



d3h PAYS IT FORWARD

d3h Hotels is a management company for 9 hotels in Western Canada. We are extremely proud of the product and value we are able to offer our guests but this wonderful guest experience could not happen without the caring nature of the people we have working for our company.

d3h is a company that values its employees and we believe that it is our responsibility to provide all employees with a positive and supportive work environment where they can feel valued and respected. Our goal is to work together as a team to provide our customers with a stay experience that makes them feel like they are at home. However, our goal is to not only provide our guests with a feeling of family and home but our employees as well.

We would like to share a few of the ways our staff and management enriched their lives and the lives of others throughout the 2011 year.

d3h Hotels has brought over several foreign workers from the Philippines due to labor shortages that were occurring throughout Saskatchewan and Alberta a few years ago. In that time, we have

built relationships with these workers in our properties. On April 10th, Candy McBride, Chief Human Resources Officer for d3h, and her husband travelled to the Philippines to meet several of the families and friends of the foreign workers who work for d3h Hotels.

After 27 hours and multiple plane rides, they were met with the intense heat and humidity unlike anything felt in Canada. In that moment, they felt what it must have been like for the foreign workers to arrive in Canada, especially if arriving during a cold winter snap.

They toured Tagtay to look at the Taal Volcano, visited the De La Salle University where many d3h workers have attended school and enjoyed fresh seafood and Starbucks!

It was a life changing trip for the pair as they had the opportunity to visit not only the tourist areas but also the impoverished areas of the Philippines. They were able to visit an orphanage and brought soup to 400 children in a squatter village. They also had the chance to visit a church where the congregation had only 150 people and yet they have been able to

build a school where they teach children English and have also started plans to build an orphanage.

The one common denominator in the Filipino culture is that no matter how much or little they have, they are always willing to share. The couple were embraced and welcomed with open arms and it was evident that community and family were an important part of the Filipino heritage. It was an experience that made them think of how individualistic we live our lives in Canada and how we could learn the important lesson of valuing community and family.

Since then, d3h Hotels has "Paid It Forward" this year in bettering other people's lives.

Upon seeing the pictures of the Philippines and hearing the stories of how the church wanted to also build an orphanage, the staff and management of a d3h hotel raised funds to help support the new orphanage.

We have been involved in raising money for Childhood Cancer this year in which our group of hotels sold teddy bears



(L to R): Helena Borges, GM of Days Inn – Calgary Airport, Denie Burski, GM of Motel 6 – Red Deer, Chris Regier, GM of Days Inn – Regina, Zelia Silva, GM of Days Inn – Edmonton South, Bianca Dutton, GM of Homesuites – Regina, Natalie Cherry, GM of Days Inn – Regina Airport West, Carolyn Genest, CFO of d3h Hotels Inc., Jesse Tiefenbach, Training Specialist, Candy McBride, CHRO of d3h Hotels Inc., Lance Homstol, GM of Days Inn – Red Deer, Leslie Squires, GM of Days Inn – Medicine Hat, Melissa Davies, GM of Motel 6 – Medicine Hat, Don Rosten, CEO of d3h Hotels Inc.

and 50% of the proceeds were donated directly to Childhood Cancer. Through the sale of the bears and other fundraising efforts, such as Customer Appreciation BBQ's and donating \$1 per room rented for a week in September, d3h Hotels were able to raise close to \$10,000 for Childhood Cancer.

In October of this year, a group of Owners and Managers of d3h Hotels recently had the opportunity to come together for our own d3h Conference in Vancouver. We rolled out many new and exciting initiatives for the upcoming year that will positively impact on our staff and guests and we also had a chance to engage in meaningful team-building activities.

One of these activities was donating our time to one of Canada's busiest soup kitchens, the Salvation Army located on East Hastings Street. The Salvation Army's promise "Giving Hope Today" is more than just a saying. Rather, it's a promise that draws 1.5 million Canadians to The Salvation Army for help every year...and it's what keeps them coming back every day.

Within a short time, we successfully

served 367 meals to Vancouverites in need. The real miracle is that once service was completed, the director of the Salvation Army mentioned that they happened to be 14 volunteers short that day, which was the exact number of people in our group.

On the cab ride back to the hotel, our group felt so wonderful about donating their time that each manager was already making plans to do team-building activities in their own communities by volunteering at their local soup kitchens with their staff. One of the cab drivers, overhearing the conversation, would not accept a tip because he was so touched by what we had done.

The staff of d3h, from Housekeepers to Front Desk Agents to Administrators and Maintenance, all work extremely hard to create a positive experience for every customer that walks in the door but have also created a family culture at the properties where they work together. The ownership group of d3h would like to say thank you to all the staff members this year for their unwavering commitment to bettering the lives of others, whether it be our guests, the community or each other.

We would appreciate your support by staying at any d3h Hotel so we can continue our outreach to people all over the world and within our communities through the donation of our time and money.

In 2011, we certainly understood the meaning of "Tis better to give than receive" and are looking forward to continuing our commitment to bettering the lives of others in 2012. FLR

d³h
hotels

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OUR FAMILY OF HOTELS

- Days Inn – Calgary Airport: 403.250.3297
- Days Inn – Edmonton South: 780.430.0011
- Days Inn – Medicine Hat: 403.580.3297
- Days Inn – Red Deer: 403.340.3297
- Days Inn – Regina: 306.522.3297
- Days Inn – Regina Airport West: 306.584.3297
- Homesuites – Regina: 306.522.4434

- Motel 6 – Medicine Hat: 403.527.1749
- Motel 6 – Red Deer: 403.340.1749

COMING SOON

- Home Inn & Suites – Swift Current
- Home Inn & Suites – Yorkton

