

October 2025

Dear All,

It's been a while since one of these! As I write this, we are approaching halfway through October, having undergone just a few changes since my last update.

Key amongst them is the fantastic renovation of 3D Health & Fitness, it took longer than planned, cost a little bit more as well but the overall look and more importantly the feedback and financial performance since then has been great. Long may that continue to be the case.

More recently we have gone through some structural change. Aileen has stepped up to the Ops Manager role (with F&B, C&B, Kitchen & Maintenance reporting into her) and Laura has stepped up to the new role of Rooms Division Manager (overseeing Front Office & Housekeeping). Both ladies began these roles at the beginning of the month, and I am excited to see what they are able to deliver.

At this time of year, we have started our Budget 2026 work. As I mentioned in the recent Staff Committee meeting and as all the HOD's know, no suggestion or comment is a silly one. From revenue projections to change in benefits to anything and everything in between. Now is the time to speak to your HOD and have your input!

In the coming weeks we will have another very busy pumpkin picking event at IPW, our own pumpkin carving competition for the staff and continue to look after the many guests we see every day.

And on looking after our guests (and again as the Staff Committee have seen) our YTD performance in Heartbeat is really great, we are ahead of EVERY segment compared to LY (always a good measurement). We are firmly in the green in every area and indeed in more than a couple (overall service the highest which is absolutely brilliant) we are in the Elite category. Let's keep pushing this to reach even higher!

Financially, the performance this year is considerably behind the budget, both in terms of revenue and profit and I cannot stress enough the important in correcting this and ending the year as well as we can. As always, the most recent performance is always available on the staff website.

And as you have all no doubt seen with our lovely large xmas lobby display – Christmas is coming!!

I'll leave it there for now. Link below for the staff update website if you have not been able to access it via the QR codes dotted about.

<https://hicolorby.com/staff-updates>