



OUR SOFTER FOOTPRINT®

SUSTAINABILITY REPORT

Xanterra

TRAVEL COLLECTION®

A WORLD OF UNFORGETTABLE EXPERIENCES®

WELCOME TO SOME OF THE  
MOST BEAUTIFUL PLACES ON EARTH®



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*Andrew N. Todd*

Andrew N. Todd  
Chief Executive Officer  
Xanterra Travel Collection®

## A Message from our CEO

### ANDREW N. TODD

Xanterra has weathered many storms during my 28 years at the helm, but none quite like the global Covid-19 pandemic. The past two years have brought many challenges that would have been difficult to imagine several years ago. Although we all experienced loss, I'm proud of the way that we were able to rally as an organization, live our values, and weather this storm.

As we continue working to ensure the safety of our guests and employees, we are now finally able to get back to many of the important tasks we deferred, such as writing this Sustainability Report. While our commitment to balancing economic viability with environmental stewardship never wavered, we weren't able to offer this update on our sustainability program until now. As you will see throughout this Report, we have remained hard at work on innovative ways to protect the Beautiful Places on Earth® where we are fortunate to operate.

Despite our efforts, the evidence is inescapable that the climate is not

returning to “normal” as some other aspects of our lives are. Climate change is already directly impacting our business model through increasing temperatures in the already hot Death Valley National Park, retreating glaciers in their namesake Glacier National Park, and more frequent wildfires and floods occurring throughout the West.

We are responding by revising our 2025 Vision Goals to refocus on the areas of greatest impact and opportunity. We are publicly acknowledging the necessity of setting and achieving a goal of net-zero carbon emissions by 2050. And although the global pandemic presented us with many new challenges, we are maintaining



Death Valley National Park

our aggressive 2025 greenhouse gas emission reduction goal to expedite the transition to that carbon-neutral future. We have also revised some of our other 2025 goals in response to the rapidly changing world around us and new understandings of the best available ways to minimize our impacts on the environment.

Despite the many changes the world and our industry have faced in the past few years, some things remain constant. As I stated in our first Sustainability Report in 2003, we still believe that increasing the sustainability of natural systems is not just good business – it's the right thing to do. We also remain committed

to avoiding “greenwashing” by recognizing not only our successes, but also where we have fallen short, and to pursue third-party verification of many of our achievements and claims. This Report gives us an opportunity to recognize our dedicated employees for the hard-won successes documented in the following stories. We hope that these stories will inspire all our employees, guests, partners, and the next generation of leaders to build on their successes. However, this Report is also an opportunity to provide transparency into the long way that we still have to go. Xanterra will continue to live our mission statement by *providing legendary hospitality, with a softer footprint.*

## Who We Are

Xanterra Travel Collection® (Xanterra or company) is a diversified group of award-winning travel and hospitality companies that offer once-in-a-lifetime experiences in some of the most beautiful and iconic places on Earth. Whether you'd like to journey to the depths of the Grand Canyon on a mule, climb the majestic ruins of Machu Picchu, take a small-ship cruise through the islands of French Polynesia, or cycle through France's countryside, Xanterra will bring your bucket-list dream vacation to life.

Our name, Xanterra, is derived from Xanadu, an idyllic paradise described in the poem "Kubla Kahn" by Samuel Taylor Coleridge, together with the Latin word for earth—terra. We believe it's an apt name, given that we operate in places in the world that often feel like paradise.

In the hospitality business since 1876, Xanterra is a descendant of the legendary Fred Harvey Company that first welcomed 19th century travelers to the American West with hot meals, prompt service, and comfortable lodgings. When Denver-based The Anschutz Corporation purchased Xanterra in 2008, they pledged that Xanterra would remain true to the legacy of hospitality established by Fred Harvey and would continue to set the standard for ecologically sound resorts

that complement, and never harm, their natural surroundings.

Today, Xanterra includes upscale biking, walking, railway, cruising, sailing, and touring companies with itineraries on six continents. Our hospitality operations, located in and around National Parks, include: The Oasis at Death Valley (The Oasis), Glacier National Park Lodges (Glacier), Cedar Creek Lodge, Grand Canyon National Park Lodges (Grand Canyon), Grand Canyon Railway Hotel, The Grand Hotel at The Grand Canyon (The Grand Hotel), Mount Rushmore National Memorial (Mount Rushmore), Rocky Mountain National Park (Rocky Mountain), Yellowstone National Park Lodges (Yellowstone), and Zion National Park Lodge (Zion). Our adventure and leisure travel companies include Country Walkers, Grand Canyon Railway (referred to collectively with the Grand Canyon Railway Hotel as Grand Canyon Railway), Holiday Vacations, VBT Bicycling Vacations (VBT), and Windstar Cruises (Windstar). Our portfolio consists of 4,348 hotel rooms, 1,921 RV/campsites, 56 restaurants, 46 retail shops, 1 railway, and 6 small cruise ships. We're proud to welcome over six million guests every year and offer them our brand of *Legendary Hospitality with a Softer Footprint*®.

## Our Assets

### NATIONAL PARKS

- The Oasis at Death Valley
- Glacier National Park Lodges
- Cedar Creek Lodge
- The Grand Hotel at The Grand Canyon
- Grand Canyon National Park Lodges
- Mount Rushmore National Memorial
- Rocky Mountain National Park
- Yellowstone National Park Lodges
- Zion National Park Lodge

### TOUR OPERATORS, CRUISE & TRAIN

- Country Walkers
- Grand Canyon Railway
- Holiday Vacations
- VBT Bicycling Vacations
- Windstar Cruises

YELLOWSTONE NATIONAL PARK LODGES GRAND CANYON NATIONAL PARK LODGES GLACIER NATIONAL PARK LODGES ZION NATIONAL PARK LODGE MOUNT RUSHMORE NATIONAL MEMORIAL ROCKY MOUNTAIN NATIONAL PARK



## *Our Softer Footprint*

Given our mission to provide Legendary Hospitality with a *Softer Footprint*<sup>®</sup>, an environmental sustainability program was a natural evolution. We reinforced our commitment by naming our award-winning Environmental Management System (EMS), which provides the framework for all our environmental compliance and sustainability goals and initiatives, Our Softer Footprint. Since its creation in 2002, our EMS has been expanded and implemented at all our parks and resort operations. The EMS is recertified annually to the ISO 14001 international standard through third-party audits at each property. One of the most important metrics of our commitment to environmental protection and continuous improvement is the continued certification of our EMS for nearly two decades, without interruption.

As a collection of privately held companies that have been providing guest services in beautiful natural environments for up to a century, we think long-term. Now, as we consider our role in this world and our sustainability mission, we have found it useful to ask ourselves: “How can we stay in business forever?” This question forces us to consider the economic, social, and environmental components of sustainability. Like the global community, we have been forced

to increase our focus on climate adaptation and resiliency, in addition to mitigation, in this carbon-constrained world.

Our approach to environmental management is a wholistic one, and we look broadly at all aspects of our corporate social responsibility. This Report only represents a snapshot of some of our priorities. For example, in addition to working to reduce our direct impact, we engage with our guests, employees, and communities to educate and motivate others to join us in taking action to reduce pollution, conserve water, transition to renewable energy, and fight climate change. This outreach ranges from producing photographic displays that document glaciers receding at Glacier and offering guests sustainable souvenir purchases, such as shirts made from recycled material, to teaching employees that changing light bulbs, water faucets, and cleaning products helps create a softer footprint. Our Headwaters Challenge at Rocky Mountain is another example. It rewards school-children for proposing and enacting water-saving ideas. With each initiative we undertake, our goal remains the same: to soften the footprints we leave behind as we endeavour to make the planet cleaner and greener.



## OUR MISSION

### LEGENDARY HOSPITALITY WITH A SOFTER FOOTPRINT<sup>®</sup>

*Legendary Hospitality* is the heart of our business and how we care for our guests. With a Softer Footprint speaks to our sustainable business practices and to being good stewards of the places we serve.

## About this Report

This Sustainability Report (Report) summarizes the progress we've made since our 2017 Sustainability Report and examines the progress we've made toward our 2025 goals. This is the seventh sustainability or corporate social responsibility report (CSR) we have published since 2003. This Report, and the data it contains, covers the entire scope of our companies' operations, as we've outlined in the previous **Who We Are** section.

We want to be clear; this Report is not simply a marketing piece designed to claim how great Xanterra is. Rather, it is an attempt to quantify and benchmark our verified environmental performance so that we can improve upon it. As private, for-profit companies, there is no regulatory requirement to prepare this Report; we do so voluntarily. We believe that by being transparent, we will stimulate and motivate accountability

and collaboration among our stakeholders, who include our employees, guests, supply chain, government entities, such as the National Park Service (NPS), and our industry partners. Working together results in mutual benefits for all.

One component of our EMS is a commitment to monitor and measure our environmental metrics. We use a proprietary environmental data tracking system, called *Ecometrix*, to meticulously measure our footprint, gauge progress toward our goals, and weigh operational effectiveness. The data we track through Ecometrix includes all types of stationary and mobile fuel consumption, electricity use, renewable energy generation, greenhouse gas (GHG) emissions, water use, sustainable cuisine purchasing, sustainable retail purchasing, and over twenty different solid waste streams including landfill, compost, and hazardous waste. To ensure our Report



is supported by sufficient Ecometrix data, we followed the Global Reporting Initiative's (GRI) principle of materiality, which encourages the inclusion of data to show the "significant economic, environmental and social impacts" or aspects that "substantively influence the assessment and decisions of stakeholders."

In addition to periodic sustainability reports, we have been voluntarily reporting annual GHG emissions data to CDP (formerly known as the Carbon Disclosure Project) since 2015. The 2021 data we submitted to CDP and included in this Report underwent a limited-assurance third-party verification. We follow the IPCC Guidelines for National Greenhouse Gas Inventories, Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition).

### How We Have Changed

In addition to changes forced upon us by the Covid-19 pandemic, there are other ways in which our business has changed since our last report was published. In 2018, we shrank our operations by selling our contracts for the operation of lodges in six Ohio State Parks. Our concession contract at Crater Lake National Park expired at the end of that same year. Recently, we made the decision to stretch three of our cruise ships, which fundamentally changed their efficiency and capacity, as described in the **GHG Goals** section of this Report. But no matter how our operating footprint changes, we will continue to work in an environmentally responsible and transparent manner.



## OUR SUSTAINABILITY GOALS

Xanterra has been setting and achieving sustainability goals for nearly 20 years. We established corporate environmental Vision Goals for the first time in 2004, which targeted reductions and improvements by 2015, based on a 2000 baseline. In 2015, we established “Our Next Ten” Sustainability Vision Goals with a target of 2025, based on a 2014 baseline.

The updated goals explained throughout this Report were adopted by our companies’ leadership in 2022 and represent the third iteration of our Sustainability Goals. These goals refocus our previous 2025 goals, rather than represent a fresh start. Our updated goals were influenced by a materiality assessment consisting of an annual evaluation of the aspects of our operations that have the most significant impact on the environment and that we have the capability to improve. They also represent our attempt to consider what aspects of our environmental impact we must address to stay in business long-term. Most notably, they now include a commitment to achieve net-zero carbon emissions by 2050.

**NET  
ZERO**

GHG Emissions  
by 2050

**5%**

Annual Reduction  
in Waste to  
Landfills

**50%**

Reduction in GHG  
Emissions by  
2025

Eliminate  
Intentionally  
Added PFAS in  
Food-contact  
Packaging

**70%**

Local & Sustainable  
Cuisine at our Land-based  
Restaurants

Eliminate  
Single-use  
Plastics  
Purchases  
by 2030

**5%**

Annual Reduction of  
Potable Water Use in  
Water-stressed  
Areas



LIVING OUR  
SOFTER FOOTPRINT

Glacier National Park

# GREENHOUSE GAS GOALS

50% REDUCTION IN GHG EMISSIONS BY 2025  
NET ZERO GHG EMISSIONS BY 2050

Grand Canyon National Park

## GREENHOUSE GAS GOALS

In our first environmental Vision Goals, which we established in 2004, we announced our commitment to reduce GHG emissions. In every subsequent update and revision, we acknowledged this unprecedented challenge and explained the actions we had taken to address it. **We were able to reduce our GHG emissions by 33.9% between 2014 and 2021.**

The urgency and magnitude of the emissions reductions required to mitigate climate change have increased significantly in the past 18 years. To support this effort, we have recommitted to our previous goal of reducing GHG emissions by 50% from 2014 to 2025; and we have committed to achieve zero net emissions by 2050.

The pathway to decarbonization has become clearer since 2004, although not much easier. Our path toward zero carbon emissions takes us in four directions all with the same destination:

### 1. Efficiency and conservation:

Reduce the need for energy through efficiency efforts, including building and equipment upgrades, guest and employee education, and engineering controls.

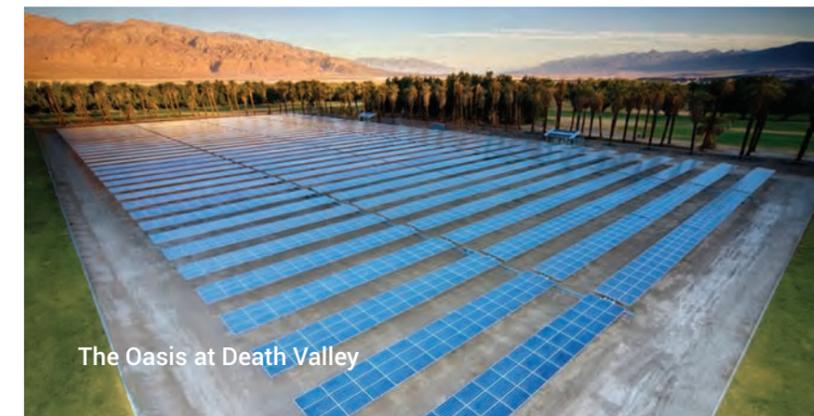
### 2. Electrification and net-zero fuels:

Our land-based operations have begun to electrify facilities in various locations. This is a significant infrastructure challenge in many of the remote and historic buildings where we operate. An example of electrification is our construction of electric vehicle charging stations (read **Relax and Recharge** on the following pages) and transition to an electric vehicle fleet. For our cruise ships, we are evaluating modifications to our equipment that will allow us to burn low-carbon and net-zero fuels as

they become available in the locations where we operate. Three of our ships have sails to augment propulsion, which harnesses a zero-carbon energy source.

**3. Renewable energy:** Electricity is often the best way to transmit renewable energy. We have invested heavily in on-site solar energy collection, and we also work with our local utilities or other providers to buy renewable electricity directly when we can. Find out what we do at Mount Rushmore in **A Place in the Sun** on the pages that follow.

**4. RECs & Offsets:** When we can't procure renewable electricity directly, we can buy it from other regional sources through Renewable Energy Credits (RECs). Read **The Power of Green** to find out how we also buy carbon offsets to nullify some of our direct emissions.



The Oasis at Death Valley

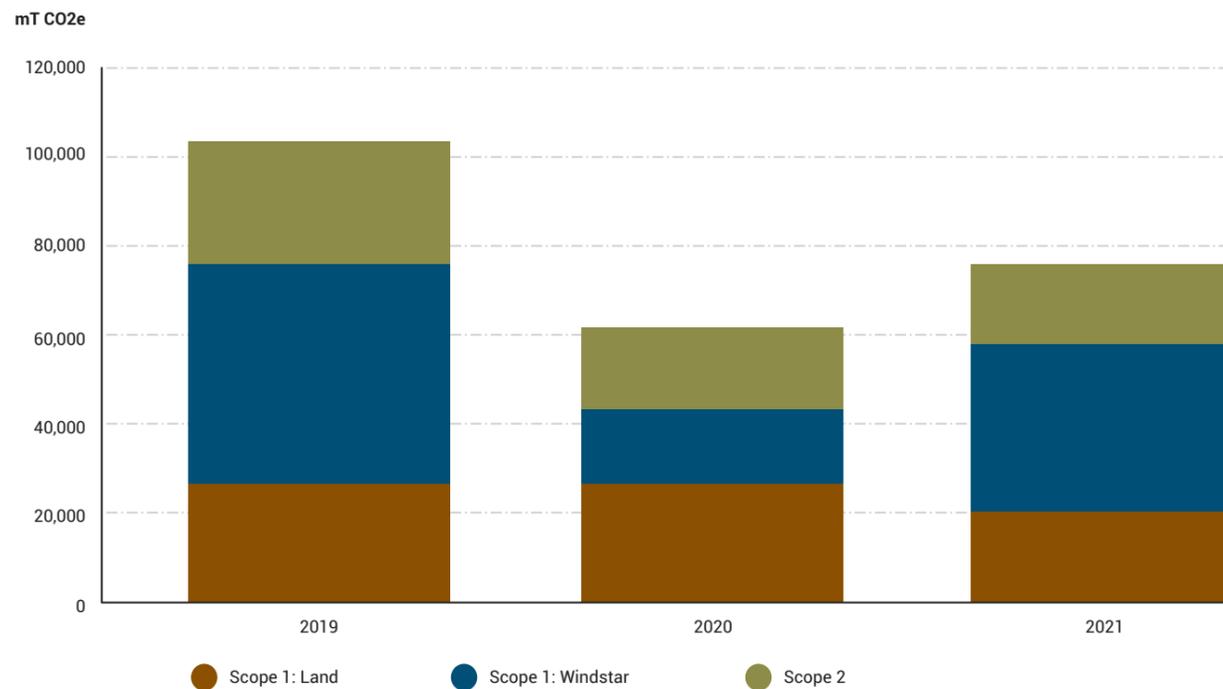
## KEEPING A CLOSE EYE ON THE NUMBERS

We rely on quality data to track progress and assign resources to achieve continuous improvement. Our Sustainability Department has been tracking key energy and environmental metrics through our *Ecometrix* program for decades. On an annual basis, we voluntarily report our GHG emissions to the global reporting system CDP. The data we submit to CDP, which also went into this Report, undergoes a limited-assurance verification by a third-party auditing company. We follow the IPCC Guidelines for National Greenhouse Gas Inventories, Greenhouse Gas Protocol: A

Corporate Accounting and Reporting Standard (Revised Edition).

The numbers we report currently include scope 1 (direct, i.e., fuel burned on-site) and scope 2 (indirect, i.e., purchased electricity) emissions. We track some scope 3 emissions including solid and liquid waste, air travel, and some employee commuting. And we are working with our key suppliers to start monitoring, reporting, and further reducing our scope 3 emissions for purchased goods. We will continue work to improve our scope 3 tracking.

## GHG EMISSIONS



## A PLACE IN THE SUN

### INCREASING SOLAR POWER AND LOWERING GREENHOUSE GASES

Who better to preside over our efforts to reduce greenhouse gases than great thinkers and visionaries like George Washington, Thomas Jefferson, Theodore Roosevelt, and Abraham Lincoln? Just a few years ago, we built a 975-panel solar carport at Mount Rushmore under the watchful eyes of these past presidents. This structure now generates over half the electricity used by the restaurant and gift shop, saving us roughly \$40,000 annually. Sometimes we think we can see the 60-foot heads of the famous leaders nodding ever so slightly in approval.

Our strategy to reduce GHG emissions includes efficiency, electrification, and renewable fuels. Mount Rushmore is just one site where we are working in partnership with the sun to reduce GHG emissions. Before 2018, Xanterra had five solar installations with a collective capacity of 62 kilowatts (kW) at Yellowstone, Zion, and Grand Canyon Railway; plus, a sixth array with a 1,000 kW capacity at The Oasis.

Since then, we have constructed four more arrays: 346 kW at Mount Rushmore, 56 kW at Rocky Mountain, 27.5 kW at Yellowstone, and 15 kW at Grand Canyon. Plus, we upgraded the array at The Oasis to 1,700 kW capacity. In 2021, these arrays totaled 2,206 kW capacity and generated 2,605,626 kWh of clean electricity—enough to provide electricity for 243 average American homes annually or meet over 6% of Xanterra’s electricity needs.



We continue to develop and procure renewable energy sources, and the best way to do that at most of our locations is through on-site solar. Building anything, especially modern energy sources, on and around protected historic buildings and culturally significant viewsheds can be difficult, but reducing the environmental impact of our operations and protecting the long-term health of these pristine ecosystems demands that we try. If a sculptor can find a way to carve heads of state into a mountain of granite, we can find more ways to tap the sun.

# PULLING CARBON OUT OF THE BIG SKY

## PIONEERING A NATURAL ECOSYSTEMS APPROACH

When you take in the panoramic view of the sprawling cattle ranch north of Big Timber, Montana, you might think you're looking at a film set of a bygone century. But it's not staged; it's a working cattle ranch that functions much like a native grassland. It is one of four ranches participating in a 209,000-acre project, working to improve soil health, provide forage for cattle, and sequester carbon in the soil to help reduce the effects of climate change. Recent research indicates that grasslands may be even more effective than forests at sequestering carbon.

Indreland Ranch - NGPRGP participant

Dylan Hoffman, Xanterra Sustainability Director at Yellowstone, serves as a board member for Western Sustainability Exchange (WSE). The Northern Great Plains Regenerative Grazing Program (NGPRGP), a project that WSE initiated, involves paying ranchers who make a multi-year commitment to implement regenerative ranching practices, most notably high-intensity, rapid rotational grazing that improves soil health and increases carbon sequestration. Cattle graze in temporary pastures as small as several acres for short periods, then those grasses are left undisturbed for a year or longer. The healthier grasses created by this rotational grazing are rooted in healthier soils, and the amount of carbon sequestered from the air can be determined directly by measuring the increased organic carbon levels in the soil.

Xanterra was the first financial supporter of this program and was instrumental in

getting it started. We continue to fund part of the program and receive 7,413 metric tons per year of carbon offsets, which in turn offset all the emissions from our electricity use at Yellowstone. The third-party NGPRGP coordinator, Native, works with others to measure and validate the carbon sequestration in accordance with international standards.

The NGPRGP is the first of its kind in the US, and we're excited about its huge potential. Over and above its proven ability to mitigate climate change by sequestering carbon dioxide out of the air, it offers other spin-off benefits. It helps restore a damaged ecosystem, improves biodiversity, and it also helps us achieve our sustainable cuisine goal as we buy sustainably raised beef from one of the participating ranches to serve in our restaurants. It's a prime example of how the work we do to achieve one goal helps us make progress towards other goals to sustain our planet.



J Bar L Ranch - NGPRGP participant

## RELAX AND RECHARGE

### ELECTRIC VEHICLES WELCOME

The primary method for traveling to and within national parks has changed significantly over the decades from on foot, to horseback, train, automobile, and shuttle bus. Now electric vehicles are an increasingly popular way to get to our locations. While visitors are exploring the park and getting filled up mentally and physically, their cars can also recharge. Nearly all our locations have at least two Level 2 chargers, many of which are free; and The Grand Hotel has 22 chargers, including 12 Tesla Super Chargers. To meet the growing demand, we're accelerating the installation of more Level 2 and Level 3 chargers both in and near the parks to support the transition to cleaner forms of transportation.

### DRIVING CHANGE

Another part of our electrification strategy is a plan to shift our own dependence on fossil fuel to the efficiency of electric vehicles. We own many hybrid vehicles now, and we're working to transition our vehicle fleet to electric. While installing electric vehicle charging stations is a challenge with the older infrastructure in many of our historic locations, we are committed to continue working with the NPS and other partners to use this technology as we provide Legendary Hospitality with a Softer Footprint®.



## THE POWER OF GREEN

### KUDOS FROM THE EPA

In the words of our CEO, Andy Todd, "We believe that increasing the sustainability of natural systems is not just good business, it's the right thing to do." Out of that thinking comes our long-standing commitment to reduce GHG and other emissions through the procurement of renewable energy. We're proud to have been recognized by the US Environmental Protection Agency (EPA) as a Green Power Partner (GPP) every year since 2009. This program requires that we source at least 10% of our electricity from green/renewable sources annually.

We have used an average of 16.7% green power to satisfy our enterprise energy needs since 2009. We've accomplished this by reducing our electricity consumption, installing on-site solar arrays, working with our local utilities to elect green power when we have the option, and finally, by purchasing RECs to support green energy production in other places in the country when we aren't able to generate enough ourselves.

Mount Rushmore is a good example of how we worked directly with a utility to procure green power. There, our electricity is provided by Black Hills Energy (BHE), which offers the Renewable Ready program. We were an early supporter of this program and enrolled to source all our purchased

electricity from the new Corriedale Wind Farm that BHE completed in January 2020, near Cheyenne, WY. In 2021, 54% of the electricity we used at Mount Rushmore came from this wind farm, and the remaining 46% came from our on-site solar array. We also buy carbon offsets for all the scope 1 emissions at Mount Rushmore, making it a carbon neutral operation. The more power to us.

*"We believe that increasing the sustainability of natural systems is not just good business, it's the right thing to do."* - Andy Todd, CEO



The night sky at Grand Canyon is exceptionally dark, making the park a perfect place to stand still, gaze upwards, and appreciate the drama, wonder, and magnitude of the Universe. We want to preserve that experience at this park and all others where we operate.

The International Dark-Sky Association (IDA) is a non-profit organization that protects the night from light pollution by advocating for appropriate outdoor lighting. We share their values, support them financially, and partner with them and the NPS to reduce light pollution and energy consumption, preserve views of the night sky, improve human health, and protect nocturnal animals and ecosystems. In 2019, after a long improvement process that started in 2013 and involved the replacement of nearly 2,000 light fixtures, nearly half of them by Xanterra, **the IDA recognized Grand Canyon as the International Dark Sky Place of the Year.**

Advances in technology over the past two decades have made lighting a prime opportunity for reducing energy consumption and GHG emissions. Though we incorporate outdoor lighting best practices at all our locations, The Oasis, Grand Canyon, Waterton-Glacier International Peace Park (which contains Glacier National Park), and Zion have all been designated International Dark Sky Parks by the IDA. Partnering with the NPS, we continue to optimize exterior lighting at these locations. We like to think that for every light fixture we replace, one star shines brighter and eventually, the night sky will be free of any light pollution and lit up only by brilliant constellations.

# IT WAS A STRETCH, AND WE DID IT

## IMPROVING ENVIRONMENTAL PERFORMANCE ON THE HIGH SEA

In 2019, we embarked upon an ambitious project to lengthen and re-power three of our Windstar ships. Star Breeze, Star Legend, and Star Pride were each cut in two and had a new middle section fabricated and inserted, which includes new cabins, restaurants, and machinery. This increased the capacity on each ship from 212 to 312 passengers, but more importantly, it made these three vessels more efficient per passenger mile.



Windstar Cruises

This Windstar Stretch was an extraordinarily complex and comprehensive ship lengthening, engine replacement, and renovation project. When it wrapped up three years later, each ship had new propulsion and generator engines that are significantly more efficient and less polluting. This reduced fuel use and GHG emissions by about 20% per passenger nautical mile. The three ships also received upgraded ventilation systems that include HEPA filters and UV-C disinfecting lights to purify the air. Onboard incinerators, which are commonly used by ships at sea, were also removed to eliminate the air emissions associated with these units.

Three other ships in our Windstar fleet are sailing ships that use wind energy to boost propulsion and increase their efficiency. Depending on the strength and direction of the wind, wind energy can increase the efficiency of the sailing ships by up to 20%, compared to propulsion relying solely on internal combustion engines. These sailing ships also run on marine gas oil, which emits fewer pollutants than the heavy fuel oil historically used by commercial vessels globally.

The efficiency of our fleet is a top priority for us, so we are currently

implementing or evaluating a host of additional technologies. We are repainting the hulls of all six ships with a special bottom paint that reduces drag and further increases efficiency by up to 3%. We have also engaged in more frequent hull and propeller cleaning to increase the efficiency of movement through the water. We have planned comprehensive energy audits to evaluate additional energy savings projects, such as bubbleblers that create air pockets along the hull bottom to reduce drag; propeller stators, which improve efficiency by redirecting the flow of water across the propellers; shore-power systems to allow the ships to shut down generators when cleaner electric power is available at ports of call; the use of lower-carbon fuels to lower greenhouse gas emissions whenever available; and investments in newer, more efficient shipboard machinery and equipment.

Recent advances in maritime technologies offer many opportunities to lower emissions and improve efficiencies. The entire maritime sector, including the cruise industry, is rapidly adopting many of these new technologies to minimize greenhouse gas emissions. Windstar is excited to be part of this journey through uncharted waters.



# WATER GOAL

5% ANNUAL REDUCTION OF POTABLE WATER  
USE IN WATER-STRESSED AREAS

## WATER GOAL

**Water runs through our rich history and legacy, and we want it to continue to flow.** Going back to the founding of the Fred Harvey Company in 1876, our business is inextricably tied to this valuable resource. Fred Harvey set up innovative restaurants and lodges along the southwestern railroad lines where trains had to stop to refill water for their steam boilers. These Harvey Houses were among the first places where westward travelers could refresh with a meal, a drink, and a bath. We continue that tradition today while being keenly aware of the importance of maintaining precious water resources for generations to come.

### The Need

We've revised our water conservation goal to focus on reducing potable water in water-stressed areas. Water stress occurs when demand for usable water exceeds the supply. As populations have increased in the arid southwestern US, demand for water from existing sources, such as the Colorado River, is exploding. At the same time, climate change is driving increases in the frequency and duration of droughts, which reduce the reliable supply of water available in rivers and aquifers. For these reasons, areas of the southwestern US are water-stressed. We are focusing our conservation efforts on both the Upper and Lower Basins of the Colorado River, large areas of the southwestern US in which we operate. We are also clarifying that our focus is on conserving potable (drinking) water. We save potable water by using reclaimed, or recycled, water at some locations as described on the following pages.

### Conserving Even in Water-rich Areas

We have been working diligently for years to reduce water consumption at all our locations. However, some of our businesses operate in water-rich areas. For example, our Windstar fleet is surrounded by seawater. Although seawater is not drinkable, the ships have

efficient equipment for reliably creating potable water onboard. The Oasis is another location that has access to a consistent source of water. Despite being in the middle of a desert, The Oasis is fed naturally by abundant springs in a geographically isolated area with very few users and low demand for water. Looking to the future, we will continue our work to manage water responsibly at these locations, but will re-focus our efforts on conserving potable water in water-stressed areas, such as the Colorado River Basins.



Grand Canyon National Park

Colorado River, Arizona

**How We Succeed**

Our conservation programs have succeeded in reducing both our absolute water consumption and our water use intensity. Three of our success stories are detailed on the following pages, and other strategies include:

- Educate employees and guests on the importance of water conservation
- Rely on the beauty of the natural landscape and minimize water for irrigation
- Install EPA WaterSense-certified and other low-flow fixtures
- Implement green housekeeping programs
- Reduce vehicle washing
- Repair leaks in historic buildings
- Improve efficiency of water-cooled chillers
- Eliminate continuous-flow ice cream scoop dipping wells
- Partner with organizations that restore water to the Colorado River



Grand Canyon National Park

**STATUS**

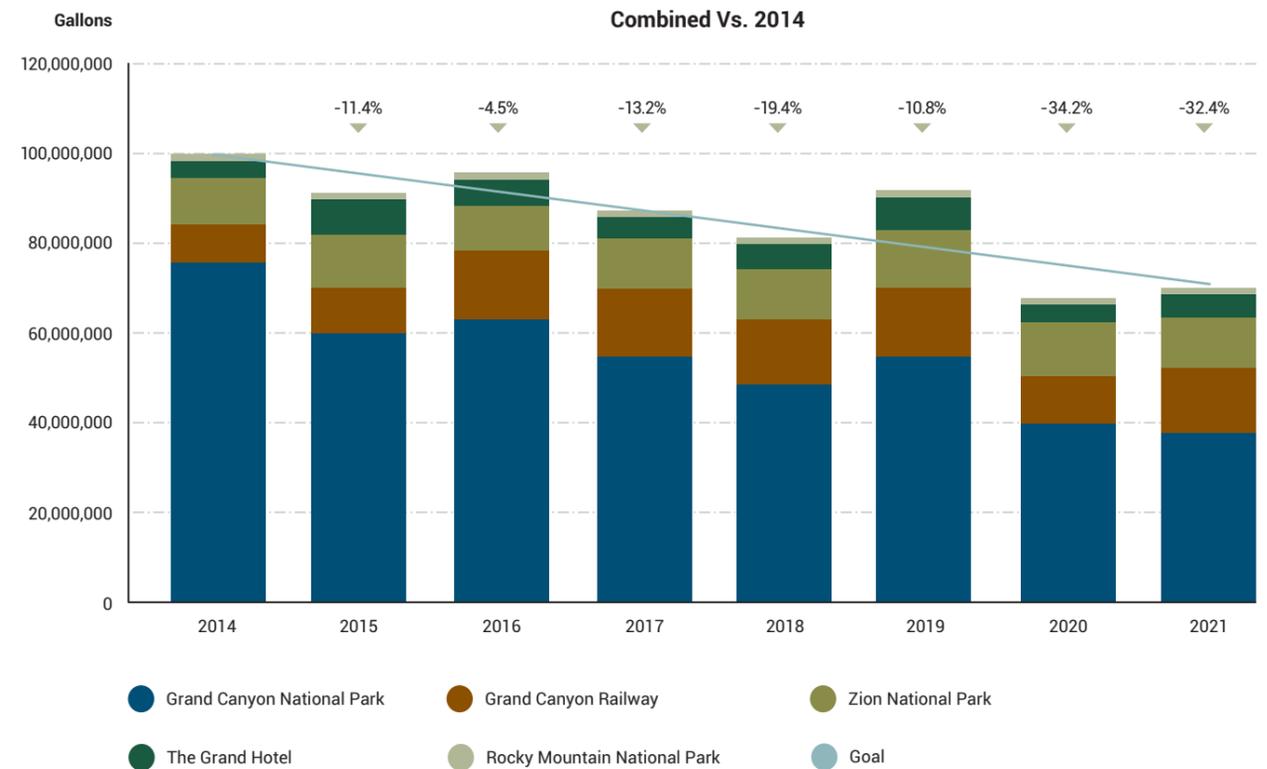
In 2015, we set a goal to reduce water use by 5% per year. This equates to a 31% reduction from 2014 to 2021. By refocusing on our water-stressed locations and implementing the strategies listed above and in the following pages, we reduced potable water use at those water-stressed locations by 32%. They include the Grand Canyon, Grand Canyon Railway, Rocky Mountain, The Grand Hotel, and Zion.



Zion National Park

**TOTAL POTABLE WATER USE**

Water-stressed Areas



## PROUD OF OUR PURPLE PIPES

### LET THE RECLAIMED WATER FLOW

Our National Park operations offer some of the most inspiring scenery on Earth with their breathtaking vistas, deep canyons, desert peaks, and purple pipes. Admittedly, that last one may seem misplaced on the list, but it's a sight we're proud of, and we're happy to have our guests know about them. When you see purple plumbing pipes, it means we're using reclaimed water, one of our strategies to reuse and conserve a precious resource: water. In fact, we have a long history of reclaiming and reusing water. The first Grand Canyon Water Reclamation Plant, operated by the NPS, was built in 1926 and was one of the first such facilities in the country. It was first connected to Bright Angel Lodge in 1934, and we have been using its water ever since. Today, we are focused on expanding that effort as water becomes even more scarce.

#### Why We Put Reclaimed Water to Work

Simply put, reclaimed water is wastewater that is treated and reused for a variety of purposes, such as irrigation and toilet flushing. When we use reclaimed water, we help enhance water security and sustainability without tapping into depleting water supplies. Potable water at the Grand Canyon, for example, currently comes from Roaring Springs, a natural spring located approximately 3,500 feet below the North Rim of the Grand Canyon. It must be transported through very old pipes to the bottom of the Grand Canyon, across the Colorado River, and all the way back up to the South Rim. This process requires a lot of energy and it's plagued by mechanical failures. Even worse, it keeps all that water from flowing into the

Colorado River, so it's important to reduce our use as much as possible. Nearby in Tusayan, AZ, home to The Grand Hotel, potable water comes from an aquifer over 3,000 feet below ground. By reusing water rather than pumping additional water from the springs or aquifer, we are reducing stress on these resources and conserving precious potable water.

#### Saving Millions of Gallons of Potable Water

We use reclaimed water at several of our sites. In the developed area of the Grand Canyon, you'll notice that we have an efficient drip irrigation system using reclaimed water for individual plants, rather than a sprinkler system. At Bright Angel Lodge, where all the toilets run on reclaimed water, we save an estimated 1,600,000 gallons of potable water each year. We're currently working on a project to switch all the public toilets and urinals in the iconic El Tovar Hotel to reclaimed water, which is projected to save 1,500,000 gallons of potable water each year. At our new Maswik Lodge South, we are close to connecting reclaimed lines to switch an estimated 2,400,000 gallons of annual potable



Grand Canyon National Park

water use for toilets and drip irrigation to reclaimed water. Just outside the park, at The Grand Hotel in Tusayan, 2,000,000 gallons or 37% of our total water usage was reclaimed water in 2021. In total, we used about 3,600,000

gallons of reclaimed water in 2021 and have plans to switch another 3,900,000 gallons a year from potable to reclaimed within the next two years. For us and for the Earth, the more purple pipes, the better.

## FULL STEAM AHEAD

### QUENCHING TRAINS' THIRST WITH RAIN AND SNOW

As we looked for opportunities to reduce potable water consumption, we knew there must be something that we could do address the 12,000-15,000 gallons of water used for every trip of our historic Grand Canyon Railway steam trains that run from Williams, AZ to the Grand Canyon. You could say the answer came from above—in the form of rain and

snow. That's when we started using a million-gallon water retention pond where monsoon rainwater and snowmelt are collected and harvested. By switching to an untreated, renewable water resource in this water-stressed area, we have reduced potable water consumption by over 1,000,000 gallons, including 88,000 gallons in 2021.



Grand Canyon Railway

## DETERMINED TO LEED THE WAY

### EARNING OUR STRIPES IN SUSTAINABILITY

President Theodore Roosevelt once said, “[Nothing] compares in importance with the great central task of leaving this land even a better land for our descendants than it is for us.” We couldn’t agree more and have been recognized for our efforts to do that through water conservation and other measures. In May 2020, our efforts resulted in the Concession Building at Mount Rushmore, which includes a restaurant and gift shop, earning LEED® Platinum certification for Operations and Maintenance. This certification validates the strength of our sustainability programs, exceptional maintenance practices, focus on environmental protection, sustainable sourcing, and our commitment to the health of our visitors and employees.

#### About LEED

Leadership in Energy and Environmental Design (LEED) is the most widely used green building rating system in the world. LEED for Operations and Maintenance (O+M) evaluates plans, procedures, and performance and the way that existing buildings are used, maintained, and renovated. Performance is scored in categories including location and transportation, sustainable sites, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality, and innovation. At the time we earned certification, only 45 projects in the United States had achieved LEED O+M v4 Platinum, the highest possible certification. Our concession building is the first building



to achieve LEED O+M Platinum in South Dakota and the first in all of the 423 NPS units.

#### Outstanding Features

Many improvements that we made to the building contributed to our LEED O+M certification, including 34% lower water consumption; LED lighting; 61% lower electricity consumption, with over 50% of the electricity being generated by an on-site solar array; over 50% waste diversion from the landfill; green cleaning; and local food production.

#### Sticking By Our Standards

Our Guidelines for Environmentally Sustainable Design and Construction require all construction and major

renovation be completed to LEED silver standards. We have previously earned nine other LEED certifications in Yellowstone, Zion, and Crater Lake National Parks.

In the spirit of Theodore Roosevelt, we work with our partners every day to meet the needs of our visitors while conserving resources and reducing our environmental footprint so that we can leave the Memorial better for future generations.

*“[Nothing] compares in importance with the great central task of leaving this land even a better land for our descendants than it is for us.” - President Theodore Roosevelt*



Mount Rushmore National Memorial

# CUISINE GOAL

70% LOCAL & SUSTAINABLE CUISINE AT  
OUR LAND-BASED RESTAURANTS

## CUISINE GOAL

For us, it's important that everything we do is in good taste. This covers the meals we serve and how we execute on a comprehensive list of related aspects of our cuisine, including the ways we source our food to support local economies, reduce chemical additives, save water, reduce transportation, protect local ecosystems, treat animals humanely, and reduce waste. **We're committed to reduce the environmental impact of the meals we serve by achieving 70% local and sustainable sourcing of our food and beverages.** We have even gone so far as to establish on-site gardens in some of our locations to provide hyper-local produce.

Since 2001, we have worked to increase the percentage of our sustainable food, and in 2016, we formalized our efforts into our Fresh Forward Sustainable Food Program. Fresh Forward consists of a six-stage framework: Culinary Purchasing, Employee Education and Training, Guest Education, Facilities and Services, Community Outreach, and Monitoring Improvement. We prioritize products that carry a reputable third-party certification (e.g., USDA Organic, Rainforest Alliance Certified™ coffee, Fair Trade Certified™, non-GMO); are sourced from farmers with strong animal welfare practices (e.g., Certified Humane®, American Grassfed®); are

produced by a facility with strong sustainable practices (e.g., B-Corp™ or ISO 14001 certification); and that are produced within 500 miles of our properties.

The more food with lower environmental impact, the better. Raising beef, for example, emits over 20 times more GHG and requires 20 times more land per gram of protein than many edible plants. While we will continue to offer meat, we are increasingly focused on providing attractive plant-based options that reduce emissions as part of our new Plant-Forward strategy. We seek out local producers and establish direct buying



## CUISINE GOAL

### CONTINUED

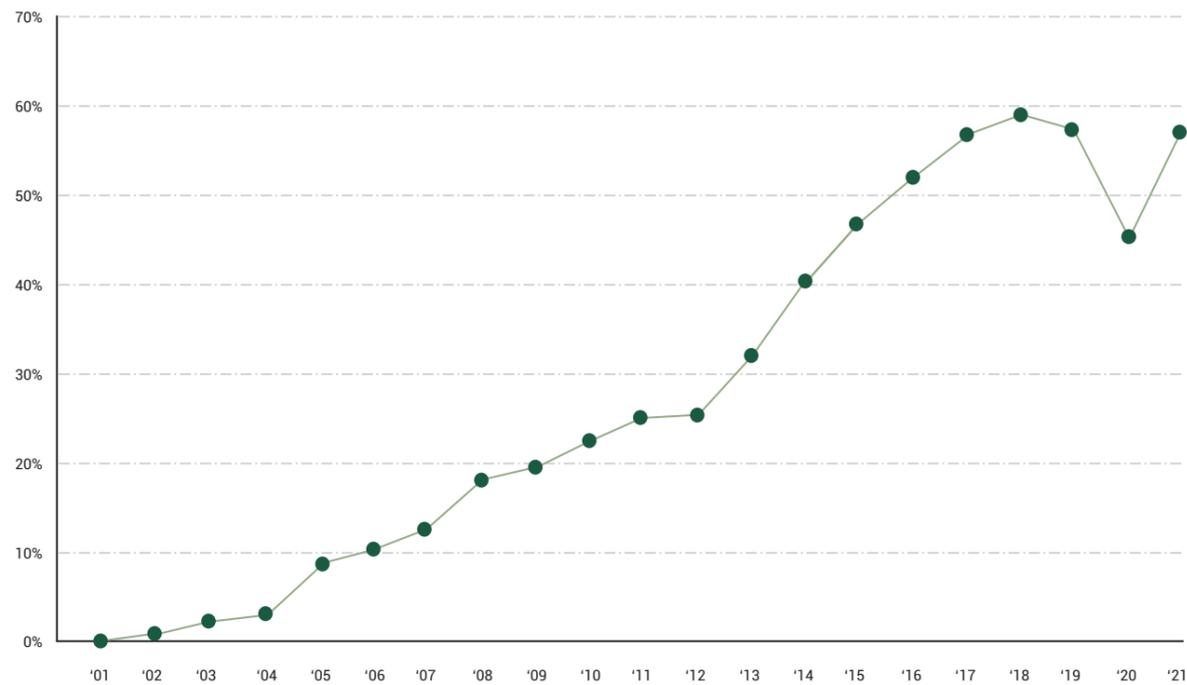
relationships while also working with our largest suppliers to set sourcing standards and buy local items that will arrive fresh. We've found that tracking the origin and sustainability of our purchases has led to many improvements as we push the industry for better traceability and transparency.

The past two years have been challenging: most of our restaurants shut down entirely for part of 2020 due to the pandemic, and we've experienced supply chain disruptions, labor shortages, and cost challenges as we commit to keeping

our meals affordable for our guests. But we remain focused on our local and sustainable cuisine goal; it's so close we can taste it.



## % SUSTAINABLE & LOCAL CUISINE - COMPANY TOTAL



## HOMEGROWN GREENS

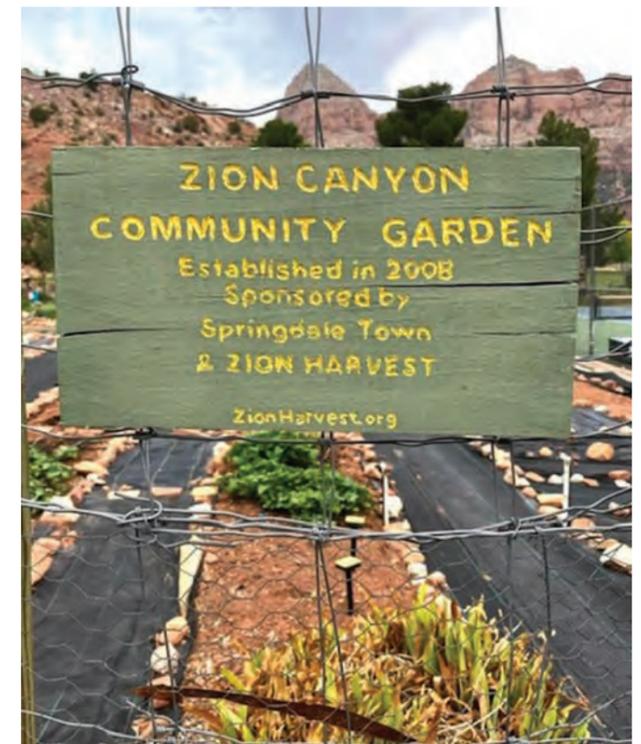
### GROWING PRODUCE IN OUR ON-SITE GARDENS

We've dug in and grown our own organic vegetables in gardens at many of our locations. Having super fresh food on hand is just one of the benefits; we also minimize the need for transportation and eliminate the use of synthetic chemicals. Our gardens are part of our Fresh Forward program, which commits to providing guests with healthy and sustainable choices.

At Mount Rushmore, we have maintained the 1,500 square foot Presidential Garden, from which we have delivered 4,971 pounds of fresh-picked produce to our chefs, since 2010. We also operate the Granite Greenhouse on the roof of the Concession Building, where we use hydroponic equipment to grow lettuce and tomatoes. In its first three years, it yielded 862 pounds of vegetables.

Our garden plot in the community garden just outside of Zion in Springdale, UT has been cared for by volunteers for five years. We grow organic herbs for dishes like the famous Kolob Rosemary Chicken, and our fresh mint makes the perfect mojito. At the main office for VBT and Country Walkers in Williston, VT, we have had an employee garden since 2017.

All our gardens use compost to enrich the soil and avoid synthetic fertilizers. Since 2012, at Mount Rushmore alone, we have diverted 131,423 pounds (65.7 tons) of food scraps away from landfill, composting them and using them as organic fertilizer for the garden. It's a never-ending, good-news, semi-closed-loop kind of story.



## SUSTAINABILITY WELL DONE WITH A SIDE OF GREENS

### EARNING OUR STARS FOR GREEN EATERIES

For us, good taste goes beyond the plate. When guests show up at our restaurants, we want to give them an entire experience that satiates their appetite for great food, a great time, and the great feeling that comes from knowing that they've supported and contributed to sustainability initiatives that will help protect the Earth. We're all about the quality of our food, procuring it from small, local farms and artisan producers. At the same time, we look at every step of our process and every aspect of our buildings and commit to compost and recycle waste, install the most energy-efficient lighting and water-saving fixtures, and use the most environmentally preferable cleaning products.

#### Earning our Stars

Currently, there are over 650 eateries in North America that have earned the distinction of Certified Green Restaurant®. Of these, 23 hold the coveted, highest 4-star certification, and we're proud to say that 3 of those are our restaurants. The Green Restaurant Association (GRA) is a non-profit organization on a mission to shift the restaurant industry towards ecological sustainability. Under its rating system, a restaurant is evaluated as a whole, awarding points in various categories including energy, water, waste, reusables and disposables, chemicals and pollution, food, building and furnishing, and education and transparency.

#### Trailblazers

Within the National Park System, 3 of the 4 restaurants to be named a 4-star Certified Green Restaurant are

operated by Xanterra, and all of them have been recertified annually since they earned their stars. We earn points for some of the initiatives explained elsewhere in this Report, including growing food in our own gardens, providing compostable tableware, and using solar power.

At Yellowstone, our Mammoth Hotel Dining Room was the first 4-star Certified Green Restaurant in the National Park System. The Mammoth Hotel Dining Room also received a Near Zero Waste Award, and one of our Grand Canyon eateries, Fred Harvey Burger, also earned 4 stars in 2019. Our homegrown sustainability will always be a staple on the menu.



Our Carvers' Café at Mount Rushmore holds the second highest GreenPoints™ score, making it the second greenest restaurant in North America. It's also the first 4-star Certified Green Restaurant in South Dakota. The café received points for several successful sustainability programs. Employees grow vegetables for the restaurant and the employee dining room. The restaurant also purchases ingredients from local and certified sustainable sources, dramatically reduced energy and water usage, switched to LED lighting, installed low-flow water faucets, and implemented recycling and composting, among other improvements.



Carvers' Cafe Team  
Mount Rushmore National Memorial



# WASTE GOAL

5% ANNUAL REDUCTION IN  
WASTE TO LANDFILLS

## WASTE GOAL

You're likely familiar with the call to "leave no trace" when you head into the wilderness. We strive to go a step further and leave our national parks better than we found them. One visible sign of our impact on the environment is solid waste. In a throw-away culture that values convenience over durability and quality, **we're doing our best to set a new course for a world without waste.**

In 2004, we set a goal to divert 50% of our waste away from landfills to recycling, composting, or reuse. By 2015, we had made big gains and increased our ambition by raising our goal to 80% diversion by 2025. We've achieved many improvements in our waste stream, but we're still not close enough to meeting this goal. Neither our commitment nor our level of effort have waned, but external forces have hamstrung our efforts. China put into place policies that eliminated the primary market for recyclables from the US, and the pandemic further required that we use more disposables. Combined, these two forces have driven a reduction in our diversion rate, as can be seen in the graph on the next page.

We are updating our waste goal and focusing more on reducing waste in the first place. Even if we were 100% successful in diverting waste from the landfill, all that recycled and composted waste would still contribute to GHG emissions due to the energy required for production, transportation, and handling. For this reason, we are working to reduce the generation of all forms of waste. Our new enterprise-wide goal better reflects this by focusing on reducing the amount of waste we send to landfills by 5% each year.

We have already started work toward this goal. We strive to buy more durable products, which means less frequent

replacements. We eliminated plastic bags used to package T-shirts at some locations. In our restaurants, we buy from some local suppliers who can provide products in returnable containers. We will continue these efforts, but we will also work to find other solutions that help us transition to a more circular economy where waste production is minimized throughout a product's lifecycle.



Yellowstone National Park

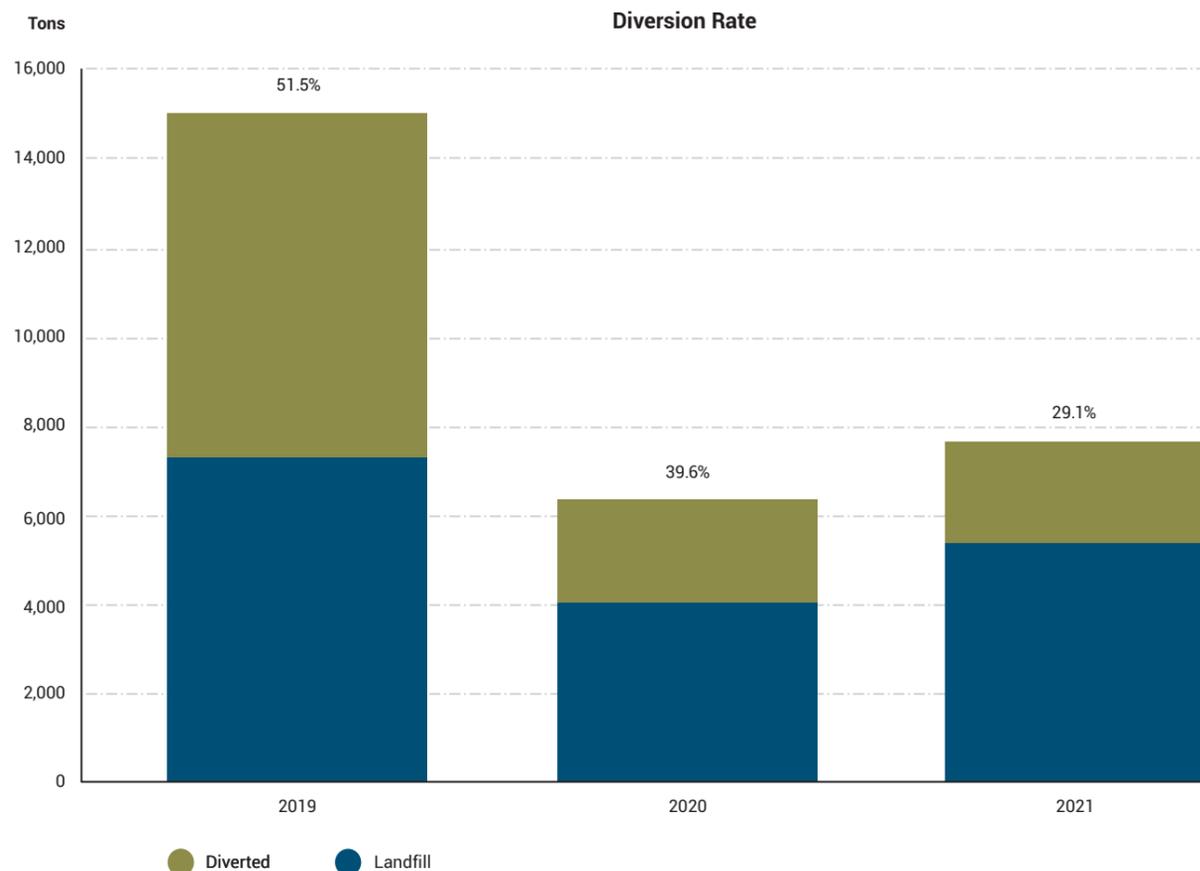
## WASTE GOAL

### CONTINUED

Although we will be focusing on eliminating waste, we won't let up in our efforts to divert products away from landfills by recycling and composting. Some of our composting programs and other reuse efforts are described in the pages that follow. We've increased our efforts to support the circularity of local, national, and international recycling markets by increasing our purchases of recycled products, such as office paper (although we use less each year) and products made from recycled plastic bottles, including some of our most popular T-shirts.

We monitor all our waste streams as part of our Ecometrix sustainability tracking program, and we do annual waste audits that help us focus our waste reduction efforts. At Maswik Lodge at Grand Canyon, we hire a third party to perform waste audits. In 2021, we achieved a diversion rate of 82% there. One lesson learned from these audits is that we need to focus on reducing disposable plastics, which we are committed to doing. Our new plastics elimination goal is described in the next section of this Report.

## XANTERRA WASTE



## SUDS FOR SUDS

### A CASE FOR RECYCLING GLASS BOTTLES

You've likely heard beer casually referred to as "suds," a word that's also used to describe soapy water used in cleaning. When it came to deciding what to do with all the empty beer bottles in our food and beverage operations, we came up with a plan that involves the best of both types of suds.

About eight years ago, our team in Yellowstone wanted an even better answer than sending empty beer bottles through the regular recycling process

where they would be pulverized. They partnered with Bayern Brewery in Missoula, MT to keep the bottles intact and reuse them. Ever since, Four Corners Recycling returns our bottles to Missoula where they are washed, sanitized, refilled, relabeled, and put back into the supply chain. To date, we have kept about 140,000 bottles in circulation. That's about 30 tons of glass kept out of the landfill or recycling stream, which saves resources and energy.

## TURNING FOOD WASTE INTO RICHES

Composting is second nature to us. **In 2021, we composted 241 tons of food waste in five national parks, plus 668 tons of mule manure at Grand Canyon. That's 11.8% of our total waste or 23.5% of our total waste at those five national parks.** Composting comes with a pile of benefits, a key one being that it produces valuable soil amendments, which eliminate the need for synthetic fertilizers. It also reduces the volume of waste heading to landfills, lowers greenhouse gas emissions, and keeps materials local, which reduces emissions from transportation.

Our first step is always to reduce waste through careful menu planning, volume forecasting, chef training, tracking all food waste, and conducting audits. Even with these measures, some food waste is inevitable, and that's when we roll up our sleeves and start composting.

We partner with local commercial composting operations, but when those services are not available, we compost on-site ourselves. At Zion and Mount Rushmore, we compost most of our food

waste with in-vessel composters on site and use the resulting compost in our employee gardens. We have achieved a food waste diversion rate of nearly 90% at Zion. At Grand Canyon and Yellowstone, we implemented waste sorting receptacles in our guest rooms. Made from 100% recycled content, these allow our guests the option to put their waste in bins headed for recycling, compost, or landfill. At Glacier, we work with a local company that picks up the food waste, transforms it into compost, and returns it to nourish the flower beds at Lake McDonald Lodge and Many Glacier Hotel. We love turning waste into a valuable resource.



## ONE BAD APPLE MEANS A WORLD OF GOOD

### OPERATION SHRIVELY APPLES

When Vista the mule emerges from the Grand Canyon and offloads her rider and their supplies, she heads back to the stable where she's more than ready to grab a bite to eat. She's pleasantly surprised when her fodder includes apples, which she eagerly devours. If she notices they're a little wrinkly, she doesn't mind. The irony is that while she thinks she's off the clock enjoying a sweet reward, she's actually still working. With every shrively apple she eats, she does a world of good for our parks and our planet.

#### Returning Food to the Earth

Vista is one of 148 mules who are willing participants in our Operation Shrively Apples program. It all started back in November 2013 when an employee had a brilliant idea. Rather than send shrivelled apples and other food waste to the landfill, she proposed we feed it to the mules. Since the program was launched, our mules have, under veterinary supervision, happily downed over 62,000 pounds (or 31 tons) of nutritious food waste, keeping it out of the landfill. And that's not the end of this good-news, reuse story. Our industrious mules produce up to 2 million pounds of manure per year, which is processed into compost by a Flagstaff company and sold to local nurseries and farmers.

#### All-in Pack Mentality

It takes a pack of foodie mules and a team of eco-friendly park employees striving for zero waste to make Operation Shrively Apples work. Prep cooks in all our Grand Canyon restaurants have designated buckets where they put scraps such as melon rinds, broccoli stalks, carrot peelings, and, of course,

shriveled apples. Porters then carry the buckets to the stable, where the scraps are weighed and recorded, and then livery staff feed them to the mules. At Phantom Ranch, our only accommodations located below the canyon rim, the team conducts its own composting program. Food scraps are turned into compost, which is used for ground cover in the stables, which means our mules have less food waste to haul out.

It's a full-circle story of moving toward zero waste. By diverting solid waste from the landfill, we help increase the life of the landfill, and we also help to protect open spaces and reduce pollution. Through the Shrively Apples program, we have returned tons of food back to the Earth. Our beasts of burden are helping to lighten the load we put on our planet. They deserve all the shrively apples we can give them.



Grand Canyon National Park

## TRAINING OURSELVES TO THINK ANEW

### FINDING A GREENER ALTERNATIVE TO DIESEL FUEL

Our steam trains at Grand Canyon Railway that take passengers to and from the Grand Canyon offer the best of both worlds. On the outside, they're a spectacle of wonder, a look back at hundred-year-old technology steeped in history. Inside, they showcase forward-thinking innovation that has them running with a fraction of their original environmental impact.

Our ingenious employees found a way to give oil from our kitchen fryers a second use in the trains. Thousands of pounds of waste vegetable oil is collected each

year from the kitchens at our GRA 3-star certified Fred Harvey Restaurant, then recycled and refined by our partner in Phoenix, AZ. Instead of using coal or diesel fuel, each locomotive uses about 1,200 gallons of this renewable waste vegetable oil per round trip to the canyon.

Our trains have double the appeal among our visitors. They offer a nostalgic experience on a means of transportation that changed the way we move, and they're a reminder that we can continue to find cleaner, greener solutions.



Grand Canyon Railway

# PLASTICS GOAL

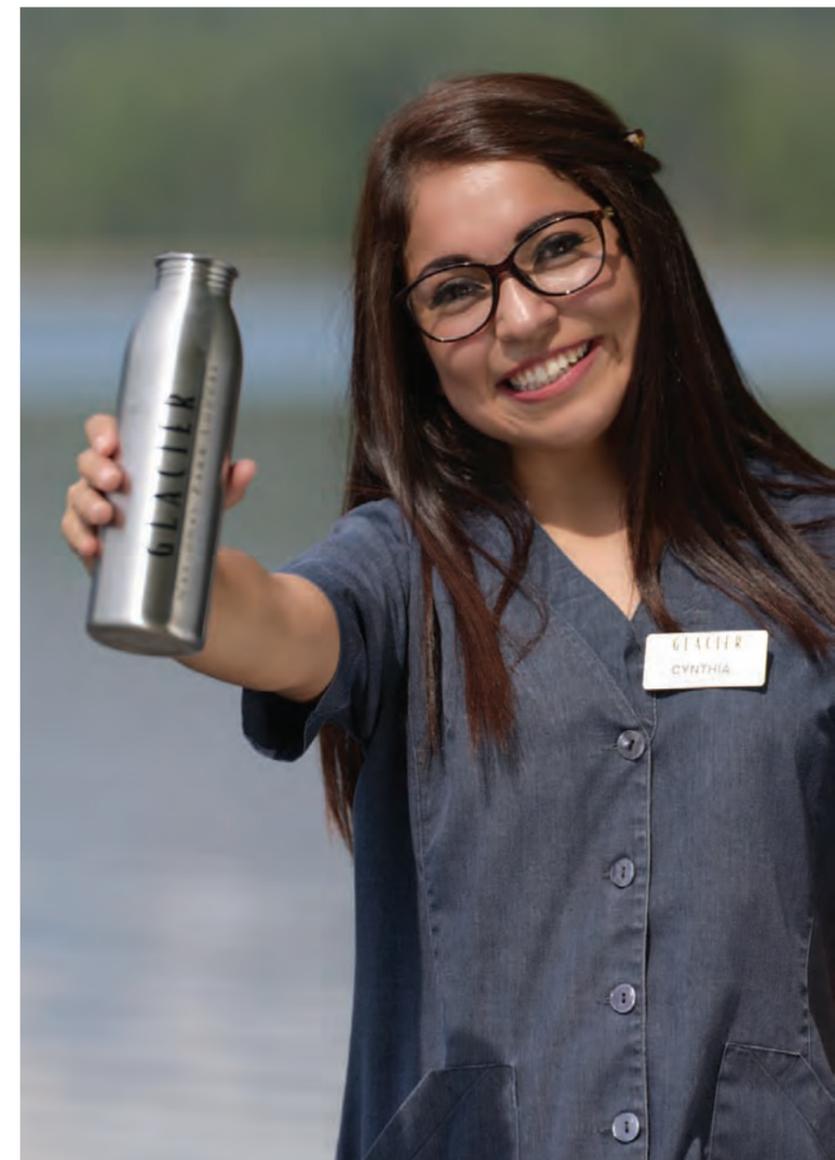
ELIMINATE SINGLE-USE PLASTICS  
PURCHASES BY 2030

## PLASTICS GOAL

We have established a new goal to discontinue all purchases of single-use plastics by 2030. Humans produce about 400 million metric tons of plastic waste every year. Less than 5% of this is recycled and over 2% of it ends up in the oceans. Plastics take hundreds of years to break down, becoming microplastics in the process, and these microplastics are found everywhere, from the oceans, to Lake McDonald in Glacier, and even in our bodies. Further, the level of greenhouse gas emissions associated with the production, use, and disposal of conventional fossil-fuel-based plastics is forecasted to grow to 19% of the global carbon budget by 2040.

We want better for our planet, so we're taking steps to accelerate our ongoing efforts to reduce waste, especially plastics. In 2013, we launched the Be Straw Free campaign and began reducing our use of plastic straws. Next, we switched most of our disposable tableware products to certified compostable alternatives. Now, we're updating our purchasing standards and realigning them with our goals to reduce waste and eliminate plastics. Many of our locations have already discontinued the sale of disposable plastic water bottles and the others will soon follow. We're starting with the products that we have the most control over—the ones we purchase and use—but we are also working with our vendors to reduce plastic packaging.

**Please join us on this journey toward a world without waste or single-use plastics. Together we can demand manufacturers use better alternatives to the plastics that choke our beaches and veins. We're here for this cause, as long as it takes.**



# PFAS GOAL

ELIMINATE INTENTIONALLY ADDED PFAS  
IN FOOD-CONTACT PACKAGING

## PFAS GOAL

With the emerging science regarding the wide-ranging health impacts of perfluoroalkyl and polyfluoroalkyl substances (PFAS), we've added a new and important goal. We aim to eliminate PFAS, where intentionally added, from our food packaging. Since these chemicals are used in coatings that resist heat, grease, and water, they're commonly used in food preparation and packaging products, such as plates, bowls, and wrappers—even sometimes the ones that look like harmless paper or cardboard.

PFAS may be convenient for us in the short term, but they persist in the environment and accumulate in human bodies over the long term. This is why they're known as “forever chemicals.” For our health and the health of our planet, we are working to identify and eliminate intentionally added PFAS from all our food-contact packaging as soon as possible. **We know there are more sustainable alternatives to PFAS, and we are committed to finding them.**



RECOGNITION  
2017 - 2021

*Awards*

**2020**

LARIMER COUNTY ENVIRONMENTAL STEWARDSHIP AWARD

*Rocky Mountain*

MONTANA ECOSTAR POLLUTION PREVENTION AWARD

*Yellowstone*

**2019**

ARIZONA STATE HISTORIC PRESERVATION OFFICE; GOVERNORS' HERITAGE PRESERVATION HONOR AWARD FOR BUCKEY O'NEILL CABIN RESTORATION

*Grand Canyon*

INTERNATIONAL DARK SKY ASSOCIATION – DARK SKY PARK OF THE YEAR

*Grand Canyon*

KIMBERLY-CLARK PROFESSIONAL – RIGHTCYCLE – CHELSEA SANTUCCI GREENOVATION AWARD

*Grand Canyon*

SOUTH DAKOTA HALL OF FAME – ACTS OF EXCELLENCE: MOUNT RUSHMORE GOES GREEN WITH SOLAR PANELS

*Mount Rushmore*

**2018**

GREEN RESTAURANT ASSOCIATION: NEAR ZERO WASTE AWARD

*Yellowstone Mammoth Hotel Dining Room*

NPS HEALTHY PARKS HEALTHY PEOPLE PIONEER ACHIEVEMENT AWARD FOR PROMOTING HEALTHY AND SUSTAINABLE FOOD CHOICES IN YELLOWSTONE NATIONAL PARK

*Yellowstone*

MONTANA ECOSTAR POLLUTION PREVENTION AWARD

*Glacier*

SUN POWER INTELEGANT AWARD FOR EXCELLENCE

*Mount Rushmore*

**2017**

ARIZONA OFFICE OF TOURISM, GOVERNOR'S AWARD FOR OUTSTANDING HISTORICAL RENOVATION AND PRESERVATION

*Grand Canyon Railway*

EPA FOOD RECOVERY CHALLENGE AWARD

*Zion*

NATIONAL PARK SERVICE ENVIRONMENTAL ACHIEVEMENT AWARD WINNER: LEAN, CLEAN AND GREEN

*Yellowstone*

MONTANA ECOSTAR POLLUTION PREVENTION AWARD

*Glacier*

*LEED Certifications*

**2020**

LEED O+M v4 – PLATINUM

*Mount Rushmore Concession Building*

**2018**

LEED BD+C v3 – GOLD

*Yellowstone Teal Employee Residence – Lake*

**2017**

LEED NC v3 – GOLD

*Yellowstone Haynes Administration Building*

LEED NC v3 – GOLD

*Yellowstone Rhyolite Lodge*

LEED NC v3 – SILVER

*Yellowstone Washburn Lodge*

LEED O+M v3 – SILVER

*Zion Watchman & Sentinel Lodges*

## Green Restaurant Certifications

### 4-STAR

**CARVERS' CAFE**  
Mount Rushmore

**FRED HARVEY BURGER**  
Grand Canyon

**MAMMOTH HOTEL DINING ROOM**  
Yellowstone

### 3-STAR

**ARIZONA ROOM**  
Grand Canyon

**EL TOVAR**  
Grand Canyon

**FRED HARVEY RESTAURANT**  
Grand Canyon Railway Hotel

## Trip Advisor Green Leaders

### GOLD

**GRANT VILLAGE LODGE**  
Yellowstone

**LAKE YELLOWSTONE HOTEL**  
Yellowstone

**MAMMOTH HOT SPRINGS HOTEL AND CABINS**  
Yellowstone

**OLD FAITHFUL SNOW LODGE**  
Yellowstone

### SILVER

**LAKE LODGE CABINS**  
Yellowstone

**OLD FAITHFUL INN**  
Yellowstone

**OLD FAITHFUL LODGE**  
Yellowstone

**ROOSEVELT LODGE**  
Yellowstone

## Other Certifications

**INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO)**  
ISO 14001:2015 for Environmental Management Systems  
All Locations  
Various start dates – 2021

**INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO)**  
ISO 9001:2015 for Quality Management System  
Mount Rushmore  
2019 - 2021

**CALIFORNIA GREEN LODGING CERTIFICATION, "ENVIRONMENTALIST"**  
California Department of General Services  
Oasis at Death Valley  
2017 – 2019

**ZERO WASTE CERTIFICATION**  
UL Solutions  
Grand Canyon Maswik Lodge  
2018 – 2021

**BUSINESS EMERALD SUSTAINABILITY TIER (BEST) CERTIFICATION**  
The Riverwind Foundation:  
Jackson Hole & Yellowstone Sustainable Destination Program  
Yellowstone  
2019 - 2021

**AUDUBON COOPERATIVE SANCTUARY SYSTEM CERTIFIED**  
Audubon International  
Furnace Creek Golf Course at Death Valley  
2007 - 2021

**GREEN SEAL - GOLD**  
Lake Yellowstone Hotel  
2017 - 2021

**GREEN SEAL - GOLD**  
Watchman and Sentinel Lodges at Zion  
2014 - 2021

## Corporate or Individual Memberships

**2018 – 2021 REDUCE, REUSE, RECYCLE JACKSON HOLE, BUSINESS LEADER PROGRAM MEMBER**  
Yellowstone

**2016 – 2021 BONNEVILLE ENVIRONMENTAL FOUNDATION, CHANGE THE COURSE ENGAGEMENT SPONSOR**  
Grand Canyon

**2016 – 2021 INTERNATIONAL DARK SKY ASSOCIATION GUIDING PARTNER**  
Grand Canyon

**2014 – 2021 UNITED STATES GREEN BUILDING COUNCIL (USGBC) – SILVER MEMBER**  
All Locations

**2014 – 2021 RAPID CITY SUSTAINABILITY COMMITTEE**  
Mount Rushmore

**2013 – 2021 WESTERN SUSTAINABILITY EXCHANGE**  
Yellowstone

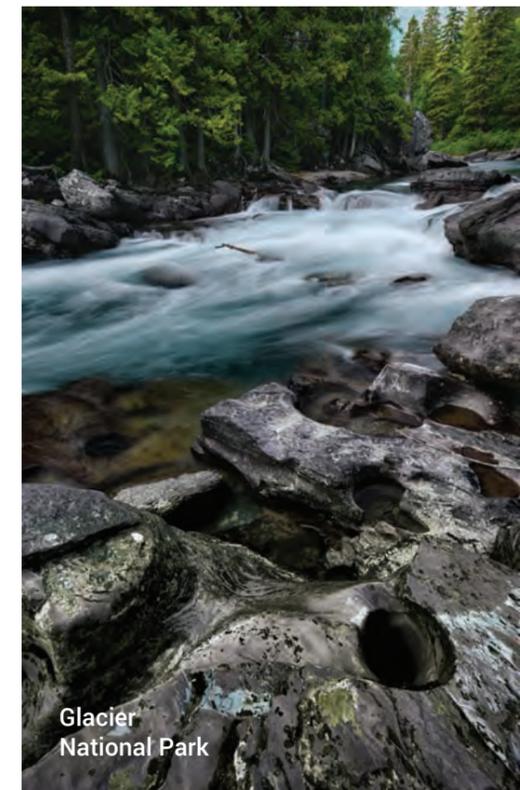
**2011 – 2021 YELLOWSTONE ENVIRONMENTAL COORDINATING COMMITTEE**  
Yellowstone

**2011 – 2021 YELLOWSTONE - TETON CLEAN CITIES**  
Yellowstone

**2010 – 2019 SUSTAINABLE ECONOMIC DEVELOPMENT INITIATIVE OF NORTHERN ARIZONA – ADVISORY BOARD**  
Grand Canyon

**2009-2021 EPA GREEN POWER PARTNER**  
All Locations

**2007 – 2021 STATE OF COLORADO ENVIRONMENTAL LEADER, GOLD LEVEL**  
Rocky Mountain



# PHILANTHROPY

Rocky Mountain National Park

## HOW WE GIVE BACK

**Community is important to us.** We take every opportunity to pitch in through local stewardship, philanthropy, and community service in all the areas where we operate. Here's a sampling of the ways we love to serve.

### Country Walkers Travelers Fund

We strive to be a sustainable tourism business by protecting the environment through Country Walkers' walking and hiking tours. On behalf of Country Walkers' guests, we contribute to the Travelers Fund, which supports designated projects in local communities and habitats where we operate. Our donation to the Yellowstone to Yukon Conservation Initiative, for example, will allow animals to move safely on wildlife-friendly highway overpasses in areas that have been separated by development. In Zambia we support the Commit to Clean Water Fund, which works to drill wells and produce potable water. The Herdade do Freixo do Meio farm in Portugal is another project we help fund. It operates on a traditional agricultural system that reduces reliance on fossil fuels, raises organic produce, and provides employment for many locals.



### World Vision - School Tools

One of the world's largest relief and charitable organizations, World Vision provides food, clean water, education, and infrastructure to millions around the globe who struggle with poverty, drought, war, and natural disasters. As one of our longstanding charities, we support World Vision financially and through their School Tools program. Xanterra employees in Denver and at the Grand Canyon help pack and distribute school supplies for children in some of the local communities where we operate.





**17th Annual Kelly Brush Foundation Ride**

The Kelly Brush Foundation Ride is one of the biggest charity bike rides in Vermont, sponsored by VBT. The Foundation’s mission is to empower people living with spinal cord injuries to lead active and engaged lives. Our support helps provide adaptive sports equipment to people living with paralysis.

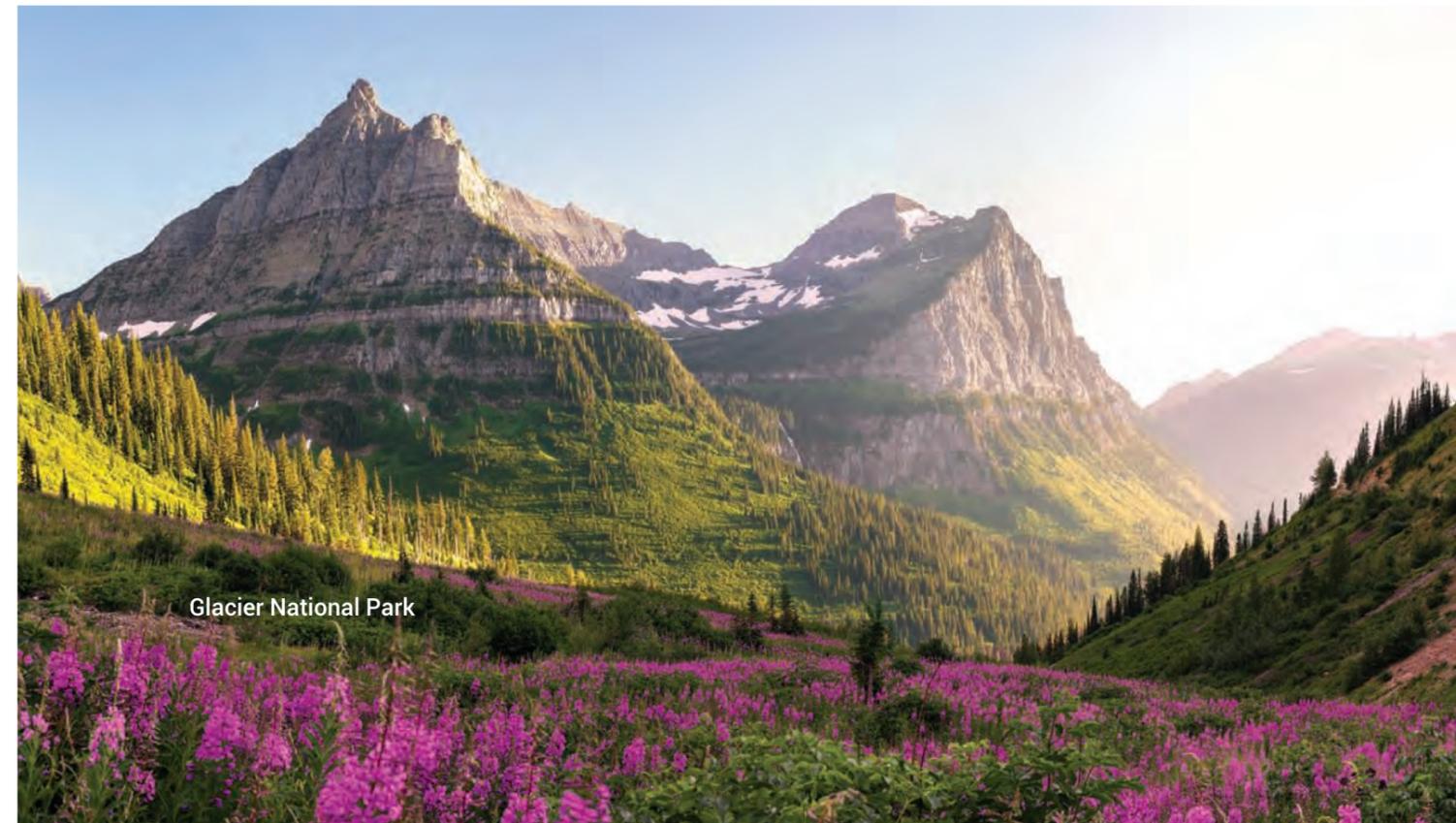
**Picking Up Litter**

As the stewards of some of the most Beautiful Places on Earth®, we are passionate about making sure they stay that way. That’s why we have designated Green Teams and other employee groups who collect litter regularly. Sure, it’s our responsibility, but it’s also our passion.



**Additional Charities We Support**

- A Christian Ministry in the National Parks
- Adopt-a-Highway in Tusayan, AZ; Death Valley, CA; & Gardiner, MT
- American Hospitality & Lodging Education Foundation
- Bear Creek Council
- Black Hills Children’s Home
- Black Hills Foundation
- Bonneville Environmental Foundation
- Boys' & Girls' Club
- Bruin Booster Club
- Coats for Colorado
- Children’s Home Foundation
- Clean Wisconsin
- Covenant Cupboard
- Crossroads Ministry of Estes Park, Inc.
- The Cruise Industry Charitable Foundation
- National FFA Organization (formerly known as Future Farmers of America)
- Feeding South Florida / Feeding America
- Gardiner Food Pantry
- Grand Canyon Conservancy
- Griffith Centers for Children
- Little People’s Learning Center
- Mission 22
- Montana Preservation Alliance
- Montana State University Hospitality Program
- Mount Rushmore Society
- North Yellowstone Education Foundation
- Operation Black Hills Cabin
- Park County Community Foundation
- Rapid City Cornerstone Rescue Mission
- Roadless Ride for Brent’s Place
- South Dakota Local Food Conference
- Stafford Animal Shelter
- United Way
- Valley Church Playground
- Western Sustainability Exchange
- Wine to Water
- Yellowstone Forever



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