



Community policy

Avila is 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. To assure this:

- We participate, collaborate, support, respect, preserve and promote the social, cultural, environmental, educational, and health (such as COVID) We contributed and/or are contributing in the daily meal program, octagon museum, pack for purpose, coral restauration foundation, Scan & go water bottle.
- We focus on our employees, their families and community to strengthen their quality of life (adopting local schools).
- We form strategic partnerships with local, national and international organizations, to develop them (Tui, Travelife, local recycling companies, charity programs and organization).
- We promote programs focused on education, respect and conservation of natural and cultural heritage (One Tree Planted).
- Get our supplies from local suppliers as much as possible.
- We sponsor health & fitness organizations such as "Ride for the Roses" and the KLM marathon.
- We offer local musicians weekly a platform to perform their musical (paid) entertainment
- We support local artists by buying and displaying their arts (photography, painting, handcrafts, murals etc.)

This information is communicated to all employees and any third party interested.

Robbin Vogels, director of the Avila Beach Hotel



Employee & human rights policy

Respecting human rights is embedded in the way we do business. Human rights are the fundamental rights, freedoms, fair labor 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 an employee book. Avila Beach Hotel is taking and / or will be taking the following steps to assure this:

- Have written contracts with our employees with clear information about their salary, the sort of work they will be performing, their working days and working hours; all according to national legislation
- Ensure that all staff is paid above the national minimum wage regardless of their age, sexuality, gender, ethnicity, religion, culture or disability.
- Recruit employees from our local community because we believe that a hotel can be more successful by using the skills of local people.
- Cover all our employees with health and pension insurance during the time that they are in service with us.
- Make sure that employees are well informed about the health and safety rules in each department.
- Inform all staff members about the time and place that they can talk to the management if they have any complaints, problems or suggestions.
- At least once a week the MT has a meeting with the managers, every quarter we have a general staff meeting so that we all understand our tasks and responsibilities
- Make clear by our Vision and Mission that we behave with respect towards each other and our guests, regardless age, sexuality, gender, ethnicity, religion, culture or disability. Discrimination within our hotel is strictly prohibited.
- Encourage and try to make our employees feel that they are part of the hotel and the 'hotel family'. We are more than proud to see people improve their private lives and standards whilst helping to improve the hotel.
- Have created a separate child protection policy to safeguard the protection and rights of children.

This information is communicated to all employees, guests and any third party interested.

Robbin Vogels, Director of the Avila Beach Hotel



Environmental policy

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.

To assure this we have:

- Installed water and energy efficient equipment throughout the hotel.
- Produce more than 30% of the daily energy use with Solar Panels
- Actively & daily monitor our energy consumption and ensure that we keep our consumption at a minimum.
- Taking in consideration low energy and other sustainable equipment when purchasing new equipment.
- Actively promote the separation of different waste streams and provide guests and employees with easy access to appropriate recycle bins throughout the property.
- Participate in the local recycling waste program where local authorities and local partners provide central recycling bins to our hotel to separate paper, cardboard, aluminum and plastic.
- Ensure that we do not waste water by carefully controlling water flow throughout the accommodation, including our gardens. We communicate and promote water saving practices to all employees, guests and tenants.
- Reuse waste water (grey) water for garden watering.
- Placing an irrigation system set on sensors.
- Make use of eco-friendly and/or certified products (cleaning, showers, etc.)
- Inform our employees via Sustainability Training about our environmental goals and how they can make their contribution to this policy.
- Will comply with all applicable environmental legislation.
- Encourage our guests to support us in our environmental goals via electronic sustainability communication. When we are going to renovate our lobby, we plan to place an electronic post with information about our Green Mission.
- Our hotel has set separate targets for reducing energy and water usage, and producing less waste.

This information is communicated to all employees, guests and any third party interested.

Robbin Vogels, Director of the Avila Beach Hotel





Purchasing Policy

Sustainability at Avila Beach means meeting the needs of our guests while operating in a social, economical and environmental responsible manner. Sustainability is also very important for our guests, contractors, sub-contractors and tourism organization & partners (such as TUI) and more importantly planet earth.

We integrate sustainability principles in our business model and we keep looking for possibilities to develop our sustainability program. One of our values is to act with responsibility: Actively participate in minimizing our impact to the environment, just as we are responsible members of our community and industry organizations.

Our goal is to work safely and in an environmental-conscious way. Therefore we like to work with suppliers, contractors and sub-contractors, who share our sustainable behavior and way of eco-friendly thinking.

We encourage the support to the local suppliers as long as they can provide according to our requirements / standard and our first choice goes out to products grown / harvested / produced locally as long as they can commit to the required standards and consistency in supply.

We encourage all suppliers, contractors and sub-contractors to use and buy recycled and environmental friendly products. We believe that when everyone in Curacao is working towards this, we can:

- Strengthen the markets for such products.
- Divert more materials from the solid waste stream.
- Promote both human and environmental health.

The management of the Avila Beach Hotel hopes you share the interest in our environment. We hope we encouraged you and your company to think green! When you are interested in our environmental policy, please visit our website to find our sustainability policy and report www.avilabeachhotel.com/about-avila/green-travel.

Robbin Vogels, director of the Avila Beach Hotel





Quality assurance policy

Avila Beach Hotel has the overall goal to become a better sustainable-business every day by continuously improving the quality and experience we offer to our guests. Every day we work on the satisfaction and happiness of our guests during their stay so that they are happy to return to our hotel in the future. We are continuously driven to offer high quality to our guests at all time.

Hotel

- All products and services are bought taking the ergonomics, environment, safety, durability and quality in consideration.
- During the monthly inventory control, a check is performed on the quality of the checked product.
- We are proud that 90% of our staff are local residents. Most of our employees have been working at the Avila Beach Hotel between 5-35 years which shows commitment and low staff turnover.
- We are aware of environmental issues and adopt sustainable tourism policies and fulfil all legal responsibilities.

Guest engagement

- Pre-check-in: Our responsibility towards the guests starts when they think about staying in Avila Beach Hotel.
- From the first moment a guest enters our hotel we do our utmost to give the guests the best service and the feeling of 'home away home'. We keep our check-in procedure short and efficient. Everything is prepared before the guests arrive.
- The requests and complaints of guests are taken into consideration professionally and immediate action is taken for the best satisfaction by our Guest connection Services, Front Office or MOD.
- After Departure: A farewell to the guests at check-out day is not the end of our service. We read the guest surveys delicately and make use of the feedback by discussing them on a weekly basis in the management team G.H.T. (guest happiness tracker) meeting even if the guest has left. If a guest needs any means of service after departure, Avila Beach Hotel is willing to assist.

House keeping



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





- The cleaning quality is extremely important, both in the rooms and in public areas. Hygiene rules are displayed and obeyed strictly. Our Housekeeping Management assures, that we keep the cleaning standards as high as possible.
- train our Housekeeping staff according to the SVS & Ecolab cleaning quality standards.
- Every day we do our utmost to keep technical standards as high as possible. The hotel is maintained very well and the Technical Department is available to assist in case of an issue in a public area or a guest room Whenever required in addition to preventive maintenance activities.

F&B

- The quality of food and beverages is kept high in all restaurants and bars. The recipes have been prepared delicately and are followed strictly.
- Freshness of the food is assured through specific purchasing and storing procedures following the HACCP standard. Menus are kept rich to appeal to the tastes of all guests.
- Food suppliers are chosen based on their reputation and quality assurance.
- Personalized service to the table is our first choice in the restaurants and bars. Food and beverages are served as quick as possible. The staff attitude at providing this service has to be friendly, service-minded and efficient. According to the company standards.

Maintenance

- Cleaning of the swimming pool is done by the maintenance department daily.
- Landscaping is a crucial part of the quality understanding in Avila beach Hotel. The plants and decorative items are taken care of by a third party, an experienced landscape architect and gardeners. Watering of our garden is done in low sun hours in early morning and evening with recycled water.

This information is communicated to all employees and any third party interested.

Robbin Vogels, director of Avila Beach Hotel



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



Our Commitment to Safeguarding Children

The Avila Beach Hotel believes that no child or young person should experience abuse (physical, emotional or sexual), neglect or exploitation of any kind. So in accordance with the United Nations Convention on the Rights of the child, we are committed to respecting and safeguarding all children and young people under the age of 18 who stay in our hotel, as well as those who work or live in our locality, ensuring that they are protected from all forms of abuse, exploitation or neglect.

Specifically, we believe that:

- The welfare of the child or young person is paramount. The best interests of the child must be a top priority in all decisions and actions that affect children.
- All children or young people under the age of 18 have a right to equal protection from abuse, neglect or exploitation, irrespective of their age, disability, gender, race, religion, sexual orientation or sexuality.
- Working in partnership with local child protection organizations, charities and law enforcement will ensure that our actions are robust and effective.

We will keep children and young people safe by:

- Valuing, as well as listening to and respecting them.
- Training our staff on the meaning of this policy and our Safeguarding Children Procedure, so that they are:
 - Sensitive to the signs of child abuse, neglect or exploitation.
 - Know what action to take to safeguard a child that they suspect may be at risk, in or around the property.
- Promoting our Safeguarding Children Policy to our suppliers, sub-contractors and guests so that they support our commitments.
- Sharing our concerns about vulnerable children or young people with local child protection organizations and law enforcement, so that we act in their best interest.

Curaçao, 2023

Robbin Vogels – General Manager





Health and Safety Policies

2023

Health and safety policies

Regulations in the field of working conditions oblige organizations to prepare measures to cope with emergencies and calamities. The purpose of these regulations is to minimize and where possible to avoid harm to people in and around the company. The health and safety policies are seen by the legislator as the means to minimize the consequences in case of real emergencies and calamities. The center of gravity of the regulation lies with the people in the organization. It appears, however, that the environmental and insurance aspects also play a prominent role in this. Also catering activities are covered by these measures, so all catering establishments must have an emergency plan ready so that they can use it in the event of emergencies.

Calamities in organizations

When we speak about calamities in the sense of "accidents", we often think of fire. However, there are many more types of calamity to consider, which a company should take into account. This includes accidents due to improper stacking of goods, road accidents on the premises, involving lorries and internal transport, child abuse, etc., or unforeseen weather conditions and hurricane threats or storm.



Emergency plan

The law requires that a pre-set safety and emergency procedure is present. In this procedure, a number of things have to be well defined, such as:

Company base data

- Tasks, responsibilities and competences;
- Instruction for the staff
- Emergency maps and floor plans
- Tasks EMERGENCY Response Organization
- Procedures for warning
- Scenario and approach
- Communication within the organization and with the competent authority;
- Specific measures to be taken in certain types of calamities; Provision of resources;
- Dealing with emergency services from outside the organization;

Usually a calamity is not only of significance for the staff, but also for the environment. When a fire breaks out, hazardous substances can be released (vapours, asbestos), but auxiliary substances can also be placed in the environment. This means that a health and safety risk is often also an environmental risk if this plan is missing.



Emergency plan and staff

Often plans are only known to a small group of people. These people have been involved in developing the business emergency plan or have a more eye for this type of business from a personal interest. An emergency plan can only work if the way the plan works is known by everyone within the organization and not only by those directly involved. By means of exercises shortcomings will become visible and flaws come to light.

The persons directly involved in the emergency plan, belong to the company emergency response team (BHV'ers). These persons have undergone special training due to their function within the organization. Of each department within Avila there is someone who belongs to the emergency response team.

Points of attention:

The company's staff must be aware of the plan and who the relevant people are in the emergency response team and how these persons are or can be reached. All members of staff or employees of third parties must adhere to the guidelines of the company in order to secure safety.

An emergency plan takes into account the specific circumstances of the company. An emergency plan also ensures a good organization of maintenance and an embedding of these in the health and safety care, environmental management or quality control system.

Furthermore, regular exercises are held to test the plan and prepare the employees for a possible calamity.

The plans not only have a positive effect on the functioning of a company during and after a calamity, but also on the way in which insurers and competent authorities deal with the organization. Important data of the company that are of interest to the staff:



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





Alarmnummers:

Police	911
Fire	911
Ambulance	912
Hospital	910
Coastguard	913

The task and purpose of the emergency plan is to make the organization's working environment, work situation and environment as safe as possible in terms of the safety of guests, employees and third parties. This means, taking precautions to prevent an emergency as much as possible and limit or minimize risks.

Notification:

Examination of the notification

Each notification is thoroughly examined by the Security Manager. Specific actions are determined by the Security Manager and he ensures the correct execution and possibly enables emergency numbers or other actions that are necessary.

In case of evacuation, the call is thoroughly investigated. If evacuation is needed, the entire Emergency Response Team is deployed. These persons must ensure that the evacuation is smooth. It is important for evacuation that it has been established beforehand where, how and who the Coordinator is at the clearance. It has also been established beforehand how the procedure will proceed after the clearance, the counting of persons and further inventory of the company. It is also very important to agree beforehand which external emergency service companies should be notified.





Tasks of the Emergency Response Team (BHV'S)

- The granting of life saving acts.
- Limiting and fighting a novice fire.
- Alarming and evacuating of departments, spaces or guest rooms.
- Preventing and limiting accidents.
- Assisting during evacuation to collecting places and after counting.

Tasks Emergency Response Team/First Aid/Security:

- The provision of FIRST AID on the premises and departments.
- Limiting and fighting fire on the terrain and buildings until arrival of fire department.
- Preventing and limiting accidents on the ground and buildings.
- Alarming and assisting at clearance of the department and spaces.
- Assisting external aid workers.
- Providing active cooperation during calamity exercises.
- Providing clear and relevant information to the head of the Emergency Response Team regarding the calamity.

Warning Procedure:

Warning procedure in case of calamity fire/collapse/flood

Every calamity is different but the warning procedure stays the same: The notification arrives at the reception which takes the necessary measures and informs the competent persons, they will first research and if necessary evacuate. The security and Manager on Duty should always be informed of the findings to take further action. The team leaders and the emergency response coordinator must always be informed immediately.

Specific measures to be taken in the case of fires are different from a collapse. In the case of a fire, it is necessary to take into account toxic substances that may be released which may endanger the health of people. Alarming must therefore be done quickly to limit the damage.





Available resources/Communication

Available resources such as fire extinguishers must be approved each year by an accredited certified company to ensure safety, in order to ensure that the equipment is functioning properly. The communication devices must also be monitored and serviced annually to ensure optimal quality.

Conclusion:

- The clearance signal is audible and recognizable throughout the company.
- The emergency response team and their tasks are known throughout the company.
- External companies are properly alerted.
- There is a correct alignment of the work of the aid workers and third parties.
- The proper use is made of the escape routes.
- Appropriate mode of use of the assembly site.
- Proper way of registering the persons at the gathering place.



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

