

The background of the entire page is a dense, overlapping pattern of various tropical leaves. The leaves are in shades of dark green, olive green, and a few are a lighter, yellowish-green. The patterns include long, feathery palm fronds and large, deeply lobed monstera leaves. The text is centered over this pattern.

SUSTAINABILITY REPORT 2020-2022

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Preface

As Curaçao was going through difficult economic times in the late 1980's, the Lions Club Curaçao wondered what they could do to stimulate the economy and create employment opportunities. They decided to build a hotel, which resulted in the opening of the Lions Dive Hotel & Marina. More than 200 local entrepreneurs, captains of industry and families bought shares into this idealistic idea and many became a shareholder of the Lions Dive Hotel & Marina N.V. with 72 rooms. The hotel became well known for its hospitality, beautiful gardens with fruit trees and a hotel with a green mission.

Over the course of the past 32 years the hotel went through several changes. Now named the LionsDive Beach Resort, the hotel has 102 rooms, 24 2-bedroom apartments around our unique 50-meter pool, 10 luxury suites with gorgeous ocean views and a unique Penthouse. But our mission to be an integral part of the Curaçao community has not changed!

During 2020 and ongoing in the first months of 2021, the impact of the worldwide COVID-19 pandemic was immense. Curaçao faced two strict lockdowns and occupancy levels and revenues dropped significantly. Yet, LionsDive's team continued to work to improve the hotel and the guest experience. We were able to keep almost all of our employees on the payroll and we're very proud of the hard work and flexibility they showed during these difficult circumstances.

Especially during these times, we realize the beauty of our island and our location. The natural habitat that surrounds the LionsDive Beach Resort continues to mesmerize us and our guests. We are convinced that tourism can only survive in a world where we cherish and protect our environment, and we promise to only do business in a sustainable way in terms of natural, economic and social environment.

Since the opening in 1989, LionsDive Beach Resort is a nature-oriented resort. We strive for the highest standards in preserving the environment. Water conservation, energy saving, waste control (including recycling) and wastewater are included in the fixed measures. Our staff policy is aimed at employing as many local people as possible and providing them with the proper schooling and training. The resort also supports various projects for local schools, sportsmen and nature organizations. We buy locally wherever possible and we are happy to help our guests to discover the island.

At LionsDive Beach Resort we are proud to offer the ideal vacation for everyone: whether you choose to relax on the beach, workout in the gym, the pool or the sea, explore Curaçao's nature above and under water or discover our beautiful culture, LionsDive Beach Resort is the perfect starting point for a wonderful holiday.

Mimi Luttge – General Manager
Niels van Daalen – Director

June 2021

1. Organization

While sustainability is everyone's responsibility within LionsDive Beach Resort, a sustainability committee was formed in September 2020 to ensure a fresh start after the first COVID-19 lockdowns. The committee currently consists of the General Manager, HR Manager, Finance Manager and an intern.



It is planned to invite other members to join the sustainability committee to have more departments represented and reinforce the sustainable culture throughout the hotel. The intern position will remain in existence as well and a new intern will start for a period of 6 months in September 2021.

2. Energy and water consumption

Sustainability starts with measuring your performance. Energy and water consumption are recorded per guest night.

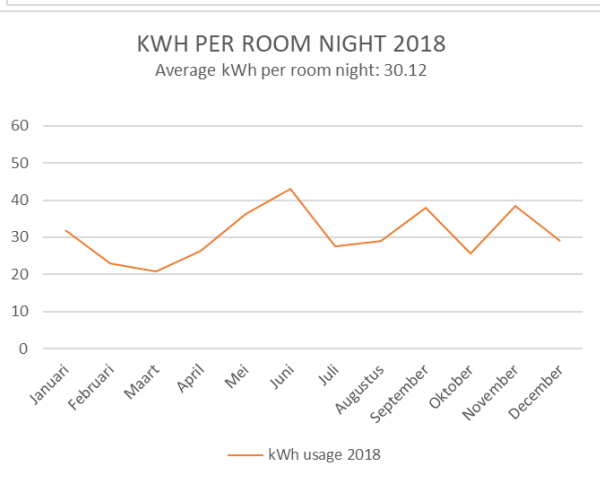
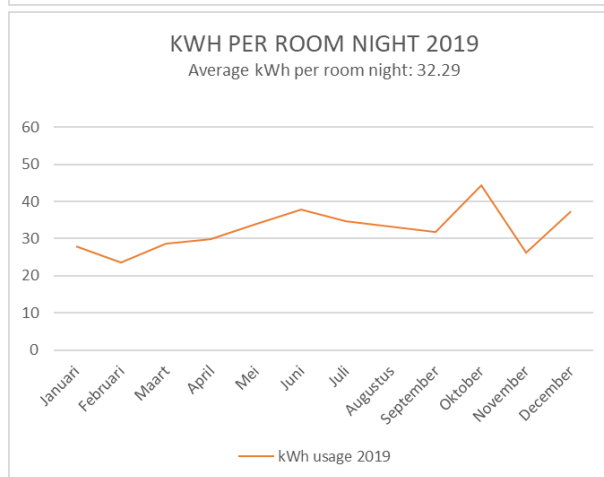
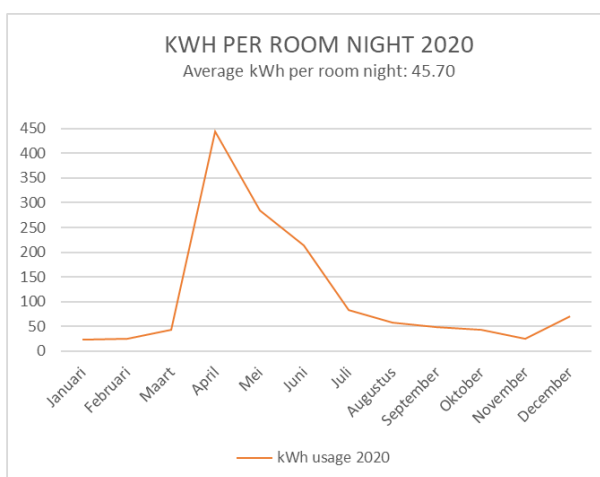
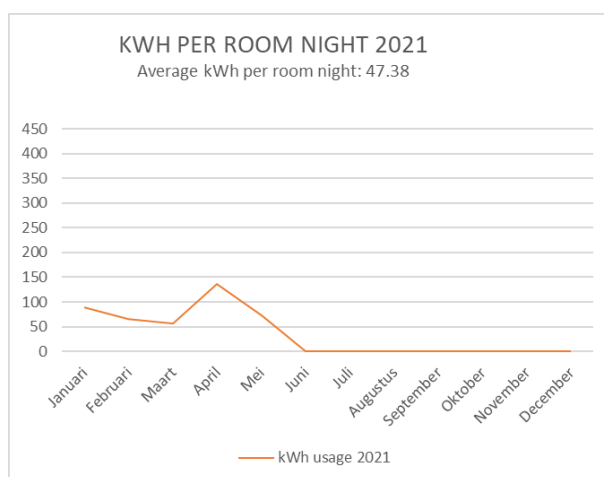
2.1. Energy consumption

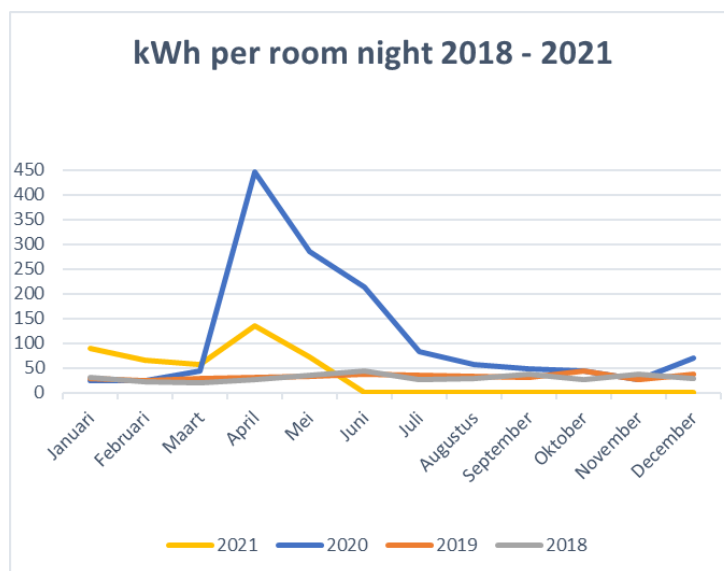
LionsDive has taken several measures to reduce energy consumption:

- New equipment to be purchased needs to be the most energy efficient available
- We use LED lights and inverter air conditioning
- Refrigerators and washing machines have an energy label of A+++

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- We use signage in the rooms and give information for our guests on how to save energy via the in room Daily Lion, for example by asking the guest to switch off the air conditioning when the balcony doors are open
- We educate our Housekeeping team: close curtains for empty rooms, check the air conditioning settings
- We offer warm water in our accommodations that is heated by solar boilers on the roof
- In the apartments and suites, main switches are used to switch off all electricity,





The above graphs show the energy consumption of the hotel in relation to the occupancy. Notably, energy consumption per guest increased in 2019 versus 2018. It is uncertain what caused this, but it is reason for further measures, in particular in education both staff and guests on how to save energy,

In 2020 and 2021, the effect of COVID clearly shows. As the lockdown started in April 2020, the hotel was basically empty. Occupancy levels in 2020 remained very low, with the exception of January, February and November. These are also the months that show a low kWh/room night. The base usage of electricity in the hotel still remains high even with a lower amount of guests, mainly because the air conditioning in each room needs to be on in order to prevent humidity.

For 2021, we also experienced the first half of the year in partial lockdown. As of June, occupancies returned to normal. Our aim for 2021 is an average over the full year of 32 kWh/room night.

To achieve this goal, we have implemented the following measures:

- Based on a study performed in the first half of 2021, we can change the setting of the air conditioning in the room to 24°C instead of 23°C. It is expected that this measure will reduce the energy used by the air conditioning units by approximately 7%. With over 200 split units in the hotel rooms, this offers an excellent opportunity to save energy.
- Continuous staff training on all levels: we will organize more training on energy saving measures for the hotel as well as for the staff to implement at home.
- A feasibility study for solar panels is being executed in 2021, with the intention to implement solar panels at least to cover 70% of the day use in 2022 and the remainder in 2023 in combination with other projects.

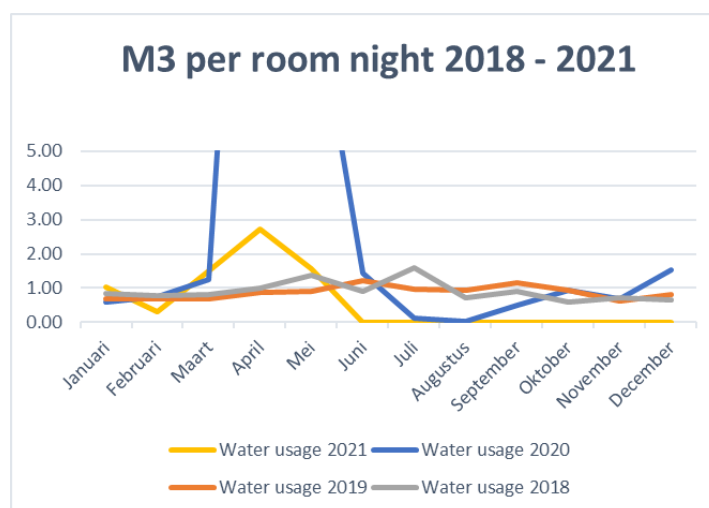
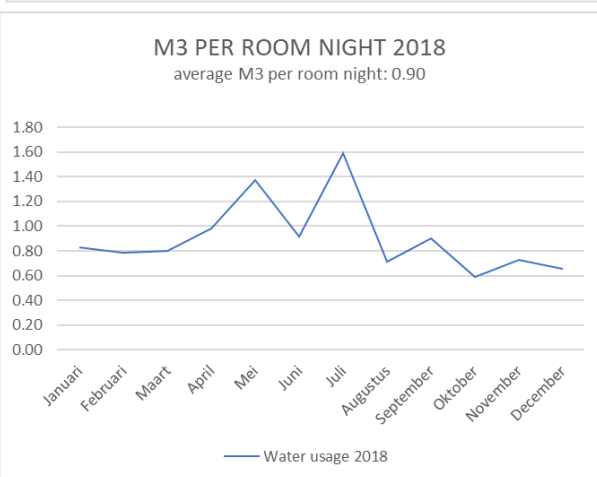
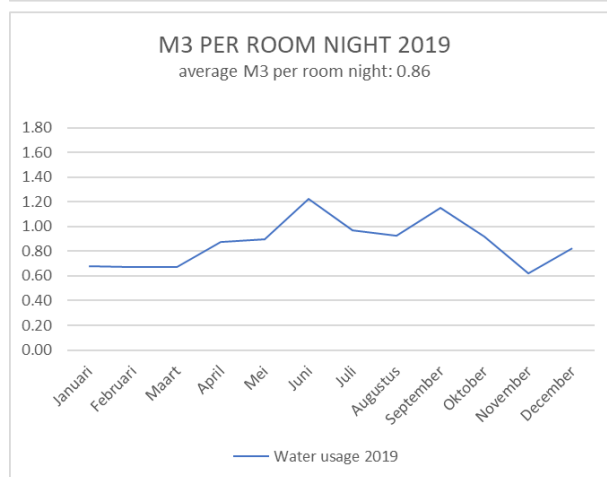
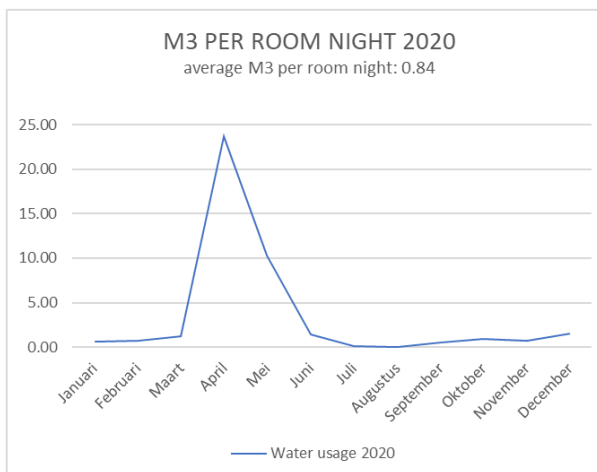
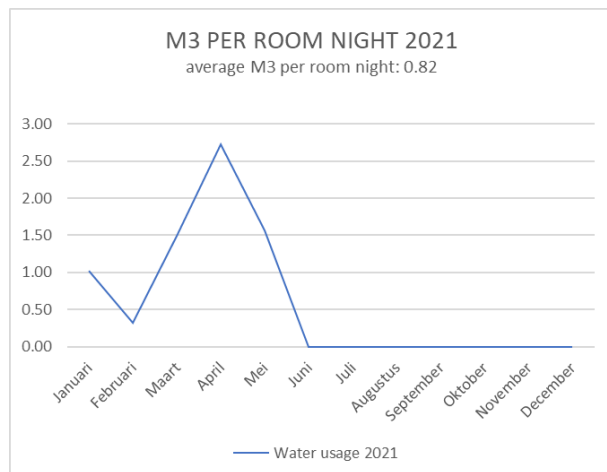
2.2. Water consumption

Next to energy saving measures, LionsDive has implemented many water saving measures as well:

- Via signage in the rooms, our guests are requested to re-use the towels, and bed linen is changed every four days. These measures contribute to the savings on water and detergent usage, keeping the laundry costs at a minimum.
- During our renovation of 78 bathrooms in 2018 we used perlators in our showerheads and faucets in accordance with the standards in terms of water consumption. Toilets and urinals are on the right values set from the factory.

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- We re-use the water (grey water) from the bathrooms to maintain our gardens.



The above graphs show the water consumption of the hotel in relation to the occupancy. Between 2018 and 2021, every year the water consumption per room night reduced as a result of measures that were implemented, such as the renovation of bathrooms with water saving faucets and shower heads. April and May 2020 are outliers as the hotel was basically empty because of a strict lockdown in Curacao.

For 2021, we also experienced the first half of the year in partial lockdown. As of June, occupancies returned to normal. Our goal for 2021 is an average over the full year of 0.80 M3/room night. As no bathroom renovations are planned, we aim to achieve this goal through behavioral measures, by informing our guests and educating our staff on ways to reduce water usage.

3. Waste management

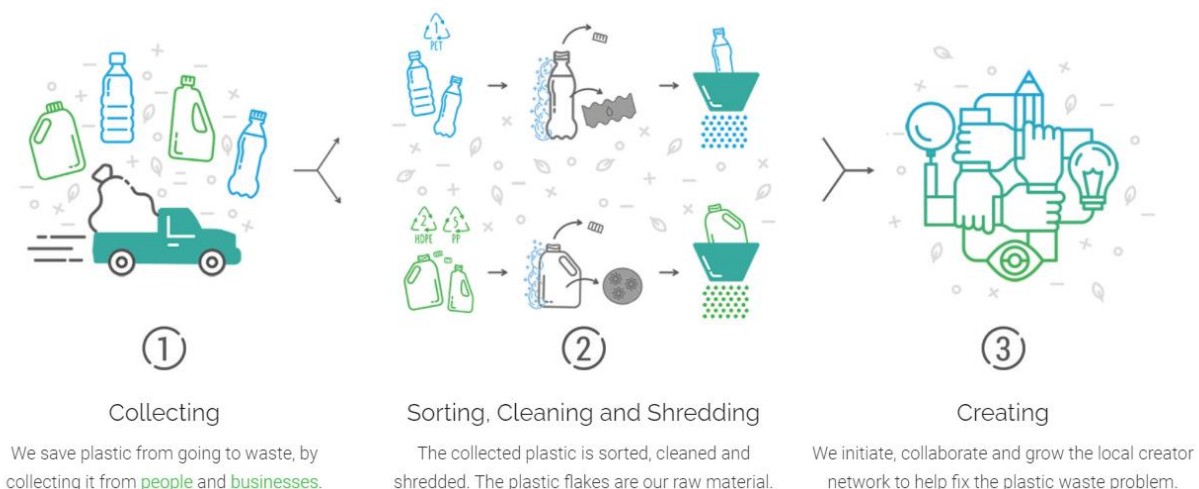
Waste reduction and recycling are important environment protection procedures implemented within LionsDive Beach Resort. With this in mind, we educate all of our staff members (including our suppliers and partners) about the procedures regarding the waste produced, the separation of waste and recycling options.

On a small island, the options for recycling are somewhat limited, and the COVID pandemic and subsequent lockdowns reduced the options even further as companies faced great difficulties. Therefore, at the start of 2021 we have decided to refresh our waste management and recycling options. To identify possible partners, we use the BPM Curacao waste matrix, as they have up to date knowledge on possibilities.

3.1. Plastic and aluminum cans

On June 1st, 2021, LionsDive and Green Phenix signed a new agreement. Green Phenix can recycle plastics 1, 2 and 5, as well as aluminum cans. These are collected separately in each office, hotel room and in the restaurants and dive shop.

[Green Phenix](#) is a social enterprise that transforms plastic waste into new usable products using 3D-printing. Their aim is to create a circular economy in the Caribbean region. Their service helps to create new jobs on Curacao while reducing the amount of plastic that ends up on the landfill and in the environment.



By actively working on 15 of the 17 United Nations Sustainable Development Goals, Green Phenix is a major driver of sustainable development on Curaçao with the plans to create an interactive maker space focused on recycling plastic waste into meaningful products.

Besides recycling, Green Phenix also provides educational programs and awareness campaigns throughout the community. Later this year, they will move into a new building and offer tours for locals and tourists.

Our guests will be informed about the efforts of Green Phenix via the Daily Lion as well as through video (Fall 2021). In the future, we plan to use our own plastic waste to create new items for the rooms via 3D-printing.

3.2. Paper

[Van Rumpst Recycling](#) is our partner for office paper recycling. We have placed two red containers specifically for paper in the offices, and supplied each office with a separate basket to collect paper.

Apart from recycling paper, we have also made efforts to reduce the amount of paper used:

- We use both sides of the paper
- Our daily reports are sent digitally instead of printed. Printing of the night audit reports is reduced from 50 pages to 3 pages
- Our reservations system is now completely digital and archived on Sharepoint
- Only the wage bills of the employees who do not have an e-mail address are printed. The employees with an e-mail address get their wage bills by e-mail
- The file of each employee is digitally archived
- Our Finance department implemented a program which processes all invoices digitally, so no invoices need to be printed. Outgoing invoices are also emailed instead of printed

When we have to use paper, we use sustainable paper which consists of Eco-friendly elemental chlorine free pulp during the paper production which also comes from sustainable forests.

3.3. Furniture and other items

All furniture, air conditioners, refrigerators, and other items that are no longer needed is first offered to our staff for a very small price. We also offer items to charities and foundations. Finally, we also work with a local thrift shop to sell any remaining items.

In 2020 and 2021, we donated bedding to Fundashon Birgen di Rosario, a foundation that cares for the elderly.

The binders we used in the rooms for guest information have been replaced by our internal newspaper, the Daily Lion. The old binders were donated to Carmabi, and are now used in an educational program about Curaçao's coral reefs.

3.4. IT

Old computers are donated to the Schotborgh college, a school in our neighborhood which we have supported for a long time.

Our UPS batteries are recycled through Dynaf or Zapp Battery's, and toners are returned to Xerox.

3.5. Small batteries

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Unfortunately, there is no facility to recycle small batteries on the island. We therefore ask our guests to help us and bring some batteries back to their country if recycling is possible there.



4. Staff and training

We are proud that over 90% of our employees are locals and try to hire locally whenever possible. 100% of our employees adhere to the local labor laws.

The employees have a CAO (collective labor agreement) as a legal contract. The CAO was prepared in 1993 by the Trade Union and the director of LionsDive. This collective labor agreement was derived from the labor legislation on Curaçao with extras. In newer contracts, the agreements of the CAO are included in the contract.

We offer in house and external courses and workshops for all employees. All employees have the opportunity to follow these to improve and develop their knowledge in their field.

We celebrate our employees' successes by entering them in the quarterly CHATA Stars of the Industry celebrations, and we celebrate work anniversaries. We're very proud to have celebrated our first 25th anniversary in October 2020!



disasters.

Every six months our in-house emergency team (BHV team) receives a refreshment course in first aid, using AED, in how to extinguish a fire, evacuation, what to do in case of natural



In order to keep the staff informed of all the developments, to create engagement and to give the complete staff a platform to give them a voice and to share ideas and opinions, we organize a Town Hall Meeting every quarter. During the COVID pandemic, these townhall meetings were replaced by more frequent meetings in smaller groups, to ensure social distancing but also to make it easier to ask questions in these uncertain times.

In our continuous effort to further develop all employees, we have a personal development plan in place for our employees. This plan focuses on development goals rather than a score on performance. Each year, the employee's bonus depends on the amount of development goals reached.

In 2021 we will shift our focus back from COVID-19 to sustainability. Therefore, we will schedule several workshops about sustainability together with our sustainability partners for all our employees, including Food & Beverage (Aan Zee), the Dive shop (Ocean Encounters) and the Gym and Spa. Besides that we coach and guide our partners and stakeholders on the importance of recycling and having a sustainable environment. Every monthly staff newsletter and our monthly Daily Lion paper for guests will have an item on sustainability and a focus on one or more of our partners.

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Our focus lies in developing the local community and therefore we focus on providing internships for students. Our preference goes out to local students, but we also welcome international students promoting intercultural exchange. We also participate in educational projects with our neighboring schools.

To build and maintain a good atmosphere and to stimulate teamwork we have instated an Employee Committee that is responsible for the organization of events for the staff in the upcoming years. A great example of their work was the Christmas party in adapted form, for which they managed to secure so many prizes for the raffle that everyone won something: for instance, a stay at another hotel or an activity.



5. Guest Communication

The Daily Lion is one of our main means of informing the guest about everything that is important for their stay. We have chosen to replace the standard hotel information binder with this monthly updated newspaper format so the information is always up to date and we can put the spotlight on events, share information and create awareness.

The Daily Lion includes information on energy saving, recycling, water saving etc. We also present this as a marketing tool for our partners which gives them a nice platform while enhancing the commitment of the guest to help us. In the upcoming issues we will introduce our partner Green Phenix and our partner Greenkidz and explain to our guests how they can help or find more information.



We also use the Daily Lions to focus on local habits, include a few words of Papiamentu, explain certain special days or events and introduce the favorite hotspots of our staff.

To introduce our guests to our local culture every Sunday evening we have a local band playing so the local community and our guests can swing and dance at Hemingway bar and restaurant. At special events, such as our renowned Carnival, we facilitate for our guests so they can attend and experience the event together with us.

To encourage our guests to recycle their waste we have placed recycling bins throughout the resort and in the rooms.

Especially during the school holidays, we organize several kids' activities like drawing competitions and handcrafting. This is supported by our own staff and whenever possible our staff's kids can join the activities as well. As our partnership with Greenkidz was just finalized, they have offered to organize fun workshops about sustainability and coral reef protection as of Fall 2021.

Our Guest Experience department calls all guests during their stay to give information on different topics:

- local customs and traditions
- the island
- historical information
- the wide variety on excursions offered on island
- respect the environment & sustainability

Curaçao Tips from..



Ilona
Guest Relations

Favorite beach:
Playa Jeremi

Favorite local dish:
Komkomber chiki

Favorite local word:
Ku dios ke (with God's will)

Favorite restaurant:
Komé

Ilona is our Guest Relations guru! If you have any special requests or questions, she is the one to go to! You can find her in the lobby.

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In order to keep close communications with our guest we also use technology, like e-mails, social media and Whatsapp in order to improve the guest experience and reduce the amount of paper used. To keep up with the needs and changing demands of our guests we conduct (digital) surveys, we keep track of the reviews submitted, and we use this data to prepare plans to improve our concept and strategy.

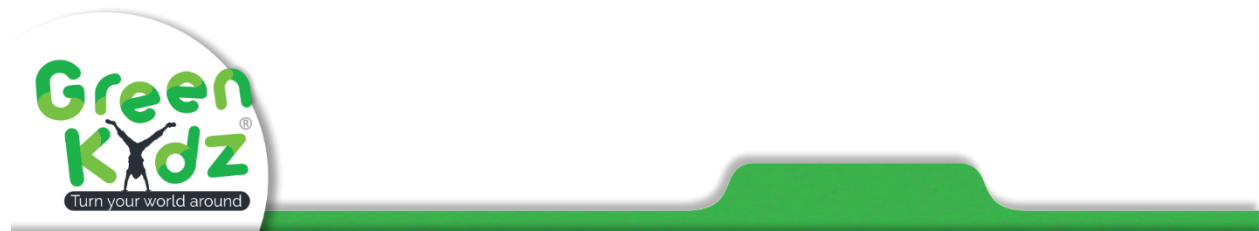


6. Community

LionsDive Beach Resort strives to be an active partner in the Curacao community. We have chosen sports, education and sustainability as key pillars of our community support.

6.1. Greenkidz

We sponsor [Greenkidz](#) as a key partner. Greenkidz offers very professional free educational material on their website for all schools to download and use. They have several themes, such as Korsou Limpi (Clean Curacao) and Coral Heroes. All programs are aimed at making Curacao greener, cleaner and healthier.



We will support Greenkidz by donating \$1 of each night booked via our website. We will also offer guests the opportunity to leave another donations and in August 2021 we will receive a collection box for small change that people may have left over at check-out. We also buy products from Greenkidz. We have bought coloring books and comic books and expect a delivery of a box with educational games in September 2021.

6.2. Schotborgh college

We adopted a primary school (Schotborgh college), who we help throughout the year by supplying materials and financial aid. A class from this school also formed our [Kids Council](#) in January 2020. Kids Council is an initiative by Missing Chapter Foundation. Missing Chapter Foundation aims to make child inclusion the new normal. During a Kids Council project, decision-makers put their strategic issues (always with a social connection) to the children for their consideration. The partners then participate as equals in a dialogue to come up with solutions.

6.3. Other donations

Other organization regularly contact us for donations (monetary, room nights or goods), such as Fundashon Tur ta Konta and Un Kanto pa Korsou. When a request has a connection to one of our pillars, and the financial situation of the hotel allows it, the request will be taken into consideration.

During the remainder of 2021, all beds and curtains will be replaced in the hotel, as well as some furniture. Staff can opt to buy this for a small fee, and a lot of furniture will be donated to charity. What remains, will be sold via a thrift shop.

To give back to our community we also have swim instructors giving swimming lessons to locals in our 50 meter pool, and locals can play volleyball on the beach.

We also have our local triathlon association that organizes several events every year and trains for free in our 50 meter pool.

7. Internal organization

7.1. Housekeeping, pool and gardens

Most of our Housekeeping department is outsourced to Total Cleaning. The employees of Total Cleaning use Ecologic products (certified hard surface cleaner and restroom cleaner) to clean the hotel rooms, meeting rooms and offices.

Total Cleaning is a proud ISO 9001:2015 certified company. Total Cleaning wants to keep the ISO standard and therefore they work with feedback forms. Total Cleaning is annually reviewed.

Housekeeping is regularly trained on behavioral measures to save energy and water, such as keeping the curtains closed to avoid the room heating up from the sun, putting the air conditioning to 24°C and not leaving the tap running while cleaning.

In the rooms, we ask guests to reuse towels and we change the bed linen every fourth day unless the guest requests an earlier change. We use locally produced soap in dispensers in the bathrooms.

The laundry is outsourced to Wasserij Korsow. They have a comprehensive plan for their staff to work in a pleasant environment. Furthermore, they recycle their water and use 100% biodegradable detergent and biodiesel (biodegradable fuel).

Pest control is performed by Professional Pest Control. They only use products that are approved by the EPA. They also have a Corporate Social Responsibility policy. They value the environment in which all of us live.

Pool Tech B.V. has been contracted to keep our pools clean, therefore our chemical storage is less. Daily measurements of the values of the pool water content, allows us to keep a close eye on water conditions and balance.

Our garden team consists of 5 full time employees of LionsDive Beach Resort. They are proud to keep our gardens lush and green. As of June 2021, all garden equipment has been replaced by electric equipment, such as leaf blowers, lawn mowers etc. This means we no longer need gasoline to fuel any equipment. It reduces noise pollution as well.

Our bellmen use electric golfcarts to bring guests to their rooms.

In September, we will include free reusable beach bags in the rooms and encourage guests to also use these for shopping. We are investigating the possibility of providing each room with a refillable water bottle, as Curacao has very clean tap water but this is relatively unknown. We already have a possible bottle and currently in the process of finding a local partner for bottling so the water will be ready in the room's refrigerator upon arrival of the guest.

As we continuously strive to improve, during fall 2021 we plan to investigate whether other cleaning products can be more environmentally friendly, such as the Ecolab system or the Evie Blue line. We also investigate other local alternatives for amenities in the rooms.

7.2. Maintenance

Our Maintenance department is regularly trained on how to use materials efficiently and how to recycle materials. They use electric golfcarts for transportation.

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In the rooms and public areas, we use LED lighting and inverter air conditioning, efficient refrigerators and in our guest laundry rooms efficient washing machine and dryers.

In 2022, we plan to invest in solar panels to cover most of the day use of the hotel, with a follow-up investment in 2023 (in relation to other projects).

During 2022, we also plan to investigate the possibility of placing a sensor on the balcony doors to automatically switch of the air conditioning when the balcony doors are opened.

7.3. Ocean Encounters

Ocean Encounters Headquarters and Marina is the dive school located at LionsDive Beach Resort. They offer dive trips, snorkeling tours and every level of both PADI and SSI courses. Ocean Encounters provides unparalleled customer service without compromising the safety of our guest. They have a level 4 status from Global Audit.

Next to the trips they also offer environmental awareness programs such as the Lionfish Scuba Dive Experience and the Coral Restoration dives.

The seed for the Coral Restoration Foundation Curaçao was planted in 2013 at the DEMA show in Orlando. Things really started when de Ocean Encounters representatives took a course and came back very excited to get a coral restoration project started on Curaçao. The team has been working very hard ever since, setting up the foundation, creating a board and obtaining the required permits. In May 2015 Coral Restoration Curaçao was launched and successfully set up the island's first Coral Nursery with LionsDive as the first sponsor. At the 2018 DEMA show, Ocean Encounters announced their #OEpledge (read more [here](#)).



Furthermore Ocean Encounters:

- is a proud recipient of PADI's Green Star Award for commitment to the environment and sustainable tourism
- has joined "Project AWARE's – Adopt a dive site program" which mandates 1 monthly underwater clean-up on the house reef
- powers their retail shop AC units with solar power
- replaced all lighting with LED
- has placed timers on water outlets for filling rinse tanks
- environmentally friendly soaps/detergents are used for cleaning the boats, facilities, etc.
- has placed receptacles for recycling are located in the busiest area

7.4. The Gym and The Spa at LionsDive



All hotel guests can make use of the facilities of the gym and the spa at LionsDive. These are also open for local guests. Cleaning is done via Total Cleaning under the supervision of Housekeeping. Cleaning standards and products are therefore the same as used in the rooms.

7.5. Food and Beverage



On the premises of LionsDive Beach Resort you find four bars and restaurants to choose from and an ice-cream shop. These bars, restaurants and shop are run by "Aan Zee" in which the LionsDive has 50% of the shares.

- Aan Zee uses audit control lists concerning dispensers
- They work with date stickers the products in the freezers and refrigerators for hygienic reasons, which also helps avoid food waste
- On a regular basis the firefighting equipment is checked and certified
- The cooks are certified for Food Safety & Hygiene by Service HACCP Safety Curaçao
- On a yearly basis the employees have an exam at the Local Government GGD. This is accordance to the legislation and it is all about hygiene. They must pass the exam to be able to work in the restaurant
- Used oil & fats are collected by Panadero Trading B.V. This company collects Bio Fuel. Aan Zee only use organic fats and oil
- Aan Zee is coaching their employees to ask the guest if the need a straw or not. This will reduce using straws. Plastic straws have been banned in favor of paper straws
- The cups that used on the beach are biodegradable
- Aan Zee uses an allergen guide for their guests
- Aan Zee is using recycled take out boxes

8. LionsDive Policies

8.1. Environmental Policy

LionsDive Beach resort recognizes the environmental impact of the hotels' operations and is keen to work in a more efficient way to reduce and minimize that impact. We focus on reducing our energy consumption, water use and waste production. This policy is implemented in our (daily) business operations and is relevant to all stakeholders of the hotel, including our guests. Not only do we want to reduce our impacts, this also helps us to maintain focus and save (unnecessary) overhead costs.

To assure this we:

- Have installed water and energy efficient equipment throughout the hotel
- Actively monitor our energy consumption and ensure that we keep our consumption at a minimum
- Consider low energy and other sustainable equipment when purchasing new equipment
- Actively promote the separation of different waste streams and provide guests and employees with easy access to appropriate recycle bins.
- Participate in the local recycling waste program where local authorities and local partners provide central recycling bins to our hotel to separate paper, cardboard, aluminum and plastic.
- Have installed energy efficient lighting (LED) throughout the hotel.
- Ensure that we do not waste water by carefully controlling water flow throughout the accommodation, including our gardens. We communicate and promote water saving practices to all employees, guests and tenants.
- Make use of solar thermal panels to heat water
- Reuse waste water/grey water for garden watering.
- Make use of eco-friendly and/or certified products (cleaning, showers, etc.)
- Inform our employees via Sustainability Training about our environmental goals and how they can make their contribution to this policy.
- Will comply with all applicable environmental legislation.
- Encourage our guests to support us in our environmental goals via (in-room) sustainability communication. When we are going to renovate our lobby, we plan to place an electronic post with information about our Green Mission.
- Our hotel has set separate targets for reducing energy and water use, and producing less waste

This information is communicated to all employees and any third party interested.

8.2. Employee & Human Rights Policy

At LionsDive Beach Resort Curacao we strongly believe in the protection and support of our employees' rights as well as human rights in general. The people that work in our hotel are the main asset to provide high quality service and maintain proper relationships with our guests. When our employees are happy to work here, they can provide a great time to our guests as well.

To assure this we:

- Have written contracts with our employees with clear information about their salary, the sort of work they will be performing, their working days and working hours; all according to national legislation
- Ensure that all staff is paid above the national minimum wage regardless of their age, sexuality, gender, ethnicity, religion, culture or disability.
- Recruit employees from our local community because we believe that a hotel can be more successful by using the skills of local people.
- Cover all our employees with health and pension insurance during the time that they work with us.
- Make sure that employees are well informed about the health and safety rules in each department.
- Inform all staff members about the time and place that they can talk to the management if they have any complaints, problems or suggestions
- At least once a week the GM has a meeting with the managers, every quarter we have a general staff meeting so that we all understand our tasks and responsibilities
- Make clear by our Vision and Mission that we behave with respect towards each other and our guests, regardless age, sexuality, gender, ethnicity, religion, culture or disability. Discrimination within our hotel is strictly prohibited.
- Encourage and try to make our employees feel that they are part of the hotel and the 'hotel family'. We are more than proud to see people improve their private lives and standards whilst helping to improve the hotel.
- Have created a separate child protection policy to safeguard the protection and rights of children.

This information is communicated to all employees and any third party interested.

8.3. Community Policy

As owners of LionsDive Beach Resort we share the surroundings with many of our family and friends, therefore it is in the best interest of our hotel to have the best relationship with the local community and the local businesses we work with. Our main objective is to improve the quality and service of our hotel to the guests, while making sure we contribute to the local community as well.

To assure this we:

- Get our supplies from local suppliers as much as possible
- Contribute to the sustainable development of the destination, in the form of donations to charity or (physical) contributions to a (sustainable) project/initiative that supports the local community (clubs/organizations/etc.) and support the education about the awareness of sustainability at schools (Greenkidz, Green Phenix, BPM)
- Meet with the local authorities at least twice a year as a member of the local hotel association (CHATA). Here we discuss the matters that will help to improve our destination, our way of living and the (sustainable) development of tourism on the island.
- Act as chairman of the CHATA Sustainability Taskforce (via our General Manager)
- Promote the destination to our guests to encourage them to discover the island and the local culture.
- Support local residents by offering them access to certain hotel facilities such as the Spa, lessons in our swimming pool, restaurants, events on the beach, market on the beach with local material etc.
- Support local school, Greenkidz, and Green Phenix.

This information is communicated to all employees and any third party interested.

8.4. Quality Assurance

LionsDive Beach Resort has the overall goal to become a better business every day by continuously improving the quality and experience we offer to our guests. Every day we work on the satisfaction and happiness of our guests during their stay so that they are happy to return to our hotel in the future. We are continuously driven to offer high quality to our guests at all time.

To assure this we:

Food and beverage

- Maintains qualitative food and drinks by checking everything they receive from (local) suppliers
- We prefer to order fresh products every day so we can be certain about the quality, especially fresh fruit from our garden, vegetables and herbs from our own garden.
- Check the thermometers in all refrigerators and storage rooms on a daily basis, and arrange our supplies based on their expiry dates.
- F&B works according to HACCP rules (food hygiene) and is certified. HACCP is not yet required.

Guest satisfaction

- Maintain a high and qualitative level of service towards our guests at all times. Meetings with (general) management take place to keep this level of service in order, according our operational plan.
- Assure a high level of cleanliness throughout the hotel
- Have a portable available which we and the guest can use to contact immediately if there are complaints, suggestions and opinions. Our Guest Relations keep contact with the guest on a daily basis. We also request our guest to fill in our Guest comments form, before departure. We will take these suggestions into account for our (investment) plans and improvements, or we immediately solve any problem that comes to the surfaces when guests are still in the hotel

Maintenance

- Check the rooms for any needed maintenance on a daily basis, our Guest Relations and Front Office employees keep a good eye on the guests if they need anything.
- Have a maintenance employee present to fix and repair any possible issues every day until 8 p.m.

This information is communicated to all employees and any third party interested.

8.5. Health and Safety Policy

LionsDive Beach Resort takes into account to control the health, safety and well-being of its employees, guests and suppliers likely to be affected by its operations and activities. We work hard to maintain a healthy and safe environment to all people involved in our business. Our hotel follows the national health and safety regulations, while at the same time maintaining a high level of operating standards.

To assure this we:

- Comply with applicable legislation and other requirements concerning health and safety; we will review and update this policy according to any (new) applicable laws
- Regularly have safety checks and controls of the evacuation plan, fire equipment and alarm system
- Make sure all employees are trained and competent to do their job.
- Have trained employees on the premises at all times (first aid, fire, emergencies, business first aid)
- Adequately control the health and safety risks related to our work activities and maintain safe and healthy working conditions.
- Take health and safety seriously by providing information, giving instructions and giving supervision to all employees.
- Prevent any accidents, injuries or work-related illness as much as possible
- Have safety signage across hotel to protect guests from being at risk, as well as evacuation plans wherever necessary.
- Carry out preventive maintenance for all technical operations and prevent (unnecessary) risks to our guests and employees.
- Make sure every employee of the hotel takes his responsibility to keep our guests safe and let them enjoy a great stay with us.
- Enforce strict rules on smoking in the hotel and smoking for the employees.

This information is communicated to all employees and any third party interested.

8.6. Protecting children

LionsDive Beach Resort Curacao is very sensitive to all matters that concern the safety and protection of children and their rights. We are aware that sexual exploitation and other forms of child abuse can occur in the tourism industry. Therefore our hotel is committed to protect the children within our property. Children up to the age of 18 may be subject to many forms of abuse and exploitation including but not limited to:

- Physical and verbal abuse from family members/guardians, other guests, employees or visitors
 - Confinement, being locked alone in a room for periods of time
 - Abandonment, being left on the premises without proper supervision
 - Undertaking work meant for adults or without special conditions to protect them
 - Pornography, trafficking, sexual abuse and prostitution
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- To assure this we:
 - Make sure that all of our employees understand why safeguarding the rights of children is important and how it is every employees' responsibility to protect children from harm within our hotel.
 - Ensure children are not employed to undertake inappropriate work normally undertaken by adults and there are age-appropriate working conditions for children working within the hotel.
 - Ensure that employees under the age of 18 are only employed in accordance with national regulations and with the person's family.
 - Train our staff to identify and act accordingly when there is suspicion of a situation where child abuse or exploitation might occur.
 - Make sure to identify and report any incidents to the local authorities and relevant child welfare organizations if necessary.
 - First establish contact with child welfare organizations and police, to be able to adequately respond in cases of emergencies.
 - Have a zero tolerance policy regarding child pornography, trafficking, sexual abuse or prostitution in our hotel

This information is communicated to all employees and any third party interested.