



SUSTAINABILITY REPORT 2022



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GENERAL MANAGER'S INTRODUCTION



In 2020, Businesses across the globe were struck from COVID-19 and we all had to revamp the way we did business after the COVID-19 pandemic. Time Out Hotel was affected for the first half of the year, however we reopened in September and started to digitize a lot of our functions, from making reservations, checking guests in, cleaning our guest rooms and receiving guests feedback.

Our company continues to track our water and energy usage for the last calendar year and through these daily/ monthly and annual reports we have made positive improvements by ensuring we eliminate wastage and increasing our revenues. We stand committed to following through with our "Green" initiatives and look forward to the next year!

TIME OUT HOTEL'S INTRODUCTION



Time Out Hotel, located in St. Lawrence Gap, Dover Christ Church is a 76 bedroom property. Our rooms are divided into Standard Rooms, Superior Rooms, Pool View Rooms, and Deluxe rooms.

Each room offers our guests an in room safe, flat screen TV, telephone, ensuite bathroom and our Superior and Pool View Rooms have patios. Our property has a restaurant on site, which is leased out to "Amigos", a Slots Machine Gaming Room leased out to Lucky Games, Crumbz Bakery and a swimming pool on site!

Time Out Hotel has 15 staff members and we work with operators in the UK, US, Canada and the Caribbean.

Our hotel understands that before we analysis any performance, we must set reasonable policies so we can achieve our goals. Time Out Hotel has 4 policies:

- Sustainability Policies - Service
- Sustainability Policies - Human Rights
- Sustainability Policies - Community
- Sustainability Policies - Culture



SUSTAINABILITY POLICIES: SERVICE

Time Out Hotel is committed to ensuring that all issues are dealt with quickly and service all matters to the Supervisor or Management Level and commit to ensure that our guests safety is of utmost importance.

We aim to achieve these goals by ensuring our team follow our Standard of Service document which we use as a constant training tool.

In the attached folder you would find a detailed review on our front of house and back of house operations.

Each member of staff was taught and trained by a professional trainer and these standards were developed with our team, making the standards realistic and practical!

SUSTAINABILITY POLICIES:

HUMAN RIGHTS

Respect for human rights is fundamental to the sustainability of Time Out Hotel and the community in which we operate. We are committed to ensuring that people are treated with dignity and respect.

Respect for Human Rights Time

Out Hotel respects human rights. It is committed to identify, prevent, and mitigate adverse human rights impacts resulting from or caused by our business activities before or if they occur through human rights due diligence and mitigation processes.

Valuing Diversity

The Company values the diversity of the people with whom we work and the contributions they make. We have a long-standing commitment to equal opportunity and intolerance of discrimination and harassment. We are dedicated to maintaining workplaces that are free from discrimination or harassment on the basis of race, sex, color, national or social origin, religion, age, disability, sexual orientation, political opinion or any other status protected by applicable law. Regardless of personal characteristics or status, the Company does not tolerate disrespectful or inappropriate behavior, unfair treatment or retaliation of any kind. Harassment is unacceptable in the workplace and in any work-related circumstance outside the workplace. These principles apply not only to Company employees but also to the business partners with whom we work.

Safe and Healthy Workplace

The Company provides a safe and healthy workplace and complies with applicable

safety and health laws, regulations and internal requirements. We are dedicated to maintaining a productive workplace by minimizing the risk of accidents, injury and exposure to health risks. We are committed to engaging with our employees to continually improve health and safety in our workplaces, including the identification of hazards and remediation of health and safety issues.

Workplace Security

The Company is committed to maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats.

Forced Labor and Human Trafficking

The Company prohibits the use of all forms of forced labor, and any form of human trafficking.

Child Labor

The Company prohibits the hiring of individuals that are under 18 years of age for positions in which hazardous work is required.

Work Hours, Wages

The Company compensates employees competitively relative to the industry and local labor market. We operate in full compliance with applicable wage, work hours and overtime.

SUSTAINABILITY POLICIES: COMMUNITY

Time Out Hotel is committed to working with our community. We recognize the importance of the impacts of our business, our staff and our neighbourhood. We commit that our business will have a positive impact for our local community.

Time Out Hotel ensures that it manages its use of water, energy and chemicals in order to safeguard our neighbours and our beautiful island.

Time Out Hotel supports a local charity in Barbados called the Variety Club, also known as the Children's charity of Barbados. The Charity is dedicated to improving the lives of our children who are mentally, physically or socially disadvantaged. The Aunty Olga Memorial School Aid Program, supported by the Variety Club provides school uniforms, books, backpacks, and school supplies to over 300 children from 200 families across Barbados, giving them an equal opportunity at education.

TIME OUT HOTEL'S SUSTAINABILITY PROGRAM

In today's competitive hospitality industry, if our hotel does not have a comprehensive sustainability program in place, then we will be at a disadvantage. A competitive advantage will be earned by those that implement strategic sustainability initiatives, such as advanced energy and water saving technologies that reduce costs, increase revenue, and improve guest experiences.

Time Out's sustainability program is managed by the General Manager, Alicia Farmer and assistance and coordination by the Operations Supervisor - Michelle Daniel, Rooms Division Officer - Donna Byer and our Maintenance team - Shawn Browne.

We work with our local communities - the Variety club where we sponsor the Aunty Olga's Foundation, I Love this Rock and we are a member of the Barbados Hotel and Tourism Association - both of which are our main stakeholders.

Our Key Environmental and Social issues for our business include the following sustainable policies:

- Legislation - Human Rights, Labour and Human Resources
- Energy
- Water
- Waste
- Hazardous Substances
- Local Community, Suppliers and Customers

LEGISLATION, HUMAN RIGHTS, LABOUR & HUMAN RESOURCES

Overview

Time Out Hotel takes a very serious interest in ensuring our team are fairly treated, giving the necessary training to ensure our staff are trained to spot when and where human rights are being exploited and the right channels to report such instances. In addition, we as a company respect and follow the legislation in Barbados and ensure our team has a fair and open door policy to dealing with issues.

Actions Taken

All of our hotel staff are given their welcome packages, along with an HR package which they all must sign to confirm having receipt. We ensure that our employee rights are balanced equally with our island legislation acts to provide our staff with a staff and welcoming environment.

Performance

Though the pandemic was very hard on the hotel sector in Barbados, our Team at Time Out hotel were so committed to their workplace and though our team numbers have reduced slightly, we still employ over 60% of our long term team members.

Targets and Objectives

Continue to offer our staff training on all levels to keep the positive morale and momentum going.

ENERGY REPORTS

Overview

Reducing our energy in our hotel is a massive priority and one which we analyze constantly.

Actions Taken

Continuing to train our staff was a key role in ensuring our property conserved energy. Our Housekeeping Team understand that the cost of electricity are rising and that we need to ensure we conserve our energy, so they would check the AC's, TV's and ensure the refrigerators are all working well, however they are not allowed to work in AC and once the room is ready for check in, after they clean the room, we do ensure the ACs are not left on.

We ensure to communicate this to our guests as well, through our in room guides, and notices behind our guest room doors. We have also displayed our efforts on our website - <https://www.timeoutbarbados.com/news/22-time-out-hotel-achieves-prestigious-travelife-gold-certification.html>

Finally, every month we record our costs and evaluate the changes on a month by month and year to date basis. We do take into consideration our occupancy levels and any price increases we have experienced throughout the year.

Performance

Though our guest nights increased in 2021 vs 2020 by 4,458 room nights, we were able to save our overall KWH usage. In 2020, we used 43KWH per guest night and in 2021 we used 39KWH per guest night.

In 2020 - our electricity costs were Bds\$188,262.95 & we had an average of 7,979 room nights and we used 340,295 KW/hr.

In 2021 - our electricity costs were Bds\$284,912.20 & we had an average of 12,437 room nights and we used 485,525 KW/hr.

ENERGY REPORTS

Targets and Objectives

Area	Actions
Lighting	<p>At Time Out we use energy saving light bulbs throughout the hotel.</p> <p>There are notices in all of the guest rooms.</p>
Kitchen	<p>All staff are trained to switch on equipment only when it is needed.</p> <p>There is a schedule rotation that is done every day to ensure that all the equipment is working efficient.</p>
Heating/Air Conditioning	<p>Room attendants are assigned to check the units to switched them off in the inactive areas of the hotel.</p> <p>We have recycling bins around the property and signs.</p>
Laundry	<p>In each guest room we have access to our Time Out Hotel booklet where states the environmental impact and by giving them the option of charging their bed linen and towels every day. Guests are also advised in welcome letter.</p>
Facilities	<p>All electrical equipments are safely switched off during inactive hours of operation.</p>
Housekeeping & Guests Rooms	<p>There are notices that are placed in each guest room allowing guests to know about the policies on towels use and saving energy.</p>
Staff Room & Accommodations	<p>All of the staff are aware and briefed to ensure they save energy in all the areas of the property, including in the staff room and guests rooms.</p>
Administrative Office	<p>We in the office recycle paper, ink toners are sent back to a company to recycle.</p>

WATER REPORTS

Overview

We have experienced severe water shortages in Barbados and on the South Coast over the past few years. In 2019, when we did our full renovation, we made provisions to provide the hotel with a back up water supply, so that we can ensure our hotel is capable of providing basic necessities when we were faced with water shortages.

Actions Taken

Water Consumption areas on our property include: Public Restrooms, Pool, Kitchen and Restaurant, Guest Rooms, Gardens.

The first method of saving water is to train our team and advise our guests! Our Team are all aware of our Travelife program when they are highered and they are given a Employee Manual which states our hotel's standards and goals. So they are aware that we do not waste water. Our maintenance team ensures all of our taps have aerators and our shower heads are also cleaned.

We also have in each room a notice in our bathrooms about conserving water.

The guests are also advised at check in that we change our towels every other day and we do a full linen change every third day to conserve energy and water.

Performance: The cost per guest in 2021 dropped by \$1.48/guest vs 2020!

In 2020 - our water bills were Bds\$66,498.42 & we had an average of 7,979 room nights

In 2021 - our water bills were Bds\$85,192.48 & we had an average of 12,437 room nights

WATER REPORTS

Targets and Objectives

Area	Actions
General	<p>Signs are places in our guest rooms</p> <p>Staff are advised through their orientation documents we give them.</p>
Taps (public restrooms, guests rooms)	Installations of water-saving devices including flow restrictors/aerators are installed in most rooms.
Towel and Linen Reuse	<p>In each guest rooms there is a memo to encourage the reuse of towels and / or linen.</p> <p>All the towels and bed linens that are sent to the laundry are monitored and recorded.</p> <p>The environmental impact and explanation where guests should leave towels for reuse.</p>
Pools	<p>The Pool maintenance team maximizes the minimum amount of water that is used (including for backwashing filters)</p> <p>All pool work is recorded and staff working in this area are trained to use equipment efficiently, as well as reminded to save water.</p>
Gardens	<p>Gardens are done at the coolest time of the day to avoid evaporation.</p> <p>Gardens are watered manually.</p>

WASTE REPORTS

Overview

Reducing our waste is an essential part of going green and we have installed recycling bins throughout our hotel for our guests to recycle. We try to recycle our waste by giving our team an incentive. Our team members clean the room - separate the waste, where necessary and we allow them to use the plastic bottles for example to obtain their cash back. This helps the hotel environment and gives them the incentive to work towards recycling.

Actions Taken

Our team members that clean the room - separate the waste, where necessary and we allow them to use the plastic bottles for example to obtain their cash back. This helps the hotel environment and gives them the incentive to work towards recycling. We have also moved away from having a skip and we have a garbage room which is maintained daily and a new waste removed called Garbage Gobbler.

- We print on scrap paper if necessary
- We recycle our electronic waste by sending it back to our IT department
- We reuse any plastic bags we have on property
- We buy biodegradable bags where necessary
- Our restaurant on site, which we do not run but lease out, refrain from purchasing individual cereal boxes and now purchase where possible in bulk - reducing waste!

Performance

There is still more room for improvement with our waste program in Barbados, but as a small budget property our efforts have afforded us to save and incentivize our teams.

Targets and Objectives

For 2024, Ensure we have recycling bins for plastic, paper and glass in each guest room.

HAZARDOUS SUBSTANCES REPORTS

Overview

From a Health and Safety perspective, it is important for us to know what our Hazardous Substances are and how they are kept and discarded. It eliminates the potential for accidents, it improves the quality of our air and surroundings, and it communicates to our employees, guests and partners that our hotel cares!

Actions Taken

- Record the types of hazardous substances we use on property
- Have a list of each Hazardous substance HSDS
- Create a H+S team and provide each with a copy of the HSDS.
- Disinfectants should be used conservatively. We have identified the areas that need to be disinfected and created a standard procedure to minimize the use of disinfectants. Areas that should be disinfected: touch points, areas where a spill of bodily fluids has happened. Areas that do not commonly need to be disinfected: Floors and Walls.
- Provide all of our cleaning staff and maintenance team with personal protective equipment is used as per the requirement on the label of each Hazardous Substance.

Performance

- We have reduced our hotel supply costs with purchasing less hazardous substances.
- We use more all purpose cleaners.
- We use vinegar to clean many of our guest rooms and bathroom mirrors etc vs. the usual window cleaners.

Targets and Objectives

- Reduce the quantity of hotel products by a further 5% 2024.

LOCAL COMMUNITY, SOCIAL & CULTURAL REPORTS



Overview:

- Time Out Hotel is committed to working with our community. We recognize the importance of the impacts of our business, our staff and our neighbourhood. We commit that our business will have a positive impact for our local community.

Actions Taken:

- Donated items to the Variety Club via our Pack for a Purpose program.
- Donated \$880 worth of fans to Harrison Point for the Covid-19 facility.
- Our Suppliers and customers are also aware of our initiatives as we post all of our policies and community reports on our website! <https://www.timeoutbarbados.com/news/2-uncategorised/26-sustainability-reports.html>

Performance:

- Donated over 120 pounds of items to the variety club even during the pandemic months.

Targets and Objectives:

- Continue to support our local charity and bring more awareness to our area by engaging in any activities that support the local community. Whether it be a clean up campaign in the gap or participate in any program that brings awareness to the area.

PROGRESS REPORTS FOR 2021 VS 2022

Overall Time Out Hotel has been able to reduce their energy and water consumption, though prices have soared. This is still a huge achievement for us, especially as we are a small budget hotel, anywhere we can save will help us!

Time Out has resurfaced after the devastation in tourism following the COVID-19 pandemic. We had a relatively quiet year in Tourism, however our efforts were focused on assisting the Government of Barbados and the Ministry of Health in providing accommodation for persons who were in need of quarantining. By doing this we were able to provide jobs for our staff, operate and cover our overheads and assist our community by ensuring we provided accommodation to locals and tourists who needed to isolate themselves from their positive COVID-19 relatives, which contributed to lowering the risk of spreading the virus.

Moving forward, we do expect that the rise of inflation in 2022 and onwards would directly impact the way people spend their money, which may in turn affect the numbers of tourists coming to our hotel as we are always perceived as an expensive destination. So we are looking at other ways of cutting costs, so we can operate at a more competitive level and one way we are looking to do this is by investing in Renewable Energy sources like Solar Panels that generate electricity.

Our company understands that we can impact our community by providing support to our social and cultural projects, so we aim to contribute to the Aunty Ogle foundation, through our Pack for a purpose program, 4 times a year. In addition, we also aim to host a training program every quarter for our staff to give them an opportunity to engage and participate in a relaxed group environment, which would continue to develop a well rounded team and boost employee morale.