USA

United • Sustainable • Action
Sandi Lackey
Associate Director,
Worldwide Sales, Leisure Travel
BWH Hotel Group
INSPIRING TRAVEL THROUGH UNIQUE EXPERIENCES

Sandi Lackey
Associate Director, Worldwide Sales, Leisure Travel
WHAT’S NEW

- New Mission statement: Deliver trusted guest experiences, drive hotel success, and foster a caring inclusive culture that respects the environment.

- New Vision: INSPIRING TRAVEL THROUGH UNIQUE EXPERIENCES

- BWH Hotel Group joined the Sustainable Hospitality Alliance

- Development: Continuing to develop all our brands. For Example, 30 new World Hotels to open by the end of 2023.

- Expanding on our customer care called, Because We Care.

- New brand was announced, @HOME by BWH.

- In Spring, we will begin our FIT Static Rate Plan RFP for Season 2024/2025
THANK YOU

Sandi Lackey
Associate Director, Worldwide Sales, Leisure Travel
Sandi.lackey@bwhhotelgroup.com

Bestwestern.com
Inbound Travel Exports – Big Business!

Mark Keam
Deputy Assistant Secretary, Travel and Tourism
U.S. Department of Commerce
USA

United • Sustainable • Action
Visa Processing Update

Julie Stufft
Deputy Assistant Secretary for Visa Services in the Bureau of Consular Affairs
U.S. Department of State
USA
United • Sustainable • Action
Transforming the Climate Impact of Your Tours

Ivory Vogt
Program Manager, Climate & Resilience

Kaitlyn Brajcich
Senior Manager, Communications & Training
The Path to Sustainability and Meaningful Travel Experiences

MODERATOR
Cathleen Johnson
Cathleen Johnson
Tourism Consultants

MODERATOR
John Sutherland
Tourism Cares

Terry Gifford
Willowbrook Manor

Stacia Morfin
Nez Perce Tourism
Meaningful

@TourismCares
We are the people and places of travel dedicated to the people and places of travel.

Tourism Cares unites the travel industry and is a catalyst for positive social, environmental and economic impact. To achieve this, we need to enact lasting change in the way we do business for the people and places we serve. By doing what’s right for travel, we create opportunities, empower communities, amplify culture and protect the environment while fostering diverse perspectives and building inclusivity and understanding.

Together, we can change individuals, communities and, sometimes, even the world.
Move at your own pace through our online educational portal. Based on nearly two decades of mission-driven work and research, our Meaningful Travel Platform is constantly growing and evolving as a one-stop library of resources and chapters around sustainable tourism topics.

Need some information on how to decarbonize your business? Interested in tour operators adopting animal welfare practices? Want to build more diversity and equity into your organization? It’s all there.
Tourism Cares Guide to Meaningful Travel Product

• Helps travel companies make more responsible choices when building travel product
• Product designers learn how to generate economic benefits for local people, enhance well-being in destinations, and create engaging and innovative experiences for travelers who want to form a deeper connection
• Why and How: It lays out the argument in favor of including Meaningful Travel in product and proceeds to give step-by-step instructions for doing so.
• Uses the U.N. Sustainable Development Goals as a framework for impact and offers examples
Meals
Research training or social enterprise restaurants that could be utilized for Welcome and Farewell Meals.

Experiences
Research organizations that are having a societal benefit (cultural preservation, vocation training for under-resourced community members, environmental groups)

Transportation
Research companies that are creating non-traditional livelihoods, disrupting gender norms, and/or investing in renewables or using electric vehicles.

Handicrafts and Souvenirs
Research local artisan groups, workshop spaces you can support.

Accommodation
Research locally-owned, community-owned accommodation, accommodations with strong environmental policies and practices.
USA
United • Sustainable • Action
Agenda

- Scope of Sustainability for the NPS
- Framework and Requirements
- What We are Doing and Can Do
1987 UN Bruntland Definition

SUSTAINABILITY

- Environment
- Economy
- Society
Environment - Legislative Mandates

• Concessions
  Necessary and appropriate and consistent to the highest practicable degree with the preservation and conservation of the resources and values of the unit.

• Commercial Use Authorizations
  Will have minimal impact on resources and values of the unit and are consistent with the purpose for which the unit was established.
• Executive Order 14057, Catalyzing Clean Energy Industries & Jobs Through Federal Sustainability
  o Greenhouse Gas Emissions
    ▪ Reduce scope 1, 2 and 3 GHG emissions from electricity consumption, stationary fuel combustion, motor vehicle use, equipment use, solid waste management, employee commuting, business travel, and other emission sources.
  o Acquisition
    ▪ Reduce emissions, promote environmental stewardship, support resilient supply chains, drive innovation, and incentivize markets for sustainable products & services.
• Executive Order 14057 (cont.)
  o Energy Management and Carbon-Free Energy (CFE):
    ▪ Increase use of carbon pollution-free electricity in facility electrical energy use so that it constitutes 100 percent of facility electrical energy use on a net annual basis by fiscal year (FY) 2030.
    ▪ Coordinate capital planning, building retrofits, electrification, and facility emissions reduction strategies.
• Executive Order 14057 (cont.)
  o Fleet Management:
    ▪ Acquire zero-emission vehicles (ZEV); 100 percent of light-duty vehicles by the end of FY 2027, and 100 percent of all vehicle by 2035.
    ▪ Invest in ZEV refueling infrastructure.
  o Solid Waste and Lifecycle Management
    ▪ Annually divert from landfills at least 50 percent of non-hazardous solid waste, (e.g., food and compostable material) by FY 2025; and 75 percent by FY year 2030.
Policy and Initiatives

- Secretarial Order 3407, Department-wide Approach to Reducing Plastics Pollution
  - Phase out Single-use plastics by 2023.

- CDC Federal Food Service Guidelines:
  - Focus on sustainable production and food waste reduction in addition to health.
Environment - Planning

- Mitigation Goals and Strategies
  - Zero-waste Landfill
  - Clean Marina
  - Others

- Green Parks Plan
- Step-down Plans
- Program-level Implementation
- Plans and Tactics

- Climate Change Strategy
- Adaptation Education
- Mitigation
  - Plastics Reduction
  - EV Plan
  - Alternative Transport Plan
  - Etc.

- Commercial Services
  - Interp. And Ed
  - Facilities
  - Others
Commercial Services Framework

• Concessions
  o Planning (Foundation/GMP, Visitor Use, CS Plan)
  o Prospectus
  o Environmental Management Plan, Clean Marina
  o Standards
  o Evaluation, Audit and Reporting

• CUAs
  o Planning (Environmental Assessments)
  o Authorization Requirements
Environment - Accomplishments
Environment - Accomplishments

Refill your bottles here and enjoy pure, clean Grand Canyon spring water.

and have partnered with Milo Cross at Bestravreety to educate people how they can lessen their impact and leave a softer footprint - one straw at a time.

Xanterra
LEGENDARY HOSPITALITY
with a softer footprint

Milo Cross
Environment – Work to be Done

Elk Island Breakfast, Grand Teton NP
• America the Beautiful - Federal Interagency Council on Outdoor Recreation (FOCOR)
  o More equitable access and opportunities and collaboration
  o Every Kid in the Outdoors, Wounded Warrior
  o Timed Entry Pilots

• SO 3403 – Tribal Co-Stewardship
  o Continued emphasis on engaging with Tribes, working with Native American owned businesses and Native American employment
  o Cultural Tourism initiatives
  o Native American Handicrafts
Economy

• Great America Outdoors Act  
  o Capital investments to sustain facilities and operations

• America’s Outdoor Recreation Act  
  o Online permitting and reporting system

• Concession Management Act of 1998  
  o Regulatory Updates (Concessions and CUAs)  
  o Concession reasonable opportunity for profit  
  o CUA fees and commercial entrance fees  

  o Coordination and Collaboration
Questions

LeConte Lodge Dining Room, Great Smokes NP
Consolidates current policy and procedures.

Beta test in AK

Post Beta test Public Comment Period expected April 2023

Full Rollout 2024 CUA Season

Kurt M Rausch
Chief, Commercial Services Program
National Park Service
202-513-7202
Kurt_Rausch@nps.gov
http://concessions.nps.gov/

Samantha Towery
CUA Program Manager
National Park Service
303-880-0962
Samantha_Towery@nps.gov
USA

United • Sustainable • Action
USA
United • Sustainable • Action