

Biltmore Company

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1 Approach Road

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Greenhouse Gas Emissions Management and Reduction

Choose local vendors to reduce transport of items

Institute fuel economizing programs for company vehicles such as regular inspection of vehicles, reduced idling, and route planning to minimize travel distances

Allow flexible staff schedules to minimize staff travel during heavy traffic periods

Adopt alternative forms of transportation and fuels such as hybrid-electric, biodiesel, E85, or electric for business activities

Utilize and provide staff and customers video conferencing/teleconferencing to minimize travel to meetings

Adopt alternative forms of transportation and fuels, such as participating in used cooking oil recycling programs for biodiesel processing

Solid Waste Management, Reduction, Reuse, & Recycling

Conduct a waste audit to determine a baseline for future waste reductions

Purchase products in reusable, returnable containers

Donate obsolete/unwanted equipment, electronics, furniture to charity

Eliminate use of Styrofoam and other difficult to recycle products

Donate leftover cookware, silverware, and linens to charity

Purchase products such as condiments, cleaning supplies, and other products in bulk/concentrated form

Offer reusable products such as glass cups, cotton linens, and refillable condiment dispensers

Give preference to products with high post-consumer recycled content

Ensure that printed materials are printed on paper with high recycled content (at least 35%) and print using soy-based ink

Purchase antiques and furniture from local vendors

Institute a composting program for yard and food waste, mulch grass clippings and avoid baggage cutlery

Purchase recyclable toner cartridges

Use non-bleached paper napkins, towels, and coffee filters

Provide alternatives to individual plastic water bottles such as water pitchers/point of use water filters

Use rechargeable batteries

Provide cigarette disposal bins in smoking areas

Purchase durable goods of sufficient quality to allow reuse, refinishing, or reupholstering

Ensure proper disposal of hazardous materials

Use preventative maintenance on equipment to reduce risk of replacement

Provide and publicize recycling bins

Selecting printers/photocopiers able to print on both sides

Distributing information to guests/participants via email and avoiding hard copy

Avoid use of fax cover sheets

Distribute inter-office documents using routing slips, bulletin boards, or email distributions rather than printing copies for staff members

Using both sides of printing paper and using the reverse side of printing paper for printing rough drafts

Streamlining operational systems that rely on paper or hard copies

Reuse envelopes for inter-office mail

Set and use fax and copy machines to copy documents directly to computers rather than printing a new copy

Recycles the Following: Aluminum, Glass, Office mix, Batteries, Yard waste, Electronics, Plastic, Corrugated cardboard, Newspaper, Printer cartridges, Phone books, Fluorescent light tubes, Carpeting

Freshwater Consumption Reduction

Conduct regular inspections and establish preventative maintenance schedules to ensure maximum efficiency

Educate staff on water conservation and best practices

Discourage water-based cleanup and use alternatives such as microfiber technology

When purchasing new appliances or fixtures, purchase water-efficient models such as those certified by EPA WaterSense® and Energy Star®

Install low-flow aerators on sinks (1.5 gal/min)

Install automatic shut off sinks in common area rest rooms

Use re-circulating, chilled water loop and temperature control systems in water cooled ice machines, air conditioners, and water-cooled refrigeration units

Use air-cooled ice machines rather than according to an established schedule

Establish frequency schedule according to local climate, season, and landscaped area in order to maximize water use efficiency

Raise lawn mower cutting height to cut down on evaporation

Routinely inspect sprinkler system, including heads, nozzles, lines and valves to ensure efficient settings and proper operation

Limit lawn areas and/or use xeriscaping

Place ornamental water features in shaded areas

Use soaker hoses in plant beds

Water landscapes only when necessary

Time watering to occur in the early morning or evening when evaporation is the lowest

Remove any thatch and aerate turf to encourage the movement of water to the root zone

Avoid runoff and make sure sprinklers do not run onto sidewalks/paved areas

Do not water on windy, rainy, or overly hot days

Install rain shut-off/moisture sensors to guard against overwatering

Ensure irrigation equipment applies water uniformly

Establish drip irrigation systems when feasible

Mulch around plants to limit evaporation and discourage weed growth

Avoid hosing down sidewalks, driveways, and parking lots

Wastewater Management

Ensure proper use, storage, and disposal of cleaning products and other potentially harmful chemicals such as fertilizers and paints

Limit the number of chemical products used and stored

Ensure that all chemicals are securely stored and clearly marked

Use less harmful alternatives if possible such as organic substitutes for chemical fertilizers

Monitor equipment and products for potential chemical leaks

Use an integrated pest management (IPM) system for interior and exterior jobs

Use environmentally preferable or certified paints, solvents, and coatings (MSDS Health Hazard Rating of 1 or less)

Reuse paint thinners

Use latex paints rather than oil based paints

Educate staff on proper methods of containment and clean-up of spills, drips, leachings and conduct regular inspections of relevant areas
contaminants

Use environmentally safe cleaning products

Use best storm-water runoff practices to ensure that wastewater does not enter local waterways

Energy Efficiency, Conservation, and Management

Conduct an energy audit with an energy conservation specialist to determine your baseline energy use and what improvements should be

Monitor, record, and post rates of energy to quickly identify if there is system leakage

Work with an energy expert to develop an energy management system

Use natural light whenever possible

Turn off electronic equipment at the end of each workday

Activate sleep/standby or low energy mode on applicable appliances and electronics

Maximize central air efficiency by allowing sunlight to enter through windows in the winter and blocking sunlight in the summer

Weatherize the workplace by ensuring that doors and windows have tight seals and remain closed when shut

Set water heater to 120 degrees Fahrenheit rather than pre-set 140 degrees

Replace existing lighting (particularly incandescent) with energy efficient or compact florescent bulbs

Use programmable Energy Star®-labeled thermostats. Set to appropriate temperature ranges and conduct regular inspections to ensure efficient function

Perform regularly scheduled preventative maintenance on equipment and appliances

Wrap water heaters with an insulation blanket

Install energy saving equipment whenever feasible, including timers, motion sensors, and master switches

Purchase and replace existing equipment with energy efficient or Energy Star® labeled electronics, appliances, and heating and cooling equipment

Insulate facilities, including pipes, interior and exterior walls, ceilings, and wall cavities

Use LED or electroluminescent exit signs

Open windows rather than using central air when appropriate

Install and use ceiling fans to circulate air in both winter and summer

Utilize techniques to reduce heat island effect, such as a white or 'green' roof

Install variable speed fans where appropriate

Use ventilation fans with humidity sensors for areas where needed

Operate multiple and individual climate controlled comfort zones such as providing thermostats in each guest

Clean lighting fixtures and lamps regularly to increase illumination

Develop policies to minimize the number of rooms needed to be lit and/or heated/cooled

Ecosystem and Biodiversity Conservation

Participate in local environmental and conservation efforts either through sponsorship, monetary contributions, or volunteering and supporting employees to do so

Provide environmental education materials and information on local biodiversity conservation efforts to staff and guests

Design landscaping or on-site gardens to incorporate and support "heirloom" and native species

Work with relevant parks and public land agencies to find out how your business might participate in ecosystem and biodiversity conservation efforts

Provide information on how staff and guests can become involved in community volunteer conservation projects

Rehabilitate or improve waterways on property or in the region

Develop partnerships with local conservation organizations

Avoid purchasing and serving overexploited species, particularly seafood. Consider developing a sustainable seafood policy

Set aside property and/or donate land to a conservation society or consider establishing a conservation easement

Prevent wildlife from accessing trash and food by secure food sources

Ensure that interactions with wildlife is done at a safe and respectful distance

Provide information on local ecology and wildlife to guests and staff

Protect sensitive areas, such as wetlands and large trees

Establish measures to reduce light pollution

Contribute a percentage of annual net revenues to local non-profit conservation-based organizations

Land Use Planning and Management

Follow standards for development and construction that take into account community values, distinctiveness, and sense of place

Adopt strategies to develop a constructive and collaborative relationship with local community

Direct development towards existing local communities that are already served by infrastructure and utilize the resources they have to offer

Support the integration of mixed land uses and provide local community with more choices in housing, shopping, communities, and transportation

Integrate green building design in new construction and remodeling

Ensure that property and operations do not cause soil loss, soil contamination, or other negative impacts

Participate in community events such as National Arbor Day, Earth Day, Great American Backyard Bird Count, and Take a Child Outside Day with local community

Assure that preference is given to environmentally responsible landscaping, pool, and construction services

Air Quality Protection and Noise Reduction

Eliminate the use of ozone depleting chlorofluorocarbons (CFC's) in refrigerants and aerosols

Designate your property as a non-smoking establishment and/or designate smoking areas outside of the building

Address odors rather than masking them with the use of artificial air cleaners, refreshers, and cleaning products with fragrances

Purchase only no- or low-VOC paints, carpeting, and construction materials

Maintain quiet hours at night and early morning for staff and guests. Schedule necessary work for less air- and noise-sensitive times

Design landscaping with noise reduction in mind

Place insulation around loud equipment

Design ventilation to exhaust outside of the building and not roof space

Install dehumidifiers in high moisture areas (ex. kitchen and laundry), and assure that these areas are well ventilated

Use High Efficiency Particulate Air (HEPA) filters

Regularly test for gases such as carbon monoxide, carbon dioxide, and radon

Regularly test for particulates such as lead and asbestos

Regularly inspect HVAC system for mold/bacteria, air flow blockages, and clean drip pans

Ensure that air filtration is in place/available

Preserving the Social Norms and Cultures of Local and Indigenous Communities

Develop methods of establishing dialogue with local representatives to determine socio-cultural and economic impacts of your organization

Train staff to ensure they are well-informed on local customs

Develop informative educational materials for guests about the local community and local history

Use appropriate and authentic cultural elements from the local region

Make your property available for community events

Establish policies that restrict commercialization of endangered or protected flora and fauna

Incorporate local arts and crafts in your facility and make information available to guests

Providing Economic Benefits to Local and Indigenous Communities

Provide information to and encourage guests to purchase local products and services

Provide employment opportunities for local community members

Allow local artists to display and sell their handicrafts and art work at your property

Provide information to guests on local attractions and cultural activities

Form partnerships with locally owned businesses (e.g., restaurants and guide services)

Use local goods and services whenever possible

Involve your organization in local philanthropic projects

Provide volunteer opportunities for guests and staff

Exceed minimum local standards for employee's wages, salaries and benefits

Ensure that operational demands for basic services do not compete with local needs

Provide promotional information on local services and businesses to guests

Responsible Purchasing

Assure that your organization has an environmentally preferable procurement/purchasing program that has a clear mission and distinct purchasing targets

Adopt a "least toxic alternative" purchase policy

Purchase only recyclable or compostable materials

Purchase products and services from local sources whenever possible

Give preference to purchases that are "sustainable"

Offer food made from locally-grown products

Ensure that firewood comes from sustainable sources

Use recycled and/or environmentally certified building materials on property

Give preference to vendors and suppliers that are environmentally and socially responsible

Regularly test new environmentally preferable products for effectiveness in operations and evaluate current products used

Ensure that life-cycle analysis is conducted for major investments such as new equipment and construction

Provide that "Fair trade" purchased for business use as well as for resale to guests

Training and Education for Employees and Clients

Guarantee that a formal environmental program is in place that includes all staff participation and input

Assure that informational signage about your organization's sustainable practices are placed around the property in appropriate places

Provide an incentive program for staff and guests to provide input on your business's' current sustainable practices

Ensure that claims of environmental practices are transparent and verifiable by third party entities

Notification about sustainable efforts is provided to guests in publications, advertising, and web site

Offer feedback or comment cards to get customer/staff input on further sustainable practices

Educate other businesses about sustainability by speaking at events and conferences and providing tours of facility's sustainable practices

Provide continuing sustainability training for staff and forums for staff input

Include sustainability as part of staff evaluation

Participate in an environmental or sustainable tourism certification program