



# OUR ENVIRONMENTAL STANDARD

## COMMITMENT AND DEDICATION

The Wickaninnish Inn is dedicated to the journey toward sustainable tourism, because it is the right thing to do. We are committed to maintaining the highest environmental practices while delivering value to our guests, a safe work place for our employees, and a lasting legacy for our families and community.

In delivering this commitment, leadership team, employees and partners will work to:

- Responsibly manage the environmental impacts of our business
- Reduce energy and water consumption through efficiency and best practices
- Minimize waste and pollution
- Comply with all applicable environmental regulations
- Properly handle and minimize use of hazardous substances
- Factor environmental considerations into purchasing decisions, endeavouring to purchase products as sustainably as possible
- Train all staff in environmental management practices
- Engage our guests in reducing our environmental impact
- Participate in community environmental initiatives through the Tofino Chamber of Commerce, and support of local non-profits such as the Raincoast Education Society and Surfrider Foundation
- Continuously improve our environmental management and performance through our rigorous process of annual review

The Wickaninnish Inn has achieved 5 Green Keys under the Green Key Eco-Rating Program, is a Green Leader Business recognized by Vancouver Island Green Business Collective as well as an Ocean Friendly Business recognized by Surfrider Pacifim Rim. The Wickaninnish Inn is also a member of The International Ecotourism Society, The Tofino-Ucluelet Culinary Guild, and the Accessible Wilderness Society.

This standard is reviewed monthly by a committee led by members from each department as well as the Inn's Sustainability Committee Chairperson. For more information about Wickaninnish Inn's Environmental Standard and Program, please contact [sustainability@wickinn.com](mailto:sustainability@wickinn.com)

Managing Director  
Charles McDiarmid

# OUR SUSTAINABILITY INITIATIVES

*What we have done & are doing as of February 2022.*

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## **ADMINISTRATION**

- Sustainability Committee established 2004 with monthly Committee meetings
- Developed and published sustainable standards; vision, intent, targets
- Presented commitments to staff, guests, suppliers, general public
- Staff education has begun, communication of practices and purpose
- Participation in and organization of annual community events is done to raise awareness
- As a purchasing standard, local products and services are chosen first
- Environmental choices are considered before re-ordering any paper supplies
- Recycling of paper, plastics and printer cartridges
- Environmental objectives are being communicated to suppliers
- Participating in carbon neutral training workshops
- New LCD high-efficiency computer monitors ordered and installed
- Inn standard is in place to encourage team to participate in healthier lifestyles, ie: quit smoking, ride bikes
- Complimentary bike maintenance program in place as well as newly constructed bike shed to encourage employees to ride to work
- Pen/marker recycling
- Bamboo utensil kit and stainless steel straws given to new staff
- Fire proof cigarette butt containers given to guest so butts can be discarded appropriately
- Supporting and working with Surfrider Pacific Rim Foundation
- Dayforce payroll system eliminated paper cheque stubs and allows staff to view a schedule online rather than printing multiple copies
- Vivreau still and sparkling water fountains installed in both lobbies with stainless bottles for guests to use in their guest room
- Free feminine Hygiene products available in every staff bathrooms
- Mental Health course available for every employee, on demand

## KITCHEN/RESTAURANT

- Appliances/equipment are regularly cleaned and serviced (including air filters, ducts, fans, burners)
- Dishwashers have built-in hot water boosters
- Low energy dishwasher installed
- Cooking equipment pre-heating periods are optimized
- Freezer/refrigerator motors, thermometers and other equipment are regularly checked, serviced and defrosted to ensure efficient operation
- Over 90% of lighting in the restaurant and food service areas is produced by high energy efficiency bulbs
- Flexible light switching arrangements installed in seating areas of restaurants
- Dimmer controls are used in dining areas
- Take out containers and cutlery is made from corn resin and are eco-friendly
- Take out coffee cups are bio-degradable in 30 days
- Organic fruit and vegetable wastes are composted
- Product packaging is returned to supplier or reused internally when possible
- Remaining product packaging is taken and recycled
- Waxed dairy, oil metal and oil jibs are all recycled
- Hazardous materials and chemicals in the kitchen/dining areas are have been reduced to under 20%
- Over 90% of pressurized aerosols have been replaced with reusable hand pump dispensers
- Cooking oils/grease are separated and disposed of/recycled as special waste
- Old refrigeration equipment is properly disposed of to prevent the release of ozone depleting CFC's
- Locally grown organic produce is promoted and used
- Defrosting under running water is no longer allowed
- Chemical insecticides/rodenticides are not used in restaurant and food areas
- Chemicals to treat pests are only applied by trained/licensed staff or contractors
- Propane convection ovens have been switched out with electrical convection ovens
- Corn based straws are in use as well as paper to-go lids for coffee cups
- LED lights installed in The Pointe Restaurant: LED fixtures installed (15watt) replaced a 150 watt halogen lamp
- Using more lids on our kitchen inserts to cut down on plastic wrap
- Using Stainless steel tiffins for our take away backpacks instead of always using recyclable containers.
- Getting our staff to bring their own cups to events to eliminate plastic one-use cups.
- Using biodegradable bags for granola bars/bags.
- Low energy equipment installed in the Driftwood Cafe

## **HOUSEKEEPING**

- Guestrooms are equipped with cards/signage which give guests the option to reuse linens and towels instead of having them replaced daily
- Standard set-points are used for all guestroom thermostats by housekeeping staff
- Light fixtures are regularly cleaned and dusted
- Housekeepers are trained to ensure windows and doors are closed when heating systems are in use
- Housekeepers are instructed to check that lights, radios, and televisions are turned off in unoccupied rooms
- Private- bars are checked for leaks in the door seals and maintained by dusting the refrigeration coils
- In room coffee makers are single cup Nespresso units
- Compostable Nespresso pods in-room are recycled through Terracycle
- Barely used bars of guest soap and amenities are donated to the "Soap for Hope" program
- Unused toilet paper rolls are collected for reuse in staff washrooms
- Recycling bins are in all guestrooms and guest parking areas
- Rechargeable batteries are used and collected for special disposal
- 75-100% of pressurized aerosol cans have been eliminated and replaced with hand pump dispensers refilled from bulk containers
- High priority is given to replacing old equipment with energy efficient equipment
- Chemical pesticide/insecticides are rarely used in guest rooms
- Pesticides/insecticides are only applied by trained/licensed staff or contractors
- 76-100% of chemical cleaners has been phased out and replaced with non-toxic alternatives, we use Viriditec Ozone Sanitization System
- A standard and procedure is 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 are instructed not to leave faucets running while cleaning guestrooms
- Housekeepers are trained to report all dripping faucets and leaking equipment to the Maintenance department
- Linens, towels, and other items that no longer meet guest standards are either sold or donated to local charities/staff
- Annual Garage sale - Anything that doesn't sell through the garage sales, gets donated to Soap for Hope for distribution across Vancouver Island
- Synthetic perfumes and air fresheners are not used in hallways and guestrooms
- Environmental issues and solutions are communicated to Housekeeping staff: in training, meetings
- Cigarette butts are recycled through Surfrider
- Guest room iPads have converted our guest directory, guest notices, menus, and magazine and newspaper offerings into digital formats

## **ENGINEERING**

- Annual use and costs of utilities and materials are being tracked for the following: electricity, propane, water
- Maintenance and adjustment to major ventilation systems are made on a regular schedule, at least once a year
- Scheduled checks are done on major ventilation and heating systems by trained personnel
- HVAC equipment modifications have been made to improve energy efficiency
- Super high efficiency Viessmann, low NOx emitting boilers have been installed
- All doors and windows are properly weather stripped and or caulked
- Blinds, curtains, and spectrally selective coating on windows have been installed to reduce solar energy gains
- 76-100% of hot-water pipes are properly insulated
- High efficiency light bulbs (e.g. compact fluorescent, LED and/or HID have been installed in the following areas: 26-50% of guestrooms, 76-100% of public areas, and back of house areas)
- Timers/ sensors are in use in outdoor lighting areas
- Energy efficiency is taken into consideration when purchasing new appliances and equipment
- Photoelectric-cell activated control systems are on urinals in public washrooms
- A preventative maintenance program is in place to monitor leaking toilets and taps in guestrooms and public areas
- The Inn's recycling program includes office paper, newspaper, coloured glass, clear glass, aluminium, tin, plastics, cardboard, batteries, compost food waste, toner cartridges, kitchen grease
- Discarded furniture and equipment is reused and diverted from landfill through: donations/sales to staff and locals
- The Inn has an inventory and strategy for handling and disposal of hazardous waste which includes the following components: Workplace Hazardous materials Information System (WHMIS) registry is maintained, Safety data Sheets (SDS) are kept for every chemical used on-site
- Approximately 51-75% of hazardous substances have been replaced with eco-labeled or other non-hazardous alternatives (e.g. detergents, cleaners, pesticides etc.)
- Hazardous materials are clearly marked and stored
- Entire Inn is a non-smoking environment
- Change of commodes in both buildings to dual flush
- Tracking electrical energy savings through 'Think Communications Inc'
- Acquired a wood chipper to create our own path mulch instead of burning branches and releasing CO2
- Cardboard is crushed and baled instead of bagged!
- Low flow sprayers in all kitchen sink areas
- Aerators on 95% of faucets at the Inn