

Corporate Social Responsibility & Sustainability Report

2022-2023



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. Morena Resort is a car free resort and boasts two eco swimming pools, restaurant Fuego where breakfast, lunch and dinner is served and poolside restaurant Mocca for lunch, happy hour and drinks at the pool. 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, 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.

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 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.

MORENA RESORT CURAÇAO

- 99 villa's and apartments
- 2 restaurants Fuego & Mocca
- Opened in 2008
- 4.5 score on [Tripadvisor](#)
- Eco certifications from Green Globe, [Travellife](#) 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 since the COVID-19 pandemic). Furthermore, yearly evaluations are being held and monthly newsletters with updates on the resort, staff and special events are send 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 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 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 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 depositing 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 regulations
- 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 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 so they know how to handle in case of an emergency (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
Environment	Solar panel charge station for golf carts	Reduce greenhouse gas due to solar energy use instead of electricity	Availability of solar panel charge station	Hotel manager	December 2025	Planned for the coming period
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 brought to the recycle company made part of the work routine
Waste management	Person appointed for waste management	Registering what waste goes where (reuse/recycle) and finding more solutions for waste	General waste is less (invoices of general waste go down)	Maintenance & housekeeping staff	December 2024	Baseline is June 2022-June 2023 to compare improvements
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
	Lobby completely on green energy	Reduce energy use per guest night with 5%	Lower yearly energy use and continuing energy during electricity black outs	Maintenance & Hotel manager	December 2028	Planned for the coming period

Target Area	Planned Actions	Intended Purpose	Measures of Success	Responsible Party (s)	Timeline	Progress/Remarks
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
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 2023	World Clean Up Day participation with at least 5 staff members
	Informing guests about local initiatives	To encourage guest more to participate in our initiatives	Information in the lobby next to the Front Desk	Sustainability & Guest Services manager	November 2023	Signs hung up at the Front Desk
	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	December 2023	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	Planned for the coming period
Health & Safety	Fire and evacuation drill	Create awareness by staff of how to handle in case of an emergency	Fulfilled fire drill	Emergency response team	November 2023	First try-out has been done in March 2023, improvements to be applied before end of November 2023

Environment

All our cleaning materials are environmentally friendly and all 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 is served in little reusable jars.



Focus to further reduce the impact on the environment:

- ☑ 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.
- ☑ Plastic waste and aluminum cans are separated and recycled, also in 36 of the guest rooms recycle bins for plastic bottles and aluminum cans will have been placed by the end of 2023
- ☑ Other waste recycled where possible such as electric waste, cardboard and car batteries
- ☑ Our staff is made aware of sustainability and the ways they can contribute at the resort and at home as well
- ☑ Plan to have a solar panel charge outlet for our golf carts

Comparison to previous years

Our general waste consumption by guest night was an average of 1.29 kg at a cost of Ang 0.20 per guest night over 2022, compared to 2021 when it was 1.55 kg at a cost of Ang 0.26 per guest night and in 2020 with 1.89 kg at a cost of Ang 0.37 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.

Due to the COVID pandemic we had lower occupancies in 2020 and the first half of 2021 but waste (for example garden waste) was generated anyway. In 2022 our occupancy picked up amazingly after the pandemic and was even higher than 2019!

Waste Consumption by Guest Night

	Waste consumption							
	2019		2020		2021		2022	
	kg	Cost ANG	kg	Cost ANG	kg	Cost ANG	kg	Cost ANG
January	2,38	0,34	1,62	0,35	6,92	1,14	1,12	0,16
February	2,59	0,35	1,52	0,30	4,29	0,64	1,34	0,18
March	2,40	0,45	2,07	0,62	2,28	0,35	1,53	0,25
April	1,55	0,29	4,83	1,21	0,00	0,00	1,30	0,17
May	2,30	0,46	75,95	15,31	2,67	1,01	1,48	0,22
June	2,24	0,37	45,38	4,50	2,30	0,43	1,11	0,20
July	1,31	0,30	3,88	0,76	1,58	0,27	0,91	0,17
August	1,07	0,26	1,12	0,27	1,34	0,24	1,32	0,20
September	2,11	0,41	1,15	0,20	1,12	0,24	1,09	0,18
October	2,98	0,34	0,83	0,18	1,22	0,18	1,22	0,18
November	1,21	0,18	0,97	0,13	1,36	0,19	1,78	0,23
December	1,56	0,22	4,74	0,65	1,37	0,20	1,34	0,20
Totals	1,95	0,33	1,89	0,37	1,55	0,26	1,29	0,20

Energy and water

As of July 2021, guests were coming back to the resort and occupancy was good for the rest of the year. In 2022 most part of the year we had a defect water meter and our real water usage could not be measured.

Energy usage per guest in kWh was 19.8% less in 2022 in comparison with 2021 and also our greenhouse gas footprint (in kg CO₂e) was almost 21% less in 2022 than in 2021.

We will maintain our focus on preventive maintenance and monitoring monthly consumption of water and electricity.



Goals to further reduce energy and water usage:

- ☑ Preventive maintenance is carried out and information on repairs is kept
- ☑ 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 these are on
- ☑ Separate water meters will have been placed per block of apartments/villa's by July 2024
- ☑ Defect inside air conditioner units will be replaced with ones with an USB port so they can be individually controlled with an app, all should be working with the app by the end of 2028

Comparison to previous years

Water Consumption by Guest Night										
	Water									
	2018		2019		2020		2021		2022	
	m ³	Cost ANG	m ³	Cost ANG	m ³	Cost ANG	m ³	Cost ANG	m ³	Cost ANG
January	0,16	1,96	0,16	2,07	0,14	1,80	0,50	6,51	0,14	1,86
February	0,14	1,68	0,17	2,05	0,15	1,88	0,30	3,74	0,13	1,66
March	0,14	1,73	0,21	2,52	0,22	2,75	0,21	2,70	0,00	0,00
April	0,15	1,78	0,20	2,40	1,11	13,62	0,65	8,46	0,00	0,00
May	0,17	1,99	0,16	1,96	4,43	54,62	0,53	7,04	0,00	0,00
June	0,18	2,11	0,13	1,71	1,62	19,91	0,17	2,23	0,10	1,44
July	0,13	1,59	0,00	0,04	0,30	3,72	0,16	2,20	0,00	0,00
August	0,18	2,19	0,00	0,02	0,35	4,43	0,17	2,33	0,00	0,00
September	0,18	2,22	0,00	0,00	0,18	2,33	0,17	2,17	0,00	0,00
October	0,16	2,03	0,00	0,01	0,21	2,71	0,15	1,96	0,00	0,00
November	0,19	2,34	0,00	0,02	0,16	2,00	0,15	2,03	0,00	0,00
December	0,16	1,88	0,12	1,54	0,38	4,82	0,16	2,06	0,00	0,00
Totals	0,16	1,95	0,09	1,17	0,21	2,64	0,18	2,35	0,03	0,40

Energy Consumption by Guest Night												
	Total Energy Consumption											
	2019			2020			2021			2022		
	kWh	Cost ANG	kg CO ₂ e	kWh	Cost ANG	kg CO ₂ e	kWh	Cost ANG	kg CO ₂ e	kWh	Cost ANG	kg CO ₂ e
January	7,42	3,30	2,86	9,40	3,92	5,51	38,35	18,00	10,86	7,43	3,65	2,98
February	8,39	3,04	4,73	7,77	3,33	3,26	30,80	12,52	16,49	8,81	4,47	4,37
March	10,12	3,45	5,72	13,27	5,42	6,12	18,62	8,66	7,89	8,82	4,48	4,21
April	9,76	3,60	5,05	82,25	38,12	23,29	61,87	28,75	31,79	10,17	5,22	5,22
May	12,00	4,96	6,66	268,76	128,12	76,09	41,14	20,63	18,38	10,11	5,46	5,04
June	11,06	5,41	4,19	92,23	44,20	26,11	12,38	6,07	5,33	11,07	6,34	5,25
July	10,42	4,63	4,98	20,72	8,03	12,60	10,02	4,84	4,40	9,22	5,53	3,56
August	10,27	4,26	5,03	20,00	8,60	8,30	9,91	4,99	4,03	10,36	6,22	4,44
September	12,08	5,60	4,80	15,15	6,70	7,04	10,29	5,06	4,21	12,01	7,27	5,43
October	12,43	5,47	6,07	16,01	7,32	5,93	10,88	5,16	5,09	9,22	5,75	3,99
November	9,92	4,69	3,79	13,19	5,63	5,81	9,86	4,79	4,84	10,08	6,40	4,59
December	10,00	4,57	3,76	34,79	14,89	16,40	10,24	4,98	4,88	10,53	6,75	3,16
Totals	10,22	4,36	4,76	14,16	6,09	8,66	12,22	5,88	5,49	9,80	5,62	4,35

The average water consumption was 0.03 m³ at an average cost of Ang 0.40 per guest night for 2022 which does not give a realistic picture as the water meter was broken for the bigger part of the year and the governmental owned water company did not replace it until 2023.

The average energy consumption was 9.80 kWh at an average cost of Ang 5.62 per guest night for 2022. In 2021 this was 12.22 kWh at an average cost of Ang 5.88 and in 2020 this was 14.16 kWh at a cost of Ang 6.09.

In both 2020 and 2021 the energy consumption was impacted a lot by the COVID pandemic as we had less guests in house but a minimum of energy was used anyway to keep the resort running. In 2022 we had a great occupancy that could be compared to the levels of 2019 (before the pandemic).

Staff and labour & human rights

Almost 75% of the current staff at Morena Resort holds the local nationality, approximately 30 % of them are men and 70 % women which is a little bit more feminine staff as the previous year. The average age was 34.7 years old. During the year we have organized team building activities, an end of year gathering was organized in December 2022 and we send out monthly news-letters with updates on the resort to keep everyone informed as much as possible.



Focus to further motivate staff:

- 📌 Training of staff on several topics (sustainable awareness, child protection, health & safety regulations)
- 📌 Participate with staff 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.
- 📌 Improve communication further via newsletter and personal talks

Comparison to previous years

2019		Nationality		%		2020		Nationality		%		2021		Nationality		%	
		Dutch	84.9%					Dutch	82.1%					Dutch	81,3%		
		Jamaican	5.7%					Jamaican	7.1%					Jamaican	6,3%		
		Dominican	1.9%					Dominican	3.6%					Dominican	6,3%		
		Colombian	3.8%					Colombian	3.6%					Gyanese	2,1%		
		Haitian	1.9%					Haitian	3.6%					Venezuelan	2,1%		
		Philippinian	1.9%											Haitian	2,1%		
			100.0%						100.0%						100,0%		
Gender								Gender						Gender			
Male	32.1%							Male	35.7%					Male	35,4%		
Female	67.9%							Female	64.3%					Female	64,6%		
	100.0%								100.0%						100,0%		

2022		Nationality		%	
		Dutch	74,5%		
		Jamaican	8,5%		
		Dominican	8,5%		
		Haitian	6,4%		
		British	2,1%		
			100,0%		
Gender					
Male	29,8%				
Female	70,2%				
	100,0%				

Social cultural aspects and local community relations

We have made donations to several local foundations and have local environmental products on sale at our Front Office. In 2022 specifically, the below mentioned organizations were supported:

- 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 companies Limpi and Green Phenix. 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
- Donation to Fundashon Skol di Arte I Kultura Futuro Briante for their social forming trajectory which main purpose is to assist and provide social and emotional forming to the underprivileged youth in our community with behavioral problems, learning difficulties, mild intellectual disability (MID), parenting problems and autism characteristics.
- Donation to Green Kidz for their "Mosquito prevention" book for children in special education programs to raise awareness about diseases like Chikungunya, Dengue and Zika on the island Curaçao
- Donation to Foundation Mami Sa for young single mothers on Curaçao
- Pop-up shop for staff with donations from the resort and colleagues to help each other
- Donation box for Daily Meal Program Curaçao at our Front desk



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 Environment and World Clean-up Day
- 📍 Donations to local social projects such as Daily Meal Program Curaçao

Comparison to previous years

More participation in social activities, donations to local social projects on Curaçao and local products for sale in 2022

Donation to Foundation Mami Sa

Materials and utensils no longer in use were donated to foundation Mami Sa, for young single mothers



Pop-up shop for staff

A pop-up shop was organized with items no longer in use by Morena Resort and also personal belongings of staff they wanted to donate



Back to school packages for staff

Packages with basic school materials for children from staff were handed out before school started again



Donation box for Daily Meal Program Curaçao

A donation box was placed at the Front Office so guests could donate to the Daily Meal Program that helps provide hot meals to people with little to no resources



Donations to local social projects



Green Kids "Korsou Limpi" coloring & games book for children in special education programs



Fundashon Skol di Arte I Kultura Futuro Briante for their social forming trajectory

Wibawa 10 November 2022

Wibawa 10 November 2022

Wibawa 10 November 2022

Foundation **Bejekto** for their holiday activities for persons that are less competent

Local products for sale at Morena Resort

Lamps, coasters and keyrings made of recycled plastic by local company Limpi



D-bottles, a local company that sells reusable water bottles that can be refilled at affiliated refill stations throughout Curaçao



Quality

As we are receiving guests again, after the lockdowns due to the COVID-19 pandemic, 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.

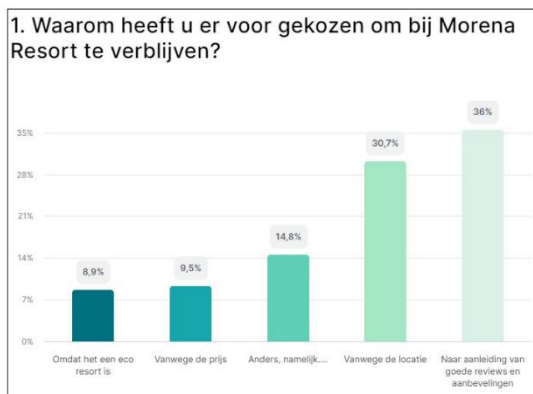


Focus to further ensure quality for our guests and staff:

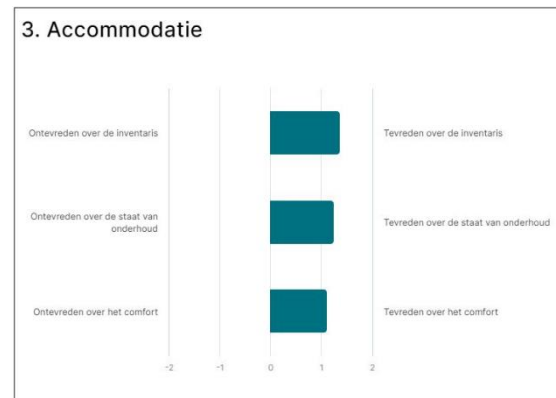
- 📍 Training of staff to keep focusing on service
- 📍 Offer more personalized service by for example what's app communication with Front Office throughout the day and personal conversations with guests upon receiving feedback
- 📍 Our guests will be reminded of our local initiatives and are encouraged to be part of our eco-friendly approach by information signs at the Front Office that will be placed before by the end of November 2023

Comparison to previous years

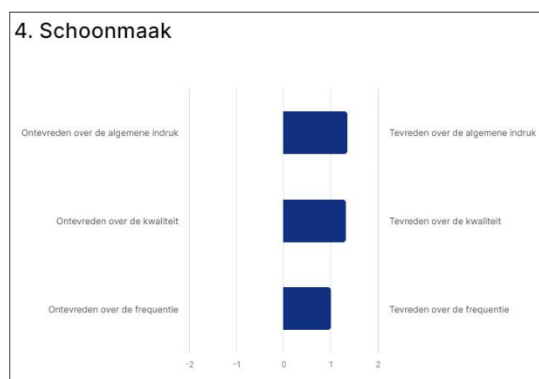
Results of our guest comments in 2022



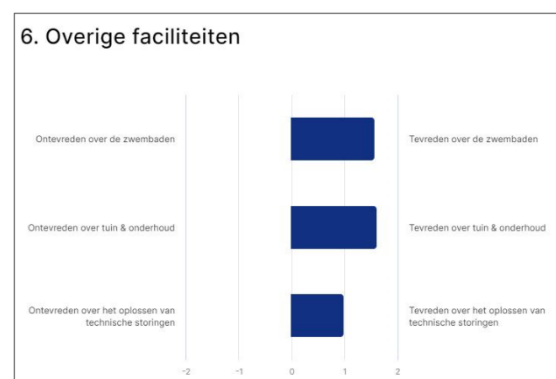
Reason of visit



Rating of accommodation



Rating of cleaning service



Rating of other facilities

Health & safety

The evacuation & emergency plan has been updated in 2021, traps for mosquitos, other insects and rodents are refilled to avoid spreading illnesses and are placed over the resort at strategic points.



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 to how to react in case of an emergency
- 📍 Personal Protective Equipment such as hand sanitizer, facemasks and gloves 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

2022 updates of PPE, fire extinguishers and MDS sheets

Personal Protective Equipment



Fire extinguishers



Material Data Safety Sheets

F&B department



Maintenance

