



EARTHCHECK

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Sandals Hotel Group has played a significant role in shifting the Caribbean’s hotel and tourism industry towards sustainability. As a group, the chain has been actively committed to EarthCheck benchmarking and accreditation systems since 1998. They have developed dedicated recycling systems and each hotel has its own environmental manager.

The Sandals Regency Lac Toc Golf Resort and Spa has been using EarthCheck to benchmark their environmental and social performance since 2003.

The Resort’s major achievements to date include:

A 20% reduction in water use

A 51% reduction in energy consumption

A score of **96.3 points for recycling rates** using the EarthCheck rating checklist

A 100% community commitment score using the EarthCheck rating checklist

SANDALS REGENCY LA TOC GOLF RESORT & SPA

The Sandals Regency La Toc Golf Resort and Spa in St. Lucia is set along half a mile of crescent shaped beach and nestled in 210 acres of exotic gardens and masterpiece emerald fairways. The Resort is a perfect destination for romantic or golfing getaways with amenities including seven restaurants, 12 bars, a 9-hole golf course, three pools, four whirlpools and a fitness centre that includes a spa and tennis courts.

The Resort offers 331 guest rooms that fall under 13 categories of luxury suites and villas with views of the gardens, oceans and pools. The Resort’s Millionaire Suites have been carefully fashioned with clean lines, rich woods and light marbles to create the ultimate in luxury. They include 800 palatial square feet of indoor living space and 400 lush square feet of outdoor paradise featuring a hot-tub and a plunge pool with endless views of the Caribbean.

The Sandals Regency acknowledges that the travel and tourism industry has the potential to contribute significantly to sustainable development. Using EarthCheck has allowed the Resort to measure its impacts on the environment and community and investigate areas for improvement.

SANDALS MISSION STATEMENT:

“We believe in creating romantic memories of a lifetime by consistently providing the luxury included experience for two people in love, through our outstanding team members and commitment to environmental practices and partnerships.”

KEY PERFORMANCE AREAS

REDUCING THE USE OF FRESHWATER AND WASTEWATER GENERATION

Sandals Regency La Toc Golf Resort and Spa has successfully **reduced water consumption by 20%**. Being located on an island with limited water resources and having three pools, four whirlpools and 210 acres of fairways and tropical gardens, water efficiency is a high priority. Initiatives implemented by the Resort include monitoring, water recycling and the installation of water efficient fixtures.

Monitoring of consumption:

Sandals Regency closely monitors pool water levels to identify and rectify any irregularities in water consumption. Pool water is further conserved by:

1. Optimising backwashing when necessary
2. Minimising operation of water features
3. Using a portable vacuum to reduce pool sediment and minimise backwashing

Use of recycled water:

The resort's 210 acres of fairways and gardens are irrigated using recycled water from a secondary aerobic wastewater treatment system

Watering is only undertaken after dark and is adjusted to take into account plant requirements and seasonal variations

Plants are of local origin and thus are suited to the local climate and are grouped with other plants of similar water requirements

The grass on the golf course is mowed to a set length to reduce evaporation losses

Efficient fixtures and staff practices:

Installation of low flow taps and showers along with low flush toilets throughout the entire resort

Kitchen staff are provided training on cooking and cleaning practices that can help to reduce water consumption (such as only operating dish washers when they are fully loaded and reporting water leaks and faults)

Efficient operation of cooling towers:

To reduce water consumption from cooling towers, the Resort's air conditioning plants are on an automatic system for blowdown and chemical injection. The cooling tower is also monitored daily by technical operators.

To increase the cooling tower cycles of concentration the Resort has installed:

1. an automated water softener to precipitate out ions such as calcium and magnesium that cause scale
2. direct dosing with phosphates, polymers and organic corrosion inhibitors that prevent scale and corrosion
3. acid dosing to keep ions in solution to control pH and scale

Water loss from leaks is also minimised by installing and monitoring meters on both the makeup and blowdown pipes

Reducing laundry requirements:

In 2007, a new commercial laundry was built at the Sandals Regency Golf Resort Spa, which washes linen for all three Sandals Resorts in St. Lucia. This is more energy and water efficient than the former three smaller laundries at each property. The laundry's energy efficient machines are only operated when full and set to water efficient settings. The machines are well maintained and regular inspections are carried out to identify water leaks or faults.

Guest cards provide the option to reuse towels and bed linen, rather than having them replaced daily. This also helps with reducing washing requirements.

SOLID WASTE REDUCTION

Sandals Regency trains staff to segregate waste and the hotel has systems in place to closely monitor their efforts. As the island does not currently have any recycling services, the Resort ships its glass, plastics and cardboard to recycling plants off the island. In some cases the crushed glass is used in construction by local contractors.

The Resort's 210 acres generate considerable amounts of green waste. This is composted on-site and used for mulching, while food waste is donated to pig farmers in a nearby community.

Old furniture and used linen are donated to the community or to local medical facilities.

ENERGY EFFICIENCY AND REDUCING GREENHOUSE GAS EMISSIONS

Sandals Regency's main source of energy consumption is grid electricity, generated from diesel consumption at the island's utility plant. The Resort is very aware that this type of power generation is utilising a non-renewable fuel that generates greenhouse gas emissions. To this end, it has made extensive efforts to **reduce its consumption by 51% over the past five years**. This has been achieved by reducing equipment operational hours, replacing and retrofitting inefficient equipment and fixtures, utilising alternative energy sources and establishing a monitoring and maintenance program to optimise equipment performance.

Energy efficient lighting:

5W-20W compact fluorescence bulbs in guests rooms and corridors

36W fluorescence tubes in back areas

5W-20 W compact fluorescence bulbs and 5W-10W LED's for outside lighting

The resort also maximises natural lighting by using light colours on its walls and ceilings and skylights in its restaurants, spa, resort shops and suites.

Reducing equipment operational hours:

Some restaurants are closed during low occupancy periods and electrical equipment unplugged. Laundry working hours are also reduced by 4 hours

Timers have been installed on outside lighting, waterfalls and whirlpool bubblers which are adjusted to suit occupancy rates and hours of darkness

Striving for optimal efficiency:

Sandals Regency currently produces **16.4kg of CO₂-e per guest night**. The Resort is very aware of the potential impacts of climate change and is continually seeking to reduce its carbon footprint. Efforts include using renewable energy from the sun and improving the efficiency of its hot water heating and air conditioning.

The Resort currently uses solar heaters to heat water for its suites. Gas boilers are on standby to meet the Resort's other hot water needs. Hot water from the condensate produced by the Resort's ice-making machine is captured and used for general cleaning purposes.

Replace or retrofit inefficient equipment:

Resort staff members consider energy efficiency when replacing equipment and understand that higher up-front capital costs can be quickly recuperated in operating costs. For example:

1. New air conditioners installed in Tennis Court Suites are **70% more efficient than previous models**
2. Where possible, three phase air conditioning compressors have been replaced with single phase compressors, enabling the use of variable speed drives and flexibility in regulating voltages

Improved boiler efficiency:

Installing a heat recovery system on the flue exhaust to recover heat from the boilers to preheat make-up water

Using thermal heat from the boiler room to preheat inlet air

Undertaking a full service every six months , including cleaning scale from heat exchange surface and soot from the chimney

Regularly checking the system for leaks from the boiler and pipework

Regularly maintaining steam traps

Insulating boilers and steam lines

Optimising air conditioner efficiency:

Installation of air curtains to reduce the loss of cool air in areas where doors need to remain open (e.g. entertainment desk)

Signage to remind staff to switch off air conditioning in unoccupied areas

Electronic access cards for guest rooms that automatically turn off the air conditioning

Sensors on sliding balcony doors that switch off air conditioning when the door is open

Setting thermostats for optimal energy savings at 24–25°C all year round

Use of natural ventilation in the lobby and restaurants

Monitoring and maintenance:

Energy, water, diesel and liquid petroleum gas usage is monitored daily

Utility audits of the property are undertaken every two years or as needed to identify inefficient equipment and prioritise replacement, maintenance and repair needs

PURCHASING SUSTAINABLE PRODUCTS

Sandals Regency is located on an island and is therefore particularly conscious of the volume of waste it generates. Where possible the Resort reduces its generation of waste by reducing or reusing its packaging.

Sandals Regency has also partnered with the Windward and Leeward Brewery in its canister refill program.

The Resort returns around 175 empty 9L metal canisters to the brewery each week, where they are washed and reused. This program **has reduced the total amount of waste going to landfill by around 82 m³** as well as saving valuable raw materials, energy and water that would have been required to manufacture new canisters. Other initiatives include purchasing in bulk and working with the two other Sandals Resorts on the island to reduce packaging.

COMMUNITY SUPPORT AND EMPOWERMENT

Sandals Regency understands its tourism operation has far reaching impacts and benefits for the local community. It has achieved **100 points for its community contribution** by:

INITIATIVES:

Employing over 99% of staff who live within twenty kilometres of the operation

Training or mentoring programs are offered to the community in environment, hospitality and culinary arts

Supporting community projects including health fairs, cricket academy and the national clean-up campaign

Giving service contracts to local contractors where skills are available locally

Training all staff on sustainability issues

