

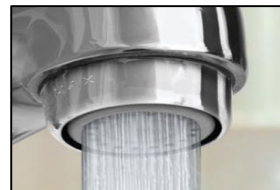
# SUSTAINABILITY REPORT 2016

AMSTERDAM MANOR BEACH RESORT



# Saving Water

- ▶ Minimize and manage the use of energy, potable water and natural resources in the Resort without compromising guest and staff satisfaction
- ▶ Install new sustainable technology practices on property and commit to purchase and maintain equipment that will work more efficiently and therefore help minimize the use of energy, water and natural resources
- ▶ Properly manage our waste water resources to minimize our impact on the environment

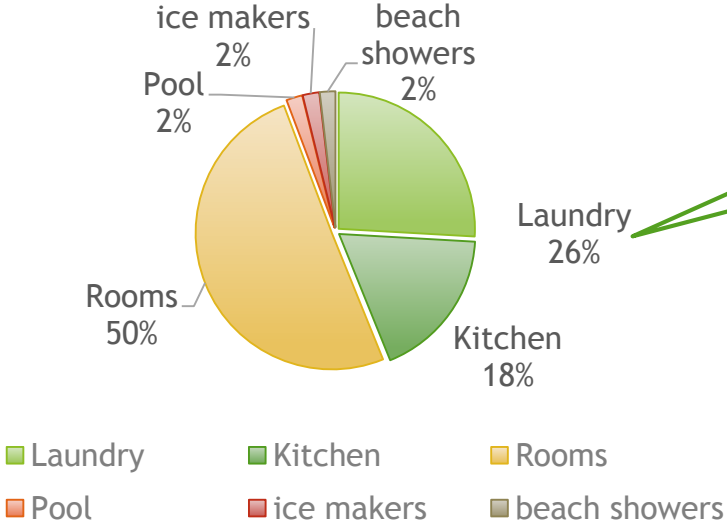
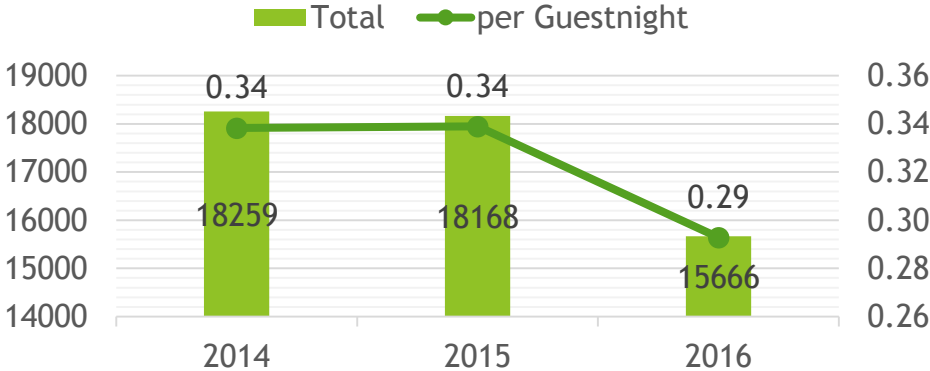


Aerators



Dual Flush systems

# Total Water Consumption [m3]



We Recycled 4474 m<sup>3</sup> water!

# Saving Energy

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Solar Heaters

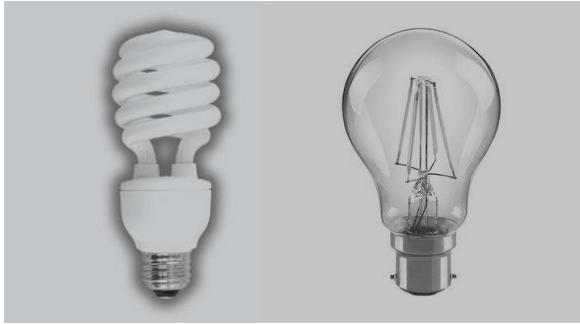
Insulation doors  
and windows





**-30% consumption  
kitchen appliances**

**Before      After**



Light Capacity: 8048 W

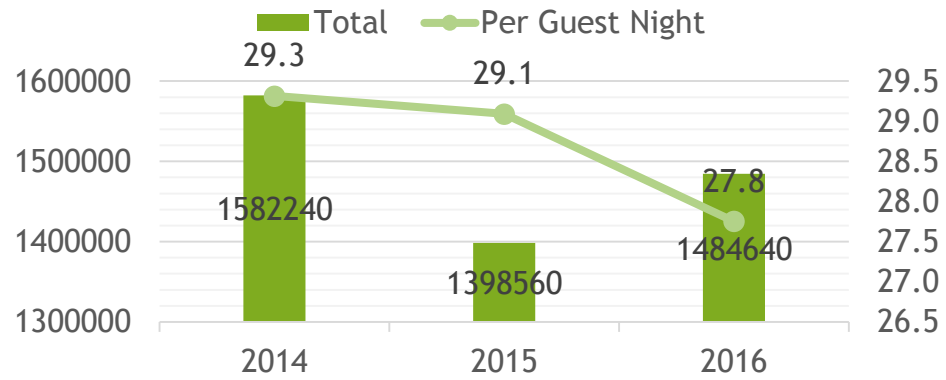
3095 W

**-40% consumption lighting**

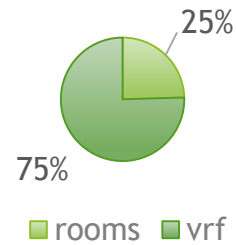


**-40% consumption pool house**

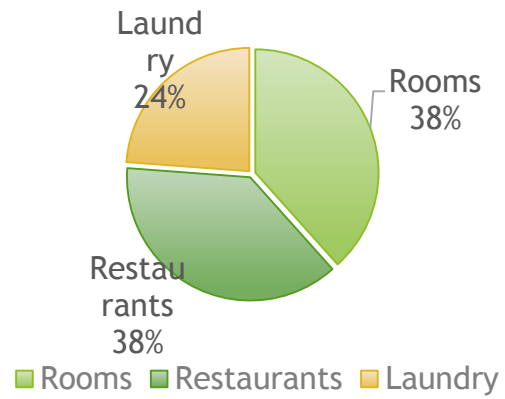
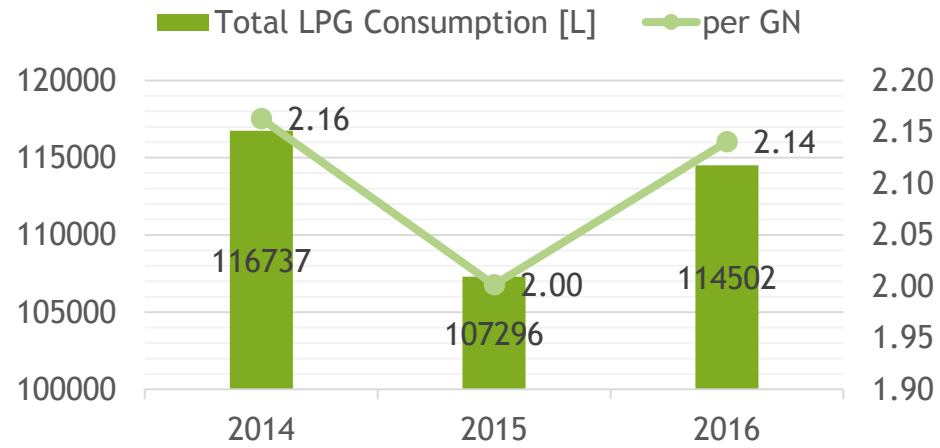
## Total Electrical Consumption [kWh]



## Rooms vs VRF 2016



# Total LPG Consumption [L]

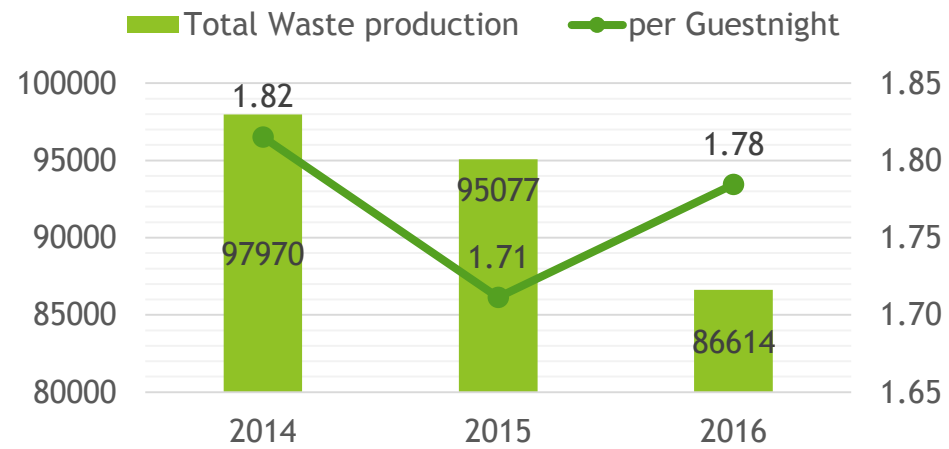


# Saving Waste

- ▶ Minimize emissions and waste generation of regular and hazardous materials involved in our operations.
- ▶ Protect and minimize our impact on the air quality.
- ▶ Minimize solid waste generation and where possible increase re-use and recycling practices.
- ▶ Properly manage our waste water resources to minimize our impact on the environment.



## Total Waste Generation [kg]



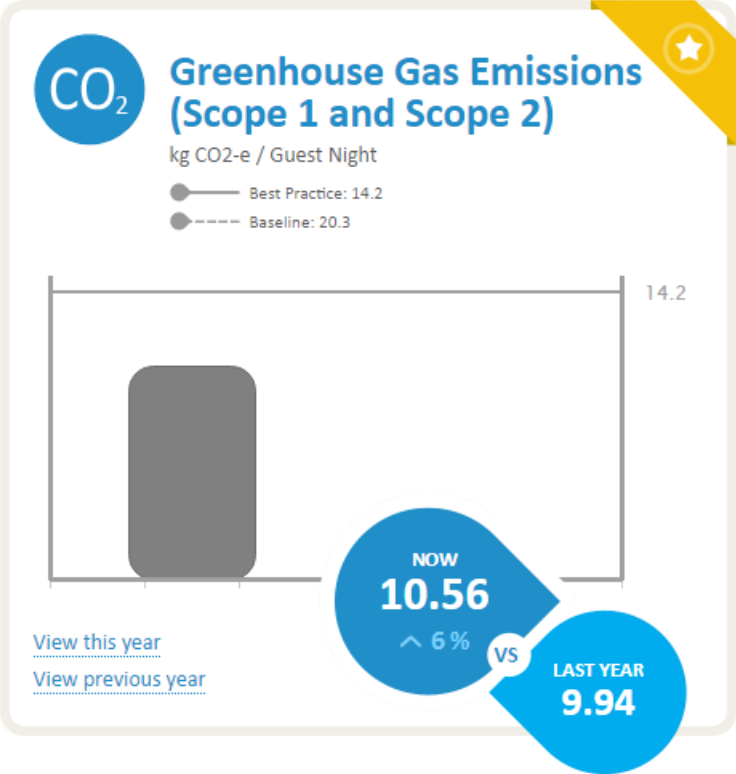
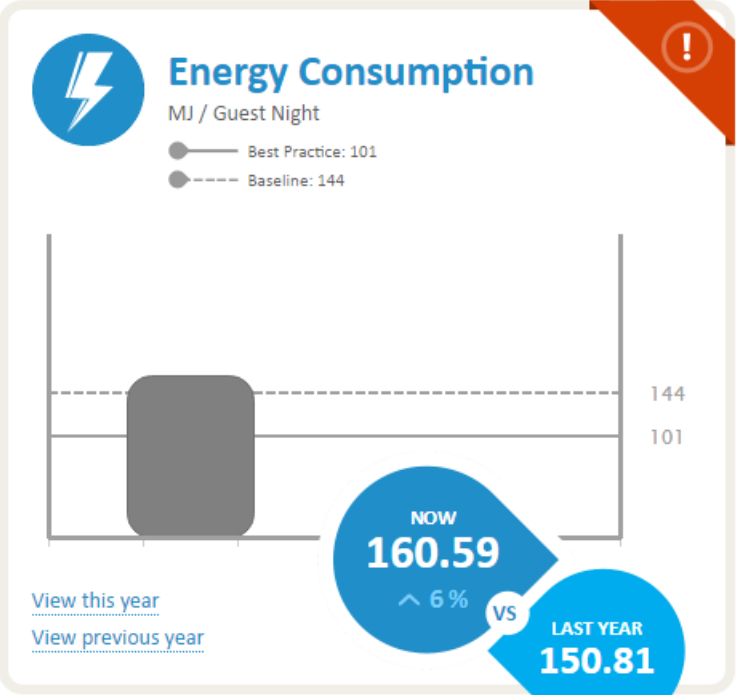


# Wild Life Protection

- ▶ Encourage and enhance environmental awareness among our guests, staff and the local community.
- ▶ We participate with NGO's (Non Government Organizations) in conservation programs to protect local species and its habitat.



# Greenhouse Gas Emissions



# Social and Local Community Commitment

- ▶ Maintain a constant dialogue with local community helping people in difficulty (social rehabilitation) with work at the hotel and contribute to their progress through responsible behavior. We support different communities (Cas Shabururi), our General Manager is board member of the Red Cross and we help with wellbeing programs and donations.



**E.P.B. School Project**



**Red Cross Elderly Breakfast**



**Raad van Kinderen Bubali Plas Visit**



**Cas Shabururi 10k medal ceremony**

# Achievements

In 2016 significant achievements were made in the community area and the donations were:

- ▶ Princes Laurentien's Kids Council (Unicef)
- ▶ Orphanage "Imelda Hof" paying singing lessons
- ▶ Kiwanis Club of Aruba
- ▶ Quota Club of Aruba
- ▶ Christmas dinner "Cas Chabaruri" - Handicapped elderly
- ▶ Ban uni man pa cria nos muchanan - Helping children in need with breakfast at school

# Customer Satisfaction

- ▶ At Amsterdam Manor Beach Resort, any complaints received against Amsterdam Manor Beach Resort, its service providers or our guests are taken seriously and we deal with your issue thoroughly and fairly.
- ▶ It is the policy of Amsterdam Manor Beach Resort to address all complaints, in a professional and timely manner, to ensure that a satisfactory outcome is achieved for all parties concerned.
- ▶ Any opportunities for improving Amsterdam Manor Beach Resort's services are adopted where practical and feasible to our commitment to continuous improvement.
- ▶ Complaints should be handled while on the island (during your stay at the hotel), in order to ensure a satisfactory outcome. We have a "no worry" cancellation policy, any reservation can be cancelled and/or a guest/client can check out early before anticipated checkout date without penalty.

# Customer Satisfaction

## 2015

- Review Rating: 4.59 / 5
  - Booking.com: 4.53
  - Expedia: 4.58
  - TripAdvisor: 4.7
- Positive reviews: 90%

## 2016

- Review Rating: 4.66 / 5
  - Booking.com: 4.38
  - Expedia: 4.75
  - TripAdvisor: 4.63
- Positive reviews: 93%

+3%

# DECLARATION OF COMMITMENT TO HUMAN TRAFFICKING AND PROTECTION OF MINORS

Amsterdam Manor Beach Resort is aware of the fact that the Commercial Sexual Exploitation of minors throughout the world is a problem which affects the Tourism Industry, has expressed its resolve to abide by the **Code of Conduct for the Protection of Boys, Girls and Teenagers regarding Sexual Exploitation in the Travel and Tourism:**

- ▶ To train staff in recognizing Human trafficking and exploitation of minors.
- ▶ To provide information to guests and any third parties by means of informative material and via our website.
- ▶ To provide information to the “Landelijk coordinator Mensenhandel en Zeden Politie”. **Hotline Mensenhandel (Human Trafficking): +297 5923231 and Zeden Politie (Vice Squad): +297 5852500** if any suspicious activity is being observed on the premises.
- ▶ To commit on the implementation of these points.