Building a Sustainability Action Plan for Your Tourism Business

Destination Toronto EDGE Event Series

October 20, 2022





Land Acknowledgement

Joining today from the traditional and unceded territory of the Lakwaŋan Peoples and the Songhees and Esquimalt Nations.



We believe businesses have the opportunity to impact global change and lead the world into a new age of environmental and social responsibility.

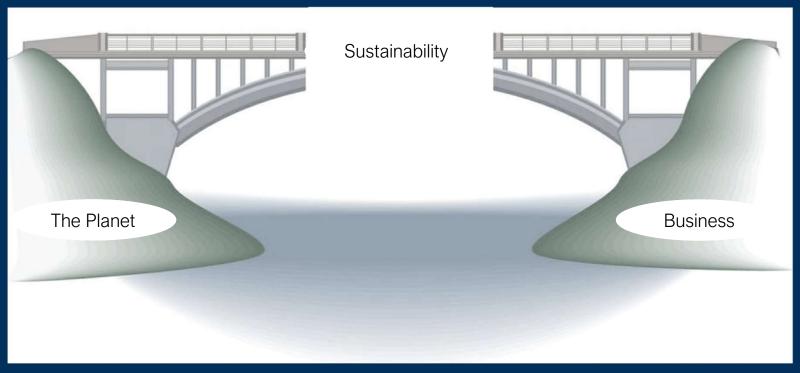
synergy



Jill Doucette (she/her)

Founder & CEO

Bridging the Divide





The Business Case

- ✓ Mandatory ESG disclosure is coming to Canada
- ✓ Changing consumer expectations
- ✓ Employee attraction and retention
- ✓ Reducing operational costs and risks
- ✓ Supply chain pressures from travel buyers
- ✓ Investors focused on building ESG portfolios



ESG

Environment

Social

Governance



SUSTAINABLE G ALS





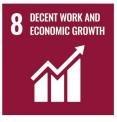


































700 million in extreme poverty

On track for **2.7 to 3.1°C** warming

2 billion without access to sufficient nutrition

28% management positions held by women



1/8 species at risk of extinction

1/3 covered by essential health services

2.2 billion without safe water



Aligning with the SDGs



Connect business strategies with global priorities



Maximize tourism's socio-economic contribution while minimizing negative impacts



Adopt innovative technologies



Common framework for action



Environment

SUSTAINABLE GALS DEVELOPMENT





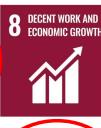


























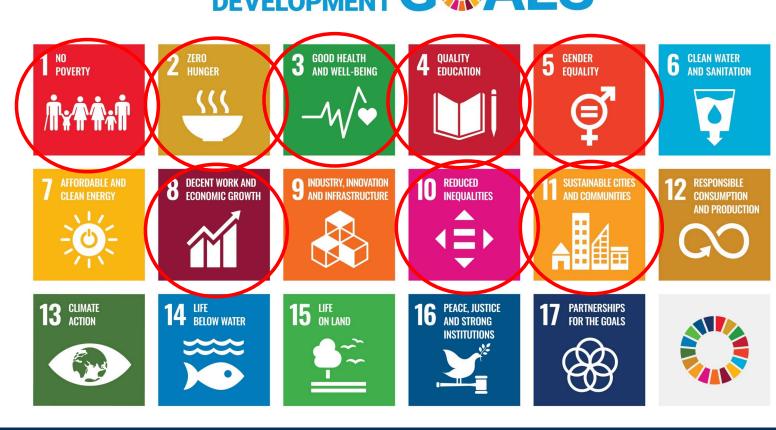






Social

SUSTAINABLE GALS DEVELOPMENT GALS



Governance

SUSTAINABLE GALS DEVELOPMENT





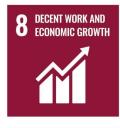




























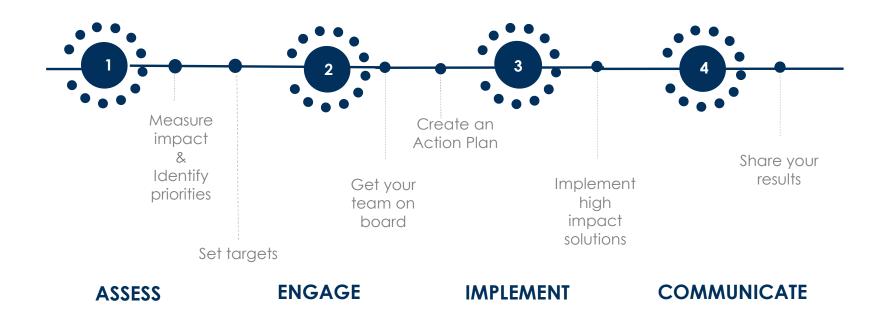




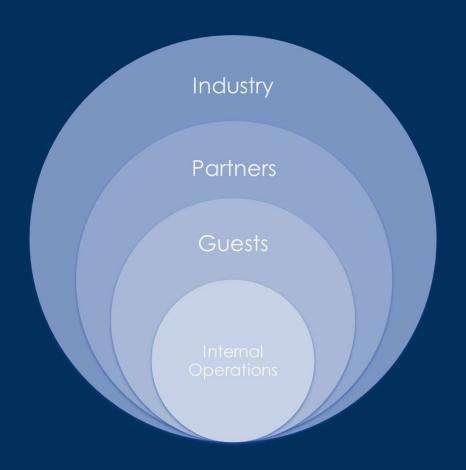


Creating Your Sustainability Plan

The Journey – 4 Stages



Sphere of Influence





Core Elements of Sustainability Plan

- Objectives
- Goals
- Targets (time-bound)
- Achievements to date
- Forward-lookingspecific actions



Selecting Focus Areas/SDGs

- Which actions BEST align with your business values?
- Which best align with your ability to control (sphere of influence?)
- Which offer co-benefits such as guest experience or employee wellbeing?



Communicating Sustainability Stories

Corporate Social Responsibility







AURA Restaurant is



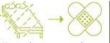
Leadership Uses ocean water from right outside for passive cooling

Approved for minimizing single-use plastic



LOCAL

We buy uniforms and food products from local sources whenever possible



Worn sheets turned into bandages to provide first aid in developing nations

24,8432 Cancer patients have stayed with us thanks to our Courage Rate

After receiving treatment, over



LED BULBS TO HELP SAVE ENERGY



Un sed bath products - dona ed to Disaster Aid CANADA



Includes cooking oil, compost, soft plastics, batteries, lig t bulbs blue box items & Styrofoam

since 2009...
875,543
Guests have enjoyed a carbon neutral stay

\$88,731









& Support for RAINBOW KITCHEN since 2010





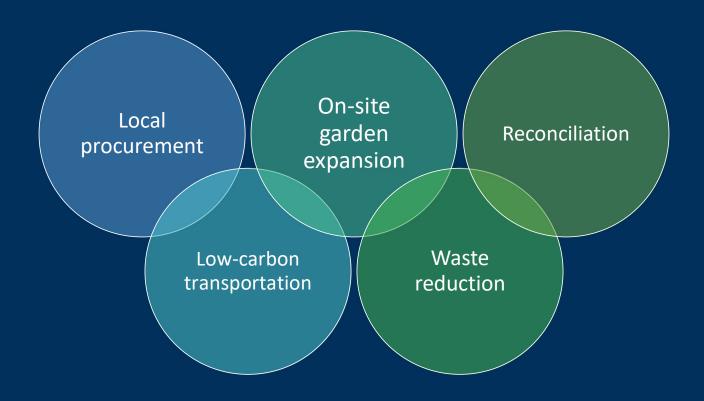


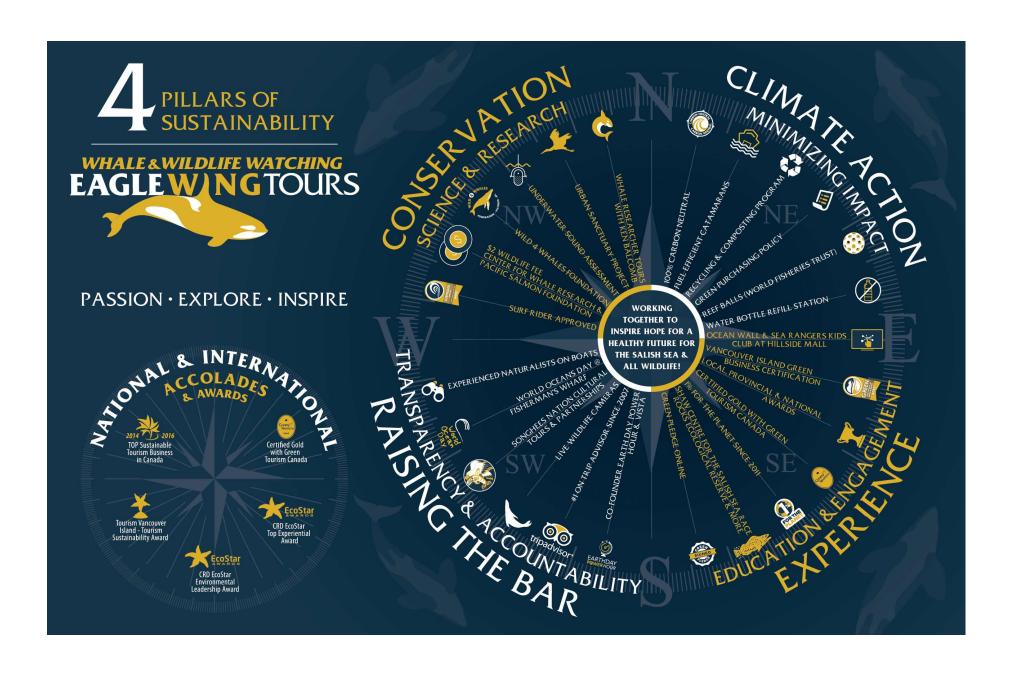




Inn at Laurel Point

SustalNN Team







Our People

Community Building Experiences

Environment













OUR PEOPLE

- 100% of staff have access to extended benefits and take part in our extensive wellness program.
- 2. 100% of staff feel more financially literate through our internal educational programs and make a wage at or above average in the Bow Valley.
- 3. Diversity of our workforce is representative of the diversity within our community.



COMMUNITY BUILDING EXPERIENCES

- 1. 100% of tours include an educational component about wildlife viewing, protected areas, heritage preservation and climate action.
- 2. All guides are educated in First Nations heritage.
 - 3. Provide free tours to 3,000 people by 2030 that would not have otherwise had access.



ENVIRONMENT

- 1. Contribute 100 staff hours toward environmental clean-up programs by 2025.
- 2. Create 3 new partnerships with conservation groups.
- 3. Reduce our GHG Emissions by 20% over 2018 baseline year by 2028.













13 CLIMATE ACTION





13 CLIMATE ACTION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION





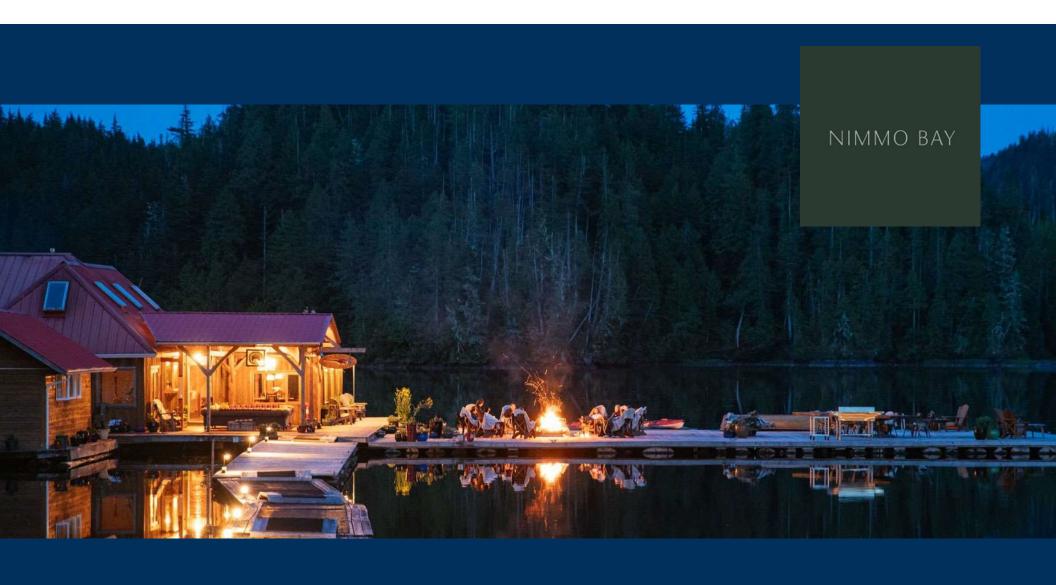












THE 8 UN SDGS PLUS 1 ADDITIONAL GOAL WE WILL FOCUS ON ARE:









12 RESPONSIBLE CONSUMPTION AND PRODUCTION











13 CLIMATE ACTION















OUR COMMUNITY

- 1. At least 20 local students will participate in our wilderness tourism education program directly increasing employment opportunities in remote communities.
- 2.100% of employees participate in annual decolonization workshops.
- 3. We will increase the number of local Indigenous employees at Nimmo Bay by 30%.
- 4. Year-round employees are encouraged to use 15 hours of paid time for volunteer programs of their choosing.

OUR PEOPLE

- 1. The Nimmo Bay scholarship program offers employees financial support for personal development opportunities of their choosing.
- 2.100% of employees participate in continuing education annually.
- 3. Employees are paid a competitive living wage.
- 4. On-site employees have access to a gym, weekly movement classes as well as outdoor activities to support good physical and mental health.

OUR PLANET

- 1. We will increase 'local programming' by 30% to reduce our use of fossil fuels.
- 2. We will assign 1% of the inclusive package value to an infrastructure fund to support regenerative infrastructure purchases and research
- 3. We will transition our entire marine fleet to electric outboard engines for wildlife viewing and slow cruising.
- 4.100% of our fishing is catch and release and barbless fly-fishing.

Our Commitment To Regenerative Tourism And Sustainability

At Adventure Canada, we engage, entertain, and educate by connecting people to each other and to the land through innovative travel experiences. We cultivate connection and community. We celebrate culture, and are driven by heart, humanity, and hope.

We believe that healthy cultures, ecosystems, and economies go hand in hand. We also know that preserving and enhancing cultural, environmental, and economic integrity is a lifetime commitment.

The United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDG) for 2030 address global challenges including climate action, environmental degradation, poverty, inequality, and peace and justice. Using the SDGs, we've outlined how we can help achieve a better and more sustainable future for all by focusing on our office operations, educating travellers, training youth, and investing in communities. We join hundreds of communities, countries, companies, and individuals working to ensure no one is left behind. By exploring with Adventure Canada, you are an active contributor to influential programs throughout your journey. Thank you

Our Partners

- With partner organizations and Adventure Canada guests like yourself, we have supported rountless communities and organizations over the last two decades. These include:

 - Students on its Foundation: More than \$595,000 has been donated towards educating youth from around the world about the importance of polar regions and sustainability while aboard life-changing expeditions (SDGs 13, 14, 4)

 • Project North: To date, Adventure Canada has contributed over \$325,000 towards
- providing hockey and soccer equipment to northern communities in Nunavut, Nunatslavut, and Nunavik (SDGs 3 & 4)
- Scientists in Residence and Young Explorers: Adventure Canada has provided in-kind support amounting to over \$487,555 in berths and flights to youth conducting research and pursuing careers in environmental, social, and economic fields (SDGs 3, 4, 5, 8, 11,
- Adventure Canada has committed over \$500,000 to conservation organizations and projects including: World Wildlife Fund Canada, Quebec-Labrador Foundation. Wings Over the Rockies Nature Festival, Polar Bears International, Bruce Trail Conservancy, and Groundswell Network Society (SDGs 3, 8, 11, 12, 13, 14, 15)

Supporting the UN's 2030 Sustainable Development Goals

- In support of the UN's 2030 goals Adventure Canada is continuously building new

- in support to the one state glace nevertine classes committed to:

 partnerships and engaging with new projects. We are committed to:

 1- Developing and Implementing a multi-year Regenerative Tourism Plan

 2- Expanding our climater change exclusion programs

 3- Auditing our carbon forbight and setting reduction largest

 1- Investing in CO2 drawdown statelesses and offsetting mechanisms to mitigate our
- emissions, including clean ship technologies

 Expanding our Taste of Place initiative to improving food security in local economies and
- sustainable purchasing

 Prioritizing contracts with value and action-aligned services, companies, and organization
- Reducing Adventure Canada's use of single-use plastics, integrating systemic waste reduction, water conservation, recycling, and re-using programs on land and at sea



































ADVENTURE

CANADA

NORTHWEST













ONTARIO





ARCTIC CIRCLE

NUNAVIK

QUÉBEC













NEWFOUNDLAND







SUSTAINABLE GOALS The Top SDGs Adventure Canada is Focused on Direct fundraising for Food First NL raised over \$9,000 in 2018.



Expedition education programs offer our guests immersive and inclusive programs with top leaders in their fields. These enriching programs provide life-long learners with opportunities to learn, share, and act during and after every expedition.

dventure Canada advocates and provides opportunities for strong women in leadership roles by offering professional development at Adventure Canada headquarters and on

dventure Canada purchases Inuit art and locally produced products from Arctic communities and sells them aboard the ship in the gallery and gift shop, supporting nomic prosperity and cultural preservation in the Nort

applitiag Coffee is an inuit-owned social enterprise dedicated to the production of premium coffee by and for the Canadian Arctic. Kaapittiaq directly sources from Penuvian Indigenous coffee co-ops and reinvests 75% of its annual sales into culture and language programming. Adventure Canada's League of Adventurers program purchases their coffee

Our Taste of Place program features locally farmed, foraged, and sea-to-table foods. Menus are designed by leading Newfoundland and Labrador chefs and reflect traditions and innovation supporting local farmers, fishers, and producers.

Adventure Canada guests receive a complimentary canteen to use during their expedition o reduce plastic water bottle use. All shipboard cleaning agents are environmentally friendly. Adventure Canada meets or exceeds AECO standards for fuel consumption and

cientists in Residence and Young Explorers Join Adventure Canada tours to further their research and share their findings on the impacts of climate change.

Adventure Canada supports the 2019 National inuit Climate Change Strategy. The strategy lays out five priorities that align with the UN SDGs and with Adventure Canada's rative Tourism and Sustainability Plan.

Through Fly it Forward, Adventure Canada carbon offsets staff flights and provides funding to Groundswell Network Society for food, energy waste, water, and climate

education programs. Adventure Canada passengers are invited to enroll in Fly it Forward.

Adventure Canada consults on policy developments throughout the regions we operate in, including the interim management plan for Tallurutiup Imanga, one of Canada's largest National Marine Conservation Areas.

Newfoundland, Adventure Canada serves fish caught with the traditional and sustainable hand-line method from Fogo Island Fish Company, which purchases directly from fishers at fair market value; an example of a recommended source by the Ocean

Adventure Canada was selected to develop and run the pilot project for safe, low impact visitation at the Sable Island National Park Reserve, Onboard researchers monitor marine

activities in "The Gully", an ecologically vital and challenged eco-zone off Sable Island. Across Nunavut, Adventure Canada and Parks Canada are working together to develop sustainable and safe visitation guidelines to some of Canada's most isolated and sensitive areas, therefore providing economic benefits to inuit communities and protecting cultural

venture Canada funds a tracking sponsorship for "Yuka" and her two yearling cubs, supporting Polar Bear International research on her habitat use and behaviour

Adventure Canada helped with the Torngat Mountains National Park clean-up, removing fifty drums of contaminated soil and toxic waste.

















NUNAVUT







CANADA







LABRADOR









GREENLAND





Our Taste of Place program features locally farmed, foraged, and sea-to-table foods. Menus are designed by leading Newfoundland and Labrador chefs and reflect traditions and innovation supporting local farmers, fishers, and producers.



Adventure Canada guests receive a complimentary canteen to use during their expedition to reduce plastic water bottle use. All shipboard cleaning agents are environmentally friendly. Adventure Canada meets or exceeds AECO standards for fuel consumption and waste management on board.



Sustainability Certifications

















Sustainable Tourism





Your Sustainability Plan



Assess Your Impact



Engage your Team



Create an Action Plan (Think Big but Start Small)



Track Progress, Celebrate and Share the Results ${
m synergv}$



Q & A



Jill Doucette
Founder & CEO
jill@synergyenterprises.ca

www.synergyenterprises.ca



APPENDIX

Additional Examples



How TTC Treads Right



- Aligned with existing efforts
 - Identified 11 priority SDGs
 - Set clear goals



THE ISSUES



PLANET

- Climate Change
- Sustainable Food Production
- Responsible Consumption

PEOPLE

- Overtourism
- Our Culture

WILDLIFE

Animal Welfare

By 2025 TreadRight commits to ensuring that no less than 20% of its total project contributions are committed to Planet projects.

GOAL 1.

Achieve carbon neutrality by 2030 or



GOAL 3.

Reduce food waste by 50% across all hotels and ships by 2025.



GOAL 5.

Reduce printed brochures by 50% by



GOAL 2.

Source 50% of our electricity from renewable sources by 2025.





GOAL 4.

Increase use of local & organic food products by our supply chain by 2025.



GOAL 6.

Eliminate as many unnecessary single use plastics from our operations and itineraries by 2022.





By 2025 TreadRight commits to ensuring that no less than 50% of its total project contributions are committed to People projects.

GOAL 7.

Include at least 1 Make Travel Matter Experience on 50% of TTC itineraries by 2025.



P-++-





















GOAL 8.

Achieve a 20% increase of itineraries visiting developing regions for select specialist brands by 2025.



GOAL 9.

Increase employee and market sentiment regarding diversity and inclusion across our brands.





GOAL 10.

Complete 30,000 volunteer hours by 2025.



WILDLIFE

By 2025 TreadRight commits to ensuring that no less than 30% of its total project contributions are committed to Wildlife projects.

GOAL 11.

Ensure all wildlife experiences across TTC brands adhere to our Animal Welfare Policy by 2021.















Sustainability Plan 2020 - 2024



Waste Management

The VAA acknowledges the role waste plays in the degradation of the environment. It is the VAA's goal to ensure sustainable consumption and production patterns among airport stakeholders by making waste diversion accessible and reusing materials to reduce waste.





Greenhouse Gas **Emissions**

Reducing the impact of climate change is one of the most important areas









of the VAA's work to protect the environment at YYJ. Since 2013, the VAA has implemented several programs to reduce greenhouse gas emissions and energy, including in its fleet of vehicles and VAA operated buildings.

Ecology & Biodiversity

The VAA is committed to environmental stewardship at YYJ and recognizes the ecological and cultural importance of the forests, salmon bearing creeks, and streams to the local biosphere.





Water Quality & Conservation

Water quality and conservation has long been at the forefront of the VAA's environmental priorities. Through initiatives like the VAA's potable water





testing, stormwater quality program and glycol collection system, the VAA ensures the efficient use of water to safeguard the community's most precious resource.

Social Impact

The VAA is a not-forprofit authority that manages the safe and secure operations of the









Victoria International Airport on behalf of the surrounding communities. The VAA has a strong commitment to excellence and is driven by the goal to serve the community and create prosperity for the Vancouver Island region.

Economic Impact

The VAA is a significant contributor to the Vancouver Island









economy - generating employment in sectors such as air service facilities, hospitality, manufacturing, and ground transport. The VAA is dedicated to providing the essential infrastructure that links Victoria and other Vancouver Island communities to the world, making it an important component of tourism and trade-related industries in the region.



APPENDIX

Sample Actions Aligned with UN SDGs





100% of employees across the organization earn a living wage or % above living wage

Provide access to financial planning resources and/or training for all employees

Increase economic activity in areas of high poverty directly benefiting those in need

% of expenses spent with locally owned businesses (note: BCorp - the top bracket is 60%)

Provide savings programs for retirement

Donate \$ or time to organizations that are reducing poverty in your region





Promote health and nutrition through workshops and counselling

Provide healthy (plant rich) snack and meal options (make available → subsidise → provide for free)

Donate \$ or time to organizations that support food security initiatives

Grow food on-site. Start a rooftop or patio garden with food for staff.

Provide garden starter kits at a discounted rate to staff.

Evaluate and replace suppliers based on the above indicators





Provide supplementary benefits including health, dental, life insurance and disability coverage

Provide mental health coverage for employees. (E.g. Benefits include Employee Assistance Program / counselling)

Provide flexible work hours to ensure employees can care for their dependents

Provide training and awareness events on mental health, substance abuse, nutrition, etc.

Wellness programs encourage active lifestyles (bike to work week, step challenges, running events, etc.)

Evaluate and replace suppliers based on the above indicators





Professional development opportunities outside of core training are provided (E.g. Leadership, financial planning, public speaking, etc.)

Co-op and work experience opportunities are provided with a focus on underrepresented groups

Mentorship and training opportunities are provided (coaching, training at-risk youth)

Actively support regional schools in providing quality education through programs and/or donations

Facilitate and contribute funding (budget or matching program) to people accessing continuing education (time/\$)





At least 50% of leadership positions are held by women

Gender equality policies and practices in place for recruitment, renumeration (equal pay for equal work, training, promotions, etc.)

Paid parental leave and flexible return to work opportunities for working parents are provided

Women and girls are actively empowered through mentorship and education

Kid-friendly office and child-care support (on-site childcare, subsidized childcare, policy to support breastfeeding mothers, flexible work hours for all parents)



A water savings assessment or audit has been conducted to identify all potential water saving actions

Goals have been set to reduce water consumption and plans are in place to achieve those goals (E.g. low-flow fixtures, rain-capture, drought-resistant landscaping, or behavioral best practices)

Spill prevention systems in place to protect freshwater systems from business operations

Actively work to protect or restore freshwater ecosystems

Donate \$ or time to organizations that support freshwater ecosystems.





Have set energy reduction targets and have a plan to meet them

Working to reduce energy consumption. (E.g. efficient building design, LED lighting, behavioral best practices, etc.)

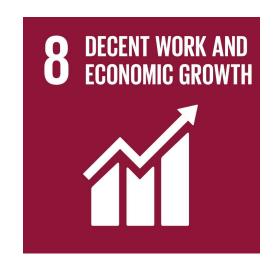
Powered by renewable energy

Regular energy audits have been conducted and energy consumption is monitored

Actively reducing oil, natural gas, propane or diesel consumption

Evaluate and replace suppliers based on the above indicators





100% of employees across the organization earn a living wage or % above living wage

Contractors are paid at least a living wage and have a formal feedback process

Financial services for employees include direct deposit, financial management assistance debt management, retirement savings plans, etc.

Employee handbook includes: a non-discrimination statement, anti-harassment policy, benefits, training and leave, etc.

Recruitment of marginalized/ underrepresented groups including youth, newcomers, Indigenous, LGBTQ2, etc.





Set reduction goals and consistent measuring of waste, energy, water, and carbon

Support innovative companies and organizations who are providing an alternative product/service that will help reduce environmental impacts of your organization

Investments in innovative operational changes or infrastructure that will reduce emissions and promote sustainable development (E.g. Shifting to biofuels, changing a manufacturing process to reduce energy, etc.)

% of annual expenses spent on environmental protection and conservation (B Corp's top bracket is 20+%)





Recruit and employ marginalized or underrepresented people (people with disabilities, Indigenous, LGBTQ2, seniors, newcomers, etc.)

Provide services to support or empower underrepresented people that they would not normally have access to

Ensure equal work for equal pay, regardless of age, sex, race, or ethnicity

Work to acknowledge and learn about local or Indigenous language or culture

Non-discrimination practice or policy, ensuring the company does not discriminate based on age, sex, disability, race, ethnicity, origin, religion, or economic status



Have an educational component about how the business contributes to the sustainability and resiliency of its community

Provide free or subsidized transit passes for their staff

Donate \$ or time to organizations that provide affordable housing, promote safe and green transportation, protect natural and build heritage sites, and/or promote culture vibrancy

Participate in/contribute to regional planning design and decisions towards sustainable development

Directly improve the accessibility/safety of green space or protected lands





Goals have been set to reduce waste and improve sorting and plans are in place to achieve those goals

Showcase/support circular economy principles and/or upcycling (using waste as a resource). Examples include using waste heat, recycling wood waste to use as biofuel, old lumber into new furniture, etc.

Company has achieved 80% or higher waste diversion rate (percentage of waste recycled vs landfilled)

Responsible paper consumption (reduce total use, increase % PCR content in all paper)





Carbon footprint is measured regularly and offsets are purchased annually. (Business is Carbon Neutral)

100% of energy is from renewable sources

Emissions reduction targets have been set for 2030 and there is an annual plan to help meet them.

An environmental report is completed annually/biennially and publicly available

Low-carbon transportation options are incentivized (safe bike parking, EV charging stations, bus passes, etc.)

\$ or time donated to organizations that are supporting climate action initiatives





Goals have been set to reduce plastics and plans are in place to achieve those goals

Contribute to the protection of endangered marine species and/or enhanced biodiversity

Protect, sustainably manage or rehabilitate marine and coastal ecosystems (eg. Annual marine debris clean up)

Prevent/reduce marine pollution





Include an educational component on improving, protecting, or conserving ecosystems or animal populations

Support reforestation/tree-planting initiatives

The organization works towards the conservation of threatened or at-risk species

Use/promote sustainable agricultural practices that sequester carbon and promote biodiversity (E.g. permaculture, intercropping, biodynamic farming, etc.) Even the wine you choose can have a positive impact!





Social and environmental performance reporting (goals and progress) - public

Stakeholders have a voice in social and environmental performance (advisory board or other feedback mechanisms)

Corporate governing documents ensure long-term focus on social and environmental actions

Offer employees flexible work hours so they may vote. Share resources with employees on local candidates and where and how to vote.

Create work opportunities for refugees, directly in your company or supported within your supply chain





Engage with industry organization on sustainability. Encourage organization to reflect on/adopt UNSDG framework (Start with one!)

Create partnerships with non-profits to work on specific projects within the SDGs

Openly share solutions to sustainability issues with your industry at home and abroad

Collaborate with your competitors to raise the bar and standards within your industry

