

BUSINESS OPERATIONS

Atlantis Submarines (Barbados) Inc.

Atlantis Submarines (Barbados) Inc. is a recreational submarine operation implementing the highest principles in safety and reliability, to create the utmost guest confidence.

Creating the brand's safety-first culture requires customized, stringent staff training and testing, inclusive of safety and first aid procedures, as well as preventative maintenance and auditing. Daily, weekly, monthly and annual checks of the auditing systems are completed. Staff are required to pass exams with a minimum pass mark of 80 percent for non-safety related tasks and 100 percent for safety-related tasks.

As the highly-trained staff at Atlantis Submarines (Barbados) Inc. knows, ensuring guests, crew and vessels return safely after each day's excursions is absolutely key to the brand's long-term survival and success.

Nassau Airport Development Company, Bahamas

Over the last quarter, Nassau Airport Development Company has partnered with airport stakeholders at Lynden Pindling International Airport, to develop new operation procedures to manage significant passenger growth and improve passenger experience throughout peak travel periods. Lynden Pindling International Airport has seen an 11 percent year-over-year passenger increase and currently serves 3.7 million passengers. For the first quarter of 2019 alone, the airport saw a year-over-year passenger increase of 21 percent.

Through Nassau Airport Development Company's efforts, the airport has been able to maintain its high customer service scores reported by Airport Council International. Initiatives focused on increased manpower, innovations throughout the facility and optimized communication. Key performance indicators over the past 15 months included waiting time in processing lines, efficiency of check-in staff, restroom cleanliness and terminal facilities.

The Landings Resort & Spa, St. Lucia

Through concentrated board efforts, The Landings Resort & Spa managed to reverse annual losses, achieving top line revenues and a net operating profit for the 2018 financial year. The Board of Directors for the property worked alongside senior management to effect positive change, in order to drive revenues and control costs.

Efforts included reviewing budgets and adhering strictly to performance guidelines for which monthly and quarterly reporting was required. All heads of departments and staff were engaged in achieving the identified targets. Senior managers were required to engage and provide feedback on the success of the initiative at daily and monthly meetings.

In addition to financial success, the property likewise experienced overall success in the areas of employee and guest satisfaction. The latter improved 4 percent year-over-year (from 86 percent to 90 percent) and guests currently rank The Landings Resort & Spa seventh out of 54 St. Lucia properties.