

BOTTLED WATER. JUST SAY N-O.





FIRST OFF, THANKS FOR HAVING ME!



Who are we?

- The largest national and state park concessionaire in the U.S.
- We strive to set the standard for ecologically sound resorts that complement, not harm their natural surroundings.

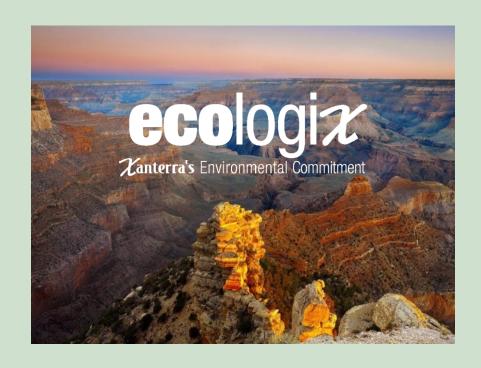






Environmental policy

- 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 wherever possible.





We're no Corporate Greenwash...

2014 Environmental Objectives & Targets

OBJECTIVES	TARGETS	INDICATORS	BASELINE	RESPONSIBILITY	SIGNIFICANT ASPECT
Reduce Electrical Consumption	Reduction Electrical Consumption by 10.00%	kWh normalized by room night stay	2013 Consumption: 14,400,000 kWh	All Employees	Consumption of Electricity
Reduce Water Consumption	Reduction Water Consumption by 3.00%.	Gallons normalized by room night stay	2013 Consumption: 71,500,000 gallons	All Employees	Consumption of Water
Reduce Vehicle Fuel Consumption	Reduction Vehicle Fuel Consumption by 2.00%.	Gallons normalized by room noght stay	2013 Consumption: 89,300 gallons	All Company Vehicle Users and Drivers	Consumption of Fuel
Reduce Propane Consumption	Reduction of Propane Consumption by 3.00%.	Gallons normalized by room night stay	2013 Consumption: 708,000 gallons	All Employees	Consumption of Fuel
Reduce Solid Waste Generation	Reach 50% Solid Waste Diversion from the Landfill	Pounds of trash compared to pounds Recycling normalized by room night stay	2013 Trash to the Landfill: 3.2 million pounds	All Employees	Generation of Solid Waste
Increase Sustainable Cuisine Purchases	Increase Sustainable Purchases to 40.00% of Total Purchases	Percentage of total food purchases	2013 Sustainable Cuisine Purchase Percentage: 35.24%	Food & Beverage Purchasing Sustainability	Procurement of Environmentally Friendly Products
Increase Sustainable Retail Sales	Increase Sustainable Retail Sales by 10%	Development of System	5.2% of sales in 2013	Director of Sustainability, Director of Retail	Procurement of Environmentally Friendly Products
Ensure Protection of the Environment	No Reportable Spills or Releases & No Notices of Violations	Numbers of releases and viloations	Zero Since at least 2008	Directors	Spill to the Environment



NPS GCNP First Annual Centennial Strategy

Stewardship

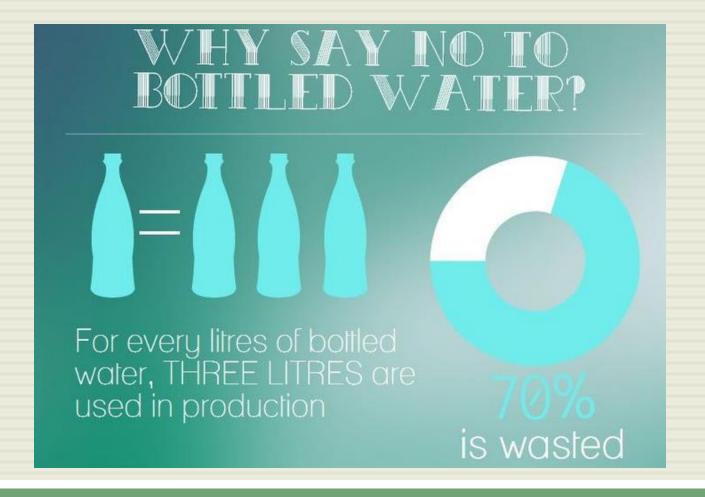
- Inspire an environmental conscience in Americans
 - Establish programs that showcase exemplary environmental practices and increase visitor awareness of how it applies to their daily lives
- Encourage children to be future conservationists
- Reduce environmental impacts of park operations
 - Work with park concessioners to incorporate management practices that lessen the park's carbon footprint

Environment

 Engage partners, communities, and visitors in shared environmental stewardship







The dirty truth about the bottled water industry

Intense consumption of natural resources, lack of regulation, and unintended consequences.



We decided, that's enough!





The five W's

- Who: Xanterra Parks and Resorts in partnership with NPS (and other concessionaires)
- What: National Park Plastic Water Bottle Ban
- When: Effective as of February 2012
- Where: Grand Canyon National Park South Rim
- Why: It's just the right thing to do (many reasons)



What we did...

- Installed bottle filling water stations before discontinuation of water bottle sales.
- Prominently featured re-usable containers in all retail outlets to encourage hydration
- Educational messaging added
- Staff properly trained to respond to any/all (most) inquiries



Response...

- First couple of years, we've received some complaints from a small percentage of guests
 - "Over the top w no water bottle... I am not that concerned with conservation."
- Concerns ebbed each year and vast majority now understand and support why we have this ban
 - "LOVE the ban on disposable water bottles and all of the water bottle refill stations. Excellent idea!"



Result...

□ Habit:

- Still see a significant amount of single use plastic bottles in the Park brought in by Park visitors, hotel & restaurant guests, and employees.
- Increased sales in re-usable water bottles.
- High numbers of use at refill stations.
- Mind Shift:
 - Overall raised awareness of the environmental implications of bottled water, water conservation issues, and litter issues in at Grand Canyon



Lessons learned...

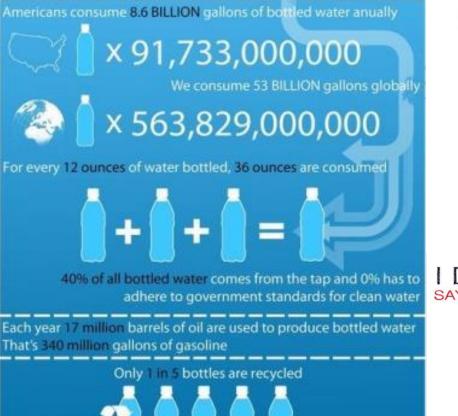
- Most effective educational approach has been to explain that we are trying to reduce litter in our National Parks
- Other messaging such as 'filtered tap water shipped across the country wastes resources' or 'making plastic bottles requires petroleum' don't resonate well with people
- Have to get everyone on board, including the employees that handle the day-to-day comments and concerns about this ban



Recommendations...

- Install filling stations is a wise first step before discontinuation of sales.
- Retailers would need to be prepared to offer a wide range of options in the realm of re-usable bottles/containers.
- Make it understood, easy, desirable, rewarding, and a habit. Prepare to educate people.
 - □ Get everyone involved: businesses, transportation (advertisement), TV, newspaper and radio networks (messaging), local community, schools- get the kids to campaign **for** you!
- □ Think of your opposition (IBWA)





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QUESTIONS? COMMENTS?

