Delaware North’s Approach to Responsible Stewardship

Debbie R. Friedel, Director of Sustainability
Delaware North Parks and Resorts

2015 Sustainable Lodging Workshop
Seattle, WA
May 6, 2015
ISO 14001 Registration

Delaware North was the first U.S. hospitality company to register their Environmental Management System (EMS) to ISO 14001 standards.
Our commitment to the environment, and you.

The Delaware North GreenPath® Policy

Delaware North Companies creates memorable experiences in Special Places® around the world. We demonstrate our values through responsible stewardship of some of the world’s most treasured places by minimizing our environmental impact and making positive contributions to the communities where Delaware North resides. Our actions to support this ideal are guided by GreenPath®, our ISO 14001-registered environmental management system. GreenPath® defines the steps we take every day to live out our commitments to:

- Manage all company operations in compliance with applicable laws and regulations and other requirements to which the organization subscribes,
- Prevent pollution by incorporating environmental considerations into all of our business decisions, and
- Continually improve our environmental performance.

Chuck Moran
President and Chief Operating Officer
We are committed to the care and protection of natural, cultural and historic resources.
Kalaloch Lodge Waste Management

Goal: Achieve Zero Waste by 2020

2013: Achieved 41% diversion rate

2014: Achieved 47% diversion rate
Kalaloch Lodge
Water Conservation

Goal: Reduce Water Use 33% by 2016

2013: Achieved 40% Water Reduction
2014: Achieved 44% Water Reduction

That’s >1.1 million gallons saved annually!
Kalaloch Lodge
Energy Conservation

Goal: Reduce Energy Use and CO₂ Emissions 30% by 2015

2013: Achieved 10% reduction (electricity)
2014: Achieved 21% reduction (electricity)
2013: Achieved 14% reduction (CO₂)
Kalaloch Lodge
Sustainable Food & Beverage

• 60% of all food is locally sourced (growing season)
• 30% of all food is locally sourced (winter season)
• All wines are from Washington State
• 60% of Retail is Made in USA
• 20% of Retail space is dedicated to Local Native American Tribes
Kalaloch Lodge
Interpretation & Education

- Non-Personal Communications: Website, Social Media, Signs, Brochures

- Personal Communications: Events, Demonstrations, Training
Kalaloch Lodge
Community Involvement

• National Park Service
• Adopt-A-Highway
• Queets-Clearwater School
• Native American Tribes
• Forks Chamber of Commerce
• Olympic Correctional Facility
• Whale Trail Organization
• NOAA Ocean Coast National Marine Sanctuary
• Vendors/Contractors
Awards & Recognition

• National Restaurant Association’s Operator Innovation Award
• Washington State Lodging Association’s Good Earth Keeping Award
• Green Dine Certification
• Healthy Dining Program
• ISO 14001 Registration
• Water Sense & Energy Star Partner
• Trip Advisor’s Green Leader Program: Gold Level

Delaware North
Taking it Home

- Acquire Support at All Levels
- Define Roles and Responsibilities
- Collaborate
- Start Small: Gain Success and Momentum
- Prioritize Projects: Develop a Roadmap
- Establish SMART Goals
- Monitor and Measure
- Communicate, Educate and Train
- Accountability
- Evaluate & Adjust
- Continual Improvement: Ongoing Process
- Seek New Practices and Technologies
- Be Patient
- Change is good!
Conclusion

“We owe it to ourselves and to the next generation to conserve the environment so that we can bequeath our children a sustainable world that benefits all.” ~Perre Omidyar

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