alternatives wherever possible.
- Locations where hazardous chemicals stored are clearly marked.
- Formal policy in place for recovery of equipment containing CFCs.
- Oil-based paints being phased out for water-based alternatives.
- Organic rather than chemical fertilizers used on hotel grounds.
- Appropriate permits and procedures in place to meet local / municipal wastewater discharge regulations.
- Systems / records in place to compare overall energy costs at facility year-on-year.

Future Initiatives

- Establish a foundation to donate a percentage of our profits to in order to support environmental causes.
- Establish a carbon credit sequestration offset program
- Partnership with snowcat manufacturers to create a hydrogen-powered snowcat.