

SUMMARY OF THE INTEGRATED SUSTAINABLE DEVELOPMENT PLAN (ISDP)

Phasing-In of the INTEGRATED SUSTAINABLE DEVELOPMENT PLAN (ISDP)

STARTING

DATE: SPRING 2009

POLICIES AND GUIDELINES :

- Ensure operations comply at all times with the environmental legislation and standards in effect;
- Take preventive, action, monitoring and corrective measures to mitigate the environmental impact;
- Minimize the consumption of natural resources and raw materials;
- Reduce the consumption of water, natural gas and electricity;
- Put in place a waste management policy based on the 3 Rs;
- Minimize the use of substances harmful to the ozone layer;
- Maximize indoor air quality;
- Set environmental objectives and targets, such as carrying out internal and external audits, to guarantee the preservation and continuous improvement of the environmental management system and help preserve the region;

- Raise employee, supplier and client awareness of the Integrated Sustainable Development Plan through training and other means, and encourage them to take part;
- Keep clients informed about measures to preserve the environment and promote their cooperation;
- Inform all employees and clients of the results, and make them available to interested partners and stakeholders;
- Inspire, identify, implement and adhere to the best sustainable practices in the hotel industry while developing a comprehensive commitment to minimizing our establishment's impact on the planet sur la planète.



PROGRAMS – POLICIES - STRATEGIES

- Green construction/renovation protocol and LEED building certification;
- Energy efficiency program;
- Water management policies;
- Waste management program;
- Air quality program and climate change policies;
- Human resources management policies;
- Responsible business service management policies and procurement policy;
- Program to preserve and enhance the region's natural heritage;

- Policies fostering the protection, preservation and enhancement of Lac Sacacomie;
- Customer awareness program;
- Program assessing the plan's economic, social and environmental benefits;
- Environmental impact offset program;
- Certification and recognition programs;
- Tourisme Québec's "Démarche Qualité Tourisme," a tourism quality program;
- Continuous improvement program;
- Development of ecotourism and sustainable tourism packages.

