



## Sustainability Management Plan 2016/2017

The Blue Horizons Garden Resort MISSION

**TO OPERATE A QUALITY PRODUCT USING SOUND ENVIRONMENTAL PRACTICES, ENSURING THE BETTERMENT AND DEVELOPMENT OF CLEARLY DEFINED COMMON STANDARDS CARIBBEAN WIDE, FOR THE BENEFIT OF OUR RESORT, OUR COUNTRY AND OUR VISITORS.**



Blue Horizons Garden Resort has always had a keen sense for conserving the environment. In 2003, our hotel's involvement began with a property assessment by representatives from the Caribbean Hotel Environmental Management Initiative (CHEMI), PA Consultants and Caribbean Alliance for Sustainable Tourism (CAST). An EMS plan for monitoring, recording and action plans was implemented in 2004. By 2005, we were the first property in Grenada to be Benchmarked.

On February 18<sup>th</sup>, 2010, Blue Horizons received the prestigious Green Globe certification. The property has sustained key practices in its daily operations and in December, 2016 was awarded Green Globe GOLD Status. We are committed to continuously improving our sustainable practices by seeking to develop our knowledge and understanding of the preservation of the environment in which we live.

It is our hope that through our current practices and future projects, we will play a significant role in taking care of the natural environment by educating our staff and guests to ensure that they make a difference however small.

Our Sustainable Management Plan encompasses 4 main areas:

1. Environmental – to be actively involved in conserving resources, reducing waste and pollution, conserving biodiversity, ecosystems and landscapes.
2. Sociocultural - to be involved in social responsibility actions, local employment, equitable hiring, fair trade, support of local businesses and vendors, and due care as not to jeopardize the provision of basic services (i.e. water, energy and the sanitation of the surrounding community).
3. Quality – to strive to deliver customer service that exceeds guest expectations and delivers a customer promise that will give a unique competitive advantage. A sustainable business maintains a high standard for both internal and external customers, foreign and within the community.
4. Health & Safety Issues – to comply with established health and safety regulations both locally and internationally. The resort ensures that systems are in place for the protection of both guests and staff.

The efforts to preserve and conserve the environment, within our means, is an ongoing commitment and dedication to doing what we know is beneficial not only to our natural surroundings but to the success of the company, our staff, the people we do business with and the people that we provide service to.

Our SUSTAINABILITY MANAGEMENT PLAN is supported by the following:

1. Environmental Policy
2. Employee House Rules
3. Guest Service Directory

#### **APPENDICES:**

Appendix 1 – Environmental Initiatives

Appendix 2 – Socio-cultural Initiatives

Appendix 3 – Quality

Appendix 4 – Health & Safety

Appendix 5 – Environmental Policy

Appendix 6 – Exploitation & Anti Bribery and Corruption Policy

Appendix 7 – Employee House Rules

Appendix 1

Environmental – to be actively involved in conserving resources, reducing waste and pollution, conserving biodiversity, ecosystems and landscapes.

#### ENVIRONMENTAL INITIATIVES

1. Blue Horizons Garden Resort sits on 6 ¼ acres of flat and sloping grounds of which 60% encompasses landscaped gardens, accommodation and other facilities. The remainder of the land is undeveloped wooded land.
2. **Tree Planting Program**
3. **Birding Program**
4. **Waste Management Program**
5. Some of our environmental initiatives already in place are as follows:
  - Using eco-friendly chemicals and cleaning supplies in the laundry, housekeeping and kitchen.
  - Using color coding cloth system in the housekeeping department.
  - Replacing all garbage bags used on property with a biodegradable option.
  - Energy saving initiatives.
  - Towel reuse program
  - Rainwater Harvesting
  - Recycle trash bins
  - Scrap Paper and e-filing Program
  - Disposal of all garbage through authorized collectors with the quantity collected recorded each time.
  - Supporting local farmers and using their produce in menu planning.
  - Using low toxic environmentally friendly products for pest control.

## Appendix 2

Sociocultural - to be involved in social responsibility actions, local employment, equitable hiring, fair trade, support of local businesses and vendors, and due care as not to jeopardize the provision of basic services (i.e. water, energy and the sanitation of the surrounding community).

### SOCIOCULTURAL INITIATIVES

1. We regularly support Cultural, Health, Sporting, Recreational and Community activities by creating partnerships.
2. We promote and work with local businesses by allowing them to exhibit their tours, services and product information in our lobby.
3. We prioritize using local products for the operation of the hotel.
4. Blue Horizons Garden Resort is a member of the Grenada Hotel & Tourism Association and Caribbean Hotel and Tourism Association.
5. We recruit 100% of our employees from neighboring cities and towns.
6. We partner with the T.A. Marryshow Community College and various youth development programs such as Grenada Schools Inc., IMANI and MAREP, to provide internship opportunities which have resulted in full time employment upon completion.
7. We support several foundations on an annual basis.

## Appendix 3

Quality – to strive to provide customer service that exceeds guest expectations and delivers a customer promise that will give a unique competitive advantage. A sustainable business maintains a high standard for both internal and external customers, foreign and within the community.

### QUALITY INITIATIVES

1. Create a serene garden environment that offers our guests to be close to nature, experience quiet comfort and individual privacy.
2. Maintain the one on one interaction we have with our guests from arrival to departure and continue to build relationship with repeat and new clientele.
3. Maintain healthy business ethics among staff, management and business partners.
4. Continue to implement innovative projects that would enhance our product giving perceived value for a stay experience at our resort.

## Appendix 4

Health & Safety – to comply with established health and safety regulations both locally and internationally. The resort ensures that systems are in place for the protection of both guests and staff.

### HEALTH & SAFETY INITIATIVES

1. Emergency and safety information provided in Guest Service Directory of posted within each room.
2. Provide employee house rules to all employees.
3. HACCP (Hazard Analysis Critical Control Point) principles are practiced by the Food & Beverage department.
4. Cross contamination principles practiced by the Housekeeping department.
5. Fire blankets, fire extinguisher and smoke detectors installed in all guestrooms.

## Appendix 5

### ENVIRONMENTAL POLICY

We are a major stake holder in the tourism industry and recognize that our business has an important and significant role to play in protecting and enhancing the environment for our guests and our destination.

Our commitment is divided into four criteria:

- A. Conserving Resources
- B. Reducing Pollution
- C. Conserving Biodiversity, Ecosystems, and Landscapes
- D. Training

#### **A. Conserving Resources**

1. Purchasing Policy and Consumable Goods

Blue Horizons understands that the hotel's purchasing decisions can make a significant contribution towards improving the property's environmental performance and protecting the surrounding environment. In Grenada, purchasing is restricted to what brand or product our suppliers import and sell and as a result we often times have very little choice in the type of products we use in the hotel. However, our commitment to the environment plays a role in the careful selection of products that meet environmentally friendly terms.

## 2. Energy Consumption

Blue Horizons Garden Resort is committed to reducing its energy consumption and increasing its overall energy efficiency. Energy consumption is measured, sources indicated, and measures to decrease overall consumption is practiced.

## 3. Water Consumption

Blue Horizons Garden Resort is committed to reducing our water usage minimizing our reliance on the island's natural resources. Reduction goals are specified and monitored. Water usage and costs are recorded.

## **B. Reducing Pollution**

### 1. Greenhouse Gas

- Guests and employees travel by foot from one part of the property to another, i.e., no golf carts, no lawnmower vehicles.
- Most guests walk to nearby attractions and services.

### 2. Wastewater

By Grenadian law, all waste water is to be managed by the National Water & Sewerage Authority (NAWASA). This system ensures that waste water is not mismanaged and released in to the ocean in an effort to protect marine life. Waste water charged to businesses is a percentage of water consumed.

### 3. Waste Management Plan: Reduce, Reuse and Recycle

Ensuring that we follow practices that reduce pollution from noise, light, runoff, erosion, ozone depleting compounds, and air and soil contaminants.

## **C. Conserving Biodiversity, Ecosystems and Landscapes**

Blue Horizons Garden Resort is committed to preserving and conserving biodiversity, ecosystems, landscapes.

## **D. Training**

Blue Horizons Garden Resort believes that our employees are our greatest asset. Ownership is committed to the overall development and growth of our employees. Training is conducted annually and as needed throughout all departments.

### Appendix 6

- A. EXPLOITATION POLICY: At Blue Horizons Garden Resort, we condemn any form of sexual commercial exploitation – human trafficking, forced labour and labour exploitation – particularly of children and adolescents.

We recognize that our business has a responsibility to promote human rights and to understand its impact on social issues, particularly people’s working conditions. We are committed to raising awareness of this issue among ownership and staff. “If you see something, say something”.

- B. Anti Bribery and Corruption Policy:

Any form of bribery (direct or indirect) by or of its employees, directors or any person or body acting on our behalf will not be tolerated.