

# AVILA

## BEACH HOTEL

### Sustainability Policy

The Curacao history would be incomplete without the significant story of the Avila Beach Hotel. The main building was built in 1780 and served as country residence of the English Governors. Now this iconic landmark serves as the main entrance and lobby of the Avila Beach Hotel.

Without History there would be no Future. More than a collection of hotels, we are a collection of many beautiful stories and memories. A hotel with a truly authentic soul. As the oldest operational hotel on the Island Curacao (since 1949), we see it as our obligation to go beyond the sustainability standards of the Curacao hospitality industry. We are implementing innovative and sustainable solutions, providing meaningful information for colleagues and guests to encourage and help protect and safeguard the environment and supporting our local community.

We strive to minimize our footprint on the environment by implementing sustainable initiatives aimed at improving the performance, reducing the use of energy and water and our production of waste, as well as providing relevant social support within our community. We comply with all relevant legislation and regulations with the goal of achieving international best practices. Doing the right thing for the environment and immediate communities means not only financial donations and minimizing energy usage. It can mean giving special consideration to hiring local contractors; recycle plastic bottles and aluminum cans to reuse the material out of which they are made and to reduce the amount of waste; that sustainable products & services are be sourced locally in accordance with Fair Trade principles whenever possible. But beyond this, we encourage our staff to present our environmental and sustainability commitment to all key stakeholders, including guests, suppliers, and contractors. This means that not only do we act in a way that best protects the environment, but we also set an example for many others to do the same, even providing them with hands-on guidance and services that enables them to minimize their footprint on the planet as well, while also supporting their local communities – together as one.

We proudly partnered with Travelife. Travelife is one of the world's leading sustainability certification schemes for Hotels & Accommodations and tourism companies and which has been officially approved by the Global Sustainable Tourism Council.

We care about the world we live in. We are proud to be doing all that we can, proud to be a part of the sustainability solution and continue being part of a better, healthier and cleaner tomorrow.

Curacao, June 2017



Robbin Vogels  
General Manager

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### **Vision**

To become an innovative leader in the Curacao hospitality industry and to continually improve our product and service delivery. We work hard every day to become better at what we do.

### **Mission**

Providing the best service to our guests, while making them feel at home, thanks to the warmth of our employees.

We actively help our community and work hard on keeping the rich history and culture of the Avila Beach Hotel intact.

We are committed to making a difference every day; continually getting better to constantly be the first choice for our guests, stakeholders and employees.

### **General Sustainability Policy**

Our operations are based on three fundamental principles of sustainability, business, social-cultural and environmental, in order to reduce the negative impacts that may be caused to the environment where we carry out our activities, securing our guests a quality destination and ensuring development opportunities to our employees and future generations.

### **Business Policy**

The Avila Beach Hotel responsibly complies with the national and international laws and regulations that apply to the business of the company and ensures that all internal and external guests get in each of the services and products, transparency, safety, hygiene and quality, and thus generate an acceptable return (ROI) to the shareholders of the company.

### **Social-Cultural Policy**

We participate, collaborate, support, respect, preserve and promote the social, cultural, environmental, educational, and health. We focusing on our employees, their families and community in which they operate properties to strengthen its identity and quality life taking its own shares. We forming strategic partnerships with local, national and international organizations, to develop them.

### **Environmental Policy**

We develop activities to minimize and reduce impacts to the environment and the surroundings in which it operates and continually seek technological efficiency. We promote programs focused on education, respect and conservation of natural and cultural heritage.

### **Quality Policy**

Every day we strive in exceeding the internal and external guest's expectations based on processes and procedures aimed towards providing an excellent service, in which all human talent is involved, motivated and trained. We do this with the utmost commitment, enthusiasm and dedication.

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### **General Human Resources Policy**

We hire without excluding ethnicity, gender, religion, trends political or sexual in compliance with the laws governing Curacao. We focus on respecting labor rights, treating all people with dignity and respect, enabling healthy and safe work environments, promoting ethical behavior and respecting privacy. We train and encourage professional development and instill environmental responsibility issues, cultural and social.

### **Human Rights Policy**

Respecting human rights is embedded in the way we do business. Human rights are the fundamental rights, freedoms and standards of treatment to which all people are entitled. We treat all people with dignity and respect, promoting ethical behavior and respecting privacy. We believe respect for human rights is integral to advancing sustainability, and therefore we have chosen to express our policy commitment to respecting human rights in this Sustainability Policy.

### **Support Local Development Policy**

We are committed to maintain harmonious and healthy, social and cultural aspects with the local community where we operate, for one support and to approve the revaluation and rescue of the culture, customs, traditions and natural environment and contribute to the development of local economy.

### **Purchasing Policy**

We provide business and commercial relationships with suppliers who meet the legal requirements for health, safety and quality defined by the company. We give priority to providers who are certified or are in process of becoming certified in certification programs serious known; later to demonstrate commitment to sustainability in general and offer products that are biodegradable, nontoxic and friendly with the environment, and gives preference to local suppliers, micro, small and medium enterprises in the communities, supporting them for incorporation into the formal economy and achieve optimal levels of quality.