

## Customer Assurance of the National Conservation Training Center's Green Training and Conferences Questionnaire

This questionnaire was first addressed by the Environmental Protection Agency (EPA) who rents conferencing and lodge rooms at the National Conservation Training Center (NCTC) and whose mission is to protect human health and the environment. The NCTC has the same environmental outreach so has adopted the Questionnaire to share with all public, staff, and guests. The expectation is that all meetings and conferences will be staged using as many environmentally preferable measures as possible. Environmentally preferable means products or services that have a lesser or reduced effect on the environment when compared with competing products or services that serve the same purpose.

### **1) Do you have a recycling program? If so, please describe.**

Yes, The NCTC has a very comprehensive recycle program consisting, but not limited to batteries, bulbs, toner cartridges, cardboard, masonry, metal, motor oil, pallets, paper, plastic-glass-cans, tires, cooking oil, sludge, electronics, food scraps to a local pig farmer, worm wigwams, coffee grounds, and other products. Separate containers are provided for both guests and employees. Standard Operating Procedures are in place for employees and contracts are written to comply with our recycling and "green" efforts.

### **2) Do you have a linen/towel reuse option that is communicated to guests?**

Yes, linen reuse and daily non-replacement is the NCTC standard. Instructions describing the standard practice and how to request special needs are posted in each guest room.

### **3) Do guests have easy access to public transportation or shuttle services at your facility?**

The NCTC offers a shuttle service from the Washington Dulles Airport for guests wishing to bypass individual rental cars. The NCTC is researching special parking for staff members that carpool, drive hybrid, or low emissions vehicles such as motorcycles.

### **4) Are lights and air conditioning turned off when rooms are not in use? If so, how do you ensure this?**

Unless designated as emergency lighting, all NCTC lights are tied into the GE Total Lighting System which controls on and off set points for both indoor and outdoor lighting. Additionally, offices and public areas have motion detection units where a specified number of minutes of inactivity will turn them off. All electronics are Energy Star rated and configured for time-out sleep-mode. Room temperatures are allowed to be controlled within a limited scope by guests for their individual comforts, but not changed to extreme temperatures.

### **5) Do you provide bulk dispensers or reusable containers for beverages, food and condiments?**

Yes, the NCTC is vigilant in seeking bulk containers to both minimize costs and carbon footprint; for example the soft drink and coffee half-n-half/milk stations dispense into reusable cups instead of providing individual cans/bottles or packets. Where the Health Department allows, the NCTC reuses containers for beverages, food and condiments. The NCTC only uses reusable tablecloths, napkins, cutlery, and dishware in the dining area.

### **6) Do you provide reusable serving utensils, napkins and tablecloths when food and beverages are served? Yes. The NCTC only uses reusable tablecloths, napkins, cutlery, and dishware in the dining area.**

### **7) Do you have an energy efficiency program? Please describe.**

Yes, The NCTC has several energy efficiency procedures rolled into a comprehensive program such as filling up one complete dorm room first and then moving onto others. This allows non-used space to have minimal temperature settings. NCTC's infrastructure is built so that lighting is automatically turned off during inactivity

periods. The NCTC distributes policies and a monthly green newsletter to all staff on tips to employees for energy efficiency options such as notifying a supply of cardboard recycle locations or paperless opportunities. The green newsletter also commends staff on "getting caught being green". Many of NCTC's employees are environmentalists so there is a common effort among staff to maximize efforts and opportunities.

**8) Do you have a water conservation program? Please describe.**

The NCTC owns and manages a water treatment and waste water treatment plants onsite from the adjacent wells. Effluent and waste disposal are within the West Virginia's Department of Energy Protection measures and NCTC has not received citations.

**9) Does your facility provide guests with paperless check-in & check-out?**

Upon request, guests can have this option. Due to Federal security requirements, online reservations and check-in are not yet available.

**10) Does your facility use recycled or recyclable products? Please describe.**

Yes, the NCTC exercises the purchase and use of recycled content products, has in place minimal post consumer content requirements for supplies and equipment. There is special vigilance in paper and other consumable products used in office settings and the NCTC break stations.

**11) Do you source food from local growers or take into account the growing practices of farmers that provide the food? Please describe.**

No. The NCTC works with local vendors taking into account food safety, bulk and demand requirements. There are certain enviro products we do buy such as only using organic wines from sustainable wineries or providing local micro brewery options to guests. NCTC is vigilant by not serving products on behalf of Environmental Stewards such as the Monterey Bay Seafood Watch protecting Orange Roughy or Swordfish.

**12) Do you use biobased or biodegradable products, including biobased cafeteriaware? Please describe.**

Yes, NCTC uses world centric enviro friendly potato starch cutlery at break stations and when customers take-out their food order.

**13) Do you provide training to your employees on these green initiatives? Please describe.**

Yes, The NCTC provides standard operating procedure manuals, all employee emails, a monthly Green Team newsletter electronically distributed to all staff, and all employee meetings to educate staff in environmental and safety opportunities. The NCTC has an established Green Team that evaluates and recommends environmentally friendly, paperless process, etc. opportunities.

**14) What other environmental initiatives have you undertaken, including any environment-related certifications you possess, EPA voluntary partnerships in which you participate, support of a green suppliers network, or other initiatives. Include "Green Meeting" information in your quotation so that we may consider environmental preferability in selection of our meeting venue.**

The NCTC is seeking both Green Seal and LEED Certification. There is an ongoing effort to only using products, supplies, furnishings, and equipment that are Green Seal certified, EPA Certified, and low or no VOC. The Guest Services contractor has implemented Planet EVERgreen an official "greening" program of ARAMARK Parks and Destinations.