

# Secret Bay

DOMINICA, CARIBBEAN

## Sustainability Management Plan 2020-2021

### About Secret Bay

Secret Bay is an all-villa resort located in the Eastern Caribbean. Oft cited as the Nature Isle of the region, Dominica boasts of lush untainted forests and a rich cultural heritage that when combined, produce a unique guest experience.

Dominica began its economic journey by way of agriculture, providing produce to many islands across the Caribbean and later turned to Eco-Tourism as an alternative source of income.

Throughout the years, the island has remained dedicated to being clean and green and Secret Bay has made it a priority to support its sustainability endeavors.

The resort consists of six clifftop residential style villas, methodically positioned across forty acres of forested land. An additional four villas will be introduced in November 2020. It's concept, luxury amidst nature, provides state of the art equipment, private plunge pools and scenic views of the Caribbean Sea and mountainous topography.

Service at Secret Bay is driven by a team with an intrinsic desire to serve; The authentic warmth of the staff and attention to detail perpetuate a truly six-star experience.

Like most of the world, Covid-19 has impacted the resort resulting in the temporary suspension of its operations for several months. Nevertheless, Secret Bay has sought to support the staff and community during this global pandemic through training and food programs. The resort also introduced its **StayWell Program**, designed to reinforce sustainable sanitization practices and highlight the benefits of wholesome foods and holistic regimens that boost the immune system.

Secret Bay values the environment and the community as a whole and remains committed to managing its affairs in a manner that is in line with international, regional and local sustainability practices.

This Sustainability Management Plan provides a breakdown of the resort's policies, goals and initiatives.

### Sustainability Management System

Secret Bay's Sustainability Management System is intended to safeguard the resort's mission to protect and nurture the environment and its resources for the use and benefit of future generations.

Within this system, decision-making encompasses the entire Secret Bay Team. This includes front line staff, middle and upper management, as well as the resort's board of directors. All decisions are coordinated by the Green Team.

## The Green Team

The Green Team consists of all heads of department, including the Owner/Director, General Manager and other members of staff.

Its objective is to ensure that green practices remain at the forefront of the business's day to day operation.

The team's process involves:

- Assessment of the property, products and services being offered
- Implementation of green policies through regular training sessions
- Establishing goals and targets based on Green Policies
- Conducting internal audits and routine measurement, monitoring and analysis of data
- Corrective and preventative actions based on trends determined through data analysis

## Environmental Policy

Secret Bay has conducted several Environmental Impact Assessments over the years, in an effort to understand its influence on the environment. The resort recognized Key Environmental Components directly related to its operation and commits to:

Compliance with local legislation and regulations associated with sustainable management of the environment.

Exercising environmental responsibility to neighboring communities as it relates to decision making that impacts their livelihood and their ability to acquire basic services such as water and sanitation.

The Adaptation of pollution prevention strategies by way of preventative maintenance.

Management of its carbon footprint by assessing carbon emissions and engaging in Carbon Offset Programs when possible.

Effective communication with the directors, management, frontline staff, guests and general public as it relates to environmentally friendly practices, goals and overall strategies.

Implementation of standard operating procedures to ensure day to day activities coincide with hotel's environmental goals.

Responsible use of energy through monitoring, analysis, use of modern energy saving equipment and use of renewable energy where possible.

Implementation of waste management programs that include reducing, reusing, recycling and composting.

Proper disposal of waste material, wastewater and hazardous material.

Use of biodegradable cleaning and sanitization products.

Implementation of water conservation strategies to reduce waste and encourage reuse.

Operating on a zero-plastic basis.

Preservation of native ecosystems including wildlife and marine life on and off property.

Setting an example for the tourism sector on island through sustainable environmental practices and participation in environmental goals established for the island as a whole.

Consistent monitoring, measuring and management of its sustainability management system and swift correction of practices that go against environmental goals.

## Purchasing Policy

Secret Bay appreciates its role in the economic development of the community and seeks to incorporate its sustainability goals in every aspect of its operation.

The hotel's purchasing policy engages existing and potential local entrepreneurs, as well as, service providers in the business of sustainability.

The resort is committed to:

Buying fruits and vegetables from staff's backyard garden in an effort to support the community.

Conducting business with suppliers who engage in sustainable practices.

Supporting local entrepreneurs by making use of local products / preference for local products.

Minimize use of plastic packages.

Zero tolerance for Styrofoam.

The use of environmentally friendly supplies in every area of the operation.

A preference for Fair Trade Certified Goods.

Purchasing in bulk where possible.

The use of reusable packaging.

## Exploitation Policy

Secret Bay is firmly opposed to the use of tourism as a means to exploit children, adolescents and adults. This includes Child Labor, Sexual Exploitation, Labor Exploitation, Human Trafficking and any other related activities.

We promote the code of ethics of the International Labor Organization and International Conventions that safeguard human rights.

The resort has taken steps to ensure the education of our staff and has made all pertinent information available to guests.

Secret Bay has also instituted a Sexual Harassment Policy which provides the mechanisms for reporting misconduct on all levels.

Additionally, bribery and corruption by any means is unacceptable and will be addressed accordingly.

It is the resort's goal to create a sustainably healthy environment for the community and for guests.

# Sustainability Initiatives

Secret Bay's sustainability initiatives focus on the resort's influence on the environment and community, not to mention, its quality of service and safety conventions.

The conservation of resources, reducing carbon emissions and waste are some of the tenets that stipulate these initiatives:

**Coral Restoration:** Designed to re-establish a bounty of healthy coral along the Caribbean Sea, this project encourages reproduction of asexual and sexual coral. The exercise takes place in a coral nursery off the shore of Ti-Bay Beach at Secret Bay. Successfully bred corals are implanted onto natural reefs where they continue to grow and revitalize marine activity.

**Back Yard Gardens:** Introduction of raised beds along the perimeter of each villa to allow guests access to organic vegetable produce within two minutes of their verandah.

**Electricity Monitor:** Daily systematic tracking of electricity usage per location on property to establish trends and proactively capture areas of opportunity. Additionally, monthly energy usage and costs associated are tracked.

**Energy Efficient Appliances:** The use of state-of-the-art energy efficient appliances and Preventative Maintenance Scheme: Close monitoring of appliances to ensure effective functionality.

**Light Emitting Diode (LED) Lights:** The installation of LED Lights in all guest and staff occupied areas along with Occupancy Sensors.

**Linen Reuse Program:** Linen is refreshed every three days to reduce water consumption

**Local Employment:** Support the local economy by making use of local product and services. Additionally, the continued reinvestment in the community through paid labor and the facilitation of new skills.

**Switch Off System:** Unoccupied/unused areas on the property including villas, staff quarters, restaurant and the administrative building are cut off from electricity.

**Training Programs:** One on one and group training sessions are conducted regularly to keep staff informed of best practices where water, electricity and other resources are concerned. Policies are introduced per department to motivate staff to practice conservation as well as to maintain safety guidelines put in place.

**Paperless Check-In & Electronic Check-out:** Check-in information is acquired from guests electronically pre-arrival and relevant documents are available to guests on each villa's cellphone. Bills are also provided electronically.

**Pollution Awareness:** Secret Bay partners with Ecolab to acquire ecofriendly cleaning and sanitization products. Electric golf carts for property transfers and an Integrated Pest Management Plan are two non-invasive alternatives that avert negative reactions within the natural environment.

**Waste Management:** The resort aims to operate by way of zero-waste where possible. This extends to food production, food packaging, paper usage and water usage. Waste Management extends to the reuse and recycle programs in addition to composting.

**Water & Fuel Monitor:** Daily and monthly tracking of water usage and fuel consumption.

## Sustainability Goals

Secret Bay's sustainability goals are formulated to reinforce the resort's commitment to the sustainable management of its operations.

Sustainability Goals include:

2% reduction in landfill deposits by added focus on purchasing wisely, composting, as well as, the reuse of frequently used containers.

Preservation of wildlife and marine life through active coral restoration and the implementation of measures to preserve the Iguana Species on the property.

The re-introduction of Fishing Feeding Programs to increase the population and health of the ecosystem of the Cairo River.

2% reduction in energy usage by effectively utilizing Neurio Energy Monitor

3% reduction in water usage by daily meter monitoring

5% increase in staff training specific to service elevation and environmental focus

Introduction of cultural programs inclusive of art, drama and music as a part of the guest experience.