



Concession's Eye on the Green

Everyone seems interested in "greening" their business. A Denver Post article (*Denver Post*, 10/31/99, "Being 'green' can be a stretch") provides a light-humored commentary on this phenomenon:

"About 80% of Americans claim to be environmentalists, a number high enough to get any company's attention. The least a modern company can do is to discourage employees from hurling aluminum beer cans from the windows of company vehicles. More progressive companies

use recycled paper.

Even more enlightened companies do that PLUS have office recycling programs. A company that is truly "GREEN" uses only post-consumer recycled paper and soy-based inks, hires only bicyclists, uses only renewable energy sources, refuses to deal with countries that are not signatories to the biological diversity treaty and does not fire inadequate employees, but instead uses them as compost."

The Concession Program is also moving forward with an Environmental Management Program focused on greening, which is only natural considering that the NPS mission is to protect, conserve and preserve the Park environment. While not expecting all concessioners to sell their cars and ride bikes, the Concession Program does expect and will help concessioners continue to demonstrate sound environmental management.

What is it all about? The Concession Environmental Management Program (CoEMP) had its start in 1996 as a result of

Cont. on next page

See Concession Highlights inside for more on the following:

...environmentally-preferable cleaning products that work

...boat engines that are less-polluting and save money

...environmental memberships that can pay off

...green communication strategies for employees that are getting results

This Issue:

- Concession's Eye on the Green 1
- Oh ! t Another Program Review! 3
- Concession Highlights 4
- How e HAZCOM? 6
- BMPs? What Are They? 7
- "Green Energy Parks" Sparks Activity with Concessioners. . . . 7
- . . . and Much More!

Green Energy Parks Cont. from page 7
That's where Green Energy Parks (GEP) comes in. GEP, a new program started this year by the National Park Service and the Department of Energy, assists Parks and their concessioners in conserving energy and water. GEP promotes energy assessments as a way of identifying operations that gobble up energy, and also gives customized advice on what can be done to reduce energy consumption. In cases where concessioners are using federally-owned equipment, the NPS may be able to install energy- and water-efficient equipment that could reduce operating costs! Concessioners can ask their Park to submit a Federal Energy Management Program (FEMP) application for an energy audit or technical assistance, specifying that it is for a concessioner-run facility. Because it is a competitive process among all Federal agencies, if concessioners agree to share costs, it will increase their chances of receiving energy audits or technical assistance.

Under GEP, Seven Crown Resorts (SCR) in Lake Mead Recreation Area has considered reducing expenses related to battery replacement on houseboats. The NPS Regional Energy Coordinator, working with Park Concession staff, suggested that batteries equipped with solar panels could extend the batteries' life expectancy. Energized by the Park's support, SCR found that battery life expectancy may be extended by up to four times. This means substantial cost savings since SCR would:

- Purchase fewer new replacement batteries;
- Dispose of fewer dead batteries; and
- Reduce houseboat battery recharging downtime, thereby allowing more boats to be rented out at one time.

"[This is] exciting for a solar panel hardly bigger than a pack of playing cards."

Bob Clark,

VP of Operations at Seven Crown Resorts on the potential cost-savings from using solar panels with batteries on houseboats.

Participate in GEP today! It's a win-win solution all around since concessioners pay lower utility bills, conserve resources and reduce pollution, and show their environmental leadership to the public and the NPS.

How do you say hey on't have a sense of humor?

EPA Region 3 and other sources suggest "Ways to Fake Pollution Prevention" here are some ideas for you to think about (but please don't try this at home, or work for that matter):

- Spray paint your lawn brown so people will think that you're conserving water.
- Duct tape old shoe boxes to your roof and tell people they're homemade solar collectors.
- Take your bike to work (in the trunk of your car, of course). Bring the bike up to your office. If you truly want to convince people you biked to work, wear biking clothes and then change into work attire.
- Pour the coffee you bought in a disposable cup into your reusable mug.

Choices, Choices, Choices

What Type of Paper Should You Choose?

Consumers demand that government and companies act in a more environmentally-responsible manner. But what does that mean? It can come down to simple things such as what type of paper is used in the office and what type of ink is used for a newsletter.



Recycled: Paper fibers used to make the paper do not come directly from a forest (virgin fiber), but are from a recycling collection program (recovered fiber). Businesses save trees by choosing to use recycled paper. *This newsletter is made from 100% recycled paper.*



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Oh No! Not Another Program Review!

The Concession Program is embarking on a nationwide Concession Environmental Audit Program. Is this just another set of performance reports? Are you ready?

Concession Environmental Audit Program – A Program Designed Just for Concessioners. Department of Interior policy and Executive Order 13148 specify that all National Park Service (NPS) facilities and operations must undergo environmental audits. The Concession Program is responsible for ensuring that all 600+ concessioners are audited.

The Concession Environmental Audit Program will use the NPS Park Audit Program as its foundation, but will build upon and revise it to ensure that audit procedures recognize the special operational and business issues that distinguish concession operations from Parks.

What to Expect from an Audit. Each concessioner will be audited at least every three years. The audits will provide concessioners with a “snap-shot” of their compliance with environmental requirements, their success in implementing Best Management Practices (BMPs) and will identify their opportunities for improvement in the area of environmental management. During a typical audit site visit, a concession audit team will carry out interviews, conduct inspections and review relevant environmental documents.

After the site visit, each concessioner will receive a report identifying “findings” where action is necessary to comply with federal requirements. The report will also include recommendations for implementing specific BMPs as well as findings of exceptional good practices. Audit teams will place a major effort on providing sources of technical assistance so that concessioners can get the help they need to correct audit findings. Both audit teams and concessioners will work together to develop a timeline against which concessioner progress will be measured. NPS Concession staff will use audit findings and the timeline during evaluations and in preparing new contracts.

When am I Going to Get the Call? Prioritization of concessioner audits will be based on a variety of factors including contract renewal date, concession type and Park/concessioner interest. Pilot concessioner audits have already occurred at Acadia National Park and Crater Lake National Park. More pilot audits are planned for this fall; the Audit Program will be fully implemented in 2001.

Want to Know More About the Concession Environmental Audit Program?

Call the Concession Environmental hotline at 303-987-6913 and ask for the document entitled “How To Prepare for an Environmental Audit” to learn what you should do to prepare for your upcoming environmental audit.



Positive Audit Finding

Solid Waste Diversion:

Acadia Corporation gives leftover popovers to the local pig farmer as an alternative to putting them in the trash. Some claim the pigs taste better as a result.

Upcoming Events

DOI Conference on the Environment

The U.S. Department of the Interior (DOI) is having its 2001 Conference on the Environment March 13-15, 2001 in Albuquerque, NM. Facility environmental management, environmental auditing, pollution prevention, green procurement and sustainability are some topics that will be addressed at the conference. It is anticipated that registration will be open to concessioners. Check the conference website at www.doi.gov/conference/environment for more information as it becomes available.

National Park Service Green Lodging Conference

The NPS Concession Environmental Management Program is planning a conference on greening lodging operations this coming winter. The conference will spotlight opportunities and successes in greening hotel and motel operations with a focus on NPS concessioners. Call the Concession Environmental hotline at 303-987-6913 if you have any suggestions for the conference agenda.

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Free environmental newsletters and reports are available!

GreenClips - a bimonthly email news summary of sustainable building design that describes environmentally-sustainable products on the market. To subscribe, go to listserv.energy.wsu.edu/guest/RemoteListSummary/GreenClips.

Green Seal Reports – reports rank products according to their environmental impact. Reports cover many products, including copy paper, energy, and cleaners. To access archived reports, go to www.doi.gov/oepc/gseal.html. The Green Seal homepage is found at www.greenseal.org.

Environmental Design and Construction Newsletter - a newsletter covering all aspects of environmentally sound building design and construction, including recycled building products, waste disposal, and indoor air quality. Call 415-863-2614 or visit www.edcmag.com.

Conversion to Environmentally Preferable Cleaning Products

Take a look at any commonly used cleaning solution and you may find warning labels that caution against inhaling fumes or accidentally touching or swallowing these products. Wouldn't it be great if products on the market had less hazardous materials in them but cleaned just as well?

In fact, these environmentally-preferable cleaning products do exist and Yellowstone National Park (NP), along with its concessioners, is proving that the products are effective. Following the lead of Signal Mountain Lodge in Grand

Teton NP, Yellowstone's janitorial staff switched to environmentally-preferable cleaning products in 1999. Concessioners are now switching to the new chemicals. While some NPS staff initially resisted the sudden switch to new chemicals, they soon wholeheartedly embraced adoption of the new cleaning products. Workers no longer complain about headaches and watery eyes and greatly appreciate not having to wear as much protective gear. The end result is increased worker morale and job satisfaction. Other welcomed results are increased cleaning efficiency and cost-savings with the new products.

With these results, it's surprising why so many businesses are still choosing to use conventional cleaners. The NPS encourages all concessioners to switch to environmentally-preferable cleaning products, and is working to have all its Parks do the same. For more informa-

tion on the successes at Yellowstone, contact Edna Good, Yellowstone's Concession Chief, at 307-344-2270.



EPA Environmental Preferable Purchasing Program

The Environmental Protection Agency has an Environmentally Preferable Purchasing (EPP) Program that encourages the Federal government to purchase environmentally-preferable products and services. But concessioners can also take advantage of EPP website resources, such as the databases on what products are environmentally preferable. Visit their website at www.epa.gov/opptintr/epp/tools.html.

Concession

Sign Up For Your Green Diploma

Amfac Parks & Resorts, the largest park-management company in the country, joined the "Green" Hotels Association (GHA) to help publicize its greening efforts. Amfac lodging facilities allow guests to choose if they want their towels and linens changed daily, have switched from paper to cloth napkins in some restaurants, and are in the process of placing recycling bins in all of its guest rooms.



Ever consider joining an environmental organization or becoming certified as an environmentally-conscious business? Publicity associated with membership and certification may bring concessioners more business in addition to protecting the environment.

Membership. Some environmental organizations ask that members pay annual dues. In exchange, members receive ideas and technical assistance on implementing Best Management Practices and gain publicity on the organization's website and in brochures. One such organization, "Green" Hotels Association (www.greenhotels.com; 713-789-8889), has annual membership fees ranging from \$50 to \$500.

Certification. Organizations also offer third-party environmental certification of businesses upon receipt of an enrollment fee. Organization representatives usually conduct a site visit to determine if a business operates in an environmentally-friendly manner in accordance with their criteria. Certifying associations include Green Star (www.greenstarinc.org; 907-278-7827), a nationwide certification program for all industries (enrollment fee ranging

from \$50 to \$250); and Green Globe 21 (www.greenglobe.org; 787-725-9139), a worldwide certification organization for the travel and tourism industry (membership fee ranging from \$350 to \$15,000, certification fee up to \$1,000 per day for audit teams). Green Seal (www.greenseal.org; 202-872-6400) is a U.S.-based environmental nonprofit organization (working with Green Globe 21) that has established its own set of certifying criteria for lodging (certification costs are between \$1,000 and \$10,000).

It's Your Choice. Concessioners should decide for themselves whether membership and certification will work for them – look at what the organization provides, its success for other businesses and labor and economic costs. Tell us what other programs you are involved in by calling the Concession Environmental hotline at 303-987-6913.

Big Water - Big Ideas

Concessioners realize how dependent their business is upon protecting the environment. But when simple acceptance of this business reality moves to proactive actions for Park sustainability, it is truly exciting.

A case in point is the river outfitters in Grand Canyon National Park. The Grand Canyon River Outfitters Association (GCROA) voluntarily made a public commitment to convert all 2-stroke engines to quieter, less-polluting 4-stroke engines. Currently, 85 percent of boat engines have been converted to 4-stroke engines; by April 2001, all boat engines will have been converted.

While 4-stroke engines may cost 1/3 more than comparable 2-stroke engines, the higher up-front capital investment into 4-stroke engines is recovered in less than three years through a 40 percent reduction in gas consumption and a longer engine life. After 3 years, there are considerable savings in using 4-stroke engines.

Grand Canyon river outfitters have gone a step further to advance environmental protection of the Grand Canyon's natural resources. These efforts include supporting the Grand Canyon's Cooperative Resource Conservation Program. This Program has GCROA members providing logistical support and transportation for NPS staff as they implement various projects in the Grand Canyon, such as invasive species eradication, visitor impact mitigation, beach restoration and archaeological structure stabilization.

The GCROA's activities go a long way in demonstrating the commitment that river outfitters have in protecting the Grand Canyon's natural and cultural resources for future Park visitors. It's more than just about cost-effective Best Management Practices; it's about fostering NPS-concessioner partnerships that promote Park sustainability.

For more information on GCROA successes, contact Mark Grisham, Executive Director of GCROA, at 520-556-0669 or mark@gcroa.org.



Photo courtesy of Arizona Raft Adventures

Highlights

Spread the Word About Greening Operations



How can concessioners easily "green" their operations? Communication is key. Bradford Hill, President of Evelyn Hill Inc., the Statue of Liberty concessioner, decided several years ago to try something new to get the word out about the company's commitment to the environment: he started a monthly newsletter for his employees.

The newsletter has over 25 percent of its content dedicated to updating Hill's workers about the business' eco-friendly choices, such as replacing bleached white paper bags with unbleached

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brown paper bags. Not only is this choice better for the environment; it's also saving his company \$8,750 a year! This was good for business, and also a great way to instill pride into the workers about how well the business was doing. Through the newsletter, workers embrace Hill's environmental programs so much that they are suggesting, on their own, simple but effective ways to "green" the business, such as having workers bring in non-disposable mugs to drink coffee.

Hill came upon a great way of communicating with his employees about the

It turns out in many cases, the actual employee doing [a] particular job has some pretty darn good ideas how to reduce, reuse and recycle.

Bradford Hill,
President of Evelyn Hill Inc.
on communicating with employees.

business' environmental commitment. A newsletter is an excellent way to communicate to employees, but many other effective communication strategies for businesses exist that can also ensure the success of environmental programs in the long-term.

For more information about Evelyn Hill Inc.'s newsletter communication strategy, contact Bradford Hill, President of Evelyn Hill Inc., at 212-363-3180 or Statue_of_Liberty@msn.com.

Cont. on next page



How Come HAZCOM?

Making Sure Your Employees and Visitors Are Safe



Sample Hazardous Chemicals

drain cleaner	cooking fuel
lime for stables	oil for bike gears
raft patch glue	glass cleaner
gun cleaner	chlorine for pools
boat bottom paint	general disinfectant
floor wax	degreaser
photo processing chemicals	AC and cooling refrigerants

Hazardous chemical:

Any chemical that is a physical hazard (e.g., explosive, flammable, water combustible) or health hazard (e.g., carcinogen, toxic chemical). Most maintenance and cleaning supplies are considered hazardous chemicals.

Ever heard of Hazard Communication, otherwise known as HAZCOM? We sure hope so because by law, concessioners are required to have a HAZCOM Program if they handle hazardous chemicals. We're willing to bet that almost all concessioners use some hazardous chemicals in their operations since materials such as cooking fuel, touch-up paint, and glue all count.

Why HAZCOM?

The Occupational Safety and Health Administration (OSHA) passed HAZCOM in 1983; it was most recently revised in 1994. OSHA wants to make sure that all employees, ranging from full-time veterans to seasonal help, understand the risks involved in working with hazardous chemicals.

What's involved?

A good, OSHA-compliant HAZCOM Program has a number of required elements:

1. **Chemical List.** Maintain an up-to-date list of hazardous chemicals in the workplace.
2. **Container Labeling.** Label all containers to clearly identify chemical contents and hazard warnings (e.g. flammable, poisonous, corrosive, etc.). If materials are transferred to a different container (e.g. smaller spray bottle), the same information must be written on the new container.
3. **Material Safety Data Sheets.** Maintain a current material safety data sheet (MSDS) for each hazardous chemical, even if it was bought at a convenience store. (If an MSDS is not provided when purchased, try calling the manufacturer's number provided on the container.) MSDSs provide information on the chemical including contents, hazards, and handling and disposal requirements. Workers must have easy access to MSDSs onsite at all times. (It isn't helpful if an MSDS file is located in a remote locked office when an accident occurs in the maintenance shop or restaurant.) Typically, businesses maintain an MSDS file or binder onsite in an accessible location.
4. **Training.** Train all employees on chemical hazards in the workplace. Training is required for all new employees and whenever there is a new physical or health hazard in the workplace. Training also must include non-concessioner employees, such as NPS employees, if there is the possibility that they would be exposed to hazardous materials. Training could be as simple as a lunchtime discussion while reviewing MSDSs, as opposed to formal classroom training.
5. **Written Program.** Document how the business meets HAZCOM requirements.

HAZCOM Resources

If you have questions about HAZCOM, contact your OSHA regional office. Visit www.osha-slc.gov/html/RAmap.html to obtain OSHA regional office contact information, or call 202-693-1999 for OSHA headquarters.

Greening Ops. Cont. from page 5

It's crucial to communicate a business' environmental commitment to ensure a successful environmental program. Besides writing a newsletter, there are other ways in which to inform workers about a concessioner's environmental ethic, including:

- Rewarding and publicly recognizing environmentally-conscious workers;
- Writing and distributing the company's environmental mission statement;
- Talking about "greening" operations during staff meetings;
- Distributing emails and fact sheets on environmental topics;
- Holding brown bag lunch discussions on environmental issues affecting the company;
- Establishing an Environmental Committee that includes workers from all organization levels;
- Throwing an environmentally-themed party; and
- Supporting financially or partnering up with environmental organizations.

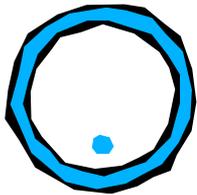
Save Money and Save Energy

New Light Bulbs Save Money

New high-output T-5 lamps and high-bay fluorescent lights give better light quality than high-intensity discharge lighting. Since energy savings from using these new bulbs can exceed 50 percent, they can pay for themselves in less than one year.

Contact the EPA ENERGY STAR Program at 1-888-STAR-YES, or visit www.energystar.gov to learn more.

Calling All Concessioners- Environmental Help is Here!



- Have you ever had difficulty deciphering and complying with environmental rules and regulations?
- Have you ever called the EPA or your state environmental agency for help and found yourself being questioned by an "enforcement official"?
- Have you ever called for assistance and had regulators suggest that you mimic the practices and accomplishments of the largest industry in your state?

Concessioners have resources at their disposal to answer questions without having to fear the scrutiny of "enforcement officials." Although these resources focus on small business (500 or fewer employees), they are available for use by businesses of all sizes. The next time you have a question, try out the business-savvy environmental assistance sources below. These sources also have informative environmental publications and can provide guidance on state-specific environmental programs/regulations.

EPA Small Business Ombudsman
www.epa.gov/sbo, 1-800-368-5888

Small Business Environmental Home Page
www.smallbiz-enviroweb.org

State Small Business Assist. Programs
www.smallbiz-enviroweb.org/sbap.html

BMPs? What Are They?

The Concession Program is encouraging concessioners to implement them, but what is a Best Management Practice? Best Management Practices, commonly known as BMPs, are defined in the Standard Concession Contract as:

"Practices that exceed full compliance with all Applicable Laws regarding public health and the environment or that are implemented in instances where there is an absence of regulations..."

BMPs are strategies that help businesses save money and resources (e.g., labor, environmental) and embrace the concept of doing more than the bare minimum. Two examples of BMPs include:

- A concessioner develops a spill control plan for its storage tanks, even though they are too small to trigger the federal requirement for such a plan.
- A concessioner installs energy efficient equipment to save money and conserve energy, even though no environmental regulations require it to do so.

New BMPs are identified all the time by nonprofit organizations, government agencies and private companies such as concessioners. They are the most current and advanced ideas and technologies applied by businesses to their operations.

If you need help identifying BMPs for your business, contact the Concession Environmental hotline at 303-987-6913; we have a growing list of over 300 industry-, non-profit- and government-identified BMPs that can work for concessioners.

Don't Know Your State Environmental Regulatory Agency?

To get in touch with your state environmental regulatory agency, visit www.meritgroup.org/stateregagen.htm

"Green Energy Parks" Sparks Activity with Concessioners

What could be better for business than saving money on overhead? Concessioners can save money if they install energy-saving equipment that lowers energy bills; at the same time, they help out the environment by using fewer resources and cutting back on pollution. But it can be difficult to determine whether a specific energy-saving measure will really work. Doling out cash up-front for expensive energy-saving



Photo courtesy of Seven Crown Resorts

equipment doesn't always save you money in the end, so taking the plunge in buying it can be somewhat risky.

Cont. on page 8

For more information on how you can tap into GEP initiatives, contact the NPS Regional Energy Coordinator at the e-mail address or phone number listed below:

Name	Region	E-mail	Phone
Brad Richie	Alaska	Brad_Richie@nps.gov	
Jay Boisseau	Intermountain	Jay_Boisseau@nps.gov	303-969-2671
David Ha	Midwest	David_Ha@nps.gov	402-221-3933
Mike Doherty	National Capital	Mike_Doherty@nps.gov	202-619-7060
Eleonora Balibar	Northeast	Eleonora_Balibar@nps.gov	215-597-5633
Steve Butterworth	Pacific West	Steve_Butterworth@nps.gov	206-220-4277
Joe Martin	Southeast	Joe_Martin@nps.gov	404-562-3124

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