

## LOCAL REFILLERY

**Completed Actions: Green, 36 points, Ocean Friendly Business**

**Verified on: September 9th, 2021**

**Verified by: Georgia Lavender**



## BUILDING & OPERATIONS

- Windows are double paned or draft-proofed and entrances and exits have been draft-sealed
- All thermostats set to 16°C when space is typically unoccupied (manual or automated)
- All non-emergency lights are turned off at night AND window lights put on a timer and shut off 11pm to 7am
- ≥ 75% of bulb lighting is LED and 100% of tube lighting is T5/T8 fluorescent or LED
- ≥ 75% of office equipment and kitchen appliances are ENERGY STAR® Certified
- All sink stations have hand towels or efficient hand dryers in place of conventional dryers or paper towel
- Renovations and/or upgrades use ≥ 10% recycled, repurposed or used materials

## WASTE

- Customer receipts are emailed to customers or printed on request only
- Sales/promotions are displayed digitally or on chalkboards or another reusable surface
- Reusable dishware is provided for staff use in place of disposable cups, plates, cutlery, etc.
- All food waste and soiled paper are composted AND all electronics, batteries and lightbulbs are recycled
- Efforts made to reduce soft plastics AND all soft plastics (shrink wrap, plastic bags, etc.) are recycled
- All Styrofoam™ packing is reused or recycled
- At least one other hard-to-recycle item is being recycled (pallets, foil-lined bags, pens, etc.)

## WATER

- Tap water consumed rather than bottled water
- All faucets employ ≤ 6.0 LpM aerators
- All toilets are and any urinals are ≤ 6.0 LpF

## TRANSPORTATION

- Designated bicycle parking is provided for staff and customers
- Deliveries/courier services from ≥ 1 supplier have been reduced by ≥ 50% in the last 12 months OR ≥ 50% of local couriering/deliveries made by low or zero emission transport

## PURCHASING & PRODUCT

- ≥ 3 major paper products have ≥ 50% post consumer recycled content OR made from 100% recycled content
- ≥ 75% of cleaning supplies are eco-friendly (including cleaning products used by commercial cleaners)
- Sustainable Retail Purchasing Policy in place for selecting retail products
- Store does not stock single-use plastic bags for staff or customers use
- Store uses reused/recycled material to wrap fragile items sold to customers
- No plastic single-use food and beverage products purchased for staff and customer use (e.g. coffee cartridges, sampling containers)
- Stock ≥ 5 products that are Carbon Neutral, EcoLogo™ Certified, FSC, Certified Organic, Fairtrade, B Corp or another reputable certification standard
- ≥ 20% of all goods sold are from local BC sources
- Actively works with suppliers to reduce packaging and encourage low-emission deliveries
- Products sold and their associated packaging can be returned by customers for recycling/upcycling at no additional cost

## SOCIAL

- ≥ 50% employees volunteer in a community event or charitable activity on company time (≥ 1 day per year)
- Annual donations made to local environmental or community related charities and non-profits, at an amount of ≥ \$50 per full-time employee
- Environmental sustainability is incorporated into the hiring process, employee orientations, and training programs
- Environmental values and actions are posted publicly online and on the premises
- Staff actively educate clients on relevant environmental and sustainability initiatives
- Employee Health and Wellness Program in place

## ADDITIONAL

- Additional Action - over 154,000 packages eliminated since January 2020 with refill program