



Sustainability Management Plan & Continuous Improvement Report 2017

Introduction

Xanadu Island Resort is proud that our business, as part of the global tourist industry, recognizes the importance of tourism for economies and communities, whilst also being aware of the potential impact on the environment, community and culture of the place in which we operate. As a result, we try to ensure that business operations are conducted in a responsible way, maximizing financial benefit and yet minimizing any impact.

We have implemented sustainable practices that have minimized the impact on our environment but also understand that this is an ongoing process and therefore we review our sustainable management plan for Xanadu annually.

Xanadu is a quiet relaxed resort with an emphasis on nature and retention of the indigenous fauna and flora. Indigenous woods and natural sand pathways have been used to ensure that the resort blends in with the environment around it.

Communications

At the outset Xanadu ensures that all advertising and information that appears on its website offers an accurate and honest reflection of the resort and its services. Xanadu Island Resort makes an effort to communicate conservation and sustainability issues to our guests. This is achieved mostly through the written word and found in the Guest Information Directory in every suite as well as on our website. Some aspects are also communicated to our guests on arrival. Each suite has a sign advising guests that the suite is non-smoking as well as a sign in each bathroom explaining our towel reuse program.

Customer Satisfaction

Customer satisfaction is most important to us and we monitor it closely. The night before guests leave they are given a Guest Comment card to fill in – we added a question asking the guests to evaluate our eco and green efforts. The Guest Comment Cards are read by management and staff after the guests have departed and we responded to guest requests for more information by providing a checklist in the suites of some of our environmental efforts. Xanadu is also part of TripAdvisor, Expedia, Booking.com, Google Business and these services also provide guests with an opportunity to express their opinion of their experience at Xanadu.

Fair Trade

Mostly Xanadu buys products that are easily available at our local supermarket. It is not possible to obtain FairTrade coffee at a price we can afford here in Belize.

Support local entrepreneurs

Xanadu outsources all tours and activities to local tour guides and tour operators with whom we have developed a relationship over the course of many years. We use local tour operators and vendors to supply our tour, spa, and taxi needs. Guests are given the opportunity, through responsible local tour operators, to explore the reef and enjoy the watersports available in San Pedro, as well as to visit the historical Mayan sites and take part in other activities on the mainland. Our front desk staff are Belizean and have an extensive knowledge of the tours and activities available to our guests and are able to provide information about the cultural and heritage sites and arrange these trips. We do not have a restaurant on site and encourage our guests to try out the variety of

restaurants and flavors of the island. In this way we ensure that the local entrepreneurs are supported and sustained throughout the year. All our suites have full kitchens and those guests who don't wish eat out are able to buy their groceries at the local store. Much of the furniture at Xanadu is made of wicker, rattan, wood or bamboo and purchased from Hummingbird Furnishings in Belize. We buy locally produced items for example, brown and white sugar.

In 2015 we added a bar to our resort with the project being supervised and carried out by local builders who are familiar with the indigenous materials being used. Materials used in the building of our new bar were from renewable sources, such as wood and palmetto palm leaves which are locally grown, thereby reducing transportation costs.

Xanadu allows vendors to sell their crafts on the beach in front of the resort and guests are told that they can obtain souvenirs from the vendors along the beach and at central park in town. Xanadu has a very small gift shop on-site displaying items made by local vendors.

Xanadu seeks to form business relationships with like-minded vendors who also have an eco-friendly outlook on life, however we have not found any eco-certified businesses on the island. We use local suppliers who supply our goods in an environmentally friendly manner – they wait until they have enough items to deliver before they do a delivery.

Respect local populations

Guests are assisted in giving of their time and/or resources to support local community activities. A recent example of this would be a guest who wanted to purchase a wheel chair for a local resident of the town whose wheel chair was broken. Our front desk staff spent a great deal of time sourcing the wheelchair and arranging for its transportation for the guest. Our front desk staff spends time answering guest questions on the population and culture of Belize. Guests are also encouraged to visit the Mayan Ruins on the mainland and the Mayan excavations on Ambergris Caye. We provide information on cultural events, celebrations, and recommend that guests visit the San Pedro House of Culture. We are members of Pack for a Purpose organization and display their information on our website. Xanadu supports the Women in Need Project as well as Raise Me Up – both of these organizations do essential work in the community.

Handicapped Access

The ground floor suites at Xanadu Island Resort are accessible to handicapped people and so are the office, beach, pool and dock. If a handicapped guest requires something special and Xanadu is able to provide it, they do.

Language

Belize is an English speaking country and the primary language spoken at Xanadu Island Resort is therefore English. We have several bilingual employees and can easily accommodate English and Spanish speaking guests.

Looking after the Environment

We realize that protecting the environment is very important for the long-term success of our operations and that we must protect the resources our business depends upon. As such, we strive to improve our environmental performance and to minimize any negative impact resulting from our operations.

Xanadu believes in responsible, nature and culture based eco-tourism. We understand the importance of preserving our environment and indigenous communities and take continual steps to be more environmentally friendly and aware. We have dispensers in all bathrooms in order to reduce the use of paper and plastic. This also allows for bulk purchasing thereby reducing packaging waste.

Plant identification boards are located around the property and will be updated and expanded in 2017/2018. We use environmentally friendly cleaning materials produced in Belize from locally grown citrus, and our laundry detergent is biodegradable.

Ambergris Caye, like the rest of the Caribbean, was subjected to an influx of Sargasso Sea Weed in 2015. In order to prevent extreme odors from the rotting seaweed many resorts had to institute ongoing cleanup programs which exacerbated beach erosion.

Xanadu Resort installed a Sargasso prevention net in order to keep the seaweed from reaching the sand shore and therefore reducing the need for removal and preventing beach erosion. In 2016 the Sargasso seaweed problem continued and due to our new neighbors building a seawall on both sides of our property we were 'forced' to join in and extend our seawall in order to prevent having a nice little bay where all the seaweed would end up. This was to our benefit as when Hurricane Earl hit. Our extended beach and seawall protected the property from water damage – though we lost a lot of sand to the properties on either side of us that had not yet filled in their new beach.

We continue to use environmentally friendly products to control mosquitoes and other insects. This product does not harm birds, or other animals and is nontoxic to humans and pets. Rodent control is attributed to the resident cats, iguanas and racoons on site.

Water Usage

Xanadu has a reverse osmosis plant which is our primary source of fresh water. The water used is from a brackish water well on the property and from the ocean. Xanadu also has an extensive rainwater collection system which has been recently upgraded, by the addition of additional collection pipes and large water cisterns, so that it can supply all the water for the waterfall as well as for irrigating the gardens. Our water usage in the suites is closely monitored by daily meter readings and the quality and safety of our water supply is also closely monitored. Drinking water is not produced on the property. Guests are provided with a five gallon jug of water in the suite for cooking and drinking and to fill their water bottles. Low flush toilets have been installed in many of the guest rooms. Xanadu has two large industrial washing machines that minimize our water consumption for laundry. One new well has been constructed and second brought back to full use. A new electrical pump was installed in the RO system that uses less electricity. Water meters were installed on the inflow and outflow line of the RO system so that accurate records of total water made and consumed can be recorded and monitored.

Waste Management

Waste management and recycling where available are a priority. All feasible materials including some of the seaweed that washes up on our beach are composted and used for our gardens. We purchase all sodas and beers in returnable bottles. Glass bottles that cannot be returned are now crushed at Xanadu and stored until we can find a way to use it. Plastic drinking water bottles are reused and filled with cleaning products for the housekeepers to use in the suites. We supply the guests with a 5-gallon drinking water to reduce their need for small bottles of water.

The fuel for the two back-up generators is safely contained and both have a fuel spill containment area.

Suite booking confirmations are printed on the back of previously used paper thereby reducing the amount of paper required in the office. Scrap paper is used for messages and notes. We aim to become as paperless as possible while still complying with government regulations for paper copy as required.

Landscaping

When building, we kept as many trees as possible as they are nature's air conditioners, as well as beautifiers and homes to countless birds, bats, lizards and orchids. They are critical in minimizing erosion and nourishing the soil. Rather than cutting down the forest we built amidst the trees. Plants that have been planted on the property are native to Belize, mostly native to the island itself. Natural rocks have been used around the property to create boundaries, water features and as décor rather than purchasing synthetic materials. Our gardens are fed with compost that is made on-site with a combination of seagrass, leaves, sawdust, manure, rice Bagash and vegetable matter. We have also set aside a large portion of our property as a nature walk creating a haven for birds and small animals - on a wooden walkway 20 feet above the ground, you can enjoy the natural growth and listen to the birds. The rest of the property has been kept as natural as possible with beach sand pathways and plenty of natural vegetation. We have also built a waterfall and water features which are not only beautiful, but also provide drinking water for iguanas and birds. We have built a seawall on the beach which greatly reduces erosion and minimizes silting, which chokes the reef.

Energy

Five of our buildings are monolithic domes, which are able to withstand very strong winds, and are some of the highest rated buildings for insulation. All of our suites have double pane windows and wide covered verandas. Large windows flood our rooms

with natural light reducing our energy usage. We have installed low energy lights throughout our property. LED light bulbs are used in all security lights and energy saving light bulbs are used in all the lamps and overhead lights in the suites. Over the years we have:

- Installed Zero Energy Units that use the heat given off by the air conditioner to heat the water in that suite.
- Xanadu owners and employees use transportation via bicycle or single cylinder engine golf carts that provide exceptional gas mileage and minimum emission output due to efficient combustion process
- Laundry dryers are powered by gas reducing electricity usage – a second more efficient dryer was installed.
- Laundry personnel use the minimum dryer setting for the particular items they are drying in order to conserve gas. (The dryers are eco units)
- One washing machine was replaced with a new, more energy and water efficient one.
- Replaced the 6 large solar water heaters – new ones are more efficient – reducing the energy used to heat water.
- Swimming pool was relined which helps with insulation as the pool is heated.
- Swimming pool heater was refurbished and upgraded as was the pool pump and saline chlorinator

Sustainable Social and Cultural Plan

Local Employment - Xanadu Island Resort is praised for their committed, helpful and friendly staff. The majority of staff are Belizean and are employed at all levels. Equality and fairness are taken seriously and there is a zero tolerance for discrimination or bullying. Our salary scale is above average and many of our employees have been with us for 5 years or longer. All social security payments, overtime payments, and vacation eligibility are done in compliance with the respective laws and regulations.

Employee Training – As a small resort, employee training is largely carried out by the supervisors in an on-the-job manner. When possible, we also utilize remote training programs for specific purposes. All employees are fully informed about the Company policies and perspectives on sustainability and also educated about the environmentally sensitive issues related to their particular area. Employees are encouraged to discuss the Companies environmental policies with guests and frequently do.

Community Involvement

Financial donations and donations in kind are given to local sports teams, animal welfare groups (e.g. Saga), human welfare groups, and children's summer activities.

A large quantity of used linen has been donated to the Women in Need project as well as Raise Me Up and Saga in 2016/2017. This is an ongoing project where used linen is given to organizations who need it.

The owner of Xanadu organizes and participates in an annual art sale with the proceeds going to Women In Need and we have now added them as our Pack for a Purpose Project.

Xanadu supports local artists using them to produce items for the resort. There are also local art and craft products in the suites. Xanadu is a member of Belize Hotel Association, Belize Tourism Industry Association and Belize Chamber of Commerce and Industry as well as the Audubon Society.

Health and Safety

Xanadu Island Resort provides both monetary and practical emergency assistance for their staff and will continue this practice. Facilities are kept in a good sanitary and clean condition and there is a preventative maintenance program in place for facilities and equipment.

There are waiver forms for guests to sign before they undertake activities and they are advised of how to best enjoy themselves without endangering themselves, e.g. not going to the reef in kayaks, returning bicycles by 5:00pm before it gets dark.

Being in Belize, it is all but impossible to follow manufacturer's recommended maintenance to all appliances. Our maintenance staff maintain and repair appliances.

Carpeting is minimal with only 1-4 mats per suite which are locally bought.

All suites are cleaned with Citrus Power which is a natural product made from citrus and produced in Belize - all rooms are safe for guests with chemical sensitivities or allergies.

Mosquito control is undertaken with a product that is environmentally friendly, nontoxic to humans, pets, birds, or iguanas. We paint with mold/mildew resistant paint in all our suites. Suites are sprayed with a cedar product at every departure as a preventative measure.

Responsible behavior is encouraged among visitors – walk on roads at night, not on unlit parts of the beach, lock bicycles and golf carts, wear life jackets when kayaking etc.

Emergency

All suites are equipped with fire extinguishers and emergency exit maps. The monolithic dome design of the buildings allow them to withstand hurricane winds of up to 300 miles per hour; as well there is a hurricane procedure plan in place, hurricane shutters and other relevant materials are stored on-site. Both the pool and the dock have BTB approved lifesaving equipment.

Xanadu is equipped with two 80KV diesel powered generators which are automatically programmed to be activated within ten seconds of a power failure. We also have a reverse osmosis water plant which supplies water for the resort.

Looking after Heritage

We respect the natural and cultural heritage of our country and understand that this is an important part of the tourist industry. We will encourage our customers to respect the tradition and integrity of our local cultures and encourage them to visit heritage sites. Our most popular guest tours are to the Hol Chan Marine reserve and the Mayan archeological sites. Xanadu donates to and is a participant in various community celebrations such as Independence Day Parade and Garifuna Settlement Day.

Looking after our Products

We want our product and service to be of the highest quality and therefore encourage good practice within all our operations and comply with all relevant legislation surrounding the business. We strive towards integrating responsible practices into business decision making, and we will not tolerate any illegal or exploitative forms of tourism.

Raising Awareness

We recognize that raising awareness and understanding of responsible tourism amongst our employees, customers and suppliers is key in order to gain their commitment. We will endeavor to highlight the benefits of addressing these issues and will encourage all stakeholders to care for our environment and to minimize negative impacts.

Working Together

We are committed to working with customers, employees, suppliers, local communities, industry, government and NGOs in order to deliver responsible tourism. At Xanadu most of our employees come from the surrounding communities. The income they earn and the skills they learn help their families and villages.

The Sustainability Management Plan has been reviewed and signed off by senior management/board within the last 12 months

The Sustainability Management Plan and Environmental policy are published on both the organization's intranet and public website

Any changes to the Sustainability Management Plan and Environmental policy have been communicated to customers, employees and owners

An annual review of all sustainability, environmental and purchasing policies has occurred