

# BON BINI

Which means welcome in Papiamentu! Choosing consciously for our ECO resort means a lot to us. To provide you with the best possible service we are sharing this information with you. You're staying at a unique ECO resort where people and nature are set central. Together with our guests we are constantly on the move to make the world a little greener.

In previous years we have proudly received golden awards from international recognized environmental labels. Our warm tasteful villas and apartments are fully equipped, comfort and sustainability go hand in hand. We also make use of various fair trade cooperatives in the region that produce sustainable and environmental friendly materials. All kinds of environmentally-saving techniques have been applied at our Resort:

*Ecological garden*



*Water saving*



*Solar panels*



*Green energy*



*ECO products*



*Sustainable materials*



*Salt water pools*



*Recycling*



*ECO souvenirs*

















## TIP

Looking for an original souvenir?












Various ECO friendly and sustainable souvenirs can be purchased at the reception.

WE WISH YOU A PLEASANT AND GREEN STAY!

## Sustainable efforts at Morena Resort

-  Our resort is built with environmentally sustainable materials from fair trade cooperatives in the region and implemented with low environmental impact techniques
-  We are a car free resort, that is easily reached by local transportation
-  We conserve our natural environment as much as possible by using local plants and trees
-  We reduce paper use by, among others, a paperless online check-in before/upon arrival
-  We strive to maintain our Golden Eco Certifications with Green Globe, Travelife and Green Key
-  We follow an environmental purchase policy and buy our products locally where and when possible
-  Preventive maintenance is carried out to reduce energy and water usage
-  LED lighting is used to reduce energy usage
-  Our swimming pools are slightly salted and virtually chlorine free
-  Inverter air conditioners and fridges and low use eco faucets and sun boilers were installed in all apartments
-  Recycling containers are placed and in use throughout the resort
-  Our staff is made aware of sustainability and the ways they can contribute at home as well
-  Donations to several local projects and foundations are made on a yearly basis
-  We observe all local labor laws and regulations
-  We protect the human rights of our staff and take position against child abuse
-  We have an anti-bribery and corruption policy

## How can you help as a guest?

-  Book a Green Seat on your flight when you visit our island and thereby reduce your global CO<sub>2</sub> footprint (for more information visit: [www.greenseat.nl](http://www.greenseat.nl))
-  Separate aluminum and plastic bottles and place these in the recycling containers at our resort
-  Re-use your towels when possible. They will be replaced every three days by our housekeeping
-  Conserve energy and turn off lights and the air conditioning when you leave your villa or apartment. Keep the doors and windows closed when the air conditioner is on, so that the cool air is not lost unnecessarily
-  Conserve water, especially as water in Curaçao is very expensive because it is distilled from seawater
-  Buy and order local home grown products in stores and restaurants
-  Be vigilant and avoid participating in activities, which may cause harm or impact on the welfare of animals and their habitats
-  Do not collect sea shells, corals or any other similar items to take home as these are protected
-  Respect the local dress code when visiting cultural sites
-  Do not leave garbage behind but throw it in the designated bins
-  Report any suspicious activities you might notice that are in violation of the law (e.g. theft, bribery, corruption, child abuse etc.)

# Corporate Social Responsibility & Sustainability Report

2020



**MORENA ECO RESORT**

Jan Thiel, Curaçao

# Management statement

Morena Eco Resort Holding NV was founded in 2006 and opened its doors for the first time in January 2009 with 57 villa's and apartments. In 2016 the expansion to in total 99 villa's and apartments was realized. Over the years that Morena Resort is in operation our focus has always evenly been on a 'green' natural environment as well as on our guests.

As the only Eco Resort in Curaçao, we are proud to have received the Green Globe and both the golden Green Key Award and the Golden Travel Life Award from internationally recognized environmental certifying organizations, which we wholeheartedly endorse.

In our warm, stylish villas and apartments with all the conveniences desired; comfort and sustainability go easily together. For the construction of our resort we consciously chose to use environmentally sustainable materials from fair trade cooperatives in the region and implemented low environmental impact techniques.

Reducing energy and water consumption has always been on top of the list over the past years and was achieved by placing, among others, inverter air conditioners and fridges, low water using eco taps and sun boilers. For example, each guest room has a solar water heater on the roof, which generates enough hot water for the entire day, from only one hour of sunshine. This annual report contains the arrangements and achievements at Morena Resort over the past year concerning energy, water, environment, social cultural aspects, health & safety and our strongest asset: our staff. We trust to continue improving every year and offering the best possible service and environment for all our guests.

A big challenge has arisen in 2020 with the Covid-19 Corona crisis where we were forced to temperately close our resort for tourists. We ensured the well-being of our employees by offering them compensation to survive the lock-down period and afterwards. The resort was taken care of with preventive maintenance and deep cleaning of all areas. We hope tourists will soon find their way back again to our resort as we are more than ready to pamper them again at Morena Resort!

Management Team  
*Morena Eco Resort Holding N.V.*

# Mission, vision and core values

What do we want to become?






Our vision is to be the best choice for the eco-traveler in Curaçao, by combining sustainability and luxury as much as possible. We want to keep our golden eco awards (Travelife, Green Globe and GreenKey) and perhaps add others.

What is our mission?

The mission of Morena Resort is creating the ultimate experience for our guests where service, quality and safety are top priority and we strive to improve every year. We pursue the established objectives and strategy, for the implementation of our 'Corporate Social Responsibility' towards employees and guests, but also towards the local and global community in general.

What are our core values?

To obtain our mission and vision we believe in our core values and trust that our employees contribute to these:

-  Guest and service orientation
-  Emphasis on sustainability
-  Cooperation and teamwork
-  Honesty and trust
-  Quality minded

Therefore at Morena Resort:

1. We actively contribute to the development of our expertise and the transfer of our knowledge to others who want to learn.
2. We inform our partners that we take Corporate Social Responsibility.
3. We make clear agreements with the customers, clients and/or suppliers for the quality of our services and monitor the quality we provide.
4. We determine the social impact of our services and reduce it as much as possible where a negative impact, such as fraudulent behavior, harassment and child labor.
5. We monitor the continuity of our business and employees and we take care of facilities if we are faced with loss of income.
6. We provide a voluntary contribution to charities through donations and sponsorship and/or by volunteering.
7. We continuously work on reducing the environmental impact of our business
8. We continuously work on improving our procurement process when it comes to purchasing of materials and services with an environmental and/or social label.

## MORENA RESORT CURAÇÃO

- 99 villa's and apartments
- 2 restaurants Fuego & Mocca
- Opened in 2008
- 4.5 score on [Tripadvisor](#)
- Eco certifications from Green Globe, [Travelife](#) and Green Key
- 90% local staff working in F&B, housekeeping, maintenance, front office & management

## Stakeholders

### *Employees*

All employees are informed about important 'day-to-day' matters through their department head. Onboarding takes place via Human Resources, the new staff members receive our staff handbook which include guidelines for social aspects, anti-discrimination and how they can help our sustainable efforts. They are also trained in Health & Safety protocols (especially after de COVID-19 lockdown period). Furthermore yearly evaluations are being held and monthly newsletters with updates on the resort, staff and special events are send with their salary slip.

### *Guests*

Our (future) guests are encouraged to stay in touch via social media (Instagram, Facebook, website) and are informed about the regulations before arrival via e-mail and locally upon check-in. We use a paperless check-in system and what's app is being used to update with additional information once the guests have arrived and are enjoying the resort. Personal meetings with local tour operator representatives provide more information on the local cultural customs, mores and beliefs. Cooperation from our guests is appreciated with our environmental friendly cleaning schedule (every three day cleaning of the apartment, sheet and towel change).

### *Property owners*

The property owners (board of directors) have built the resort with sustainability as the most important aspect and they are still very much involved in the propagation of sustainable life standards in the resort. They are consulted on a regular basis about decisions to be taken and the progress being made by the company. A monthly directors meeting is held for updates.

### *Suppliers*

We support local entrepreneurs and suppliers with local produce as they have preference over other vendors. The suppliers are informed of our expectations of quality and service and are updated on any precautions to be taken regarding our environmental, social and ethical mission statements.

### *Local government*

We are well aware of the local labor laws and regulations and ensure they are applied at Morena Resort. We update our health and safety plan when necessary. Important changes in information about laws and regulations is being given to our staff.

### *Local community*

We strive to give back to the local community by donations, keeping them informed about our plans (via social media) and giving them an opportunity to sell their local tours and products to our guests via our Front Office staff.

# Our progress and goals

Target Area	Planned Actions	Intended Purpose	Measures of Success	Responsible Party (s)	Timeline	Progress/ Remarks
<b>Greenhouse Gases</b>	Plant trees & local plants	Improve livelihood environment.	Biodiversity experience is improved.	gardener & maintenance manager	Ongoing	Verification source: site inspections
<b>Purchasing</b>	Improving purchasing policy.	Reduce purchase of environmental harmful materials.	High disposal of local products in use.	All departments	Ongoing	Still high on the priority list
<b>Resources</b>	Implementing nature plan to meet sustainable business purposes.	Conservation of nature/ exploring natural character environment.	Done, yearly revision	Management	Ongoing	Yearly revision and expansion
<b>Energy Use</b>	Effectuating preventive maintenance.	Reduce unnecessary energy use.	Frequency breakage is reduced.	Maintenance manager	Ongoing	Verification source: air-conditioners, refrigeration equipment & pipes.
	Improving voltage distribution by balancing it over divided phases.	Less differences and losses in voltage distribution.	Technological improvements overcome current limitations.	Maintenance Manager	2020-2021	Verification source: Advisory Report Fecunda.
	Monitoring PV (photovoltaic) -cell panels.	Green energy	Energy costs are reduced.	Maintenance manager	ongoing	Installed, results are monitored
	Install LED lighting	Reduce electrical energy use.	Future technological improvements overcome current limitations	Maintenance manager	Ongoing	Almost all lights have been replaced by LED lighting
<b>Water Use</b>	Effectuating preventive maintenance.	Reduce unnecessary water use	Frequency breakage is reduced.	Maintenance manager	Ongoing	Verification source: water pipes, valves adjustment. Preventive maintenance
	Push Faucets	Reduce water use	Bill / meter	Maintenance manager	Ongoing	Replace push faucets when broken
	Setting up water disinfectant UV-system.	Re-use water.	Installing UV tubes	Maintenance manager	Ongoing	Monitor results

Target Area	Planned Actions	Intended Purpose	Measures of Success	Responsible Party (s)	Timeline	Progress/ Remarks
<b>Waste Generation</b>	Improving office policy.	Reduce toxics Prevent waste.	Purchase bill decreased.	Every person	Ongoing	Target is reached, but it remains a highlight.
<b>Paper use</b>	Printer in Eco mode Less printing. Paperless check-in for guests	Reduce paper/ and promote reuse.	Purchase bill decreased.	Every person	Ongoing	Target is reached, but it remains a highlight.
<b>Recycling</b>	Placing separate waste disposal collection of tin cans and plastic bottles, batteries and ink cartridges	Reduce aluminum and plastic, environmental harmfully material.	Containers are placed. Cans and batteries are brought to recycle centers	Maintenance manager	Ongoing	The previous organization for recycling Green Force ceased to operate. We now collect and bring to other local recycle centers
<b>Awareness &amp; Engagement</b>	Maintaining and/or raising environmental awareness of staff and employees.	Employees are environmental aware (also after working hours).	Increased positive reactions by guests (tourist), fill-in questionnaire.  Staff behave sustainable also at home	HR manager	Ongoing	Tools: Presentations & trainings to create more awareness.
	Marketing through sustainability Greenglobe, Travelife, Greenkey	Awareness, choosing a sustainable hotel	Questionnaire / survey guests	Communications manager	ongoing	Known for being a Sustainable Resort
	Maintaining and/or raising environmental awareness of guests, schools and the travel industry.	Promote corporate environmental responsibility tourism.	Positive reactions guests & travel industry increased fill-in questionnaire.	All staff and employees	Ongoing	Verification source: site inspections, website.



# Our main policies

At Morena Eco Resort we are committed to social responsible and sustainable business operations. We are taking responsibility and are striving to reduce the impact of our operations on the environment, to adhere to the (inter) national labor and human rights, to maintain a good relation with the local community, to improve our quality while keeping health and safety of our guests, staff and the local community as a priority. This contains:

## *Environment*

- Complying with the legal requirements of environmental legislation and regulation
- Setting objectives and targets to reduce our impact, measuring progress and reporting our achievements
- Reducing the usage of water and electricity and monitoring the results
- Separating waste and deposing the separated waste at recycle centers
- Minimizing pollution by reducing the use of harmful substances
- Raising awareness of our environmental commitments with our employees, customers, suppliers and the local community, encouraging them to support our activities

## *Labor & Human rights*

- Complying with the legal requirements of employment and international human rights legislation and regulation
- Respecting and treating our employees equally, regardless of their age, disability, nationality, sex, race, religion, sexual orientation or gender reassignment
- Providing a safe and healthy work place with fair employment terms and conditions
- Training our employees on our sustainability policies so they understand and are actively involved in the achievement of our objectives and targets
- Protecting children from all forms of abuse and exploitation and training our staff so they know what to do if they suspect a child is at risk, in or near our property

## *Local community relations*

- Employing people from our local community wherever possible
- Purchasing goods and services from local suppliers, wherever possible
- Encouraging our employees to volunteer for activities organized by the local community
- Making regular donations to local charities and encouraging our guests to support them too (donation box)

## *Quality*

- Collecting feedback from our guests, staff and local community to ensure the quality we provide in our resort
- Improving our service and quality by using the feedback given by our guests, staff and local community

## *Health & Safety*

- Complying with the legal requirements of health and safety legislation and regulation
- Avoiding the spread of illnesses by implementing a maintenance schedule for insects and rodents traps
- Training our employees to work safely and adhere to health protocols
- Training our staff so they know how to handle in case of an emergency (evacuation plan)

## Energy and water

The goals for 2019 regarding energy use in comparison with 2018 have not been met, there is 4.9% more energy used in kWh then the year before. Water usage has been extremely less but is not a fair comparison due to defective water measurement. In all a 37.7 % of saving in water usage appears as the water meter was not working properly for at least 5 months.

Energy has gone up to 3.8% if you compare the usage of kWh per room night from 2018 to 2019 and 1.6% if you compare these years with usage of person/room night, where persons per room night remained the same. Water savings are respectively 38.34% and 39.7%.



*Focus to further reduce energy and water usage:*

- ☐ Preventive maintenance is carried out
- ☐ LED lighting is used
- ☐ Inverter air conditioners and fridges and low use eco faucets and sun boilers are installed in all apartments of the resort
- ☐ Our staff is made aware of sustainability and the ways they can contribute at the resort and at home as well
- ☐ Guests are invited to re-use their towels when possible and are only replaced every three days
- ☐ Guests and staff are requested to conserve energy by turning off lights and the air conditioning when leaving their villa or apartment and to keep the doors and windows closed when the air conditioner is on, so that the cool air is not lost unnecessarily.

## Environment

The goal of using 95% of non-toxic cleaning agents is met. All disposables are made of recyclable materials.

Unfortunately due to the COVID-19 pandemic we are forced to use smaller packages and pre-packed butter cups and marmalade etc. This causes more waste but is preferred in order to minimize the risk of contamination.



*Focus to further reduce the impact on the environment:*

- ☐ The installation of more magnets, at both pools. The purpose is softening the pool water and so get rid of the calcium and other minerals. This results in softer water and less dirt on the surface and the tiles. The effect is that less chemicals and cleaning agents are necessary.
- ☐ Local plants and trees are planted and maintained on the resort grounds.
- ☐ Use of grey water tanks to re-use water for watering the garden.

## Social cultural aspects

We have made donations to several local foundations and have local environmental products on sale at our Front Office. In 2018 and 2019 specifically the below charities were supported:

- Collection boxes at front desk (covering different projects per period)
- Sale of local, aloe vera based, mosquito products and mosquito nets.
- Local soap from the aloe Farm is used in our dispensers.
- Products for sale made from plastic waste on the island by local company Limpi. In 2019 also bought by the resort and in use as keychain for the room keys and coasters in the restaurant.
- Donations to foundation Bajekuko
- Education project with children " Green Kidz" was started in 2017 and still ongoing, in 2019 the foundation was sponsored with coloring books for children about sustainability.
- Christmas Dinner sponsorship to local foundation Barika Jen Kurason Kontentu



*Focus to further continue with supporting the local community:*

- 📍 Maintain donation boxes at the front desk
- 📍 Support local entrepreneurs by selling their products
- 📍 Support staff during the COVID-19 quarantine period and after
- 📍 Donations to local social food projects

## Health & safety

We have updated the evacuation plan, we have a special COVID-19 health & safety protocol in place, traps for mosquitos, other insects and rodents are refilled to avoid spreading illnesses and hand sanitizers are placed over the resort at strategic points.



*Focus to further emphasize health & safety for both staff and guests*

- 📍 Monitoring and adjusting the COVID-19 protocols
- 📍 Communication with guests about the regulations regarding cleaning service etc.
- 📍 Training for staff on the COVID-19 protocols
- 📍 Training for staff on evacuation plan
- 📍 Personal Protective Equipment such as hand sanitizer, facemasks and gloves for staff

## Staff

The staff that was hired at Morena Resort in 2018 was 100% local, with 50% men and 50% women, the average age was 25 years. In 2019 89.5% of the hired staff was local with 53% men and 47% women and an average age of 31 years old. A Human Resource manager was hired in 2020 to focus more on (local) regulations, training, team building etc..



Also a monthly newsletter has been introduced to inform all staff about updates of the resort and employees.

*Focus to further motivate staff:*

- ☑ Training of staff in sustainable awareness
- ☑ Participate with staff in local projects or programs that support economic, social or environmental sustainability.
- ☑ Improve communication further via newsletter and personal talks