



**GOVERNMENT OF BERMUDA
NON-MINISTRY
PATI Information Statement 2023**

Name of Public Authority: Bermuda Tourism Authority

Introduction:

- The general purpose of the Public Access to Information Act 2010.

Under section 2 of the Public Access to Information Act 2012, the purpose of the Act is to-

- (a) give the public the right to obtain access to information held by public authorities to the greatest extent possible, subject to exceptions that are in the public interest or for the protection of the rights of others; and
- (b) increase transparency, and eliminate unnecessary secrecy, with regard to information held by public authorities; and
- (c) increase the accountability of public authorities; and
- (d) inform the public about the activities of public authorities, including the manner in which they make decisions; and
- (e) Have more information placed in the public domain as a matter of routine.

- The reason that the public authority has an information statement.

Under Section 5 of the Public Access to Information Act 2010, every public authority¹ in Bermuda must produce an information statement.

- The purposes and aims of the information scheme, and what the public authority hopes to achieve through the information statement.
This statement aims to make it easy to access key information about the (your department's) activities.
- Summary of what is in the information statement.
 - Who we are and what we do
 - What we spend and how we spend it
 - What our priorities are and how we are doing
 - How we make our decisions
 - Our policies and procedures
 - Lists and registers

The information provided includes: Organisational structure of the Unit; governing legislation; functions and powers; services and programmes; information held - grouped into decision making; administrative or other record; further information (includes financial); contact details for the information officer and locations of the information statement.

¹ Section 1 of the Act defines a public authority to mean an entity listed in column 1 of the Schedule.

Section A: Structure, Organization and Legislation [s5(1)a]

See attached

Legislation

The Bermuda Tourism Authority is governed by the Bermuda Tourism Act 2013, the Bermuda Tourism Amendments Acts 2016, 2018 and 2019.

Section B: 1) Functions, powers, duties of the Authority [s5(1)b]

The Bermuda Tourism Authority is an independent, modern and leading tourism enterprise - dynamic, entrepreneurial and vibrant:

- We are the singular voice that continually evolves Bermuda as a world-class tourism destination.
- We are partners with the Government of Bermuda to grow tourism and to foster opportunities for tourism jobs in Bermuda.
- We develop creative and innovative ways to make Bermuda a highly desirable destination for visitors and tourism investment.
- We are results-oriented, accountable and transparent to our stakeholders.
- We allocate our resources strategically, moving quickly to capture the opportunities afforded by growing global tourism demand.
- We pursue strategic initiatives and actions that add value to Bermuda tourism.
- We empower our people to be customer-focused, proactive, solution-oriented and decisive about matters that are in the best interest of Bermuda as a tourism destination.
- We provide a fun and positive workplace culture that generates pride in Bermuda.
- We are impassioned in our communication to the world that Bermuda is open for business.

Powers

Please refer to the Bermuda Tourism Authority Act 2013, and the Bermuda Tourism Amendments Acts 2016, 2018 and 2019.

Functions & Duties

- Develop and promote Bermuda as a tourist destination
- Advise and assist the government on matters relating to travel and tourism

- Contribute to the economic growth of Bermuda by increasing the travel and tourism sector's contribution to the Bermudian economy
- Implement the National Tourism Plan and review and update the plan on a periodic basis
- Provide appropriate tourism education and training
- Ensure the social and economic enhancement of Bermuda through the development of tourism and the implementation of the National Tourism Plan
- Ensure the development of tourism is appropriate and sustainable given the size, environment, resources and population of Bermuda
- Charge fees for services rendered to travel and tourism enterprises as the Minister may determine with the Minister of Finance

Section B: 2) Obligations under PATI Act [s5(1)b]

To provide an **information statement** for the public and promulgate it [s5],

- To provide **other information** to the public so that the public needs only to have minimum resort to the use of the Act to obtain information [s6]. This includes:
 - General information, e.g. activities of the Authority
 - Log of all information requests and their outcome
 - Quarterly expenditure (upon request) [s6(5)]
 - Contracts valued at \$50,000 or more.
- To **respond to information requests** in a timely manner [s12-16]
- To **track information requests**, and provide this data to the Information Commissioner
- To respond to requests from the Information Commissioner [s9]
- To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
- To conduct an **internal review** if formally requested [part 5]
- To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
- To provide an **annual written report** to the Information Commissioner of the status of information requests [s58 (3)].
- **To do anything else as required** under the PATI Act and subsequent Regulations [s59, 60], including:
 - **Fees** for Requests for information
 - Management and maintenance of **records**
 - **Procedures** for administering the Act
- To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
- To **designate one of its officers** to be the person to whom requests are directed [s62]

Section C: Services and Programmes [s5(1)c]

Services:

The Tourism Authority is led by the Chief Executive Officer and consists of the following divisions:

- Marketing

The Marketing Division focuses on raising awareness and demand for Bermuda as a destination. It is the guardian and messenger of the Bermuda brand. Efforts are focused in geographical areas with the most return on investment, and where airlift exists. This division looks for the most cost effective and efficient means to deliver Bermuda's brand message to the identified markets, encouraging them to travel to Bermuda.

- Sales

The Sales Division focuses raising hotel occupancies and overall tourism revenue, reducing seasonality and thus improve employment in the industry. It does this by engaging with travel trade partners, tour operators, event planners and sports groups to promote and drive business to Bermuda with emphasis on the non peak months.

- Experience development

The Experience division is responsible for developing core experiences (cultural tourism, business/meetings, conferences, events) and complementary experiences (nautical tourism, leisure and entertainment, cruise tourism and eco-tourism) and service offerings to increase the overall attractiveness and competitiveness of Bermuda as a tourism destination. The division is tasked with ensuring Bermuda's product and experiences meet or exceed the aspirations of our core markets.

- Operations

The division is responsible for human resources, administration, tourism standards and training, finance, real estate management, IT, legal, and contracting. They handle management and financial reporting, establish corporate policies and procedures and oversee all corporate functions.

- Additionally, the division has the responsibility for:
 - National Service Training Standards

- Workforce development opportunities
 - Tourism appreciation initiatives
 - Stakeholder and Public Relations
- Research & Business Intelligence

The division ensures the Bermuda Tourism Authority is well informed and responsive to its market. It provides consumer demand and behaviour research and intelligence to enable the BTA's sales & marketing teams to better develop strategically targeted plans. The division collects and communicates data and tourism industry intelligence to internal departments and external parties, and maintains historical tourism data. It also oversees BTA's Customer Relationship Management system, research and analysis, and is responsible PIPA compliance.

Programmes:

- National Service Standard Program
- BTA+ Learning management system
- Experience Investment Program

Section D: Records and documents held [s5(1)d]

Administrative

- Human Resources
 - Personnel records
 - Policies and Procedures
- Board minutes
 - Sub-committee minutes

Operational

- Financials
 - Financial Reports
 - Accounts
 - Contracts
- Invoices
 - Vendor invoices
 - Invoices issued
- Research reports
- Correspondence

Section E: Administration (all public access) manuals [s5(1)e]

- Bermuda (office) Employee Handbook
- US (office) Employee Handbook
- IT Acceptable Use Policy

- BTA Emergency Management Plan
- Fire Drill Procedures
- BTA Relocation Policy
- Social Media Policy
- BTA Records Retention Policy

Section F: Decision-making documents [s5(1)f]

- Procurement Policy
- IT Policy
- Groups and Events evaluation process
- Corporate Approvals Authority Matrix
- Experience Investment program process

Section G: The Information officer [s5(1)g]

Contact Information

Information Officer (for PATI Queries):

Duncan Beveridge, VP of Finance

Email address:

PATI@bermudatourism.com

Phone Contacts:

dir: 441-279-5580

fax: 441-296-9220

Physical/Mailing Address:

Bermuda Tourism Authority
 22 Church Street,
 Hamilton, HM 11,
 Bermuda

Section H: Any Other Information [s5(1)h]

Section I: Any Other Information To be Provided? [s5(1)i]

Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]

Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

Date Information Statement was updated: 22 December 2023

Locations of Information Statement:

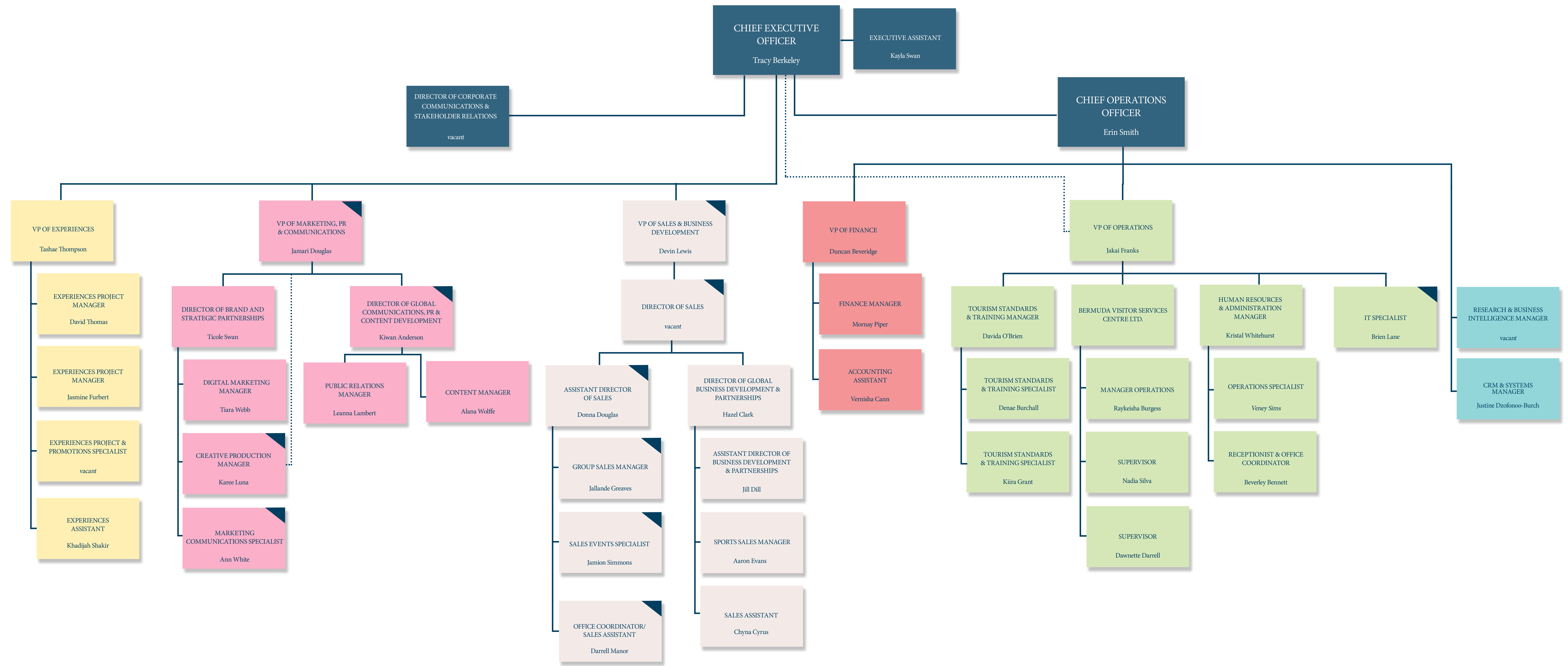
Confirm copies of Information Statement are available at the following sites:

- Your principal office: ([Bermuda Tourism Authority](#)) Y
- The Bermuda National Library; Y
- The Bermuda Archives; Y
- Available electronically, Y
 - Website for authority (<http://www.gotobermuda.com/bermutatourism>) Y
- Have you published a notice in the Gazette indicating the places where the information statement is available for the public? Y
- With the Information Commissioner. Y

Sign and Date:

22 December 2023

D Beveridge



ORGANISATIONAL CHART

December 2023

