



DISCLAIMER: This template is made for the [Sustainable Business Leaders](#) and [BEST programs](#) to help formalize innovative and long lasting sustainability solutions. Not all bullet points will be applicable to every plan and additional information specific to your organization is required. A sustainability management plan should be a working document that is updated on an annual basis at a minimum.

TEMPLATE: Sustainability Management Plan

1. Introduction

1.1 Purpose and Scope

The purpose of this Sustainability Management Plan (SMP) is to outline the sustainability policies, goals, practices and actions of [*company name*] focusing on environmental, socio-cultural, and economic issues and opportunities. [Insert any additional information about your organization's mission, pillars of success, and how they relate to the SMP, etc.]

1.2 Supporting Documentation

The development, implementation, and maintenance of the [*company name*] SMP is supported by the Sustainable Business Leaders criteria and BEST Certification Standard.

1.3 Relation to Other Plans:

[Insert links to additional plans/programs/relevant information on website, etc.]

2. Commitment to Sustainability

2.1 Mission Statement

[Insert company’s mission statement. It should include a commitment to the sustainability of environmental, socio- cultural, and economic issues and opportunities.]

2.2 Sustainability Pledge:

[*Company name*] is committed to advancing sustainability within our organization’s policies, programs, and practices. The policies contained within this SMP provide a framework for implementing our sustainability practices and achieving our sustainability goals.

[Insert company’s specific definition of sustainability, reference to materiality assessment, relevant to their operations. Per example: [SASB standards for restaurants.](#)]

Responsibility for developing and implementing our SMP has been undertaken by a team of staff and volunteers. Our SMP identifies goals, targets, and strategies, and associated accountabilities for management, staff, community engagement and partnerships, and best operational practice. We shall do this by implementing best practices in the management of impact areas described in our SMP. Appropriate milestones will be developed for planning and budgeting purposes and progress tracked for reviewing and reporting annually.

3. Impacts Areas [the following are examples from the categories and criteria of the Sustainable Business Leader and BEST Certification programs]

3.1 Purchasing

Purchasing	
Policies	[e.g.] [<i>Company name</i>] shall purchase both sustainable goods and services to execute our program and operations, including but not limited to: [e.g. paper product, office supplies and

	equipment, medical supplies, food.
Goals	<p>[e.g.]</p> <ul style="list-style-type: none"> - Increase sustainably sourced products by [x]% - Decrease single use products by [x]% by [year] - Increase recycled content in disposable products to [x]% by [year]
Action Measures	<p>[e.g.]</p> <ul style="list-style-type: none"> - Create a comprehensive vendor list and qualify them based on ethical/ fair trade and sustainability alignment, e.g., per the Sustainable Business Leaders criteria or BEST Certification Standard - Review supply chain annually and assess percent of materials sustainably sourced, amount of recycled content, and vendor sustainability practices
Performance Measures	<p>[e.g.]</p> <ul style="list-style-type: none"> - Environmental and/or social sustainability certification and labeling on product or in product information - Percentage of: <ul style="list-style-type: none"> - products that are environmentally and/or socially sustainable - food and non-food products purchased from local or regional sources - paper towels and toilet paper that is 100% post-consumer and unbleached - food products that can be composted

3.2 Waste Management

Waste Management

Policies	[e.g.] Areas shall be set up to collect sorted recyclable and compost material for removal and taken to the recycling center on a regular basis.
Goals	[e.g.] <ul style="list-style-type: none"> - Have a diversion rate percentage of [x]% by [year] - Increase re-use of items - Expand recycling efforts to include all recyclable materials - Measure and record 100% waste leaving facility (e.g. garbage generated, recycled materials, food composted, etc.)
Action Measures	[e.g.] <ul style="list-style-type: none"> - All recycling areas will be marked and clearly labeled for easy, efficient use by all employees regardless of primary language - Recyclables will be measured, recorded, and taken to the recycling center regularly - Compost will be brought to the composting site once a <i>[insert frequency]</i> - Create and maintain paperless booking and billing systems, employee hour tracking, financial documentation, and marketing strategy - Provide reusable materials (e.g. cutlery, plate, glass ware, napkins, shopping bags, etc.)
Performance Measures	[e.g.] <ul style="list-style-type: none"> - Volume or weight of waste in trash containers and recycling bins, and if applicable, composting bins - Total percentage of waste in trash containers, recycling and/or composting bins, and donated/ reused items

3.3 Energy and Emissions

Energy and Emissions	
Policies	[e.g.] All operations shall incorporate energy efficiency and conservation practices, including those recommended in the Energy Efficiency Checklist
Goals	[e.g.] <ul style="list-style-type: none"> - 100% Green Power purchased from Lower Valley Energy - Reduce electricity usage by [x]% by [year] - Reduce carbon emissions by [x]% by [year]
Action Measures	[e.g.] <ul style="list-style-type: none"> - Conduct energy audits - Conduct staff training on energy efficient practices - All lighting will use LEDs wherever possible - Perform regular maintenance on heating, ventilation, and air conditioning units to insure proper function - Introduce digital and/or wi-fi connected thermostats - Install lighting controls (e.g., sensors, timers, dimmers, etc.) - Office equipment set to automatically energy saving mode or power off when not in use
Performance Measures	[e.g.] <ul style="list-style-type: none"> - Monthly and annual energy use (kW hours) and cost (\$) - Annual carbon emissions (CO₂e)/client

3.4 Water

Water	
Policies	[e.g.] Establish and maintain a water monitoring system to record the amount of water used by toilets, faucets, and showers

Goals	[e.g.] - Reduce water usage by [x]% by [year]
Action Measures	[e.g.] - Conduct a water audit - Conduct staff training on water conservation practices - Inspect and maintain pool for leaks, including added pressure gauge to detect leaks - Water saving fixtures will be used in all facilities and equipment
Performance Measures	[e.g.] - Monthly and annual water usage (gallons) and cost (\$)

3.5 Building and Landscaping

Building and Landscaping	
Policies	[e.g.] Our building shall be a reflection of our sustainability values and practices. From low to no-VOC paints, to Dark Sky certified lighting, to landscaping with native plants and trees, to Trout Friendly Lawn Certification, we strive to set an example for our visitors and community.
Goals	[e.g.] - 100% of cleaning products are environmentally and/or socially sustainable by [year] - 100% of landscaping products are environmentally sustainable by [year] - 100% of paints and other building maintenance products have no VOCs by [year] - No pest management products will use chemicals by [year]

	<ul style="list-style-type: none"> - Landscaping contractors will receive and maintain Trout Friendly Lawn Certification
Action Measures	[e.g.] <ul style="list-style-type: none"> - Conduct a walkthrough of the property with the landscaping contractor - Verify pesticide and fertilizer use by landscaping contractor and inform them of our policies - Refresh/add to mulch to conserve water - Verify all cleaning products meet policy standards
Performance Measures	[e.g.] <ul style="list-style-type: none"> - Percent of cleaning products verified to contain no harmful chemicals - Percent of landscaping products verified to contain no harmful chemicals - Percent of building maintenance products verified to contain no harmful chemicals - Percent of pest management products verified to contain no harmful chemicals - Trout Friendly Lawn Certification kept current

3.6 Transportation and Fueling

Transportation and Fueling	
Policies	[e.g.] [<i>Company name</i>] shall strive to reduce the use of vehicles and minimize gas emissions where possible.
Goals	[e.g.] <ul style="list-style-type: none"> - Minimize single vehicle trips by [x]%.

	<ul style="list-style-type: none"> - Increase commuter and visitor traffic to location of business by alternative means (e.g., walking, biking, carpooling, and START Bus). - Investment in an electric vehicle by [year]
Action Measures	[e.g.] <ul style="list-style-type: none"> - Implement a seasonal incentive program for use of alternative transportation - Create an area for designated bike parking - Test drive and research options for an electric or hybrid vehicle - Select and use a carbon calculator
Performance Measures	[e.g.] <ul style="list-style-type: none"> - Total number of vehicle miles traveled (VMTs) - Annual fuel usage (gallon) and cost (\$) - Annual carbon emissions (CO2e)/client

3.7 Community Investment and Cultural Support

Community Investment and Cultural Support	
Policies	[e.g.] <i>[Company name]</i> shall be an integral part of the local community by engaging in local community programs, creating positive impacts within the community, and contributing to organizations and activities that contribute to the sustainability and overall health of the community and environment
Goals	[e.g.] <ul style="list-style-type: none"> - Increase financial and in-kind support for community, cultural, and/or environmental organizations and activities by [x]%

	<ul style="list-style-type: none"> - Be of support to [#] community, cultural, and/or environmental organizations each year - We will be able to provide below market rate housing for staff by [year]
Action Measures	[e.g.] <ul style="list-style-type: none"> - Provide financial and in-kind support for community, cultural, and environmental organizations and activities - Create incentives for staff to volunteer for community programs - Advocate for affordable housing when and where opportunities exist
Performance Measures	[e.g.] <ul style="list-style-type: none"> - Total annual value (\$) and in-kind (hours) support of community, cultural, and/or environmental organizations and activities - Number and type of outreach and advocacy actions - Number of staff that receive below market rate housing

3.8, 3.9, etc. [Additional topics material to your organization (e.g. health and safety; DEI; conservation and resource protection; marketing and communications; training, certification, and recognition; and economic viability) - see the Sustainable Business Leaders and BEST programs' surveys]

Topic	
Policies	
Goals	
Action Measures	

Performance Measures	
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4. Implementation

4.1 Performance Monitoring and Accountability

[See Sustainability Action Checklist below.]

4.2 Marketing and Communication

[*Company name*] will strengthen sustainability content on website and social media as measured by an increase in the number of web page views, social media followers, etc. to influence positive change. [*Company name*] will educate customers on personal and community sustainability initiatives. [*Company name*] will educate customers on environmental best management practices (BMPs), including but not limited to BMPs that address invasive species, zero waste, wildlife safety, Leave No Trace, fire prevention and safety, and customer engagement in BMPs.

4.3 Budget

[*Company name*] has annual funds and resources dedicated to maintaining these programs. [*Company name*] has established the following budget for fiscal year [year] for supporting sustainability programs: [insert fiscal year sustainability budget]

4.4 Training, Certification, and Recognition

[*Company name*] will provide training on the sustainability policies, goals, and actions written out in this document. We will pursue opportunities for certification and recognition consistent with our sustainability policies and goals; and use such achievements for educating and influencing customers, community, and staff.

4.5 Sustainability Action Checklist

	Impact Area	Action	Person(s) Assigned	Status	Date to be Completed
	E.g. Purchasing				TBD