

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



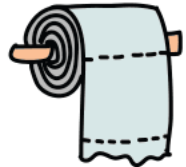
Solar panels



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!

Corporate Social Responsibility & Sustainability Report

2024-2025



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 villas and apartments. In 2016 the expansion to in total 99 villas and apartments resulting in 406 guest beds, was realized. Morena Resort is a car free resort and boasts two eco swimming pools, restaurant Fuego where breakfast and dinner is served and poolside restaurant Mocca for lunch, happy hour and poolside drinks. The majority of our guests are from the Netherlands and the resort is child friendly.

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 Travelife Award from internationally recognized environmental certifying organizations, endorsements that we wholeheartedly embrace.

In our warm, stylish villas and apartments with all the conveniences desired; comfort and sustainability easily coexist. 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 been a top priority 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 just one hour of sunshine. This annual report details 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 are committed to continuously improving every year and providing the best possible service and environment for all our guests.

Management Team
Morena Eco Resort Holding N.V.

Mission, vision and core values

What do we aspire 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 achieve our mission and vision, we believe in our core values and trust that our employees uphold them:

- 🌀 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 might occur, 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.

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 trained on the job and are made aware of Health & Safety protocols. Furthermore, yearly evaluations are being held and monthly newsletters with updates on the resort, staff and special events are sent via e-mail 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 send updates 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. Guest cooperation is greatly appreciated in our environmentally 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 resort. 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 are communicated to our staff.

Local community

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



Our main policies

At Morena Eco Resort we are committed to socially 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 regulations
- 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 disposing the separated waste at recycle centers
- Minimizing pollution by reducing the use of harmful substances
- Raising awareness of our environmental commitments among our employees, customers, suppliers and the local community, and encouraging their support for our activities

Labor & Human rights

- Complying with the legal requirements of employment and international human rights legislation and regulations
- Respecting and treating our employees equally, regardless of their age, disability, nationality, sex, race, religion, sexual orientation or gender identity
- 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 providing information to our guests, additionally we offer opportunities for them to contribute as well through donation boxes

Quality

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

Health & Safety

- Complying with the legal requirements of health and safety legislation and regulations
 - 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 on emergency procedures, including our evacuation plan
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Our progress and goals

| Target Area | Planned Actions | Intended Purpose | Measures of Success | Responsible Party (s) | Timeline | Progress/Remarks |
|-------------------------|---|---|---|----------------------------------|---------------|--|
| Recycling | Recycle bins in villas | Make recycling of plastic bottles and aluminum cans easier for guests | Recyclable waste increases and general waste decreases | Facility manager | December 2023 | All villas have recycle bins already |
| | Cardboard is being recycled | Less waste to land fill | Lower general waste invoices | Facility manager | December 2024 | Weekly all cardboard is picked up by the recycle company |
| Waste management | Person appointed for waste management | Registering what waste is reused and/or recycled and finding more solutions for waste | General waste is less (invoices of general waste go down) | Maintenance & housekeeping staff | December 2024 | Baseline is June 2023- June 2024 to compare improvements |
| | Used cooking oil | Official disposal of used cooking oil | All used oil will be picked up on a monthly basis | F&B manager | July 2024 | Appointment is made with a new company |
| Energy Use | Use an app for all Air Conditioners in the room | Control use of A/C in empty rooms | Lower energy bill and longer life span of A/C | Facility manager | December 2028 | When a new AC needs to be bought one with an USB connection will be bought |
| Water Use | Place separate water meters per block apartments/villas | Preventive maintenance | Easier to register water usage and find leakages | Facility manager | July 2024 | Some meters have been installed already per block of 4 villa's |

| Target Area | Planned Actions | Intended Purpose | Measures of Success | Responsible Party (s) | Timeline | Progress/Remarks |
|-----------------------------------|--|---|---|-------------------------|----------------|---|
| Awareness & Engagement | Participate in World Clean Up Day with staff and guests | Employees will be more aware about good practices for waste management and recycling in helping local area to get clean | Staff's participation | HR manager | September 2024 | World Clean Up Day participation with at least 5 staff members |
| | Support local initiatives such as Green Kidz | To support in raising awareness about sustainability for school children | 15 books sponsored | Hotel manager | December 2023 | Donation made for their yearly project |
| Purchasing | Buy at least 4 products from a local farm | Encourage local market and economy | Local products used in preparation of meals | F&B manager | April 2024 | Ongoing as this constantly changes |
| Quality | Information signs in the lobby to encourage guests to be part of our eco-friendly approach | Encourage guests to participate in our sustainability efforts | Signs are hung up at the Front Office | Hotel manager | November 2023 | Signs are present |
| Health & Safety | Fire and evacuation drill | Create awareness by staff of how to handle in case of an emergency | Fire drill was conducted successfully | Emergency response team | February 2024 | First try-out has been done in March 2023, improvements to be applied before end of February 2024 |
| | Install handrailing at the stairs of the swimming pools | Safe entrance for guests in the pool | Handrailing installed | Hotel manager | December 2024 | First handrailing was installed at one of the pools in 2023 |



Environment

We are constantly looking for new and more ways to work on our sustainability practices. All our cleaning materials are environmentally friendly and our disposables are made of recyclable materials. We are trying to limit single use plastic products as much as possible. At this moment, we still have individual fruit yoghurts, (peanut) butter and chocolate spread during breakfast. Marmalade and chocolate sprinkles are served in reusable jars.

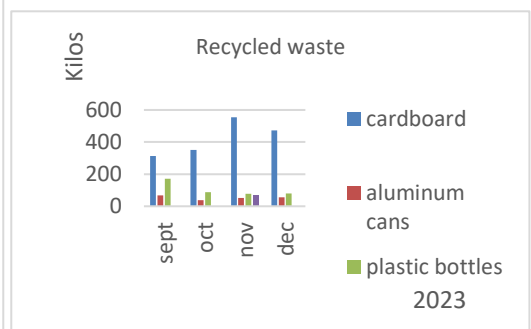
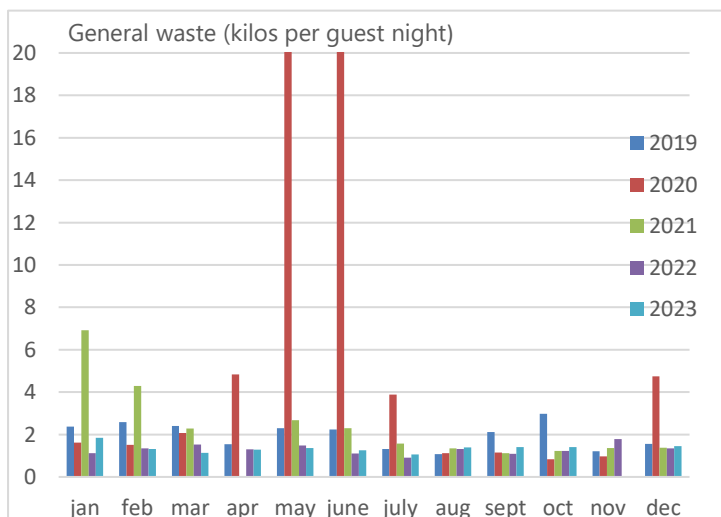


Focus to further reduce the impact on the environment:

- 🌀 Initiating a herb garden by the Green Team (consisting of colleagues from different departments) on the resort grounds for internal use in the restaurants kitchens
- 🌀 Use of grey water tanks to re-use water for watering the garden
- 🌀 Separating and recycling plastic waste, aluminum cans and cardboard. Recycle bins for plastic bottles and aluminum cans have been placed in 36 of the guest rooms as well
- 🌀 Recycling other waste such as electric waste, car batteries, used cooking oil and empty jugs from pool chemicals
- 🌀 Raising awareness of sustainability among our staff and informing them of the ways they can contribute at the resort and at home as well
- 🌀 Appointing a dedicated person for waste management to compare improvements

Comparison to previous years

Our general waste consumption by guest night was an average of 1.25 kg at a cost of Ang 0.20 per guest night over 2023, compared to 2022 when it was 1.29 kg at a cost of Ang 0.20 per guest night. It looks like we have a better waste management as less waste ends up in the general waste container and more is being recycled. A big difference was made by starting to recycle cardboard. Our recycled waste (cardboard, aluminum cans, plastic bottles and electronic waste) has been recorded separately since September 2023.



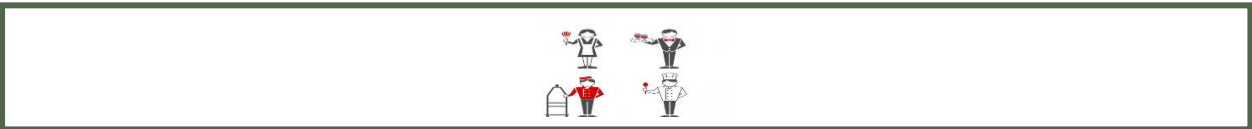
The average water consumption per guest night in 2023 was 11.12% less compared to 2021 (2022 does not give a realistic comparison due to a defect water meter).

The total energy consumption was 5.21% less in 2023 compared to 2022. However, the greenhouse gas footprint (in kg CO₂e) per guest night increased by 4.48 % in 2023 compared to 2022.

Staff and labor & human rights

Almost 73% of the current staff at Morena Resort holds the local nationality, approximately 34 % are men and 66 % are women. The average age of all staff was 34.4 years old.

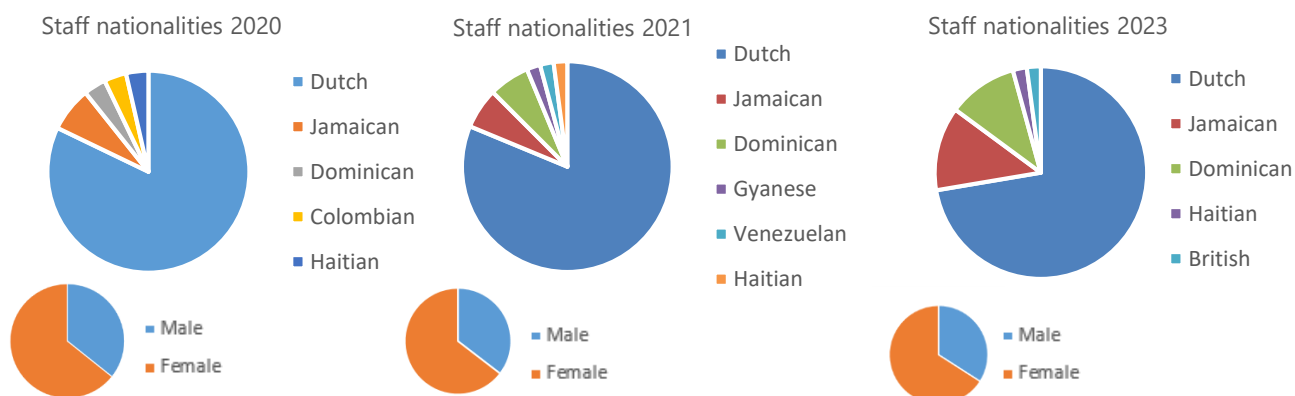
During the year we have organized clean-ups in the neighborhood, we also held team building activities to familiarize staff with the duties of other departments through games. A free pop-up shop was organized for all associates with items that are no longer used in the resort and a back-to-school package was gifted to all parents with children between 4 and 12 years old and we celebrated international housekeeping week. An end of year gathering was organized in December 2023. Monthly news-letters with updates on the resort to keep everyone informed as much as possible are sent out every month and we have created Morena's Emergency Response Team and Morena's Green Team with colleagues from all different departments.



Focus to further motivate staff:

- ☑ Refreshing training for staff on several topics (sustainable awareness, child protection, health & safety regulations)
- ☑ Participate in local projects or programs that support economic, social or environmental sustainability (World Environment Day, World Clean-up Day Curaçao, CURADOET). From every department at least one person will have participated at each one of the events at the end of the year
- ☑ Participation from staff in our Emergency Response team and Green Team and involving them in internal projects

Comparison to previous years



Social cultural aspects & local community relations

We have made donations to several local foundations and have local environmental products on sale at our Front Office. In 2023 specifically, the below mentioned organizations were supported:

- Local soap from the aloe farm is used in our dispensers
- Products made from plastic waste on the island by local companies Limpi and Green Phenix are for sale. These are also used by the resort as keychain for the room keys and coasters in the restaurant
- Participation of staff in the World Clean-up Day Curaçao and CURADOET (social projects organized on a yearly basis on Curaçao)
- Donation to Green Kidz for their Caribbean coloring book about nature and environment for children in special education programs
- Donation and donation box at our Front desk for the Daily Meal Program on Curaçao
- Pop-up shop for staff was organized with donations from the resort and colleagues to support each other

We are also part of Club17, a partnership of several local companies with the goal of transforming Curaçao into the safest, most resilient, and most sustainable island in the Caribbean region. Through collaboration and innovation, Club17 aims to connect all sustainable initiatives on the island and create a sustainable future for the community of Curaçao (<https://www.dtapfoundation.com/club17curacao>).



Focus to further continue with supporting the local community:

- 📍 Support local entrepreneurs by selling their products
- 📍 Giving a helping hand with staff at local activities such as clean-up activities on World Clean-up Day and social projects via CURADOET
- 📍 Donations to local social projects such as Daily Meal Program Curaçao

Comparison to previous years

More participation of staff in clean ups, better information for guests on local tours, donation box at our front desk and only local souvenirs are sold



Quality

We keep monitoring and reviewing our service levels in all departments. Guests are kindly asked to fill out our online questionnaire after check-out, so they can give feedback that might be useful for us in order to keep the service at the high level they may expect from us.



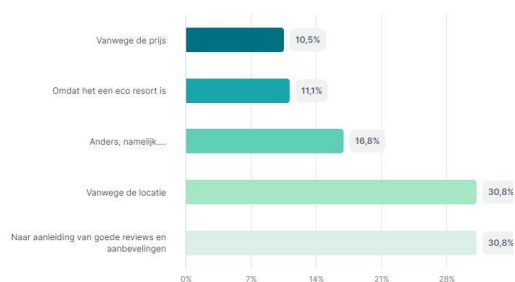
Focus to further ensure quality for our guests and staff:

- 📍 Training of staff to keep focusing on service
- 📍 Offer more personalized service by for example what's app communication with Front Office throughout the day and personal conversations with guests upon receiving feedback
- 📍 Our guests will be reminded of our local initiatives and are encouraged to be part of our eco-friendly approach by information signs at the Front Office that were placed in the lobby area

Comparison to previous years

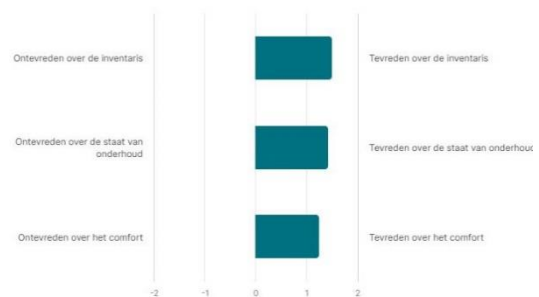
Results of our guest comments in 2023

1. Waarom heeft u er voor gekozen om bij Morena Resort te verblijven?



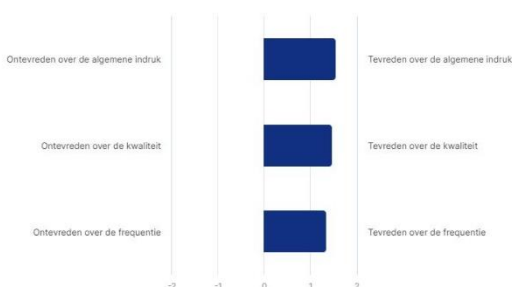
Reason of visit

3. Accommodatie



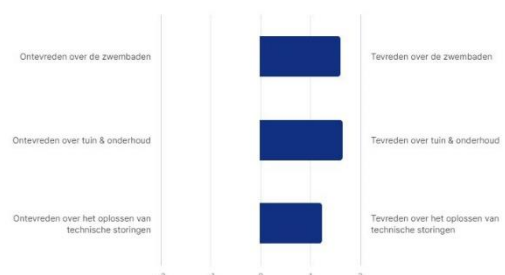
Rating of accommodation

4. Schoonmaak



Rating of cleaning service

6. Overige faciliteiten



Rating of other facilities

Health & safety

An Emergency Responder Team has been created with colleagues from various departments who have passed the Emergency Response exams. A fire drill has been executed and will be repeated on a yearly basis to keep everyone informed. The evacuation & emergency plan has been reviewed and updated where necessary. Traps for mosquitos, other insects and rodents are refilled on a weekly basis to avoid spreading illnesses, and these are placed over the resort at strategic points. All fire extinguishers are reviewed and refilled yearly.



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

- 📍 Communication with guests about the regulations regarding cleaning service etc.
- 📍 Training for staff on evacuation plan and other regulations regarding health & safety
- 📍 Carrying out a fire and evacuation drill to create awareness amongst staff as how to react in case of an emergency
- 📍 Personal Protective Equipment for staff will be kept in stock at all times
- 📍 Inform staff of the location of the Material Data Safety sheets for hazardous products

Comparison to previous years

2023 updates of PPE, fire extinguishers and MDS sheets. A fire drill was held, non-smoking signs were placed in the restaurant and lobby,. A handrail at the swimming pool was installed

