

SUSTAINABILITY REPORT

2018



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General Managers Introduction



In 2012, Time Out Hotel started to chart a new course for our future. From the way we book reservations, to how we clean our guest rooms and communicate to our guests and suppliers. We have restructured our services, reflected on our purpose and our company's impact on our environment.

Our company has been tracking our water and energy usage for the last calendar year and through these daily/monthly and annual reports we have made positive improvements by eliminating our waste and increasing our revenue.

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 and 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” and a swimming pool.

Time Out Hotel has 21 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 Policy - 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 Policy - 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 Varsity 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 Varsity 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.

We at Time Out also support "I LOVE THIS ROCK" which is a neighbourhood community that seeks to raise awareness of the gap and strives to create events to support our local businesses in the gap and bring life back to this area!

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.



Our hotel team welcomed Ms. Weeks from the Child Care Board who trained over 50% of our staff on the signs to look for and how to handle any suspicious behaviours. We also provided our team with hands on fire training experience. And with the new act in place this month, we also trained our team on the Sexual Harassment Policy Act.

We also had the opportunity through the B.H.T.A. to train many of our staff members by offering programs such as supervisory training via the Leadership 21 program, which four of our staff

members participated in.

Finally, our group hired a professional trainer who went through with us in detail specific training manuals for our accounts, front desk and housekeeping department.

Performance: We have been able to establish long standing staff and reduced the amount of staff turnover at our hotel. We now have over 60% of our team with us for 2+ years.

Our training of our team has assisted us in providing standardization across all departments and our group of hotels, it also motivated our team members and most of the training was practical and the extra evaluations and assessments enhanced communication across all levels in the team.

Targets and Objectives: Continue to offer our staff training on all levels to keep the positive moral and momentum going.

Energy Reports

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

Actions Taken: Training our staff was a key role in ensuring our property conserved energy. In the past ACs and lights were left on for our guests for their arrival when the room attendant cleaned the room. Now we ensure, especially for late arrivals that this is done closer to check in time to save on our energy costs.

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 for 2017 dropped by 10%, we were able to lower our electricity bill by 21% vs. 2016 and our electricity usage also dropped by 30%!

In **2016** - our electricity costs were Bds\$89,906.88 & we had an average of 19,549 room nights and we used **629,760 KW/hr.**

In **2017** - our electricity costs were Bds\$70,974.96 & we had an average of 17,797 room nights and we used **609,760 KW/hr.**

Targets and Objectives:

<u>Area</u>	<u>Action</u>
Lighting	<ul style="list-style-type: none">• At Time Out we use energy saving light bulbs throughout the hotel.• They are notices in all of the guest rooms.

Kitchen	<ul style="list-style-type: none"> • All staff are trained to switch on equipment only when it is needed. • There is a schedule rotation that is done every day to ensure that all the equipment is working efficient.
Heating / Air Conditioning	<ul style="list-style-type: none"> • Room attendants are assigned to check the units to switched them off in the inactive areas of the hotel. • We have recycling bins around the property and signs.
Laundry	<ul style="list-style-type: none"> • In each guest room we have a booklet where states the environmental impact and by giving them the option of charging their bed linen and towels every day. Guests are briefed about on arrival.
Facilities	<ul style="list-style-type: none"> • All electrical equipments are safely switched off during inactive hours of operation.
Housekeeping & Guests Rooms	<ul style="list-style-type: none"> • There are memos that are placed in each guest room allowing guests to know about the policies on towels use and saving energy.
Staff Room & Accommodation	<ul style="list-style-type: none"> • 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.
Administrative Office	<ul style="list-style-type: none"> • We in the office recycle paper, ink toners are sent back to a company to recycle.

Water Reports

Overview: Reducing our water usage on our hotel is an absolute priority. Time Out had a massive water bill for the first 4 years when we took it over from the Government. We constantly fixed leaks, tighten taps etc but our bills were still very high. We knew we had a leak but we found it under concrete [hence why we saw no signs] and once we fixed this, our bill was reduced by 30%! The cost of water in Barbados will be going up in October 2018 and every foreseeable effort we can take to reduce the use of water we will do.

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 staff! They 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.

We also have in each room a notice in our bathrooms about conserving water. The guest are also advised at check in that we change our towels every other day, to conserve energy and water.

Performance: Though our guest nights for 2017 dropped by 10%, we were able to lower our water bill by 30% vs. 2016 and our water usage also dropped by 30%!

In **2016** - our water bills were Bds\$68,352.88 & we had an average of 19,549 room nights
In **2017** - our water bills were Bds\$47,895.53 & we had an average of 17,797 room nights

Targets and Objectives:

<u>Area</u>	<u>Action</u>
General	<ul style="list-style-type: none">• Signs are places in our guest rooms• Staff are advised through their orientation documents we give them.

Taps (public restrooms, guests rooms)	<ul style="list-style-type: none"> • Installations of water-saving devices including flow restrictors/aerators are installed in most rooms.
Towel and linen reuse	<ul style="list-style-type: none"> • In each guest rooms there is a memo to encourage the reuse of towels and / or linen. • All the towels and bed linen that are sent to the laundry is monitored and recorded. • The environmental impact and explanation where guests should leave towels for reuse.
Pools	<ul style="list-style-type: none"> • The Pool maintenance team maximizes the minimum amount of water that is used (including for backwashing filters) • All pool work is recorded and staff working in this area are trained to use equipment efficiently, as well as reminded to save water.
Gardens	<ul style="list-style-type: none"> • Gardens are done at the coolest time of the day to avoid evaporation. • Gardens are watered manually.

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 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.

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.

- In the office our ink and toners are also recycled.
- We print on scrap paper if necessary
- We recycle our electronic waste with E-waste management
- 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, but as a small budget property our efforts have afforded us to save, especially on our skip removals.

Targets and Objectives:

- Reduce the number of times our skip is removed by 10%
- For 2020, have recycling bins in every 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 reduces our hotel supply costs with purchasing a 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 our hotel supply costs by 10% by 2020.

Local Community, Suppliers & Customers 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.
- We support “I LOVE THIS ROCK” which is a neighbourhood community that seeks to raise awareness of the gap and strives to create events to support our local businesses in the gap and bring life back to this area!
- 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 100 pounds of items to the variety club.
- Increased awareness in the gap and as we are just one hotel out of many, the fact that we have all come together to do this we have seen an increase of traffic and business in the St. Lawrence Gap area!

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 any program that brings awareness to the area.

Progress Report for 2017 vs. 2016

Overall Time Out Hotel has been able to reduce their energy and water usage by 20-30% respectfully! This is a huge achievement for us, especially as we are a small budget hotel, anywhere where we can save, will help us!

Time Out has grown in its community work in the last year. In 2017, our Caribbean neighbours were hit very badly by hurricanes and we collect water, canned foods, pampers, cloths etc for our neighbouring islands and everyone from our guests, to our staff donated. This was a huge moment for us and we were so proud to be able to assist!



Moving forward, we do expect that from October 1st 2018, there would be a 50% increase in our water bills and the electricity bills are also due to increase as the new government of Barbados has increased the charges to help fund the islands garbage removals and maintain our sewage networks. This will have a huge impact on our costs for 2018, moreso for 2020, so we will have to work harder to ensure that we monitor and correct any waste, water or electricity wastage.