



VAN DER VALK



Kontiki Beach Resort
SUSTAINABILITY POLICY
Revised: January 2018

Following consideration of the importance of environmental sustainability and a commitment to be a benefit to the Curaçao community, Kontiki Beach Resort committed to striving to achieve environmental and social sustainability.

Kontiki Beach Resort is located at the most beautiful island in the Caribbean, on the most desirable beach of Tropical Curacao you will find our Resort. A luxury Resort offering everything to make everyone's holiday an unforgettable experience. The Resort has an extraordinary set up and is built with natural materials. Complex and vegetation, architecture and nature, all combined harmoniously into a relaxing atmosphere. Our mission is to provide unique experiences for our guests. We have a passion for exceeding the expectations of our guests through personalized service. We believe in perfection in order to achieve excellence. We continuously improve (innovation) processes to be the best. Creating everlasting memories for our unique guests.

With areas of operation include restaurants, bars and accommodations, and we strive towards minimizing the environmental impact of hotel operations without sacrificing the comfort of hotel guests. This is being done by introducing sustainable strategies and implementing policies aimed at improving the hotels environmental performance.

Kontiki Beach Resort commits to continually improve its environmental and social sustainability performance. The environmental commitment extends to savings in energy, water conservation and minimization of waste-to-landfill. We will do this in accordance with the Travelife Company Standard.

Kontiki Beach Resort will comply with all relevant legislation and regulations, and we strive to achieve international best practice in use of energy, water and waste disposal on a guest-per-night standard. We have appointed an effective "Green Team" lead by our hotel Operations Manager, as the Travelife coordinator, who has responsibility for ensuring ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures.

Kontiki respects human's rights and we are commitment to the protection of children from all forms of exploitation, including sexual exploitation. We are part of "The Code".

Special consideration will be given to employing and empowering staff and whenever practical and environmentally sustainable, staff, products and services given additional consideration to products that are certified fair trade and labelled energy efficient. We encourage staff to present our commitment to environmental and social sustainability and our status under the Travelife program to our guests, suppliers, contractors, agents and wholesalers.

This policy is a public document to be on display, a copy may be given to anyone. The hotel invites staff, guests and the community to suggest ways to further achieve best practice environmental and social sustainability. This policy will be reviewed subsequently each year.

General Manager



Revised: January 2018

Sustainability Management Plan

Commitment to Corporate Social Responsibility

Kontiki Beach Resort

Kontiki Beach Resort Mission

To create and maintain the sector benchmark for environmentally responsible style and personal luxury together with inspired service that exceeds guest expectations, with innovative management initiatives and dedicated staff who take ownership to ensure the ultimate atmosphere for relaxation and renewal.

Kontiki Beach Resort has been incorporating sustainable tourism principles and practices into its operation. We continuously strive to refine our level of understanding of sustainability and periodically take time to review our sustainable practices in order to expand these practices and implement improvements wherever possible.

We aim to move towards sustainability where all concerns need to be integrated into a business strategy that leads the hotel to be more resilient, pro-active to future challenges and opportunities. Our Sustainable Management Plan ensures long term profitability for the hotel, which will benefit its owners, its employees and its neighbors. Therefore, we took up the challenge to obtain an Travel Life recognition combined with ISO50001 certification. Travel Life is a global certification for sustainable travel and tourism. Travelife offers a recognized running program allowing us, as one of the green leaders in the travel and tourism industry to confidently promote our environmental credentials along with our commitment to the people and prosperity of our location, Willemstad.

Kontiki Beach Resort aims to implement sustainable practices that minimizes our impact and empowers our staff and guests to be facilitators for change. Together, through our actions we strive to care for our environment. The global sustainability program of our hotel has three areas of focus:

I. Environmental Commitment

II. Social Commitment

III. Establishing Responsible Purchasing Practices

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Introduction

This paper is the full Sustainable Management Plan and by following the Travellife Standard it gives a comprehensive insight into our hotels policy towards a sustainable management of our property. The Sustainability Management Plan has been developed by the team of decision makers of Kontiki Beach Resort, and is fully integrated in the entire company and various departments, communicated to our partners and suppliers, and externally through our website, where visitors are encouraged to give us input regarding our operations.

I. Environmental Commitment

Sustainable Management

It is our aim to continually improve our sustainability efforts, and to achieve an annual improvement in connection with our yearly review. This naturally includes setting improvement targets in relation to environmental issues. Our Green team will constantly develop and promote ongoing sustainable initiatives.

Kontiki Beach Resort is licensed according to the Curaçao law and in compliance with all relevant international or local legislation and regulations, including health, safety, labor, energy and environmental aspects, and insurance policies and other guest and staff protection instruments are up to date and in order.

Due to the size of the hotel, the employee training is based on “on the job training”. Depending on which department the employee is employed in, they are given instructions pertaining to their duties (environmental and purchasing policies, waste and energy management, proper recycling, not throwing out food, use of cleaning products etc.). All new employees are given a thorough introduction to our concept and our commitment to sustainability. In addition, all employees are instructed in the information that we give out to guests regarding our sustainability efforts, in order to be able to answer questions from guests and visitors. All employees are informed about our efforts in the neighborhood and local community, and encouraged to support them.

The satisfaction of guests is naturally a priority and we do our best to ensure that the customer has a satisfactory stay. We interact with guests to a great degree in that guests are been greeted personally by our staff. This constant interaction with guests makes it very simple to register any dissatisfaction or complaints. In case of complaints, it is our policy to do whatever it takes to turn the situation around, regardless of whether or not we find the complaint reasonable. We want all our guests to leave the house in as satisfied a frame of mind as possible.

The resort was built in a compatible manner with the surrounding neighborhood. No local significant sites, water courses, wildlife of any sort, vegetation or local residents have been disturbed in an adverse manner. Ongoing maintenance and repairs are performed regularly. The renovation included re-using as much of the original structure as possible and renovation/interior design is always performed with the purpose of being as sustainable, energy efficient and long-lasting as possible, and includes use of environmentally sound materials. We use long-life materials, as these materials age well, and do not require frequent substitution. All appliances that have been purchased for operating the hotel, are energy- and water saving. The building is accessible for persons with special needs, as there is an elevator leading to the reception and rooms on the same floor. The building is licensed to be used as a hotel.

As we are a hotel, and have guests of many nationalities, our main language is Papiamentu, Dutch and English. Of course, we attempt to be able to communicate in as many languages as possible – German, Italian, French, Spanish is spoken in our hotel.



We communicate with our guests and visitors to the resort and the website in a comprehensive manner. Our implementations, plans and strategy for a sustainable operation are clearly defined, as well as our involvement with the local community and other charity work. Our sustainable operations involve our guests, and we inform and advise them as to energy- and water saving practices.

Purchase and operating policy for all mechanisms, equipment and facilities is that they be as environmentally friendly as possible: low emission and consuming minimum energy. We have an experienced engineering team who maintain the facilities in good working technical conditions. All necessary and mandatory safety requirements for handymen are in order. National laws and regulations regarding equipment and food processing procedures are controlled in a highest level.

II. Social Commitment

Kontiki Beach Resort is committed to deliver "Quality". This statement is connected to different factors that we mix in our operations, including among others our building, products, services, staff and compromise with the society and the environment.

Kontiki Beach Resort has been very vocal and active in the efforts against human trafficking, rejecting any indication of prostitution, drug dealing and drug use, promoting among our staff and guests "Respect" pertaining to people. All guests are, in no doubt, as to our position in this matter. Kontiki Beach Resort employs only local staff. We are a local business, made up of local staff, this give us the advantage to understand and respect local culture and customs is therefore innate.

We promote diversity and equality on all levels of the business, and no employees or applicants are discriminated against in any way. All positions are filled on the basis of competence. Kontiki Beach Resort adheres to all local and international laws and regulations concerning labor laws, and offer conditions and wages superior to the minimum requirements. The Netherlands Antilles law are aligned with European Laws which has strict and extensive rules and regulations on minimum wage, max weekly working hours and other labor law related issues, which we adhere to in full.

Salaries and benefits exceed national regulations, and all payments required by law into insurance and holiday funds are made on behalf of all employees. Overtime is paid for hours worked beyond the established work in accordance with Curaçao labor law. Week hours and working hours do not exceed the legal maximums established by the national labor organization, although always at full-time salary. All employees have the right to 4 weeks' annual paid vacation and health insurance is provided to all Curaçao citizens and legal residents through taxes and health insurance companies. Employees receive training and capacity building when relevant and wished for by the employee.

Health and safety of our guests and employees is a priority for our Resort. We take this point seriously providing to our staff, first aid, AED & fire-prevention training, giving to our staff the necessary tool to act effectible during an emergency. Our staff, in contact with food or chemicals, receives in regular basis, handling training, giving to our operations the guarantee to avoid any threat to human health and the environment.

The activities of the business have not impacted or jeopardized resources or services in the local area or neighboring communities in any negative manner. The activities of the business generate a number of secure jobs and are a positive influence in the community.

Our reception staff is trained to guide guests towards the cultural sights and events and/or entertainment/restaurants that the guests are most interested in.

The Antillian culture and specifically the Willemstad's idiosyncrasies can be explained and discussed with guests, but mainly in a nice-to-know form, as culture is not significantly different from anywhere else in the western/developed part of the world, where a big percentage of our guests come from. Historical and archeological artifacts are not sold, traded, or displayed, except as permitted by law.

Business complies with laws, standards and regulations concerning the protection of historical sites and cultural heritage. Kontiki Beach Resort places great emphasis on being a part of the local environment in regards to cultural and social activities, as well as incorporating use of local food and competencies from local businesses. We take great pride in our vast network, and spend a lot of time and energy explaining our collaboration with local suppliers and businesses to guests.



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III. Establishing Responsible Purchasing Practices

Purchasing policy is that Kontiki Beach Resort works, if it is possible, with suppliers who are organic, energy efficient, fair trade or eco-labeled, and definitely sustainable responsible. We will like to achieve that all products purchased by or produced for Kontiki Beach Resort come from organic and/or fair-trade suppliers, including; all food and beverages, bathroom products (creams and shampoos), linen, towels and textiles, paper, toilet paper, napkins, cleaning products, candles. We cooperate with suppliers in the manner that they help us to serve local and seasonal food, by letting us know what is available before we order. This means that we must be flexible, and prepared to change menu according to availability and season. We know all our suppliers, and we inform them about our environmental sustainable principles, criteria and preferences.

Our Highlights points are:

Energy

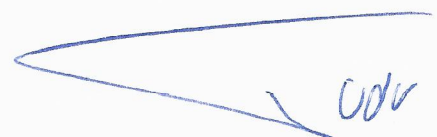
- Our electricity use is 100% controlled by a software.
- Our gas use 100% controlled by a software.
- Overall goal is to reduce energy usage by 5% annually.
- Refrigerator and freezer temperatures are measured and monitored on a constant basis.
- Energy usage is specified and recorded for analysis.
- Improvement of thermal windows and doors isolation throughout the hotel to ensure loss of cooling and avoid heat into the room.
- Proactive for evening light reduction in lobby is in place, and all back-office computer and electronic equipment is shut down when work-day is over.
- Room's lights and equipment is shut down (EMS) when not in use.
- Guest room energy management system is in place, and handled manually by housekeeping team.
- We generate our own energy.
- Part of our energy is generated via solar panels.

Water

- Black and gray waste water is managed by the city in a non-polluting way, and does not affect public health. This is mandatory and unavoidable by Curacao law
- All water from a tap, is drink water only. Water is clean and healthy in our Hotel.
- Water flow of Faucets and showers are regularly controlled with a maximum of 7 liters per minute in showers and 5 liters per minute in faucets.
- Toilets are low flush and water efficient.
- Daily water usage and costs are recorded.
- Active and effective system in place to detect and repair leaking toilets, faucets and showerheads in guest rooms.
- Towel and Linen reuse program in place.
- No bodies of water are polluted with toxic and/or hazardous products.
- Water for human consumption is provided by national water supply.
- Water usage is monitored and specified; goal is 5% annual reduction.
- The water of our pools is See water.
- We recycle our water to water our gardens.

Waste

- No disposable cutlery or other eating utensils are used.
- Kontiki Beach Resort recycles above and beyond the national requirements. All retired towels, linen etc. is either used for cleaning purposes or given to local charity.
- Almost all suppliers provide products/food in reusable containers.
- All larger equipment/furniture is given to charity or recycled accordingly.
- We implemented a professional recycling system in our hotel via an external company.
- We recycle for our guest in the property.




Others

- Policy in restaurant is to serve as well vegetarian and vegan dishes.
- Goods are often purchased locally.
- Very strong preference given to fair trade and eco-certified suppliers – we will often choose to not have a service, rather than compromising our integrity.
- Our suppliers often bring their products in crates and cases, which are reused and taken back.
- Hard-to-recycle items are recycled with a professional company.
- No unused amenities exist, all non-used amenity is reused.
- No yellow pages, but guest computer available for information gathering.
- No guest newspapers are delivered, only upon request, only common use in common areas.
- Active system in place to detect and repair all machinery and equipment on a regular monthly basis, and is run by our engineering department.
- No captive wildlife, endangered species, products thereof or any other form of unethical items are used, sold or allowed on the Hotel.
- We encourage guests to use bicycles or public transport, as more environmentally friendly and time efficient.
- Only washable dishes, cutlery, glasses, cups and mugs throughout the hotel.
- We respects human's rights and we are commitment to the protection of children from all forms of exploitation, including sexual exploitation. We are part of "The Code".

Conclusion

Our concrete aim is to reduce our use of gas, water, electricity and waste by a minimum average of 5% in the course of the next year, and actions are already in place to ensure this. Kontiki Beach Resort is a company with a short distance between colleagues in operations and a group of decision makers. We are able to make decisions and changes, and implement them throughout the organization without delay. Furthermore, our very large portfolio of selected sustainable local suppliers, who are a constant source of information and inspiration to us, play a great part in educating us regarding new and improved products and operational processes.

We avail ourselves of the possibilities for being voluntarily certified Trevelife. This organization motivates us to constantly raise the bar for our ambitions for running a seriously sustainable and energy efficient hotel. We do also find it important to take an active part in the society around us, and not only focus on our own situation and viewpoint. We will continue to give our thoughts, time, money and effort to improve living conditions for vulnerable groups of people and minimize our impact to the environment.



General Manager

Lead Hotel Green Team



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