



2023



Sustainability Report

Travelife assessment

Written by Wijnand Bunk, Intern

Approved by Robbin Vogels, General Manager

Avila Beach Hotel, Willemstad

External Report, 6th edition



PREFACE

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 responsibly and in a sustainable manner. The conviction of the management of the Avila Beach Hotel is: Sustainability is the prerequisite to staying active. Furthermore, it is getting more difficult each year to distinguish ourselves from the competition. All over the internet the guest can find information and compare the different hotels and resorts. In the past years, there has been a growing focus on the environment and the local culture of the holiday destination. Sustainability in a hotel is a consideration that guests consider when choosing a hotel. A quality mark can be seen as decisive for guests to book a hotel or it is one of the boundary conditions that need to be fulfilled. This is an extra incentive for the Avila Beach Hotel to actively engage in sustainability and corporate social responsibility.

This document is the 6th edition of Avila's sustainability report, the first version was at the beginning of 2013, and the latest one was from 2019. This sustainability policy contains the plans for 2022/2023, which are based on the choices of the Avila Beach Hotel.

This report is written according to Travelife guides and theories. Self-assessment is the main pillar to write and research Avila's sustainability position. Thanks to all employees & stakeholders of Avila for their cooperation in this.



Avila Beach Hotel • Penstraat 130, Pietermaai District • Willemstad, Curacao
Tel: +5999 - 4614377 • events@avilabeachhotel.com • www.avilabeachhotel.com

AVILA
BEACH HOTEL

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1 INTRODUCTION

This document discusses Avila's sustainability policy. First, it discusses how Avila Beach Hotel maintains certification by Travelife. The various components of sustainability are then discussed: water-saving measures, energy saving, waste reduction, recycling and waste management, materials and products, personnel and training, and culture and community involvement. Some measures require an investment, while others will not only have a positive effect on the environment but also save money for the hotel. The last chapter focuses on communication with guests and employees.

Avila's mission and vision state the following:

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 our environment and good governance practices; making a difference every day; continually getting better to constantly being the first choice for our guests, stakeholders, and employees.

Vision

To become an innovative leader in the Curacao hospitality industry with a strong ESG (Environmental, Social, and Governance) proposition and to continually improve our product and service delivery. We work hard every day to become better at what we do.

This plan has been updated with the latest situation in 2019. Every year an updated version will be created and shared with the management and other interested parties. The targets and plans in this document are also part of Avila Hotel's business plan and budget. Please take into consideration when reading this report that COVID has complicated measurements.

The Avila Beach Hotel is determined to keep the Travelife certification. In this sustainability plan the following common topics are discussed:

1. water- and energy savings,
2. waste reduction,
3. recycling- and waste management,
4. materials and products,
5. personnel and education and
6. culture and community involvement.

2 WATER- AND ENERGY SAVINGS

2.1 RECORDINGS OF ENERGY

Here are the following measurements of Avila's usage of energy consumption. The energy consumption is converted into KWH (kilowatt-hours) per month and week. The measurements can be seen in the dashboard. The following measurements have been put in place. Avila has reduced her consumption of energy since 2019. The image below shows the KWH per room YOY (year on year).

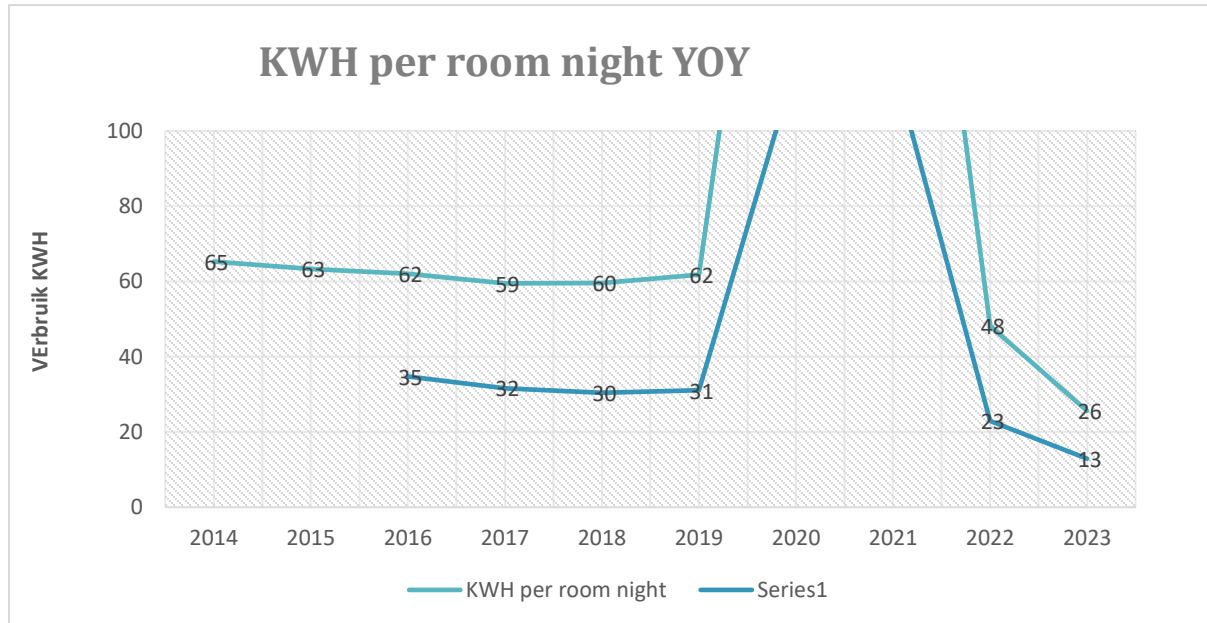


Figure 2-1 KWH per room night

2.1.1 MEASUREMENTS TO REDUCE ENERGY CONSUMPTION

Avila currently has over 700 solar panels and is going to place 546 a solar panels. Plans are being made to clean the current solar panels once every half year. For the high building, a crane is going to be rented.

Monitoring of temperatures of refrigerators & air-conditioning, if not the right temperature, and a more optimal system should be installed to reduce the costs of energy consumption (meaning kitchen, F&B, etc..). The air-conditioning system has been set towards 23 degrees to maintain optimal temperature and prevent moisture. Designing stickers for the LBA wing, Blues wing, and apartments to inform guests to close the balcony door when using the air-conditioning. Placing LED lighting everywhere.

Also, two car charging stations are going to be placed and Avila has plans to get an EV transport van/car. A vertical plant wall has also been placed to provide more isolation for the apartments and to create more greenery.

2.2 WATER SOURCE

The main source of our water comes from the company Aquallectra. Avila records all her water through daily checks on water meter readings. Our water sourcing complies with the law and current regulations. Avila does not interfere with any natural water flows or restrict access to water in the community. Otherwise, our supplier Aquallectra will inform us of any new measurements. Avila also does regular checks on microbiology and legionella.

2.2.1 WATER MEASUREMENTS

Here are all the records of water Avila uses on a weekly/monthly basis. Measurement is in cubic meters/gallons or feet. Avila has three meters across the property and the usage can be seen in the invoices.

Avila has measured all her several types of rooms regarding water use. All the showers use 10 liters per minute, basins use 5 liters per minute, toilet flush is max 6,5 liters, 2 liters urinal flush. This is shown in the table below. Measurements have been taken to reduce the kitchen basis to 5 liters per minute.

Rooms	Shower	Basins	Basin's kitchen	Toilet flush	Urinal flush
LBA	10 Liter	5/6 liter	X	6 liters	2 liters
Blues wing	10 liters	5/6 liter	X	6 liters	2 liters
Nieuwbouw appartementen	10 liters	5/6 liter	10 liters	6 liters	2 liters
Octagon superior	10 liters	5/6 liter	X	6 liters	2 liters
Octagon deluxe	10 Liter	5/6 liter	X	6 liters	2 liters

Table 2-1 Water measurements rooms

Avila hopes to reduce water consumption even more by motivating our guests to do so through the communication channels to avoid using new towels if not necessary. Avila has also been replacing showerheads with low-flow systems and adjusting the water flow back to the Travelife standards.

Avila will also reduce the water consumption of the jacuzzi by maintaining the water PH levels. Therefore, the refill will be less likely to happen. At night, the jacuzzi is turned off and covered.

The infinity pool cannot lower its water level (because it is an infinity pool). Therefore, it is not an option for Avila to lower her pool level. However, maintenance checks the pool daily for leaks and chemicals.

2.2.2 WASTEWATER

Grey water is being supplied from the water treatment plant in the neighborhood. The drip system is currently working on a timer. The black water ends up in sewers and rainfall is collected in a big basin underneath the Grand Terrace and used for the irrigation of the garden.

2.2.3 NEW MEASURES

The irrigation system is going to use moisture sensors. We are currently installing moisture sensors with the new irrigation system. When these are being placed, also check for leaks, and bury the system underground. The system is only going to be used at night, to prevent water evaporation. Avila Beach Hotel has set the water flow of Kitchen tap/sink of apartments to a maximum of 5 liters per minute. Putting signs/stickers in place in the kitchen and bathrooms of staff to turn off sinks to reduce water.

In the following table, our water usage can be seen. Avila has lowered her water consumption. Please take note that Covid has interrupted the data between the years 2020 & 2021. The measurements have been accurate until 2019 and starting back from 2022. Avila has reduced her water consumption since the last reports. Because of continued renovations and using water-saving equipment as much as possible, Avila keeps reducing her water consumption.

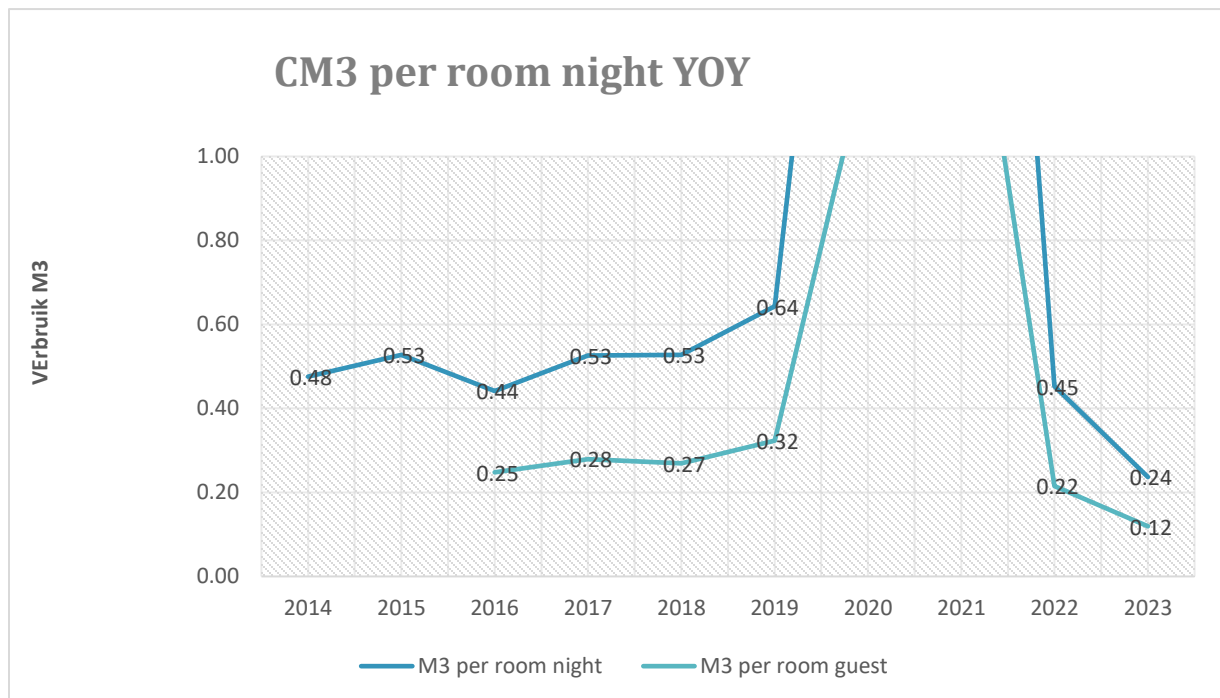


Figure 2-2 CM3 per room night YOY (year on year)

3 USAGE OF GAS AND WASTE

The accounting department of Avila keeps track of the records of her waste streams. The image below shows Avila waste and gas streams for the years 2022 & 2023. The waste streams stay the same and depending on the events and guest occupancy, this is similar for gas. To lower the waste stream, we encourage guests to buy fewer single-use products. The objective is to keep on recycling and create more guest awareness around waste consumption and recycling.

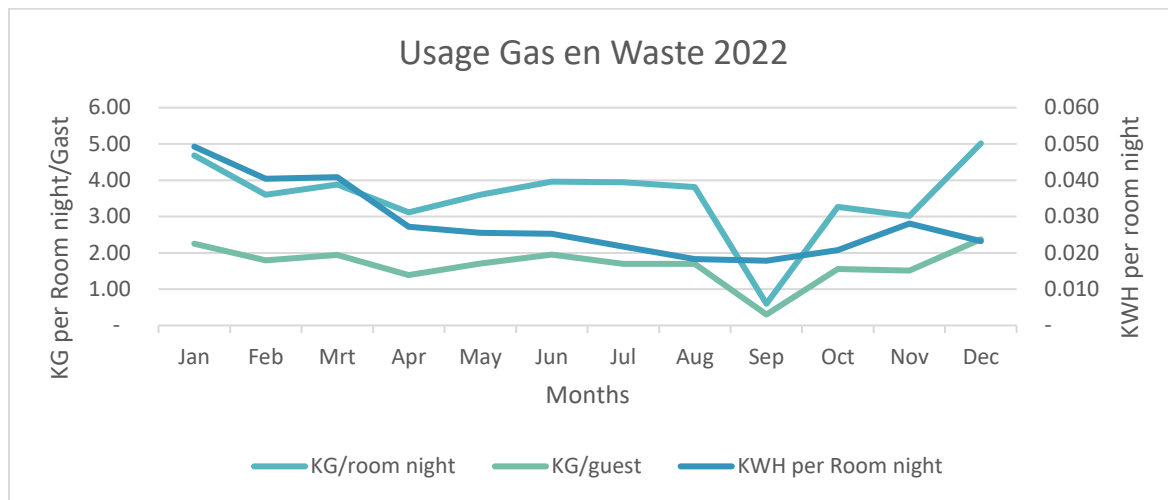


Figure 3-1 usage gas and Waste 2022

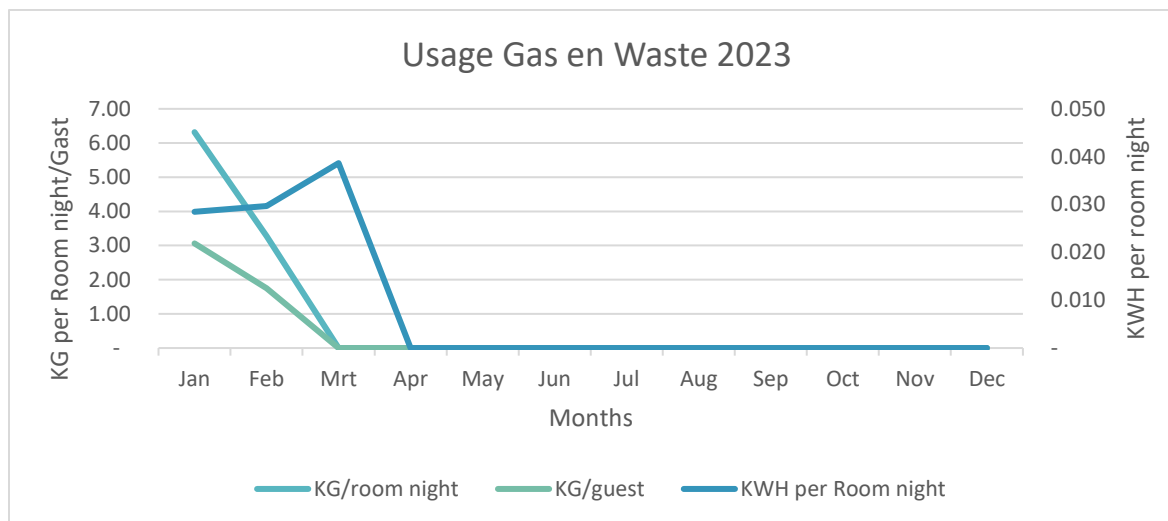


Figure 3-2 Usage Gas and Waste 2023

4 RECYCLING & WASTE MANAGEMENT

4.1.1 OBJECTIVES

Avila is actively recycling paper, cardboard with Van Rumpt Recycling and aluminum and plastic with Green Phenix and will continue to do so in the future. Recycling stations have been placed in public areas. We also recycle empty cartons in cooperation with van Rumpt. Avila's objective is always to recycle as much as possible and what is feasible for the organization and recycling partners. Avila Beach Hotel has more than doubled the number of recycling stations on the hotel grounds.

4.1.2 RECYCLING PARTNERS

Avila has the following recycling waste streams described as follows. It regards the following partners. These are described in the GENERIC manual that is available to all staff members.

Plastic and Aluminum cans are picked up by Green Phenix

Avila has been recycling aluminum and plastic since 2016. Avila has switched to Green Phoenix as a recycling supplier. Green Phenix is a recycling company that collaborates with individuals that are reintegrating into society and gives them a chance to work at the company. All rooms have refillable hair-conditioners and shower gel since the last report.

Paper: is being picked up by Rumpt recycling.

Deposit used paper in the red container, situated in the office near the secretary. Reduce paper waste, and read news online as opposed to buying newspapers. Paper is still being printed on both sides and in black and grey. All surveys are being done online and check-in as well. More mobile devices are ordered to decrease the usage of paper. The following group of papers is collected:

- Magazines.
- Newspapers.
- Office paper.
- Cardboard.

Frying oil (Wasserij Korsow)

All old frying oil is being picked up by Korsow.

Printer cartridges (xerox)

Is being collected by Xerox. Our IT department takes care of this matter (CriTi).

Food waste (Pig farm & intern)

Avila collects all food waste and goes towards the pig farm. The buffet food is measured, and signs are put in place to create awareness among guests to reduce the food waste and create more

awareness around the buffets. Whenever possible the leftovers from the buffet are put on to the next buffet or staff.

General waste (Selikor)

Is being collected by Selikor and separated at the sight of Selikor. Selikor has a well-emplaced sustainability plan and is aware of the issue at hand. In the case of batteries, we call Selikor to pick them up.

Electronics

Broken electronics are delivered at Selikor in Malpais. If there is a big enough shipment, a separate contract with Selikor will be issued. Computers and old televisions which no longer meet the standards of the Avila Beach Hotel, but still can be used are raffled under the staff or donated to the schools we support.

Furniture

All old furniture and sanitary facilities are either donated to elderly homes, educational hotels or are being sold for a low price to secondhand shops who resell it for low prices.

Others

Hangers of the dry cleaning are collected as much as possible and returned to Wasserij Korsow (a Curaçao Local Laundry Company).

In cooperation with the Coral Restoration Foundation Curaçao (<https://coralrestorationcuracao.org/>) Avila Beach Hotel placed 6 coral trees on the house reef of the hotel in March 2019. Hanging elkhorn and staghorn corals are growing on these trees that are planted on the reef over time. Guests who are certified divers can help to maintain the underwater coral trees. The coral reefs are maintained monthly.

5 MATERIALS AND PRODUCTS

For the purchase of materials and products, we always try to consider the environmental impact. If possible, my first choice will be to buy locally. This reduces pollution of transportation and stimulates the local economy. We always try to look for suppliers that have a sustainable policy. All our suppliers are informed about our environmental commitment, and we motivate them to operate environmentally conscious.

Rituals have been fully incorporated and placed in all public areas and rooms. The company is known for their elaborate sustainability mission. See their website; <https://www.rituals.com/en-nl/clean-conscious-caring.html>. Refillable bottles are used which reduces the consumption of room amenities. The hotel has also placed coral reef-friendly sun lotion on the beach and a reef friendly sun lotion package is gifted to repeating guests.

We encourage guests to buy reusable bottles for drinking water during their stay.

Laundry is outsourced to Wasserij 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).

Housekeeping staff uses Ecolab products. Ecolab provides sustainable products that are safe for the environment. They also provide the Avila staff with training to use their products correctly.

The kitchen staff also uses Ecolab products, which is the same supplier of Housekeeping cleaning products.

In the hotel rooms and in the Food & Beverage outlets we use the brand Puro Coffee. Puro Coffee has the Fairtrade label, which guarantees that 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 Latin American rainforests and managed sustainably.

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

By focusing on regional gastronomy in restaurants and banqueting and creating healthier menus, the hotel supports local farmers who cultivate sustainable fruit and vegetables. Regional food and circularity within the food chain are gaining popularity worldwide among international tourists and local guests. Consumers increasingly want to know where their food comes from, preferably locally. Low food miles also contribute to less waste and a better environment. Avila has also put local products on the menu and where they are from.

F&B is also getting recycled coasters for serving drinks and Eco burners have been put in place to reduce the consumption of hazardous substances. Avila is currently working to get cutlery for staff and reusable bottles for the lunch breaks to eliminate the use of reusable plastics.

6 PERSONNEL AND EDUCATION

More than 90% of our staff is local. The trainers within the organization are also local and all departments have local mentors. These mentors are trained to share their knowledge and skills with trainees and new employees within their department.

The General Staff Meeting is held four times a year. During the General Staff Meeting, all personnel is informed about the company, ongoing projects, and general matters that are important for all staff. In this meeting, the Employee of the Quarter, anniversaries, and other staff successes are announced as well. Also, the speak app is introduced to communicate with staff and keep track of updates where the company is involved daily.

The HR department has a yearly training schedule.

The Avila Beach Hotel offers internships to both local and international students. This gives young people the chance to experience working in the hospitality industry and learn on the job. The hotel also gives people with limitations a chance to work in the hotel.

In 2023 an intern has done research regarding employee turnover. The results of this research were presented to the management.

Avila also encourages her staff to join volunteer events like the KLM marathon & Cura doet.

7 CULTURAL AND COMMUNITY INVOLVEMENT

The Avila Beach Hotel will celebrate its 75th anniversary in 2024 and is therefore an important part of the culture of Curacao. In all the rooms, the local culture is seen by using Curacao art and pictures. Furthermore, throughout the whole hotel, you can find the art of local artists Ellen Spijkstra and Brigitte Wawoe & Jean of Arts.

Located on the Octagon Plaza is the Octagon Museum. Simon Bolivar, the Venezuelan 'Libertador', 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 several mornings during the week.

The Avila Beach Hotel supports local schools with charity: Schotborgh School, Kolegio Don Sarto, Brion school and kolegio Don Sarto.

Avila Beach Hotel also supports the organization Greenkidz. Avila offers 2 times a year classes for children to visit the hotel. Children get the chance to visit the hospitality industry and get a course about coral reefs called coral heroes.

Through our websites, we encourage our guests (<https://www.packforapurpose.org>) to bring educational items to Curaçao for schoolchildren of the Oranje School, Schotborgh School, Kolegio Don Sarto, Brion school and kolegio Don Sarto.

Especially groups bring these items but also individual travelers.

Since 2019 Avila started to donate \$1 per room night from all direct bookings to One Tree Planted (onetreepanted.org), a non-profit organization in the US. Through their network of on-the-ground reforestation partners, they fund tree plantings in North America, South America, Asia, and Africa. By doing this we give back to nature for our and future generations. Avila has been promoted to Seedling Level Partner! As a Seedling Level Partner (seedling level partners have made cumulative donations between \$5,000 to \$9,999), Avila now has access to Eden's Premium Photo Library as well as our new business partner level emblem to use on our website and social media.

Coral Restoration Foundation Curaçao (CRFC) signed a partnership agreement with the Avila Beach Hotel to repopulate the house reef in front of the hotel. The project will last 3 years and include a 6 tree "pop-up" nursery to grow the corals to later out-plant them on the reef. These reefs are still being maintained and Avila is a proud partner of this organization.