

Corporate Social Responsibility & Sustainability Report

2024-2025



MORENA ECO RESORT

Jan Thiel, Curaçao



Management statement

Morena Eco Resort Holding N.V. was founded in 2006 and officially opened its doors in January 2009 with 57 villas and apartments. In 2016, the resort expanded to a total of 99 accommodations, offering 406 guest beds. Morena Resort is a car-free property featuring two eco-friendly swimming pools, Restaurant Fuego—where breakfast and dinner are served—and Mocca, our poolside restaurant, perfect for lunch, happy hour, and refreshing drinks. The majority of our guests travel from the Netherlands, and we proudly offer a family-friendly atmosphere.

Since opening, our commitment has consistently been twofold: to care for our guests and to preserve the natural, green environment in which we operate. As the only eco resort on Curaçao, we are proud to be recognized by leading international environmental certification bodies. We have received the Green Globe certification, as well as both the Golden Green Key Award and the Golden Travelife Award—accolades we value deeply and uphold with pride.

Our warm, stylish villas and apartments are designed to combine sustainability with comfort, offering guests all modern conveniences. For the construction, we deliberately chose to build using eco-friendly materials sourced from fair-trade cooperatives in the region and to employ construction techniques that minimize environmental impact.

Reducing energy and water consumption has been a top priority in the past years. Measures include the installation of inverter air conditioners and refrigerators, low-flow eco faucets, and solar boilers. For instance, each guest unit is equipped with a rooftop solar water heater that can generate a full day's supply of hot water from just one hour of sunlight.

This annual report outlines Morena Resort's initiatives and achievements over the past year in key areas such as energy and water efficiency, environmental responsibility, cultural and social engagement, health and safety, and—most importantly—our dedicated team. We remain committed to ongoing improvement and to offering our guests an exceptional experience in a sustainable and welcoming environment.

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 share our knowledge with others who wish to learn.
2. We clearly communicate to our partners that we are committed to Corporate Social Responsibility.
3. We establish clear agreements with customers, clients, and suppliers regarding the quality of our services, and we consistently monitor and maintain those standards.
4. We assess the social impact of our services and minimize any potential negative effects, including fraud, harassment, and child labor.
5. We safeguard the continuity of our business and the wellbeing of our employees, and we provide support in cases of income loss or operational disruptions.
6. We voluntarily support charitable causes through donations, sponsorships, and volunteer efforts.
7. We are continuously working to reduce the environmental impact of our operations.
8. We are committed to improving our procurement processes by prioritizing the purchase of materials and services with recognized environmental and/or social certifications.

Stakeholders

Employees

All employees are informed about day-to-day matters through their respective department heads. Onboarding is managed by the Human Resources department, during which new team members receive our staff handbook. This includes guidelines on social conduct, anti-discrimination, and how they can contribute to our sustainability efforts. Staff are trained on the job and are made aware of Health & Safety protocols. In addition, annual performance evaluations are conducted, and monthly newsletters—featuring updates on the resort, colleagues, and special events—are distributed by email along with their pay slips.

Guests

Our current and future guests are encouraged to stay connected through our social media platforms (Instagram, Facebook, and our website). Prior to arrival, they receive relevant information via email, and are further briefed at check-in. We operate a paperless check-in system and use WhatsApp to share updates and additional information once guests are on-site and enjoying the resort. In-person meetings with local tour operator representatives provide insight into local cultural customs, traditions, and values. We also appreciate our guests' cooperation with our environmentally conscious cleaning schedule, which includes cleaning every three days and regular linen and towel changes.

Property owners

The property owners (Board of Directors) have made sustainability a guiding principle from the resort's start and remain actively involved in maintaining and promoting sustainable living standards across the resort. They are regularly consulted regarding strategic decisions and progress. A monthly board meeting is held to discuss updates and developments.

Suppliers

We prioritize working with local entrepreneurs and suppliers, especially those offering locally sourced products. These suppliers are informed of our quality expectations and are regularly updated on any relevant precautions related to our environmental, social, and ethical commitments.

Local government

We are fully compliant with local labor laws and regulations and ensure these are properly applied at Morena Resort. Our Health & Safety plan is reviewed and updated as needed. Any important changes in laws or regulations are clearly communicated to our staff.

Local community

We are committed to giving back to the local community through donations, staff-led clean-up activities, and regular communication via social media. We also create opportunities for local entrepreneurs to promote and sell their tours and products to our guests through our Front Office team.



Our main policies

At Morena Eco Resort, we are committed to conducting business in a socially responsible and sustainable manner. We take full responsibility for the impact of our operations and are continually working to reduce our environmental footprint, uphold national and international labor and human rights standards, foster strong, positive relationships with the local community, enhance the quality of our services and prioritize the health and safety of our guests, staff, and neighbors. Our commitment is reflected in the following areas:

Environment

- Comply with all applicable environmental laws and regulations
- Set measurable objectives to reduce our environmental impact and report on our progress
- Reduce water and energy consumption, while actively monitoring the results
- Separate and dispose of waste responsibly through certified recycling centers
- Minimize pollution by reducing the use of harmful substances
- Raise awareness and encourage engagement in our environmental efforts among employees, guests, suppliers, and the local community

Labor & Human rights

- Comply with all labor laws and international human rights standards
- Ensure equal treatment and respect for all employees, regardless of age, disability, nationality, gender, race, religion, sexual orientation, or gender identity
- Provide a safe, healthy workplace with fair employment terms and conditions
- Train employees on our sustainability policies to ensure active participation in meeting our goals
- Protect children from all forms of abuse and exploitation, and ensure staff are trained to respond appropriately when concerns arise

Local community relations

- Prioritize hiring from the local community whenever possible
- Support local businesses by purchasing goods and services locally
- Encourage employees to volunteer in community activities
- Make regular donations to local charities, provide guests with information about these causes, and offer opportunities for guest contributions via donation boxes

Quality

- Collect feedback from guests, staff, and the local community to maintain and improve our quality standards
- Use this feedback to continuously improve our services and overall guest experience

Health & Safety

- Comply with all relevant health and safety laws and regulations
 - Prevent the spread of illness through proactive pest control and sanitation protocols
 - Train staff to follow health and safety guidelines and best practices
 - Provide regular training on emergency procedures, including evacuation plans
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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	Facilitate recycling of plastic bottles and aluminum for guests	Increase in recyclable; decrease in general waste	Facility manager	December 2024	All villas are equipped with recycle bins
	Cardboard recycle bin	Reduce landfill waste	Lower general waste disposal costs	Facility manager	June 2025	Weekly pickup arranged with recycling company
Waste management	Appoint waste management coordinator	Track waste reuse and recycling; identify new reduction solutions	Reduction in general waste (measured by invoice comparisons)	Maintenance & housekeeping staff	December 2024	Baseline: June 2023- June 2024
	Proper disposal of used cooking oil	Ensure safe and official waste management	Monthly oil collection scheduled	F&B manager	July 2024	Agreement new waste oil collector
Energy Use	Install a separate electricity meter	Monitor daily energy consumption	Improved energy control; reduced electricity costs	Facility manager	December 2026	Approval pending from Board
	Staff training on energy efficiency	Reduce energy consumption	5% reduction in energy bills	Department managers	December 2025	Linked to lower green-house gas emissions
	Review maintenance equipment service plans	Preventive maintenance	10% reduction in hazardous substances use	Maintenance	July 2026	Linked to lower green-house gas emissions
Water Use	Install water meters per block	Enable leak detection and consumption tracking	Easier monitoring of water usage	Facility manager	July 2025	17 meters installed; some pending
	Train staff on water conservation	Reduce water use	5% lower water bill	Department managers	December 2025	Linked to lower green-house gas emissions

Target Area	Planned Actions	Intended Purpose	Measures of Success	Responsible Party (s)	Timeline	Progress/ Remarks
Awareness & Engagement	Participate in World Clean Up Day and organize quarterly cleanups	Raise awareness of waste management and community responsibility	At least 4 cleanups involving 20 staff members	HR manager	December 2025	In progress
	Support local initiatives such as Green Kidz	Promote sustainability education for children	Donation made for 10-year anniversary project	Hotel manager	December 2024	Completed
Purchasing	Buy at least 4 products from local farms	Support local economy and use local ingredients	Local sourced products used in meals	F&B manager	June 2025	Ongoing; product availability varies
	Establishing an herb garden	Support of biodiversity	Local grown herbs used in meals	Chef / Green Team	May 2025	Herb garden established
Quality	Install eco-awareness signs in lobby	Encourage guest participation in sustainability efforts	Signs displayed at the Front Office	Hotel manager	January 2025	Signs installed
	Create sustainability information corner in lobby	Inform and inspire guests about Morena's sustainability efforts	Information display present	Hotel manager / Green team	December 2025	In progress
Health & Safety	Conduct fire and evacuation drills	Train staff to handle emergencies effectively	Two drills conducted per year	Emergency Response Team	November 2025	Ongoing with continuous improvement
	Install handrailing at swimming pool stairs	Ensure safe pool access for guests	Handrailing installed	Hotel manager	December 2024	First handrailing installed in 2023
	Install handrailing at villa entrances (4+ steps)	Improve safety for all guests, especially elderly and children	Handrailing installed	Maintenance	June 2025	Installations completed



Environment

At Morena Eco Resort, we are continuously seeking new and innovative ways to improve our sustainability practices. All of our cleaning products are environmentally friendly, and our disposable items are made from recyclable materials. We actively aim to reduce the use of single-use plastics wherever possible. While some individually packaged items are still used at breakfast - such as fruit yoghurts, (peanut) butter, and chocolate spread - we serve marmalade and chocolate sprinkles in reusable jars to minimize waste.

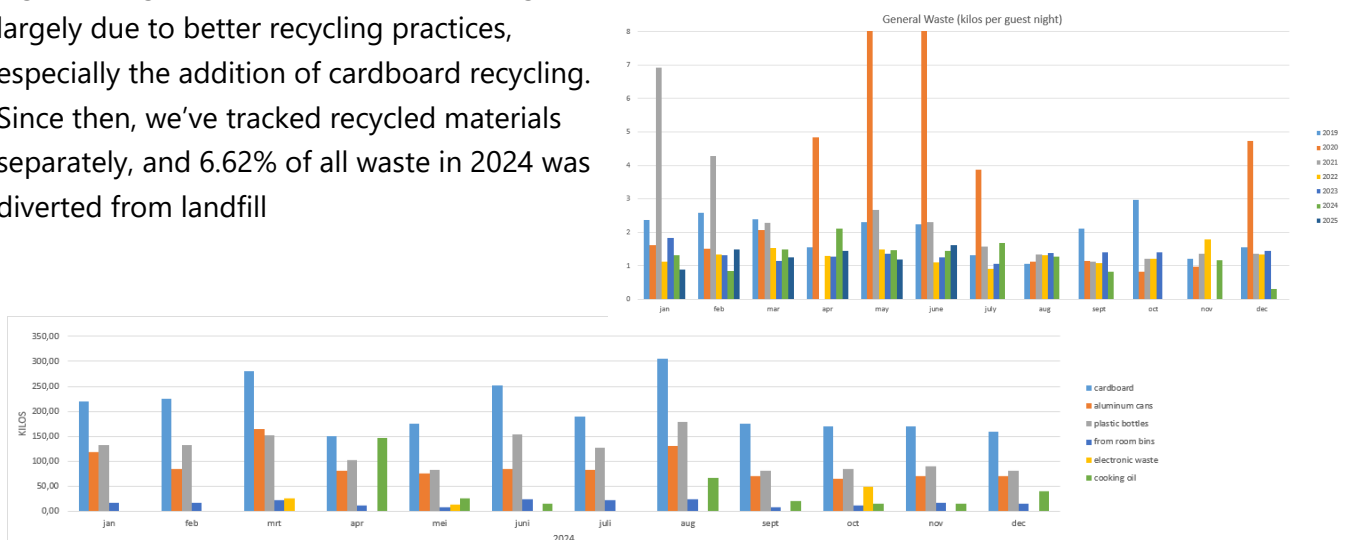


Key focus areas to further reduce environmental impact:

- Our Green Team (comprised of colleagues from various departments) is establishing a herb garden on the resort grounds. The fresh herbs will be used in our restaurant kitchens, supporting both sustainability and culinary quality
- We are utilizing grey water tanks to recycle wastewater for irrigating our gardens, significantly reducing our freshwater consumption.
- We separate and recycle plastic waste, aluminum cans, and cardboard. Recycle bins for plastic bottles and cans have already been placed in 36 guest accommodations. Additionally, we recycle specialized waste such as electronic waste, car batteries, used cooking oil and empty chemical jugs from the pool area
- Staff are regularly informed and trained on sustainable practices they can adopt both at the resort and in their personal lives. This helps foster a culture of environmental responsibility across all departments.
- A dedicated waste management coordinator has been appointed to track progress and identify opportunities for improvement.

Comparison to previous years

We have made measurable progress in our waste management efforts. In 2024, the average general waste per guest night was 1.19 kg, with an associated cost of CG 0.20 per guest night - a slight improvement from 1.25 kg in 2023 at the same cost. This improvement is largely due to better recycling practices, especially the addition of cardboard recycling. Since then, we've tracked recycled materials separately, and 6.62% of all waste in 2024 was diverted from landfill



Energy and water

At Morena Eco Resort, we remain committed to reducing our environmental footprint through focused energy and water conservation strategies such as preventive maintenance and guest engagement. A faulty water meter was repaired in 2023, restoring accurate measurement. Since then, we've begun installing separate water meters per accommodation block to better track consumption and detect leaks.

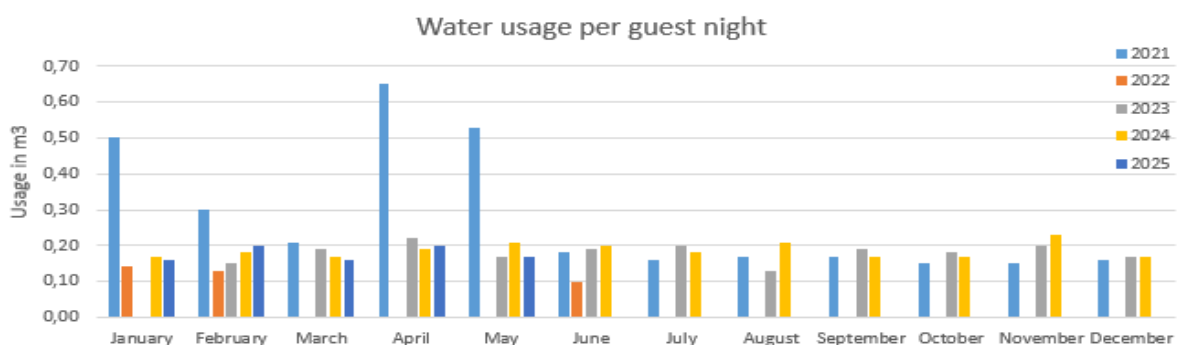
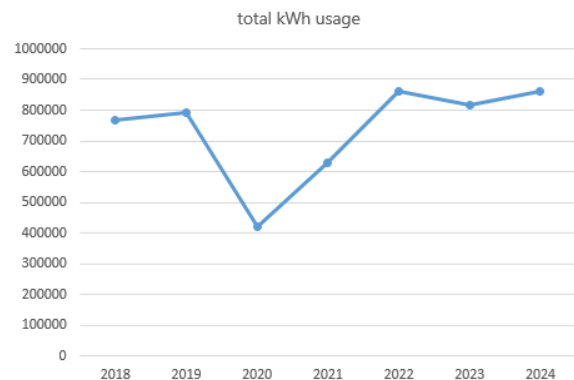
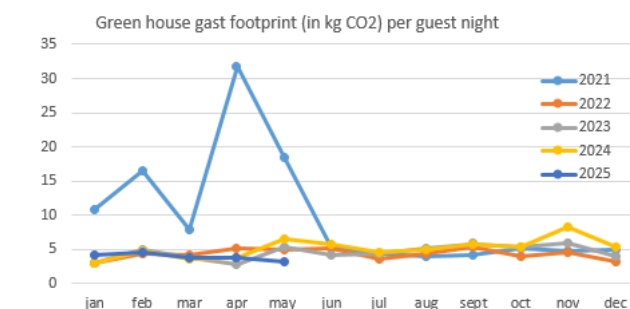
Energy is monitored monthly, and staff are instructed to switch off lights and air conditioners in unused areas. Guests are also encouraged to conserve by turning off appliances when leaving their room and reusing towels, which are changed every three days.



Key goals to further reduce energy and water usage:

- 🌀 Maintain consistent preventive maintenance records
- 🌀 Guests are invited to reuse towels where possible. Linen and towels are replaced every three days in line with our sustainable housekeeping practices
- 🌀 Guests and staff are asked to help conserve energy by turning off lights and air conditioning when leaving their villa or apartment and keeping doors and windows closed when the air conditioning is in use
- 🌀 All blocks will be equipped with separate water meters by December 2025 to improve monitoring and identify inefficiencies.
- 🌀 A dedicated electricity meter with daily usage control is planned, which will allow for more accurate tracking and energy-saving interventions

Comparison to previous years



In 2024, average water consumption per guest night increased by 18.75% compared to 2023. However, this figure does not reflect a realistic comparison due to the faulty water meter in early 2023, which underreported usage.

Total energy consumption increased by 5.95% in 2024 compared to 2023. As a result, the greenhouse gas emissions per guest night (kg CO₂e) rose by 11.3% in 2024 compared to the previous year. Despite these increases, improved tracking and guest cooperation will help us reduce consumption moving forward.

Staff and labor & human rights

At Morena Resort, we are proud of our diverse and inclusive team. Currently, 69% of staff are of local nationality, with 67% women and 33% men, and an average age of 30.1 years.

In 2024, we organized neighborhood clean-ups, cross-departmental team-building activities, and hosted special events including a free pop-up shop for staff, a back-to-school gift program for parents, and a celebration of International Housekeeping Week. We also held an end-of-year gathering and continue to send out monthly newsletters to keep all employees informed.

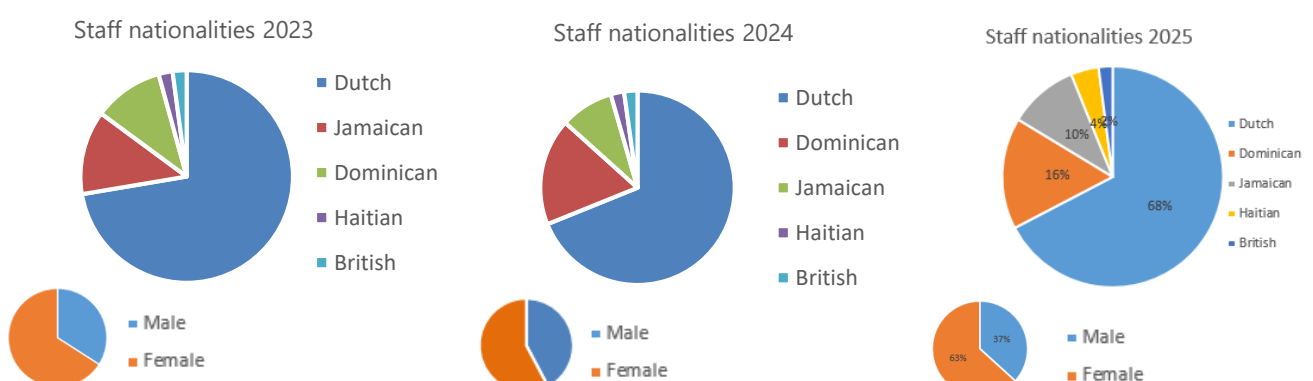
We've launched both Morena's Emergency Response Team and the Green Team, with members from across all departments, to foster collaboration and responsibility.



Focus for continued staff engagement:

- 🎯 Provide refresher training on sustainability, child protection, and health & safety
- 🎯 Encourage participation in local social and environmental initiatives (e.g. World Environment Day, CURADOET)
- 🎯 Ensure every department is represented in our emergency and green teams
- 🎯 Continue promoting teamwork and internal involvement through shared projects

Comparison to previous years



Social cultural aspects & local community relations

Morena Resort actively supports the local community through donations, local partnerships, and staff participation in social and environmental projects. In 2024 and 2025, we:

- Used local aloe soap in guest dispensers
- Sold products made from recycled plastic by local companies Limpi and Green Phenix, also used as room keychains
- Participated in World Clean-up Day, CURADOET, social project 'Living History of Otrobanda' and other local clean-ups
- Donated to Green Kidz (for their 10th anniversary party for children in special education programs), Daily Meal Program Curaçao, and Fundashon Bicentini (for their work in stimulating the mental and physical health of children and youngsters on Curaçao)
- Hosted a pop-up shop for staff, stocked with donations from the resort and team members

We are also a proud member of Club17, a local initiative focused on making Curaçao the most sustainable island in the Caribbean through collaboration and innovation (<https://www.dtapfoundation.com/club17curacao>).



Focus for continues impact on the local community:

- 📍 Promote local products through our gift shop
- 📍 Engage staff in hands-on community projects
- 📍 Continue donations to impactful local initiatives

Comparison to previous years

Compared to previous years, we've seen greater staff participation in clean-ups, increased guest engagement with local experiences, and an enhanced commitment on offering locally made souvenirs.



Quality

We continuously monitor and evaluate service levels across all departments. After check-out, guests are kindly invited to complete our online questionnaire, providing valuable feedback that helps us maintain and improve the high service standards they expect.



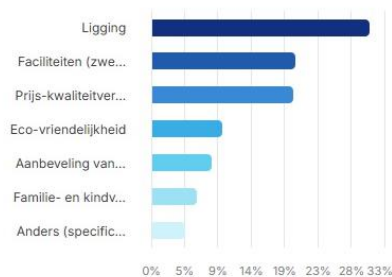
Focus areas to further enhance quality for guests and staff:

- 📍 Ongoing staff training to reinforce a strong service mindset
- 📍 Providing more personalized service through, for example, WhatsApp communication with the Front Office and engaging in personal conversations with guests when feedback is received
- 📍 Raising awareness of our local initiatives and encouraging guest participation in our eco-friendly efforts through informative signage displayed in the lobby

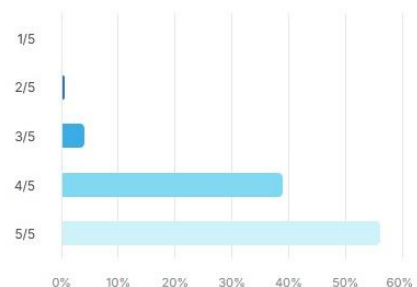
Comparison to previous years

Results of our guest comments in 2025

2. Wat was de belangrijkste reden om voor Morena Resort te kiezen?

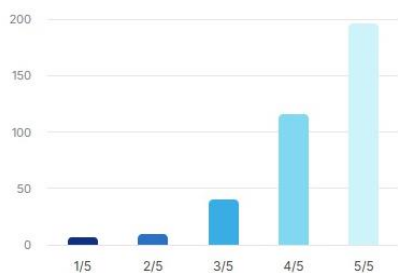


1. Hoe tevreden bent u over uw verblijf in het algemeen?



Reason of visit

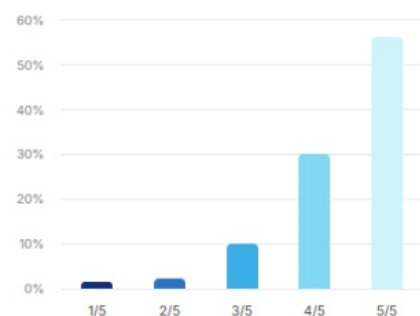
12. Hoe beoordeelt u de schoonmaak van uw accommodatie?



Rating of cleaning service

Rating of accommodation

3. Service & Gastvrijheid



Rating of service and hospitality

Health & safety

A dedicated Emergency Response Team has been established with colleagues from various departments, all of whom have successfully completed their Emergency Response training. A fire drill was carried out and will be conducted annually to ensure preparedness. The resort's evacuation and emergency plan has been reviewed and updated as needed. Insect and rodent traps are refilled weekly and strategically placed across the property to minimize health risks. Fire extinguishers are inspected and refilled every year.



Focus areas to further strengthen health & safety for staff and guests:

- ☐ Clear communication with guests about cleaning schedules and health protocols
- ☐ Ongoing staff training on the evacuation plan and health & safety procedures
- ☐ Annual fire and evacuation drills to build staff awareness and readiness
- ☐ Ensuring Personal Protective Equipment (PPE) is always available and in stock
- ☐ Informing staff of the location and use of Material Safety Data Sheets (MSDS) for hazardous substances

Comparison to previous years

Improvements include updated PPE supplies, annual maintenance of fire extinguishers, reviewed MSDS documentation, the completion of a fire drill, placement of non-smoking signs in public areas, installation of a handrail at the swimming pool and at villa entrances with 4+ steps.

