

Environmental Initiatives



Xanterra Parks & Resorts at Yellowstone

Xanterra's Environmental Mission

At [Xanterra Parks and Resorts](#), we believe that there are few more important – or more complex – tasks ahead of us than that of reaching an ecological balance between business and the natural environment. We are a company based upon values that reflect an environmental ethic and social conscience – for the long term. We are taking the lead in this call and are implementing comprehensive environmental initiatives. Xanterra's business practices exemplify [environmental stewardship](#), and a desire to protect and preserve the public lands on which we operate.

"Our business decisions balance economic viability with ecological responsibility."

"We reduce and recycle waste, conserve energy and water, and educate our guests and employees on environmental stewardship."

"We believe that increasing the sustainability of natural systems is not just good business. It is the right thing to do."

Environmental Achievement Summary

| | Change from 2008-2009 | Change from Baseline 2000 | Notes |
|-------------------------------|-----------------------|---------------------------|---|
| Electricity | 1.5% | -27% | |
| Propane | -8% | -3% | |
| Transportation Fuel | -10% | 26% | New yellow bus tours added fuel consumption over baseline |
| Fuel Oil | -1.5% | -18% | |
| Onsite Renewable Energy | -27% | | Solar panels at LEED home added in 2004; one system not operating for 2 months in 2009. |
| Total Energy Use | -3% | -14% | |
| Solid Waste | -0.1% | -4% | For waste sent to West Yellowstone Facility only |
| Solid Waste Recycled / Reused | 21% | | Began tracking full extent of recycling in 2008 |
| Hazardous/Universal Waste | -21% | | Did not track consistently at baseline |
| Water | -8% | -25% | 2003 Baseline |
| Greenhouse Gas Emissions | -1.6% | -21% | |

Comparison data normalized using total revenue adjusted for inflation

| | % | Change from 2008-2009 | Change from Baseline 2000 | Notes |
|-------------------------------|-------|-----------------------|---------------------------|---|
| Sustainable Cuisine Purchases | 32% | 3% | 592% | Represents % of total food purchases; 2003 baseline |
| Sustainable Retail Purchases | 34% | 31% | 80% | Represents % of total retail purchases; 2005 baseline |
| Solid Waste Diversion Rate | 72.6% | 1% | | Did not track consistently at baseline |

Solid Waste Management & Recycling

- ✓ Diverted **73%** of [our waste from disposal in landfill](#) by composting, reuse, and recycling programs.
- ✓ Sorts refuse for processing at the West Yellowstone Compost Facility, where all park waste is processed into a marketable soil amendment. Approximately **2.2 million** pounds of our waste was turned into compost.
- ✓ Manages a comprehensive recycling program for all operations. In 2009, we recycled or reused over **1.8 million** pounds of waste.
- ✓ Recycles all used automotive batteries, tires, Freon, antifreeze and paint solvents in vehicle and building maintenance operations.
- ✓ Recycles all electronic waste; 2009 amount was **13,651** pounds. In 2008, we also instituted a consumer-electronics recycling program for employees.
- ✓ Burns used engine oil for heat in the transportation center.
- ✓ Reuses cardboard boxes and packing materials for mail orders and deliveries whenever possible.
- ✓ Reuses old laundry bins for transporting recycling materials at locations.
- ✓ Recycles batteries and print cartridges from office operations
- ✓ Provides bulk dispensers in all fast-food operations instead of (or in addition to) individually packaged condiments
- ✓ Reuses worn terry cloth as cleaning towels and creates laundry bags from worn aprons and shower curtains.
- ✓ Utilizes bulk soap dispensers in public restrooms and showers in hotels and camp services.
- ✓ Installed recycling receptacles in guest rooms and in guest areas to encourage recycling.
- ✓ Retired the dry cleaning machine in the Gardiner Laundry, which eliminated the use of Perchloroethylene in the Park. The dry cleaning machine was even recycled for scrap metal.
- ✓ Recycles all fluorescent bulbs from our operations.
- ✓ Assisted with the funding and development of an award-winning propane-canister recycling trailer that converts canisters into scrap metal. In Yellowstone, more than **15,000** canisters were processed (and diverted from the landfill) in 2009.
- ✓ Recovers buttons and zippers from uniforms.
- ✓ Reuses guest information materials at campgrounds.
- ✓ Recycles all packaging and materials from mattress orders on almost **1,000** items annually.
- ✓ Recycles all manure from stable operations and provides to local agricultural businesses.
- ✓ Recycles approximately **10,000** gallons of cooking oil and grease annually.
- ✓ Donated **17,920** pounds of linens to local non-profits for reuse and **97,500** pounds of worn mattresses and box springs to a business that refurbishes them for low-income housing in 2009.
- ✓ Donates unclaimed lost and found items to charity.
- ✓ In 2009, **50%** of construction waste was diverted, including over **15,000** pounds of carpet.
- ✓ Bought new recycling receptacles in 2009 for all employee dorms in the park to increase recycling program participation.
- ✓ Began recycling pillows and CD/DVDs in 2009.



Compost created at the West Yellowstone Compost Facility



Propane Canister Recycler

Energy & Water Conservation

- ✓ Installed a “tunnel washer” in the laundry and employs a water recovery system that saves **3,500** gallons of water daily for the 2.2 million pounds of laundry we wash annually.
- ✓ Replaces towels and linens in guest rooms after three days to reduce water and detergent use unless visitors request more frequent replacement.
- ✓ Shuts down boilers where applicable on locations during times of low demand. Some boilers operate on clean propane or biodiesel.
- ✓ Replaced to date over **22,000** incandescents bulbs with Compact Fluorescent Lighting (CFL’s). CFLs are 75% more efficient and last 10 times longer than incandescents.
- ✓ Rebuilds vehicles, thereby reducing the need for natural resources and energy to generate new vehicles.
- ✓ Implemented an aggressive energy management program in Food & Beverage focusing on managing and minimizing energy use including water, electricity, and propane. We distribute posters, stickers, and checklists that make managing the program straightforward and user friendly.
- ✓ Housekeeping has created an energy conservation program that includes unplugging appliances (hair dryers and fans) in vacant/du-out guestrooms to conserve energy.
- ✓ In 2008, Xanterra’s engineering [department designed, tested, and implemented equipment](#) allows the 10,000 gallons of cooking oil generated from food service to be injected directly into the boiler system for fuel. This project achieves significant environmental gains, most notably by reducing annual carbon dioxide emissions by **223,800** pounds from the replacement of **10,000** gallons of diesel fuel with cooking oil. The project also eliminates the fossil fuels (and the associated **12,729** pounds of CO₂ emissions) needed to transport the material offsite for recycling.
- ✓ Replaced 20 watt halogen bulbs with 3 watt LEDs in the gift shop at the Old Faithful Lodge—this reduces greenhouse gas emissions by over **6** tons a year!
- ✓ Upgraded over 500 light fixtures at Mammoth from T-12 to T-8 lamps (which use on average 35% less energy), and reduced number of existing lamps by half.
- ✓ Utilizes vendor misers—a power saving device—on many of the parks vending machines.



Tunnel Washer System



Building the cooking oil to fuel system

Green Building

- ✓ Published a handbook for architects and contractors on “Guidelines for Environmentally Sustainable Design & Construction” to inject environmental aspects into new builds and renovation projects.

- ✓ Built two LEED certified houses that produce more than **7 million** btu of electricity from solar arrays.
- ✓ Requires contractors for all remodeling and new construction projects to divert, at minimum, at least **50%** of resulting waste from landfill disposal through reuse or recycling. They must also complete a Waste Reduction Plan prior to contract approval, and submit a quarterly project report detailing all activities related to waste minimization and recycling.
- ✓ Xanterra's Director of Environmental Affairs and Director of Engineering in Yellowstone both hold LEED AP certification through the US Green Building Council.



Transportation

- ✓ Reduced transportation fuel usage from 2008 to 2009 by **10%**
- ✓ Replaced two-stroke engines with cleaner-burning and more efficient four-stroke engines on all rental boats.
- ✓ Leases 50 new four-stroke snowmobiles that are **65%** more fuel-efficient, result in reduced hydrocarbon emissions and are much quieter than two-stroke engines.
- ✓ Operates 2 Prius cars with high mpg.
- ✓ To encourage fuel conservation, Xanterra introduced an employee business shuttle during the summer of 2008 with stops to Canyon, Roosevelt, and Lake, an electronic ridesharing bulletin board, and implemented an employee carpooling policy that requires staff to obtain supervisory approval before traveling solo in a company vehicle.
- ✓ To assist with conserving fuel and transportation management, employees now complete a mileage log for all trips in company vehicles.
- ✓ Purchases new vehicles at the most fuel-efficient in their category according to the DOE website. Retires older vehicles with poor mpg during annual fleet purchase.



Environmentally Preferable Purchasing

- ✓ Implemented a sustainable amenities program in 2008 (the first in the National Park system) that features bottles made primarily from Plastarch Material (PSM), a corn-based biodegradable material; as a result we will divert on average **280,000** plastic bottles (or almost **9** tons) from the landfill annually. Vegetable-based soaps are cruelty-free and contain no animal fat or byproducts, and cartons are made from natural recycled packaging printed with soy-based inks.
- ✓ Uses laundry bins made out of post-consumer plastic products
- ✓ Purchases recycled paper and use soy-based inks in our printing operations. We have removed all non-recyclable paper (neon colors) from our print shop.
- ✓ Purchases environmentally sensitive paper products that use 100% post consumer content and are bleach free. Includes



- all toilet tissue for more than 2,200 guest rooms, campgrounds and RV parks; towels for dispensers at all properties and restrooms; and, napkins in employee dining rooms and cafeterias.
- ✓ Switched all of its pens in lodging services to Bic Ecolutions that are made from 75 percent pre-consumer plastic.
- ✓ Reviews all new chemicals introduced into our park operations for environmental attributes through our Chemical Review Committee.
- ✓ Utilizes non-hazardous water-based solvents for parts and brake cleaning in the Service Center. Mechanics also use non-chlorinated and refillable spray bottles instead of aerosol cans for brake and carburetor cleaner, and recap old truck tires to extend their life.
- ✓ Purchases Green Seal eco-friendly cleaning chemicals.
- ✓ Converted vehicles to propylene glycol motor coolant (from ethylene glycol) to reduce potential toxicity to wildlife.
- ✓ Purchases used books and research materials for training programs wherever possible
- ✓ Eliminated all Styrofoam drinking cups from operations.
- ✓ Lodging has begun purchasing pillows made from recycled plastic, and is researching bamboo coat hangers. The department also tested a number of eco-friendly shower curtains, and has begun phasing in non-PVC plastic materials
- ✓ In 2009, began purchasing compostable, food-based packaging for disposal silverware and to-go containers in our fast food and cafeteria operations. This will divert **12 tons** of material from the landfill annually.

Green Retail

- ✓ Opened “For Future Generations: Yellowstone Gifts” in 2009—a store focused on sustainable products and educating the visitor on climate change in the parks. Green remodel of store includes [Northslope Treadlight](#) flooring from sustainably managed forest in Montana; fixtures from reclaimed wood (some from the old floor and the Old Faithful Inn remodel) made by [Ecowood](#) and [Rich's Rustic Frame Art](#); and LED lights from [Eco-Story](#). New products include bison dung paper art and puzzles made from recycled content and embedded with wildflower seeds. The educational component of the store connects the need to make sustainable consumer choices with helping to protect the parks. Held [grand opening celebration](#) with keynote speaker, [Larry Schweiger](#), President and CEO of the [National Wildlife Federation](#).



Store Overview



Cutting the dedication ribbon

The story also features an innovative first-of-its-kind “sustainability scorecard” for a retail operation. Products in the facility are accompanied by a display that provides comprehensive information on the impact the retail items have on the environment. This transparency allows consumers to better quantify the product’s environmental impact and to make informed choices when purchasing items.



- ✓ Implemented a “Sustain the Earth” campaign to promote sustainable purchases in gift shops. Environmentally friendly offerings include coffee mugs manufactured with U.S. corn “plastic,” pencils made from recycled money and denim, bamboo clothing, recycled plastic fiber blankets, glass products manufactured from recycled Yellowstone glass, and picture frames made of wood recycled from Old Faithful building demolition.
- ✓ In 2009, **34%** of retail product purchases in the park were sustainable.



Sustainable Cuisine

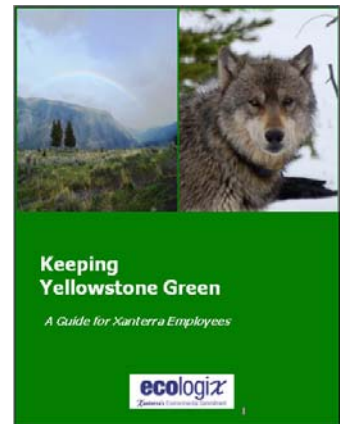
- ✓ Offers sustainable cuisine to guests and employees. Items include Green Mountain fair trade, shade grown, organic coffee; Marine Stewardship Council certified salmon; and Montana raised beef.
- ✓ Works with local agricultural vendors to incorporate local foods into menus wherever possible.
- ✓ New logos on menus highlight sustainable choices in the restaurants
- ✓ Teaches sustainable cuisine in the Chef’s Apprenticeship Program, where students in and around the Yellowstone region are introduced to its advantages and message.
- ✓ In 2009, **31.5%** of food purchases were sustainable.



Guest & Employee Education

- ✓ Implemented ongoing Environmental Responsibility training for all employees, including general orientation and environmental tailgates.

- ✓ Assembled a very active “Green Team” (called the Yellowstone Environmental Stewardship Council) to encourage employee participation in environmental initiatives and to develop new and innovative ways to move forward toward environmental sustainability.
- ✓ Publishes a biennial [Sustainability Report](#) demonstrating our continued commitment to environmental stewardship throughout Xanterra.
- ✓ Instituted a “Help Protect Yellowstone” campaign to increase environmental awareness of employees.
- ✓ A new employee training program, “Keeping Yellowstone Green A Guide for Xanterra Employees” was introduced in 2009.
- ✓ Features articles in the park newsletter and Xanterra’s email newsletter about green travel tips.
- ✓ Our new “For Future Generations Store” educates the park visitor on climate change in the national parks and sustainable consumer choices.
- ✓ Developed a new in-room environmental education display that features a plush animal, a brochure on being a green guest, and information on the Yellowstone Association and Yellowstone Park Foundation. A portion of the proceeds from the sale of the plush animal benefit the Foundation.
- ✓ Develop a new guest brochure “For Future Generations: A Guide to Keeping Yellowstone Green.”
- ✓ Provides free Eco-Kids activity books
- ✓ Created a website, [For Future Generations](#), that educates visitors on climate change in parks and traveling green.



In-room display

Environmental Awards, Certifications, & Affiliations

Certifications

- ✓ Yellowstone’s environmental management system has achieved ISO 14001 certification since 2004.
- ✓ Marine Stewardship Council since 2003
- ✓ EPA Energy Star Partner, 2003
- ✓ Participated in the EPA’s Performance Track program from 2005 to 2008. The program, which was discontinued by the EPA in 2009, required the company to complete challenging conservation goals in energy, water, waste management and sustainable purchasing.

Affiliations

- ✓ Xanterra pledged support for reducing greenhouse gas emissions through the **World Wildlife Fund’s [Climate Savers Program](#)**
- ✓ The Director of Environmental Affairs volunteers on the **[Yellowstone Business Partnership’s](#)** leadership team.
- ✓ The Director of Environmental Affairs serves as a board member on the **[Yellowstone-Teton Clean Cities Coalition](#)**.
- ✓ The Director of Environmental Affairs is a member of the **[Association of Partners for Public Lands](#)** volunteer Training Corps and develops training for cooperating associations and public land agencies on sustainability.



Awards

- ✓ [Consumer Education and Outreach Sustainability Award](#), *Association of Retail Environments*, 2010
- ✓ [Environmental Achievement Award for Used Cooking Oil/Fuel Project](#), *National Park Service*, 2009
- ✓ Environmental Achievement Award (Honorable Mention) for Used Cooking Oil/Fuel Project, *Department of the Interior*, 2009
- ✓ TIA Odyssey Awards, Geotourism Award for Sustaining the Environment of a Place, *National Geographic Traveler*, 2007
- ✓ Environmental Achievement Award, **Environmental Protection Agency**, 2007
- ✓ National Environmental Performance Track Corporate Leader Award for Exceptional Environmental Performance, **Environmental Protection Agency**, 2006
- ✓ Environmental Achievement Award Winner, Yellowstone National Park and Concessioner Employees, **Department of Interior**, 2006
- ✓ Environmental Health & Safety Management Systems, Infrastructure, and Training Award Winner, **National Registry of Environmental Professionals**, 2006
- ✓ Environmental Achievement Award, **Environmental Protection Agency**, 2006
- ✓ Environmental Achievement Award Honorable Mention, NPS and Concessioner Team Efforts for Waste Reduction, **National Park Service**, 2006
- ✓ Stars of the Industry Award Winner, Good Earthkeeping Award for Energy, Waste, Sustainable Design, and Water Conservation, **American Hotel and Lodging Association**, 2005
- ✓ Adrian Award for Green marketing, **Hospitality Sale and Marketing Association International**, 2005
- ✓ Environmental Achievement Award First Place, LEED-Certified Sustainable Building, **National Park Service**, 2005
- ✓ Environmental Excellence Award, Onsite Camper Propane Bottle Recovery Unit, **Hazardous Materials Management Association**, 2005
- ✓ Innovation in Design Award, Yellowstone LEED, **Environmental Design & Construction Magazine**, 2005
- ✓ Top Company of the Year, **ColoradoBiz Magazine**, 2005



Jim McCaleb receiving the TIA Odyssey Award



LEED Employee Housing

Charitable Donations

- ✓ In 2008, we donated \$9,000 to the [Yellowstone Park Foundation](#) for the purchase of 15 recycling bins in the park.
- ✓ Xanterra provides ongoing sponsorship for the **Yellowstone Business Partnership's** annual conference, which focuses on sustainable issues for the Greater Yellowstone region.
- ✓ Provided pro-bono assistance to the [Yellowstone Association](#) from



the Director of Environmental Affairs with preparing a sustainability plan.

- ✓ Donates lost and found unclaimed items, worn bed fabrics, mattress pads, and bedspreads from guest rooms to charity.
- ✓ Offers plush toys for sale in retail outlets with portion of proceeds benefiting the Yellowstone Park Foundation.
- ✓ Supports partners of Yellowstone National Park (e.g., Yellowstone Park Foundation, Yellowstone Association, Yellowstone Business Partnership) holding functions in the park.
- ✓ Donates funds to Gardiner School Scholarship, Susan G Komen Wyoming Race for a Cure, Gardiner Food Pantry, Western Sustainability Exchange, Gardiner Mammoth Youth Leagues, Lee National Denim Day, Yellowstone Business Partnership
- ✓ Provides volunteer work for the following organizations:

Gardiner Volunteer Fire Department
Gardiner Library
Meals on Wheels
Little Peoples Learning Center
Explore Yellowstone
Yellowstone Volunteer Fire Department
Paradise Valley Volunteer Fire Department
Paradise Valley EMS
Park County 4-H
Glastonbury Home Owners Association
Western Sustainability Exchange
Electric Peak Arts Council
Gardiner Ambulance
Bear Creek Council
Mammoth/Gardiner Youth Sports
Montana Race for the Cure

Gardiner Bruin Booster Club
AWANA
Gardiner Food Bank
Hunter Education
Samartins Purse
Jardine/Gardiner Road Clean-up
Gardiner School Earth Day Celebration
Gardiner Community Center
Habitat for Humanity
Yellowstone Business Partnership
Yellowstone Association
Yellowstone-Teton Clean Cities Coalition
Association of Partners for Public Lands
Planned Parenthood
Gardiner Chamber of Commerce



"Something will have gone out of us as a people if we ever let the remaining wilderness be destroyed."

-Wallace Stegner