



Sustainability Report

4th Version, June 2017

Introduction

The values of the Avila Beach Hotel include: "We earn sustainable financial results and re-invest in our product and employees." This means that good financial results must take place in a responsible and sustainable manner. The conviction of the management of the Avila Beach Hotel is: Sustainability is the prerequisite to stay active. Furthermore, it is getting each year more difficult to distinguish from the competition. All over the internet the guest can find information and compare the different hotels and resorts. The last couple of years there is a growing focus on the environment and the local culture of the holiday destination. The sustainability in a hotel is a consideration that the guests take into account when they choose a hotel. A quality mark can be seen as a decisive for guests to book a hotel or it is one of the boundary conditions that needs to be fulfilled. This is an extra incentive for the Avila Beach Hotel to actively engage sustainability and corporate social responsibility.

This document is the 4th edition of the Avila's sustainability policy, the first version was in the beginning of 2013. This sustainability policy contains the plans made for 2017/ 2018, which are based on the choices of the Avila Beach Hotel.

There have been made objectives and afterwards can be determined whether there is improvement or if the objectives have been achieved. The aim is to include as many measurable indicators in the plan and to also take it into account during the daily/ monthly management.

The Avila Beach Hotel wants to keep the Travelife certification. In this sustainability plan the following common topics are discussed: water- and energy savings, waste reduction, recycling- and waste management, materials and products, personnel and education and culture and community involvement.

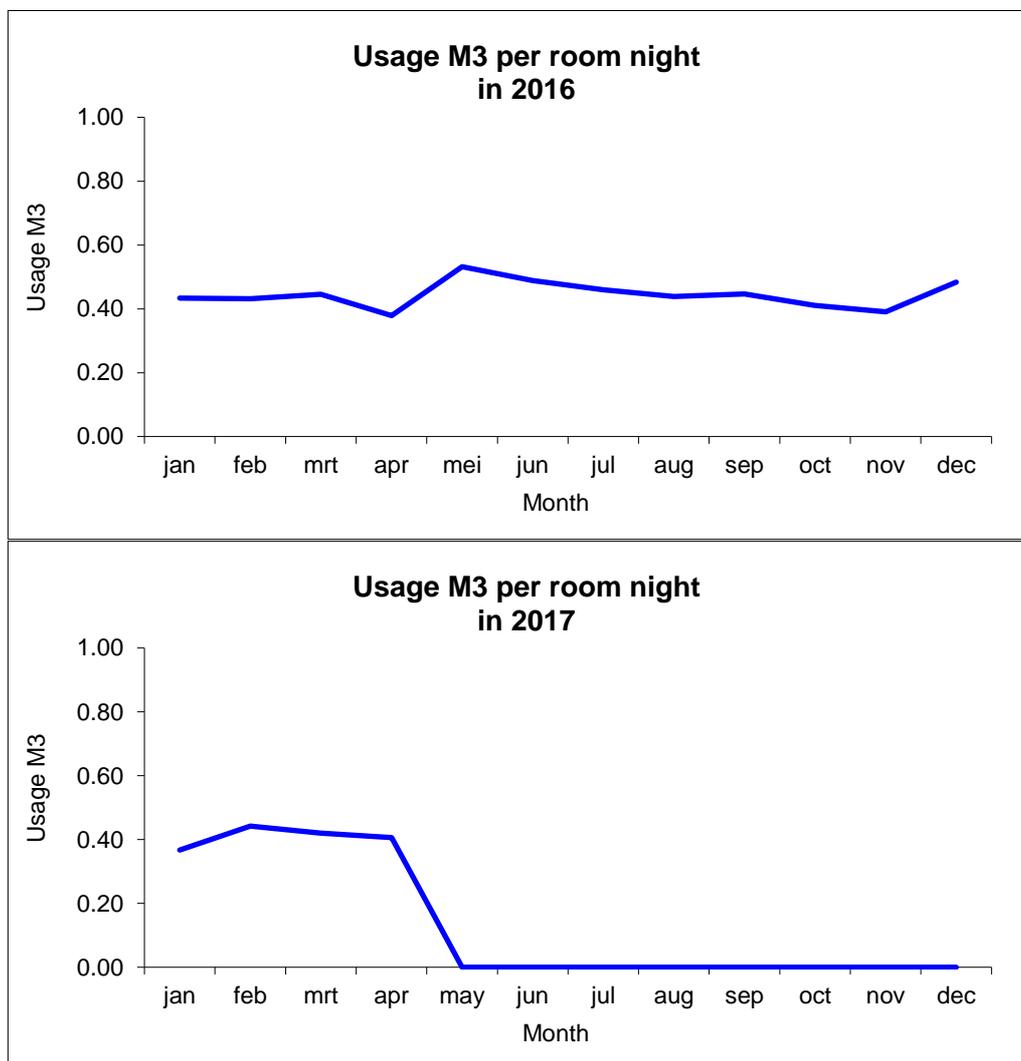
1 Travelife

Travelife (www.travelife.org) is an international sustainability certification that is developed by the travel industry. The system focuses on environmental aspects and social- and cultural aspects. In 2013, the Avila Beach Hotel has won the Gold Award by a self-assessment followed by an audit. At the end of 2014, the Avila Beach Hotel has been audited again and has retained the Gold Award.

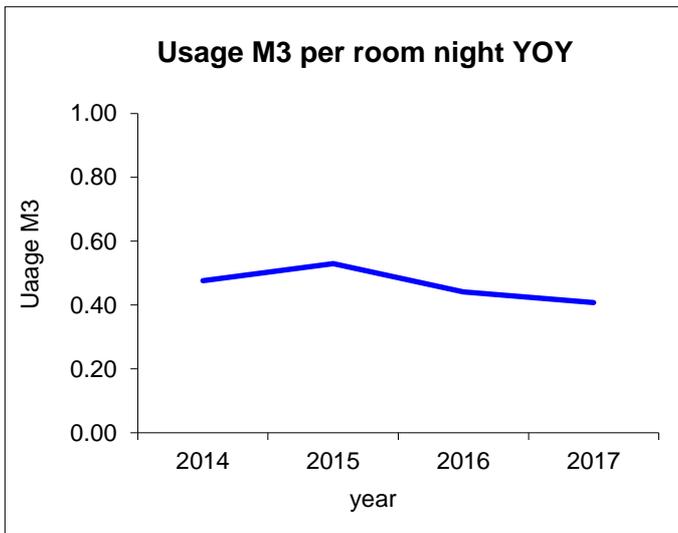
2 Water saving

2.1 Objective

The budget for 2016 did not include any specific savings for water. The objective is to continue by being as economical as possible with water. Last year, the development was as follows:



Year after year the development is as follows. (2016 is distorted because only the first five months have been realized).



2.2 Standard measures

By means of a sign in the room, the guest is asked to re-use the towels by hanging it on the towel hanger. If the guest wants the towels to be replaced, the guests has to put the towels on the floor. This measure saves water and detergent and results in a positive effect on the environment and the costs. Bed linen is changed once every three days instead of once every two days. This also applies the savings in water and detergent, the laundry costs.

2.3 New measures

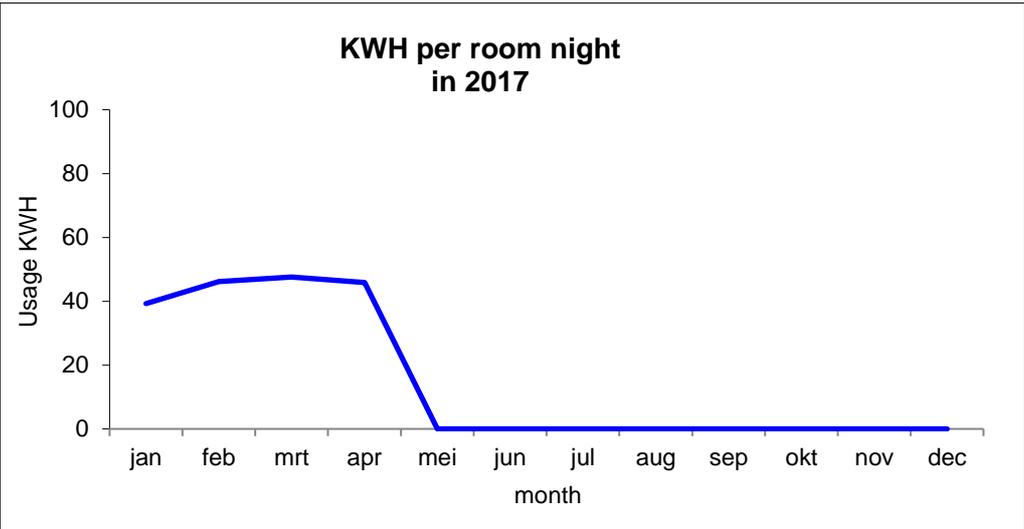
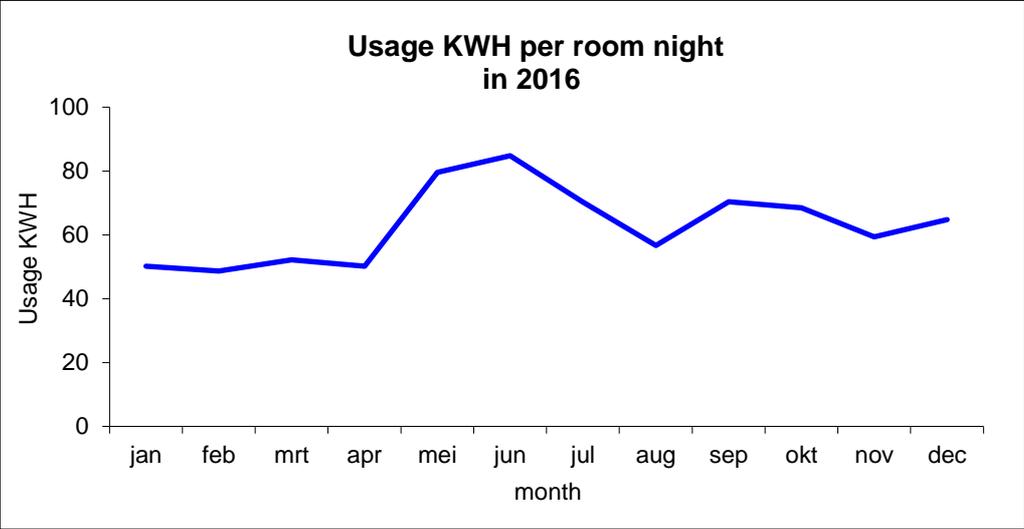
The use of water saving shower heads and faucets reduces water consumption. Also, placing a shower instead of a bathtub reduces water consumption. By the renovation of the Blues Wing and the suites in 2015, the bathtubs were replaced with showers.

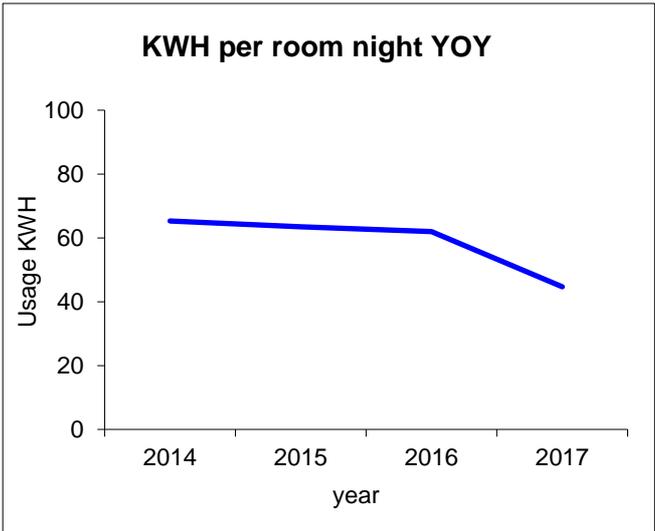
In the first weeks of June 2017, a test will be performed on the main crane of the Octagon Wing with a water-saving pump of the AquaSaving brand (<http://www.aquasaving.com>). By placing the water-saving pump in the Octagon Wing we hope to reduce water consumption. The AquaSaving pump controls the water flow at the main crane. The water flow is controlled and the pump ensures a sufficient water pressure. The pump will provide a significant water saving. SMART goal, the test period takes one month. If the test results are positive, the water-saving pump will be installed on all the main cranes.

3 Energy saving

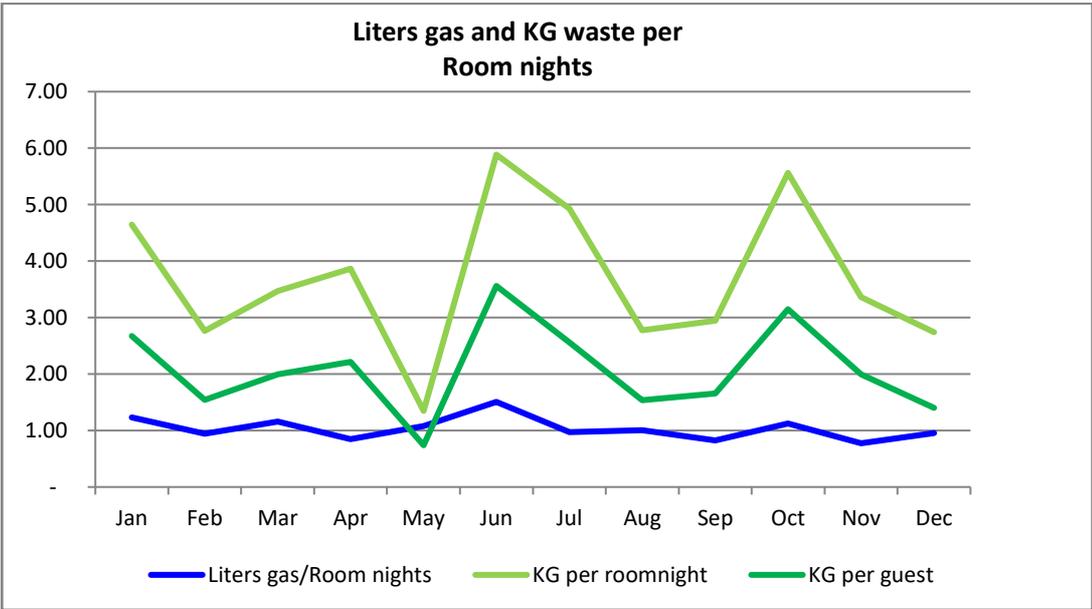
3.1 Objective

The objective is to continue to be as economical as possible with water. Last year, the development was as follows:

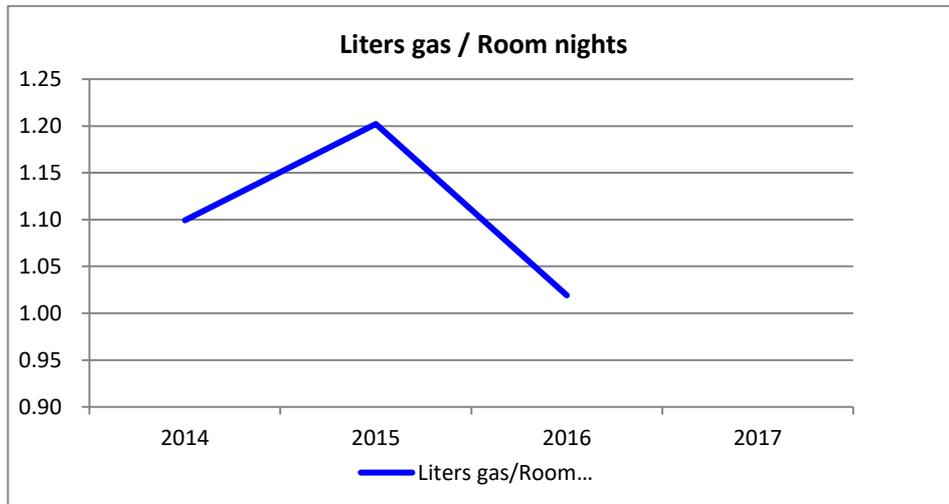




The budget for 2016 did not include any specific savings for gas. The objective is to continue as economical as possible with gas. Last year, the development was as follows:



Year after year, the development is as follows:



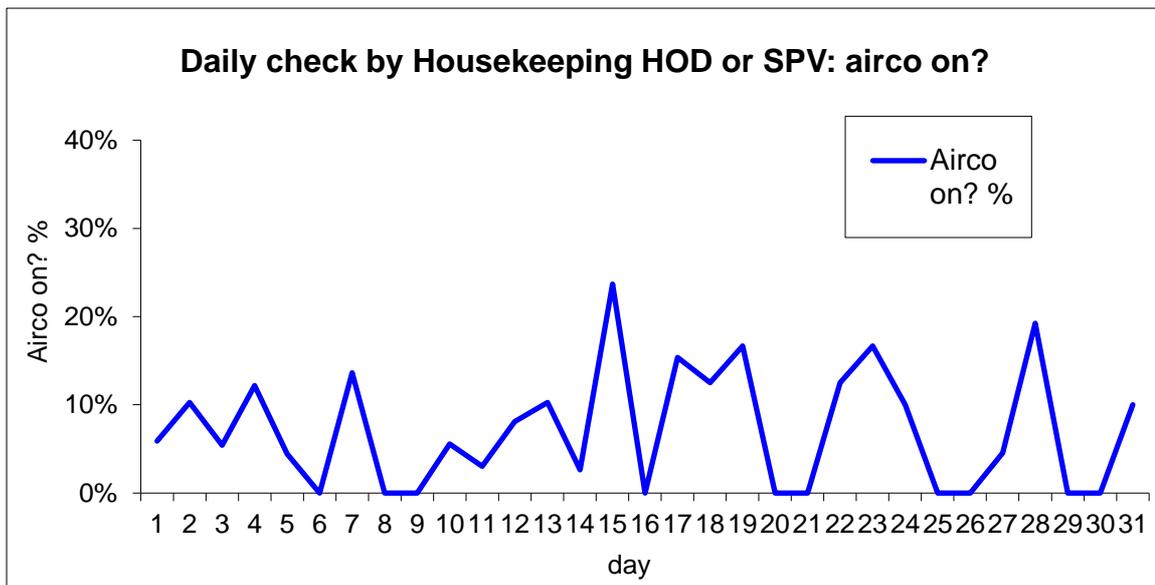
3.2 Standard measures

The use of light bulbs causes a lot of energy waste because a lot of the energy is lost by the heat. There are two good alternatives, the energy saving- and the LED lamp. Compared with the light bulbs, the energy saving is consuming significantly less energy. The disadvantage of these lamps is that mercury is incorporated, which means that the lamp should be removed in a control manner. Unfortunately, this is not possible yet on Curacao. Relative to the energy saving lamp, the LED lamp is even more energy efficient and contains no toxic substances. Although the purchase price is higher, the energy consumption is lower and the lamp will last longer. Energy savings lamps are used in all the rooms. During the renovation of the toilets in the Koetshuis in 2014, there are placed LED lamps. The broken energy saving light bulbs in the lanterns in the public areas will be replaced by LED bulbs. The objective is to replace all the light bulbs to LED lamps.

Air conditioning is a major energy consumer. A lot of guests leave the air conditioning on when they are not in the room. This also applies to leaving on the lights. To shut down the air conditioning in all the hotel rooms will cause condensation and mold in the rooms. In the La Belle Alliance Wing is currently a test with a fan coil indoor unit with a built-in inverter. As soon as this test is approved, all the air conditioning will be renewed. These air conditioners are more energy efficient.

3.3 New measures

During the renovation in the Blues Wing and in future renovations, LED lamps are applied. In some places, an LED lamp is not desirable until the right light color is found. The public areas (toilets, business center, etc.) can be equipped with a sensor that automatically turns on the light and air conditioning when someone enters the room and automatically switches off after a certain period of time. This measure is expensive to apply in an already existing space, but it can be applied if decided to proceed to a renovation. Since 2015, there has been a daily check whether the air-conditioning was on in empty rooms. The results are recorded as a KPI (Key Performance Indicators). The Housekeeping department performs this check on a daily basis and continues to do so. Corrective measures are taken in response to the findings. Below, an example of the monthly KPI:



Many guests set the air conditioning lower than necessary. This results in a high energy consumption, but the large temperature differences between the rooms can cause condensation. By setting a fixed range for the air conditioning, as in the Octagon Wing, this problem is reduced. In the La Belle Alliance Wing there are no sensors on the balcony doors. This will keep the air conditioning running when the balcony door is open. Unfortunately, the installation of the sensors in the rooms requires a considerable investment because all the thermostats must be replaced. These sensors will be taken into account in the next replacement of the air conditioning system in the La Belle Alliance Wing.

4 Recycling and waste management

4.1 Objectives

We intend to recycle as much paper, aluminum and plastic as possible in cooperation with Green Force and Rumpt Recycling. Glass is not yet recycled on the island.

4.2 Paper

Rumpt Recycling supplies the paper recycling of the Avila Beach Hotel through a red container. All the offices have been informed about this and have to separate the paper. Furthermore, the papers are also reused by using both sides of the papers. At the reception there is a separate container for this. The Opera reports are most of the times sent digitally instead of printed. Employee wage bills have been sent to the employees by e-mail since 2017. If an employee does not have an e-mail address, the pay slip is printed.

4.3 Aluminum, glass and plastic bottles

We recycle aluminum and plastic since November 2016 in cooperation with Green Force Curacao.

4.4 Batteries and energy-saving lamps

For batteries and mercury-containing energy-saving lamps, there is currently no recycling program on Curacao.

4.5 Kitchen- and garden waste

A hotel produces a lot of organic waste. This is collected separately and is used for feeding the pigs.

4.6 Electronics

Old electronics are delivered at Selikor in Malpais. If there is a big enough shipment, a separate contract with Selikor will be terminated. If computers, old televisions or coffee machines are replaced, which are no longer meeting the standards of the Avila Beach Hotel, but still can be used will be raffled under the staff. In 2015, a total of 8 computers are divided over the staff.

4.7 Furniture

All the old furniture and sanitary facilities are offered to the staff or to charities. In general, this is free and per registration.

4.8 Others

Hangers of the dry cleaning are collected as much as possible to return it to Wasserij Korsow (a Curacao Local Laundry Company).

5 Materials and products

For the purchases of materials and products there needs to be taken into account the environmental impact. If it is possible, the products are purchased locally. This prevents pollution of the transportation and stimulates the local economy. By choosing the supplier it is expedient that they have a sustainable policy. We send all the new suppliers a letter (existing suppliers already receive a letter) to inform them about our environmental commitment and motivating them to operate environmentally conscious.

For the amenities in the room and in the public areas, the Avila Beach Hotel choose the brand Rituals. This brand uses as many natural products as possible and is not tested on animals.

In the hotel rooms and in the Food & Beverage outlets we use the brand Puro Coffee. Puro Coffee has the Fairtrade label, this guarantees that the small coffee suppliers get a fair price for their coffee beans. Puro helps the World Land Trust organization to protect endangered pieces of rainforest in Latin America. For each cup of Puro Coffee a financial contribution is ceded to purchase rainforest and manage its sustainably.

The Housekeeping staff uses Ecolab products. Ecolab provides sustainable products that are safe for the environment. They also provide trainings in order to use their products correctly.

The laundry is outsourced to Laundry Korsow. Laundry Korsow has a comprehensive plan for their staff to work in a pleasant environment. Furthermore, they recycle their water and use 100% biodegradable detergent and biodiesel (biodegradable fuel).

The Kitchen staff also uses Ecolab products, this is the same supplier of the Housekeeping cleaning products. In addition, the Kitchen staff also uses product of the Cleantab brand. Cleantab

is a cleaning concept that is based on powder and is made with water. Cleantab is 100% environmentally conscious.

Pest control is performed by Professional Pest Control. They only use product that are approved by the EPA. They also have a Corporate Social Responsibility policy that is shown on their website.

6 Personnel and training

More than 95% of our staff is local. The trainers within the organization are also local and almost all the departments have local mentors who are trained at the Knowledge Center for Business Education. These mentors are trained to share their knowledge and skills to trainees and new employees within their department.

The Avila Beach Hotel trains weekly the standards.

The Avila Beach Hotel also organizes courses that are given by the staff.

- 2013: 17 employees are trained in Excel.
- 2014: Three courses about Personal Budgeting have been given.
- 2014: The HR department has organized a beginners- and advanced course of the Dutch language in response to the requests during the performance interviews.
- 2014 and 2015: All the managers, supervisors and other interested parties follow a Plan & Organize course.
- 2016: The staff of the Accounting department and all the supervisors of Maintenance and Housekeeping have followed an Excel course.

In addition to the trainings, there is the opportunity to follow an internship in a hotel abroad. In 2015, the Purchasing Manager went to Suriname for one week.

The General Staff Meeting is held four times a year. During the General Staff Meeting all the personnel is informed about the company, ongoing projects and general matters that are important for all the staff. In this meeting there will be announced who is the Employee of the Quarter, anniversaries and other staff successes.

In 2013, an employee's satisfaction survey was held. The results were announced in a staff meeting and the management has presented an action plan. After the Employee Satisfaction Survey, courses and workshops in Leadership and Communication have been given to all the managers and supervisors. In 2015, there has been introduced a salary house and a Performance Management System.

In 2016, the activity committee has organized some events for the staff. In September 2016 there was a staff BBQ outside the Avila Beach Hotel with a DJ. During Sinterklaas and Christmas, there were held some small parties for children and grandchildren of the staff. During Christmas, many gifts and weekend stays in the hotel have been given to the staff. In February 2017, there was organized a Jump In for all the staff during Carnival. On Mother's Day there have been expelled a number of concert tickets for 'The Drifters' among all the Avila staff mothers. Also on Father's Day there will be some nice gifts.

7 Stimulating the local culture and community involvement

The Avila Beach Hotel exists in 2017 for 68 years and is therefore an important part of the culture of Curacao. In all the rooms, the local culture is seen through the use of Curacao art: the painters Ocalia and Jose Capricorne have paintings for in the rooms. Furthermore, throughout the whole hotel you can find art of Ellen Spijkstra and Brigitte Wawoe.

Located on the Octagon Plaza is the Octagon Museum. Simon Bolivar, the Venezuelan 'Libertador', has spent some time there before rushing men to put an end to the Spanish colonial rules in South America. The museum is honored by the Curacao monuments and the Avila Beach Hotel. The museum is open for visitors a few mornings in the week and twice a week schoolchildren are guided through the museum for free.

Several times a year, the Avila Beach Hotel organizes classical concerts under the name Art in Avila. One time a year there is a free concert for schoolchildren to make them acquainted with classical music. Concerts are held at the Octagon Plaza.

In 2015, the Avila Beach Hotel became a member of the 'Children's Council'.

(<https://www.youtube.com/watch?v=1WiN8p3IkA8>) This is a part of the Dutch Missing Chapter Foundation and is supported by TUI. With the Children's Council, children are structurally involved in the company, organization strategies and social issues. Children learn to think about the world, decision makers discover new thinking and teachers are inspired by the creative thinking of their students. The children will get an equal voice in the decisions that are taking place in their lives, at this moment and in the future. In 2016, a group students from the Oranjeschool has helped us in the preparation of a assignment for the Avila Beach Hotel several months. The assignment have been given by the hotel. The group students has creatively participated in providing a better service to the guests. This is an initiative from the Missing Chapter Foundation of Princess Laurentien van Oranje.

The primary charity of the Avila Beach Hotel is the Oranjeschool. This is a primary school nearby. Almost all of the employees donate a small amount of their monthly salary each month. The total is doubled by the Avila Beach Hotel at the end of the year. Of this money, the Oranjeschool can purchase computers or air conditioners.

Furthermore, the Avila Beach Hotel is in collaboration with the Lions Dive and Beach resort sponsor of a primary school under the Project Green Kidz.

Through our websites, we ask our guests (<https://www.packforapurpose.org>) to bring educational items to Curacao for schoolchildren of the Oranjeschool or Schotborgschool. Especially groups bring these items but also individual travelers.

(<https://www.youtube.com/watch?v=hwGlZ4jzhOk>)

On the 30th of October in 2013, the Avila Beach Hotel won the Sustainable Innovation Award from BPM Curacao (Enterprise Platform Environment). This was after the achievements of the Travelife Award that the Avila Beach Hotel was in the running for this Award. An extensive audit has taken place, and the Avila Beach Hotel had the first place.