



HÔTEL ET SUITES LE DAUPHIN

SUSTAINABLE DEVELOPMENT... *A WAY OF LIFE*

Responsible stay, lasting impact... Every action counts!



INTRODUCTION

At Hôtel et Suites Le Dauphin Drummondville, environmental awareness began long before the expression “sustainable development” became part of everyday concerns and vocabulary.

As a family-owned business, passed down from father to son to daughter, energy use and water conservation have always been key criteria when choosing equipment or technology. For example, in 2005, we installed our first heat exchanger to automatically provide hot water without a traditional water heater—a system that is still in use today!

Since opening in 1963, the hotel has undergone several expansions and renovations. Today, we are proud of our facilities: 121 guest rooms, 27 meeting rooms, a restaurant, a bar, a coffee lounge, an indoor pool, and a fitness room.

We are fortunate to count on a team of 150 dedicated people—many of whom have been with us for over 10 years—who welcome guests each day and ensure a memorable experience. This commitment reflects the strong sense of community that drives us.

Thanks to new technologies, the dedication of our employees, and the participation of our guests, we are committed to continuously advancing our eco-friendly practices while maintaining high standards of comfort and service.

We look forward to helping you plan a responsible stay or event with us.





HIGHLIGHTS...

As part of the revision of our 2025–2028 Action Plan, we chose to prioritize the following five sectors:

- 1. Energy efficiency**
- 2. Water conservation**
- 3. Responsible procurement**
- 4. Waste management**
- 5. Circular economy**

New initiatives already completed or soon to be implemented:

- Recovery of heat from high-capacity computer servers to preheat domestic water by 2.5°C (2024).
- Weighing of all compostable materials by source (kitchen, restaurant, meeting rooms, offices, etc.).
- Installation of waste-sorting stations in common areas and recyclable bins in guest rooms, offices, meeting rooms, etc.
- Replacement of all garbage bags with BPI-certified recyclable and compostable bags.
- Use of eco-friendly personal care products (soap, shower gel, shampoo) in dispensers to eliminate single-use formats and packaging.
- Use of FSC or partially recycled paper products: tissues, toilet paper, paper towels.
- Replacement of chemical cleaning products with biodegradable alternatives.
- Composting of paper towels from public washrooms.
- Upcycling of 40 kg of obsolete textiles (curtains, tablecloths, etc.) into items (lunch bags, travel kits, placemats, pencil cases) offered or sold at the hotel boutique.
- Active participation in the container deposit-refund program.
- Elimination of aerosols.
- Replacement of pens with pencils in meeting rooms.
- Removal of pens from guest rooms.



INFRASTRUCTURE

- Enclosed vestibule to reduce heat loss.
- HVAC system managed by computerized control and semiconductor dimmers.
- Centralized energy management system with automatic load shedding.
- Heat recovery VRF system for 60 rooms.
- Gas heating and electric air conditioning.
- Heat exchanger for hot water production without a traditional water heater (2005).
- Heat recovery from IT servers to preheat water (2.5°C gain, 2024).
- Thermal pool cover used at night to conserve heat.

- LED lighting throughout the property.
- Semiconductor dimmers.

- Flow regulators and faucet aerators.
- Motion-sensor faucets in public washrooms (including urinals).
- Low-flow toilets (5 liters).
- Low-flow showerheads (121 rooms).

- Laminate wood flooring in 60 rooms and vinyl flooring in 61 rooms (easier maintenance, reduces vacuuming).

- 4 electric vehicle charging stations.
- Bicycle racks.

NOTE : We are fortunate to have an in-house refrigeration specialist, a versatile maintenance team, and 24/7 access to a construction company.



RESPONSIBLE PROCUREMENT

- Green procurement policy favoring suppliers aligned with our vision and values (fair compensation, no child labor, recyclable/compostable products, etc.).
- Priority given to local, durable, or certified products.
- Consolidated purchasing with fewer suppliers to reduce transport and deliveries.
- Bulk purchasing for kitchen, housekeeping, etc.
- Recovery of packaging when not collected by suppliers.
- Purchase of concentrated products diluted and transferred into sprayers to reduce container use.



LAUNDRY

- Energy-efficient washers and gas dryers.
- Automatic detergent dosing.
- Hot water thermostats adjusted to the minimum required.
- Dryer heat conserved by aligning employee breaks with machine use to avoid shutdowns.
- Old towels repurposed into cleaning cloths.
- Bedding no longer meeting hotel standards but still in good condition donated to staff or non-profit organizations.



KITCHEN

- High-efficiency appliances.
- Daily equipment opening/closing schedule.
- Optimized cooking methods (convection ovens instead of conventional, smaller ovens used for small portions when possible).
- Food waste reduction through:
 - Reuse in sauces, broths, soups.
 - Menu planning to limit waste.
 - Proper food rotation.
- Surplus food served to staff or donated to a local charity if not taken by guests.
- Compostable material weighed by source (kitchen, restaurant, meeting rooms, offices, etc.).
- Use of parchment paper instead of wax paper.
- Reusable containers for refrigeration/freezing.
- Recovery and disposal of used cooking oil.

HOUSEKEEPING

- Curtains/blinds opened or closed depending on season and occupancy to optimize natural light and temperature.
- Lights, radios, and TVs turned off in unoccupied rooms (after 11 am).
- Water not left running during cleaning.
- Room temperature maintained at 20°C in winter, 23°C in summer.
- Regular cleaning of lamps and fixtures to maximize energy efficiency.
- Maintenance issues logged in a dedicated register.
- Mattress covers used in every room to limit chemical treatments.



BUILDING MAINTENANCE

- Heating/AC adjusted daily based on occupancy and weather.
- Heating/cooling system automatically activated when a guest checks in.
- Preference for repairing equipment over replacing.
- Use of rechargeable tools.
- Strict monitoring of repair logbook and preventive schedule.
- Rapid response to breakdowns.

FRONT DESK, MANAGEMENT & OFFICES

- Offices consolidated to optimize space.
- Scrap paper transformed into in-house notepads.
- Electronic billing and communications.
- Reuse of key card holders.
- Use of refillable pens and correction tape.
- Centralized bin for used batteries.
- Compliance with Digital Eco-Guidelines.
- Grouping of guest room assignments to close off entire floors/sections.

MEETING ROOM SETUP

- Clearly labeled recycling bins and trash bins.
- Reuse of notepads and pencils at each seat.
- Modern energy-efficient rented AV equipment. Flipcharts and whiteboards available only for rent.



RESTAURANT & BANQUETS

- Tinted windows to reduce heat gain and improve energy efficiency.
- Adjustable lighting by section (dimmers).
- Electronic ordering and online reservations.
- Cloth napkins and washable dishware.
- Elimination of individual portions (butter, jam, milk, etc.).
- Recyclable, compostable, or reusable take-out packaging.
- Redistribution of surplus food.
- Washable table surfaces.
- Cloth tablecloths and napkins, or compostable paper napkins depending on event.
- Water served in reusable bottles at the restaurant and water stations/pitchers on banquet tables.
- Paper straws.



SALES & MARKETING

- Digital document sharing.
- Daily meeting schedules displayed on digital screens.
- Low-carbon website.
- Promotion of local suppliers and exclusive local AV provider.
- Promotional materials returned to clients after events.
- Guest awareness initiatives encouraging plated service over buffets/boxed lunches to reduce food waste.
- Discontinuation of printed brochures: information centralized on website or digital document.



CONCLUSION

We invite you to choose our property for your next event...whether small or large, ordinary or memorable.

Rest assured, we will be at your side to ensure it is carried out exactly as you wish, exceeding your expectations.

Our dedicated team understands the importance you place on every detail, the satisfaction of each of your guests, and even going beyond expectations.

This time, you can add another personal touch by making your event meaningful with sustainable actions.

Thank you for contributing, in your own way and with us, to creating a sustainable environment.

Every gesture matters. Be part of it!