

Hotel Mocking Bird Hill 2003/2004 Sustainability Report





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MISSION STATEMENT

At Hotel Mocking Bird Hill we recognise that:

Tourism is a desirable activity of economic benefit to the nation and local communities, and of personal benefit to the individual.

Excessive and insensitive tourism development and activity can threaten the quality of both the environment and of the tourist experience.

At **Hotel Mocking Bird Hill** we believe that every enterprise has an obligation to protect the environment and to offer something of tangible benefit to the community. Business must add value to the economy and the society to make a positive contribution. We have taken a formal approach to ensure that good environmental practices are identified and monitored for the future.

Hotel Mocking Bird Hill is committed to the highest level of environmental management that is incorporated into every aspect of its operations. We are committed to complying with all relevant environmental legislation and other requirements to which the organisation subscribes. We take a holistic view of our business and are guided by the following principles of sustainability:

ENJOYMENT

The promotion of tourist enjoyment of the countryside should primarily be aimed at those activities, which draw on the character of the countryside itself, its beauty, culture, history and flora and fauna. **Hotel Mocking Bird Hill** actively supports the care and conservation of the Portland area and encourages visitors to enjoy the natural beauty of the area and their activities thereon, in an environmentally friendly manner.

RURAL ECONOMY

Development should support the rural economy and seek a wider spread to ensure economic and other benefits for the host community. **Hotel Mocking Bird Hill** favours home-grown produce and uses only local, seasonal produce and seeks to provide secure, stable and meaningful employment for people of our community.

CONSERVATION

Those who benefit from tourism should contribute to the conservation and enhancement of its most valuable asset – the countryside, through political and practical support for conservation. **Hotel Mocking Bird Hill** is preserving its natural surroundings in order to maintain the habitat of native flora and fauna. Wherever possible we will try and improve conditions by terracing and composting and planting of new trees.

RESOURCE MANAGEMENT

We provide excellent service and a good quality product without compromising the comfort of the guests while being mindful not to waste our natural resources such as water and energy for the sake of providing luxury.

We seek to reduce consumption of energy and natural resources as far as possible by careful housekeeping and implementation of the state-of-art technology.

We strive to use the most energy efficient systems of operation.

We endeavour to reduce the use of non-renewable resources whilst actively sourcing energy from alternative renewable sources.

WASTE MANAGEMENT

We promote an active policy of waste avoidance as far as possible.

We minimise, re-use and recycle waste and use recycled items wherever possible.

We dispose of all our waste through safe and responsible methods.

BUYING POLICIES

We use naturally based, close-to-source products where ever possible.

We do not use ingredients that are scarce or under threat.

We do not buy individually packaged, single use, disposal items.

RISK REDUCTION

We seek to minimise the risk of damage to the environment and to the health and safety of our staff and customers by using environmentally friendly products and safe procedures. No pesticides, insecticides or harmful chemicals are used.

COMMUNICATION

At **Hotel Mocking Bird Hill** we foster good communications with the local community in order to be a good neighbour and improve the local environment. We will continue to encourage regular interaction with environmental organisations and the industry. We also promote visitor awareness and considerate behaviour by visitors by promoting codes of conduct.

MARKETING

Publicity, information and marketing initiatives of **Hotel Mocking Bird Hill** endeavours to develop people's understanding of and concern for the country and the people leading to a fuller appreciation and enjoyment.

EDUCATION

A key element of our sense of responsibility is to educate. The hotel is used, and will continue to be used, as an arena for raising the awareness for staff, suppliers and guests on a wide range of crucial environmental and social issues. **Hotel Mocking Bird Hill** will strive to increase understanding of the inter-dependency between. Tourism and our environment and encourage people to be responsible and accountable for their actions. We desire to change consumers to customers through education.

Assessment of Operations

The management of **Hotel Mocking Bird Hill** will assume responsibility for the environmental impact of its operations. In addition to complying with the applicable laws and regulations, we will undergo periodic internal assessments, which will help us not only to monitor our operations but also identify areas for further improvement. We believe in ethical business practices and see our enterprise as a force for social change.

Introduction Why We Produced This Report

At Hotel Mocking Bird Hill we believe in continual improvement of our performance so that we can have an increasingly positive effect on the environment, society, and the economy.

In writing the 2002/2003 Sustainability Report it quickly became evident that there was much more that we can do in the future to improve the performance of our operations and the co-operation with our community. We are in a learning process as we seek to improve. As we go along we become aware of the significance of keeping formal records of our activities. Putting this report together has shown us the weaknesses in our record keeping- we do not have available a lot of the information required. In the future we will remedy this by creating new records of our impact on the environment.

We strongly believe in a commitment of excellence and the creation of the Sustainability Report is one way in which we can make continual strides towards improvement.

About this Report

This report focuses mainly on the calendar years for 2002/2003. As this is our first attempt at creating a Sustainability Report, some information will not be available. To the best of our ability we will provide the records of our energy and water usage. The numbers for our energy use are those from our provider, Jamaica Public Service Co., and our water is from the public water service. We also monitor water used from rainwater harvesting.

Section 1: Key Indicators and Vision

Hotel Mocking Bird Hill is an intimate 10-room property in Port Antonio, Jamaica. Integrating environmental policies into the management of the hotel was part of the original concept when the hotel was opened in 1993. Today, Hotel Mocking Bird Hill serves as a model for sustainable hotel operations in the category of small hotels not

only in Jamaica and the wider Caribbean but also worldwide. In addition to accommodations, the Hotel Mocking Bird Hill provides guests with a restaurant, bar, laundry services, pool, beach access (Frenchman's Cove) and an art gallery

For additional information on the hotel, please see our website at www.hotelmockingbirdhill.com

Key Indicators

The environmental, social and economic impacts associated with Hotel Mocking Bird Hill's operations primarily arise from the following:

- Water use
- Energy use
- Solid waste generation
- Waste disposal – both solid and waste water
- Generation of water pollutants
- Use of hazardous products
- Generation of air emissions
- Damage to the Ecosystem
- Social and Economic impacts result from:
 - Employment of staff from surrounding communities
 - Partnership with other businesses in the local area

Vision

For the industry and the destination community to benefit, a symbiotic relationship must be developed; a relationship modelled on an eco-system framework. A sustainable approach has been chosen. This has been defined as the balanced interaction of three basic factors:

1. Proper Management of our natural and cultural resources
2. Improvement of the quality of life of the local community
3. Economic issues that contributes to other programmes of local development

In other words it is necessary to achieve guest satisfaction and provide enriching holiday experiences for the guests without depleting resources or placing the local population at a disadvantage from conducting business. The main focus is low-impact in terms of both the physical and social environment.

Section 2: Organizational Profile

Hotel Mocking Bird Hill is a relatively small company; the organizational profile is therefore very simple. The hotel is owned and managed by Barbara Walker and Shireen Aga. In addition to managing the property, the two serve as the Health and Safety Officer and Environmental Officer, respectively. At the end of 2003 the property had a staff of 19 people in different departments: administration, maintenance, landscaping/gardening, food and beverage, laundry, housekeeping, and public area cleaning. Some of the staff members work in more than one area. All come from the local communities.

Hotel Mocking Bird Hill Programmes

- The management of the Hotel Mocking Bird Hill are playing a leading role in spearheading and directing the process of Green Globe certification for the destination. The managers lobbied to seek the support of USAID and CPEC and gain financial support to be able to implement various projects that serve to achieve the overall goal of destination certification.
- The hotel has participated in a number of community and stakeholder meetings as part of the process to build a common vision for the destination that will lead to a shared commitment to the process of sustainable development at all levels.
- Through its efforts to submit proposals on behalf of community projects and the Green Globe Destination certification, the hotel management is helping to create an enabling, supportive and responsive environment for local sustainable development. The hotel has taken the leadership of efforts to get a tree preservation order passed for the area, has worked with the local ENGO to get bird shooting banned in the area and has lobbied for greater transparency with regards to the plans to build a highway and ensure that the negative impacts are minimised.
- The hotel works as a stakeholder together with other organisations in integrating local sustainable development planning within official planning processes at parish and community levels through an inter-sectoral approach
- Works towards establishing parish-based sustainable development framework through the process of Green Globe certification to guide development interventions in other parishes throughout Jamaica.
- Participates in the national effort to develop nature and eco-tourism through the project being led by the consultancy group “On the Frontier”
- In terms of promoting ties with corporate agencies that are committed to the environment and the promotion and marketing of sustainable tourism we attended the CERES (Coalition for Environmentally responsible Economies) annual conference and the World Eco-Tourism Summit.
- We attended the Green Hotels conference in Montego Bay and established first contacts with various university professors with the goal of establishing study/educational programmes.
- We conducted research and established an introduction booklet to Eco-cultural tourism for Portland and Jamaica in general.
- We have represented Jamaica at the international bird watching fair in Rutland, UK for the last three years. The hotel was the first tourism organisation that has formally worked in developing ornithological tourism to Jamaica.
- We had CD’s prepared to hand out to tour operators thus reducing need of print material and duplication of photographic material. These CD’s can be re-used and thus reduces production of promotional material.
- ENOUGH – The Shebian School programme. The information below is sent with every reservation confirmation.

E.N.O.U.G.H.

EDUCATION NEEDS OUR URGENT GENEROUS HELP

We would like to take this opportunity to introduce a project, which we hope to implement with your support.

The objective of the E.N.O.U.G.H. programme is to galvanise support for better quality education in Port Antonio's schools. We believe that a number of social and economic problems the country is facing are due to either poor education or no education at all. Poor education puts a large number of our community members at disadvantage and makes it so much almost impossible for them to achieve a higher quality of life that they desire to attain.

We at Hotel Mocking Bird Hill do not intend to take over the job of educating. Rather it is our intention to support those who are trained to do so by providing books and learning material through the E.N.O.U.G.H. Programme. We want to co-operate with schools and facilitate experiences that will enhance and complement the basic framework of the curriculum by inviting classes to Gallery Carriacou. Barbara Walker has committed herself to introducing children to Art.

We want to have a positive impact on education in our schools.

Our schools need community support in order to thrive. Join forces with us and help through E.N.O.U.G.H. to help improve the quality of education for the students.

In addition to financial contributions towards this goal, the donation of any books or other educational toys or learning materials, be it used or new, will be most appreciated. Please gather any items from their friends and family before you come to Jamaica on holiday and bring whatever you can.

With your support this programme can grow to assist schools in this area.

Please be generous and support E.N.O.U.G.H. with a donation. The children are our future – let us invest wisely so that we can achieve our dreams together.

Yes, I'd like to support the E.N.O.U.G.H. Programme. Enclosed is my cheque in the amount of US\$ / J\$

I would like to donate.....

.....

(books, pencils, games, learning materials, etc.)

Name :Date :

- **Valley Hikes:**

VALLEY HIKES represents the people of the Rio Grande Valley, Portland, Jamaica, who invite you to experience the rich natural and cultural heritage of the area and enjoy breathtaking vistas. Visit the communities, including

descendants of Nanny of the Maroons, Jamaica's only National Heroine, and come to understand the true meaning of 'Roots'. Your hosts are trail guides from the communities in the Valley who will make you feel relaxed as you stroll or hike with them through the lush valley. Hikers are guided under misty, forested canopies, along footpaths where you'll see miniature orchids, primordial ferns and lacy moss. The forest is home to numerous endemic birds and the endangered Swallowtail Butterfly, the largest butterfly in the northern hemisphere with a wingspan of six inches. VALLEY HIKES promotes environmental conservation and the trail guides make sure that visitors take nothing but photographs, leave nothing but footprints and kill nothing but time.

Section 3: Policies, Management Systems and Relationships

Environmental Policy

Energy management

- Hot water is provided by a solar hot water heating system. This significantly reduces electricity requirements
- Without reducing the comfort of the guests, the management has chosen not to install equipment that is high in energy use in the rooms. Given the advantage of the hillside location, the rooms receive cool breezes. Fans that use far less electricity than air-conditioning enhances the natural ventilation. Minibars and televisions are not provided in the rooms. Television is available in the lounge, but generally most guests enjoy the natural vistas and the twinkling stars of the tropical nights..
- Notices in the rooms request guests to assist the management in their efforts by turning off lights and fans, etc. when leaving the rooms.
- Motion detectors regulate all security lighting. In addition, outdoor lighting uses low-energy consumption mercury vapour lights. Energy saving light bulbs is installed in all areas of the hotel.
- By reducing the amount of laundry, the electricity consumption is also reduced. As this is a small property we are able to manage without laundry dryers. Clothes are dried using our solar dryer otherwise known as a washing line.
- As far as possible and weather permitting breads are baked and chickens and meat roasted in the sun ovens. Apart from free energy, this type of oven has the advantage of slow cooking resulting in a juicy, soft, aromatic product.
- The public areas and rooms are tiled rather than carpeted thus avoiding the need for vacuum cleaning and the resulting energy use.

Water Management

- No pesticides or insecticides are used in the garden.
- Only phosphate and chlorine free detergents are used.
- No strong chemical cleaning agents are used, but household, environmentally safe products such as baking soda and vinegar.

- Use of chlorine in the pool is kept to a minimum by using a algae inhibitor that is connected to the pool's filter as well as a floatron. Acetic Acid is used in the pool rather than sulphuric acid.
- Unless specifically requested otherwise, the linen is changed every three days in order to reduce water and electricity consumption as well as reducing the use of detergents guests are requested to drop their towels in the showers if they are to be replaced.
- In the restaurant place mats are used instead of tablecloths, thus if any food spills occur only the place mat in question will require laundering making the total laundry load far less than tablecloths.
- Long staying guests are presented with a serviette pouch that is embroidered with their room number and differentiate by the colour of the embroidered flowers, unless very soiled, the serviettes are used more than once, just as one would do at home

Proposal to Improve Water Management at Hotel Mocking Bird Hill

The recent drought in Jamaica and the growing debate over climate change underline the fact that water is not an unlimited resource. The region is suffering increasingly from the longer periods of drought accompanied by increasing strains on the existing water supplies and the sources they are taken from. Water resources are coming under increasing pressure due to a combination of increasing demand, increasing climatic extremes and the need to protect and enhance the water-dependent environment. There is a greater understanding today that resource management is crucial to the sustainability of any business, particularly a tourism-related enterprise. Water and energy management represent the two most important key aspects, whereby water is the most critical and elementary one. Using less water means more competitive businesses and more resources for other activities.

The need to meet existing commercial demand for water, while minimising impacts of water discharge on the environment is critical. We have to use a combination of demand management in order to promote water conservation initiatives and increase uptake of water saving practices as well as utilise and maximise on as many recycling possibilities in order to cover the needs without increasing the use of potable water. In addition the suggested strategies will also help to reduce energy costs. In general unit costs of energy resources often exceed water costs (in general, four units of electricity are used to heat one unit of water). Therefore, by reducing water use the associated costs of heating water can also be reduced.

We have already started a water management programme at Hotel Mocking Bird Hill. However, we recognize that we need to continue improving and building on the systems already in place. The points mentioned below are to be seen as a long-term commitment that the hotel is seeking sources to augment it's own efforts so that we can achieve better results as quickly as possible.

We have listed the various points that need to be addressed in order to achieve maximum efficiency of the hotel's water management system. This will of course be implemented in conjunction with an ongoing educational programme. This is vital to the process as both staff and guests are key players in our efforts to reduce water use. To this aim, new water saving signs have been placed in all bathrooms.

1. Rain water harvesting and storage: *The existing rain water storage facilities are not large enough (160,000 litres) to sustain regular hotel operation for more than a month at low occupancies in a drought situation. During times of heavy rain, we loose a lot of the rainwater because of inadequate storage capacities. Increasing collection capacity will be on going as allowed by the availability of funds. In order not to loose any of this valuable resource as will as to enable us to remain self-sufficient for longer periods without compromising quality of the hotel gardens, additional water tanks must be installed. Presently, the gardens are seldom watered, we depend on rainfall. Increased collection capacities for rainwater will enable us to maintain the gardens and landscaping. So far rainwater is collected only from the roof on the main building and one side of the bungalow. In order to collect more water, more tanks need to be installed below the bungalow and connected to the guttering of the unused side. In addition the gallery with its very large roof surface needs to be guttered along with additional rain water storage tanks. As the gallery is at a higher level than the rest of the hotel, water collected from this roof can be gravity fed from storage tanks below the gallery to the tank under the main building.*
2. *Water filter system: Install a water treatment plant to remove residue and then subject water to ultra-violet light to kill bacteria. **Completed.***
3. *Additional Pump: Benefits: control of water pressure within the facility, ensuring consistent pressure and reducing wastage and lessening wear and tear on the single pump now in operation. **Completed***
4. *Replace old solar panels: The solar panels were locally made with wooden frames. After 9 years, the wood has warped and the panels are not airtight which greatly reduces their efficiency. The solar panels need to be replaced with new ones. **Completed.***
5. *Replace hot water storage tank: The last of the original hot water tanks is still in use in the main building. All others have burst, as they seem to have been built with a fault. **Completed***
6. *Re-plumb hot water system in main building: The delivery of hot water to the rooms and bar in the main building is not efficient. We have established that this is due to the way in which hot water piping has been installed. This piping will have to be re-installed so that we can maximise on the solar heating capacity.*
7. *Establishing additional water meters: Set up sub-water meters for the departments of laundry and kitchen. Link all the meters to a central control unit that provides a target and monitoring unit. Fitting water meters in wall mounted boxes and fitting water meter readout units in prominent places in the kitchen and the laundry and the office. We need to install a meter to register how much rainwater is collected in order to compare these figures with our total usage. **The last item completed***

8. *Replace cpvc water pipes: Due to the heavy usage and poor quality, these pipes continuously spring leaks at the joints. These should ideally be replaced with copper, but using insulated galvanised piping would be adequate. This applies to all pipes from the solar water heating panels to the rooms and laundry as well. At present some of the pipes leading from the solar panels are not insulated.*
9. *Install water savers on all taps and replace toilets in all rooms to water saving toilets. **Completed***
10. *Recycling of grey water: Grey water is presently soaked away. A system is to be installed to allow us to pump this water up the hill to the area below the pool for irrigation of the garden being developed there and for public toilets which will be installed there once the gardens are established. Any future expansion of the hotel will see this water being used for the toilets. An ultra violet light will be installed for the purification of the grey water thus eliminating the need for chlorine use.*
11. *Electrical backup system: It will be necessary to install an electrical backup during power cuts so that the water supply to the hotel is uninterrupted.*
12. *Conduct promotional campaign*
 - *With the school that the hotel sponsors*
 - *With hotel staff: distribute water saving devices to staff (flow restrictors in shower heads (if they have a shower) and “save a flush” together with a Wise Water User’s Pack. The “save a flush” could consist of a litre bottle filled with sand.*

Waste Management

- Single portions and single packaged items (food and toiletries) are not used. For example, liquid soap dispensers replace individual bars of soap ensuring no waste from the wrappers and a hygienic soap dispensing system.
- Reusable or recyclable products are used in all departments. To this extent no paper napkins are used. Instead cloth napkins that are washed and reused are preferred. In the rooms cloth laundry bags are used instead of the plastic or paper version.
- Products that are not necessary such as straws and paper coasters and small paper serviettes are avoided. Guest response is very positive once they have received the information about the environmental objectives that are served by observing these policies.
- The daily menu is written on a blackboard in the restaurant to highlight the daily specials-instead of printing new sheets each day
- Picnic lunches are packed in re-useable boxes rather than disposable boxes.
- Reusable containers are used for storage rather than depending on aluminium foil and plastic cling wrap

Social and Economic Policy

- Developing the business on a scale that will provide a balance between the community's needs and priorities and the tourist's demands in order to attain a profitable co-existence. Very large projects have shown that they strain the resources and place unwelcome pressure on the local population.
- Buying local products and services. This generates additional income in the community and since these items are not packaged, it helps to avoid garbage problems. Tinned products are seldom used.
- With the exception of a few alcoholic beverages such as whisky, sherry, campari, we concentrate on using locally made alternatives. In terms of liqueurs the world-famous Jamaican Sangster's liqueurs are offered rather than the established international, imported alcohol beverages. Guests are encouraged to sample and enjoy Wild Orange Liqueur for example, instead of the well known Cointreau. In terms of the cuisine, recipes are adapted to use local alternatives. An example for this is locally solar-dried tropical fruits instead of prunes, raisins, dates, etc. The menu uses a variety of local produce such as the dasheen, coco, yam, etc., and thus introduces visitors to these often otherwise untried alternatives. The restaurant has a reputation for fine cuisine using only fresh, seasonal produce.
- Promoting the cultural heritage of the area (maroon history as well as the natural sites such as the various waterfalls, caves, plantations etc.) To further facilitate this plans are currently being made to offer tour-co-ordination services.

Environmental Management

- Resource management and ecological considerations in terms of physical-biological parameters rather than clearing lands, existing infrastructure was used by adapting a private villa to meet the requirements of a hotel. The existing infrastructure serviced the property thus eliminating the need to extend roads, etc.
- The planning design and sitting of the property have been keeping with the landscape and wherever possible enhancing it, for example by terracing the hillside and filling with soil that has been washed down to the bottom of the property by rain. Terracing helps to prevent further soil erosion. The buildings have also been planned to maximise on natural ventilation; built up areas have been kept to a minimum; pathways are covered with gravel allowing the seepage of rainwater into the ground rather than running off surfaced areas.
- Conservation of natural resources: the natural forest on the property has been preserved, the building fits into landscape and does not jar or obstruct the view of the natural hillsides. The gallery was built between two old fig trees and incorporates them in to the design. The use of large windows allows the maximum use of natural light and keeps the use of electrical lights to a minimum.
- All aspects of operations have been reviewed with the goal of choosing the least damaging options. An algae inhibitor and floatron are used in the pool to reduce the use of chlorine to a minimum. No insecticides or pesticides are

used. Instead age-old household remedies such as pepper teas, mixed cultivation, etc. achieve good results. Phosphate free cleaning agents are used. Natural, non-toxic agents such as baking soda for cleaning, boric powder instead of chemical anti-roach poisons and khus-khus root instead of mothballs, etc are used.

- Minimising waste and reducing the burden on the environment by recycling, re-using, pollution control and responsible disposal such as composting. The emphasis here is on avoiding waste problems rather than on solving problems once a difficult situation has arisen.
- Treatment of wastewater with a biological system. Future plans intend to develop the system further by installing a pump and using the recycled water for those purposes that do not require drinking such as irrigation, cleaning cars and grounds, etc.
- Use of renewable energies (solar water heating) and energy efficient equipment and lighting.
- Use of water efficient or water saving equipment (water efficient dishwashers, water savers in toilet tanks).
- Increasing awareness of environmental issues within our own organization through staff training as well as working together with local environmental groups to increase the level of public consciousness for the environment. As representative of the local environmental group P.E.P.A. and an expert in the field of sustainable tourism Shireen Aga has conducted a series of “Greening” workshops for departmental staff of all hotels and villas in Port Antonio resort area.

Supplier Policies and Management Systems

We understand that purchasing decisions can make a significant contribution to improving the property’s environmental performance and our contribution to protecting the surrounding environment. Choosing products that are “environmentally friendly” in terms of content, packaging, and ease of recycling and disposal are fundamentals to the environmental purchasing guide of our hotel. In purchasing responsibly, our hotel becomes more cost-effective, and by stimulating the local economy, enhances the local environment. To implement environmentally-friendly purchasing in our hotel, we:

- Review all products purchased and assess their environmental impact
- Review services provided by the hotel and assess their impact
- Determine the availability on environmentally friendly alternatives
- Promote supply of better alternatives with suppliers
- Observe the following guidelines:
 - 1) Buy only what is necessary. Do not be bound by tradition or habit. Avoid purchasing manufactured items that can be substituted by natural materials from the garden or other sources. Example: Cocktail decorations, where flowers and fruit can be attractively used instead of the paper umbrellas or other similar objects.
 - 2) Be creative!

- 3) But quality goods. In the long run they last longer and need replacing far less frequently therefore producing less waste of the various resources.

General Purchasing Guidelines

- Buy in bulk
- Avoid over-packaged goods
- No single portion, one-use, disposable items
- Dispensing units are to be installed as far as possible in guest bathrooms, public toilets etc. for toiletries, soap, etc.
- Buy locally produced goods as far as possible
- Buy energy efficient equipment
- Buy solar-powered technology as far as possible
- Consider renting instead of buying
- Avoid products made with, or containing environmentally harmful materials
- Building materials such as wood must be from sustainable sources
- No hard tropical woods are to be used. Use of locally grown bamboo is a wonderful substitute that is also optimal for contributing to the “Caribbean, tropical atmosphere”
- Avoid installing equipment with high energy usage that are not necessary such as minibars and air-conditioning
- All equipment using water should be fitted with water-saving devices
- Avoid aerosols. Instead choose manual pumps that can be refilled
- If aerosols are unavoidable they must be CFC-free
- New refrigeration units must be CFC-free
- Electrical or power generated equipment must have low noise levels

Food Purchasing Guidelines:

- Buy fresh, seasonal produce as far as possible. Avoid tinned produce. If particular fruits are not in season offer another alternative option
- If choice is available, choose products in glass bottles rather than plastic. We have various small cottage industries that will use the bottles again as opposed to plastic for which there are no recycling facilities locally or nationally.
- Buy organically grown produce from known sources to help promote reduction of pesticides and other chemicals
- Purchase whole grain foods as far as possible for greater nutritional value
- Do not buy products on endangered list such as conch
- Do not buy produce during the breeding season such as the closed season for the lobster

Cleaning Agents Purchasing Guidelines:

- Purchase products that as far as possible are multi-purpose thus reducing the total number of products in use. Examples are baking soda, vinegar, and all-purpose liquids.
- Substitute chemical products as far as possible with natural products
- Any chemical products must be phosphate free and biodegradable

- Only chlorine-free bleach is to be bought. Oxygen based bleaches do not destroy the natural flora of the wastewater treatment plant.

Office/Paper Purchasing Guidelines:

- Use chlorine-free bleached and recycled paper as far as possible. Since this paper has to be imported to Jamaica, we compromise and use the regularly available standard paper for internal use, while using the recycled paper for all promotional and guest use
- Collateral material should be printed with Soya ink
- High gloss collateral is avoided because the varnishes contain chemicals that are not environmentally friendly
- Reduce paper usage as far as possible by directing all correspondence as far as possible via e-mail and fax via the Internet
- All photocopying equipment must be ozone-free
- Buy refillable ink cartridges for the printers
- Use folders made from recycled board rather than plastic folders
- Buy recycled toilet paper

Linen/Rooms Purchasing Guidelines

- Only cotton, preferably organically grown cotton linen and towels are to be purchased. Climatically the synthetic items are uncomfortable
- Avoid thick, quilted bedspreads that use a lot of water and energy to be washed because of their bulk. Lightweight bedspreads generate less laundry
- Tablemats are more economical than tablecloths. In case of spills/stains the whole tablecloth must be laundered whereas with tablemats, only the particular one in question needs to be washed
- Furnishings must be chemical free
- Washable materials such as cotton are to be chosen so that there is no necessity for dry-cleaning

The following is a list of suppliers that The Hotel Mocking Bird Hill uses in purchasing goods and services:

- Better Life – Grains and nuts
- Blue Mountain Aromatics – Guest amenities
- College of Agriculture – Milk
- Country Farm House – Rice, wheat, and soy products
- Diversey Lever – Chlorine/Algaecide, laundry and dishwashing detergents
- Euro Imports – Olives, tinned tomatoes, olive oil
- Thomas Finnigan – Wines, olives, and cheeses
- Groovy Grains – Cereals
- International Ingredients – Yeast, baking soda, acetic acid
- Island Spice – Spices
- Jamaica Paper Products – Paper, Toilet paper
- J. Wray and Nephew – Appleton Special and other alcoholic beverages
- Kamal's Supermarket – Groceries
- Lacelles – Liqueurs

- Lenn Happ Supermarket – Groceries
- Long Road – Chocolate tea balls
- Nature’s hand made paper – Guest amenities (paper/sewing kits)
- Uriah Palmer – Fruits and vegetables
- Sea Spice – Smoked marlin
- Vincent Slimforte – Fruits, vegetables, and meats

Section 4: Environmental Performance

Energy use

Energy that is used at Hotel Mocking Bird Hill for hot water heating is minimal to the utilization of solar panels. Electricity from the grid is used as a back-up primarily in the winter months. The measurements listed below are those from our server, Jamaica Public Service Co., and are given as listed as total energy used, as well as energy per square foot, and energy per guest night. All energy is measure in the standard for of kWh.

Fig 1: Total Electrical Usage Per Year (kWh)

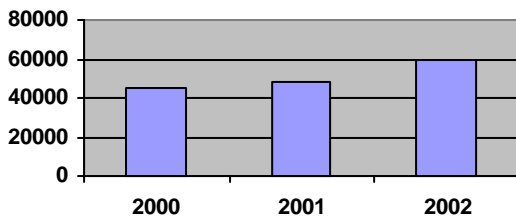
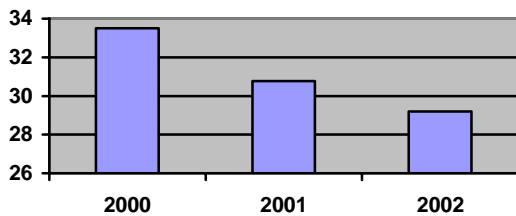


Fig. 2: Normalized Elec Use (kWh/guest night)



Water Usage

The following statistics dealing with water usage at the Hotel Mocking Bird Hill does not indicate the total water used, but rather the total water used that was supplied by the public water service. Our use of rainwater tanks greatly reduces what we need to use from this service. This is only an indication from invoices provided by the service. As of 2003 rainwater usage is also being measured so that we will be in a position to calculate total water usage in our next report.

Fig. 3: Total Water Usage in Meters Cubed (m3)

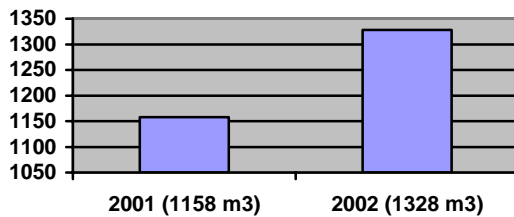
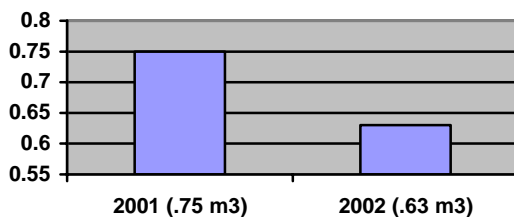


Fig 4: Normalized Water Usage per Guest Night (m3)



*The data for 2000 was missing several months worth of readings, so we decided to leave it out rather than estimating.

Emissions

The emissions produced by Hotel Mocking Bird Hill are generated from the operations of the hotel, staff commuting to work from neighbouring communities, and the occasional use of air travel for business purposes. The numbers given are an estimate, especially those for employees commuting, as record was not kept of total miles, and a survey was done at the time of this report. Conversions for emissions were also taken from the (emission conversion used), and as Jamaican automobiles do not have to be kept up to the same standards, exact numbers are impossible.

	2000	2001	2002
Total Emissions from Electricity Use (in lbs. of CO ² equivalent)	296,508	313,493	389,148
Normalized Emissions from Electricity Use (in lbs. of CO ² equivalent per guest night)	220.26	202.25	191.87

Air travel at Hotel Mocking Bird Hill is not a common practice for the staff, but occasionally the two owners/managers travel to different locations for the purpose of business. During the 2002 year, both travelled once to London and once to Germany. There was also one trip taken to Chicago, and another to New York, although these trips were only taken by one of the two.

Air Travel Destination	Total Distance (km)	CO2 Equivalents (lbs) per year
Kingston-London (2 round trip)	30,164 km	14,876
Kingston-Amsterdam (2 round trip)	31,512 km	15,546
Kingston-New York (1 round trip)	5,054 km	2,493
Kingston-Chicago (1 round trip)	5,680 km	2,803
Total	72,410 km	35,718

Determining total emissions produced by automobiles due to employee commuting and travel was a bit difficult since there is no record keeping of such activity. We can however, estimate using daily averages for employee commutes, as well as a weekly trip to Kingston for supplies, and a daily trip to Port Antonio.

At years end 2001 there were 10 employees, and at years end 2002 there were 19. One of these employees walks to work daily, so for the year we had an average of 14 employees who commuted to work. These employees each worked 5 days per week, producing a total of 70 commutes per week. For the year, there were an estimated total of 3,640 commutes per year for the staff. Each commute averages 7 km one way (14 km round trip), to either Port Antonio, or the neighbouring village of Fairy Hill. Total estimated round trip commuting for 2002 totalled 50,960 km. Since we are dealing with emissions produced per person, it should also be noted that people travel in taxis in groups in Jamaica, with an average of 4 people per taxi. So we must divide 50,960 km by four, giving us a total of 12,740 km for the year 2002.

In addition to commuting, our maintenance supervisor, Mr. Wynters travels daily to Port Antonio for business purposes. Based on a 5 day work week, this would total 260 trips of 14 km per year resulting in 3,640 km per year. The two owners/managers also make a weekly trip to the city of Kingston to pick up supplies once a week. This trip is a total of 200 km round trip, totalling 10,400 km per year.

Automobile Emissions resulting from:	Total km	Total CO2 Equivalent (lbs.)
Commuting	12,740	7,221
Daily trip to Port Antonio	3,640	2,063
Weekly trip to Kingston	10,400	5,895
Total	26,780	15,179

* It should be noted that automobiles in Jamaica are not held under strict emission standards which may also further affect these results.

Materials and Waste Streams

The Hotel Mocking Bird Hill has very strict policies regarding the processes of waste at the hotel. In fact, nothing here is wasted no matter what that material may be. Several techniques are used on-site, as well as different partnerships throughout the surrounding communities. It should also be noted that as we are a very small establishment it has difficult to formally keep record of all waste produced in terms of size or weight. During 2003 we have begun to try and estimate these amounts working with the volume of our two solid waste containers and we hope to be able to produce some (at least estimated) figures in our next report.

On site facilities include:

- On property anaerobic wastewater treatment plant for all wastewater
- Compost facility which is mixed with manure from local rabbit and chicken farmers
- Restaurant remains are given to the many dogs currently residing on the property and all items that cannot be consumed by the dogs are collected by a local farmer for his pigs.
- Any egg cartons are saved and later used for insulation in the storerooms, or returned to the supplier
- Plastic bottles are used for setting plants

Off site facilities and partnerships:

- Glass bottles are used by the local Beekeepers Association
- Paper and cardboard is recycled by Natures Handmade Paper Cooperative
- Aluminium cans are donated to the Portland AIDS Committee
- Toner cartridges from printers are returned to the supplier

Section 5: Social and Economic performance

Number of Employees:

Year end 2000: 16

Year end 2001: 10

Year end 2002: 19

Employee Health, Safety and Well Being

- The Hotel Mocking Bird Hill currently holds a Health Certificate and a Pool Certificate issued by the Ministry of Health
- The current fire certificate is currently under review by the Jamaica Fire Brigade
- The hotel is licensed by the Jamaica Tourist Board
- All food and beverage employees are required to hold a current Food Handler's Permit

Workplace Demands

Employee Training and Career Development

- Conducted intensive staff training programme.
- Conducted environmental training for new members of staff
- Sent the maintenance supervisor to attend the Environmental Managers workshop organized by EAST.
- Sent the chef for a practical work experience to the Wyndham to gain an insight into larger hotel operations and broaden his horizons.
- In terms of providing support for the families of our staff, we support the education of the children of 2 members of staff – a child each by contributing financially to covering their school fees.

Wages and Benefits

The Hotel Mocking Bird Hill commits itself to providing decent working conditions for its employees. Salaries are above minimum wage and employment has been given primarily to women. The staff consists mainly of persons from the neighbouring communities who have been trained on the job and thus given a chance to develop new skills and enhance their earning capacities. Employees who have been with the hotel for more than one year receive health insurance under a Blue Cross Group Plan.

Year	Ratio between lowest and highest paid at Hotel Mocking Bird Hill
2002	4.62:1

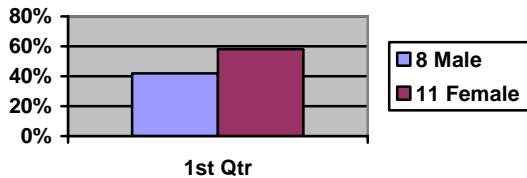
*The minimum wage in Jamaica is J\$7,800 gross per month.

Workplace diversity

Given our location in the heart of Jamaica, it is natural that the majority of our staff is Jamaican. The exception is one of the co-owners/managers, Shireen Aga, who originates from India. In addition, Hotel Mocking Bird Hill offers internship programs

from students throughout the globe, most recently students from Germany and the United States have participated in these programs. The only real need for illustration is the male/female breakdown, which is shown below.

Fig. 5: Gender Diversity of Hotel Mocking Bird Hill employees at year-end 2002



Community Development

- We have lobbied for and started the accreditation process of Green Globe certification for the destination of Port Antonio/Portland and contributed significant time and effort to get the support of USAID to support this process. Invited and Hosted Prof. De Lacy from Green Globe to visit and explain the process and provide guidance to the key players.
- We have devoted considerable time to writing project proposals to CPEC to access funding to staff training. We were able to organize an energy conservation program and audits of smaller properties, guest houses and restaurants in Port Antonio. This was funded by CPEC.
- We have taken time and conducted site inspections and introduction programmes with various student groups about environmentally friendly hotel operations using the hotel as a case study.

Global thinking – local actions

We do not restrict the practice of sustainable tourism to the hotel alone, but also include the community as a whole and try to raise the awareness of our colleagues as well as other operators in the tourist industry. It is necessary to demonstrate the connections between nature, the environment, quality of life, health and responsibility and help insure that the environment dimension is properly taken into account with regard to the further development of tourism in the area. The managers of Hotel Mocking Bird Hill are currently working on establishing criteria for defining environmentally friendly tourism for all the hotels in the region to start with, in the hope that it will be accepted island wide. A seminar on “Green” management is also in the planning and will be held in the near future. Unlike previous “Greening” seminars that were directed at the departmental staff of the local hotels, this seminar is being conceived for the managers of the hotels in the area and seeks to encourage them in the direction of conducting their business in an ecologically sound manner.