

SUSTAINABILITY REPORT



LIONSDIVE

BEACH RESORT CURAÇAO



LionsDive Beach Resort

As Curaçao was going through some difficult economic times in the late 1980's, The Lions Club Curaçao decided to start a hotel to help the economy and too generate income in order to give back to the needy. This was the birth of the Lions Dive Hotel & Marina an initiative of the Lions Club Curaçao. 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.

During the course of the past 29 years the Hotel went through several changes, with the latest change to be introduced in 2017 by the new General Manager. The hotel was rebranded to LionsDive Beach Resort with the introduction of the new Brand Style Guide and the new logo.

Realizing that the natural habitat that surrounds the LionsDive Beach Resort we are well aware that tourism can only survive in a world where we cherish and protect our environment. It is therefore that the LionsDive does business in a sustainable way in terms of natural, economic and social environment. From the opening in 1989 the LionsDive Beach Resort is a nature-oriented accommodation that, to date, strives for the highest standards in preserving the environment. Water conservation, energy saving, waste control (including recycling) and wastewater are included in the fixed measures. 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 animal and nature organizations. Our procurement is carried out locally wherever possible and we advise our guests to discover the island and we organize events to support local businesses.

Through the years, the hotel was expended and now the LionsDive offers a wider range of accommodations ranging from a standard hotel room, hotel rooms with front sea view, 2-bedroom apartments around the 50 meter pool to our luxury suites with breathtaking views over the Caribbean Sea. And for the true romantic, we have a delicious 200 M2 penthouse.

At the LionsDive Beach Resort our concept is built around a healthy lifestyle, where we have created an environment for people to interact in a sociable way, by creating an infrastructure where our guests can exercise, train and therefore are the sportiest hotel on sunny Curaçao, the perfect starting point for a wonderful holiday.

General Manager

In June 2017 Mr. Edward Soares started as General Manager of the LionsDive Beach Resort. To keep up with the changing habits and through his own personal development the new General Manager developed his own management style in which mindfulness is an integral part. Edward is born on Curaçao and is a result driven manager with diversified experience in Marketing & Sales, Accounting, Business support, day-to-day operations, internal audits, monthly reporting and financial analysis. He has an excellent knowledge of the Tourism Industry in Europa, North America, South America and Caribbean. Edward speaks fluent Dutch, English, Spanish, German and Papiamentu. Edward is, together with the managers, responsible for our sustainability.

Our Business Vision and Mission..

What do we want to become?

We envision to be the best resort on the island of Curaçao characterized by a dedicated team that is committed to deliver the ultimate holiday experience to all our guests.

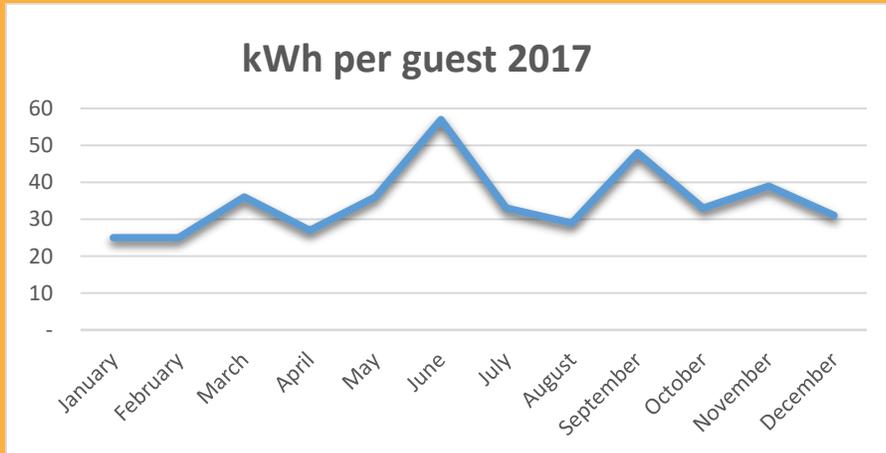
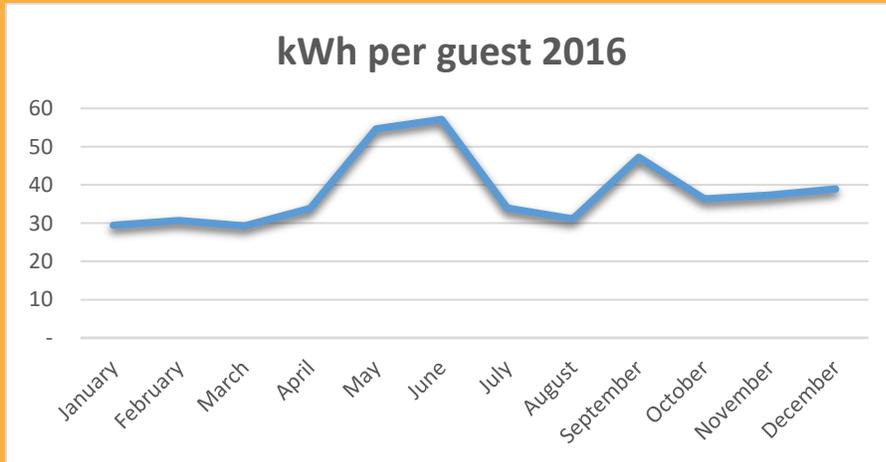
What is our Mission?

Our Mission is to cater and build lasting relationships with guests from all over the world and to give them a feeling of home away from home in our low threshold customer-oriented resort that oozes a warm Caribbean-Dutch atmosphere.

Energy and water consumptions

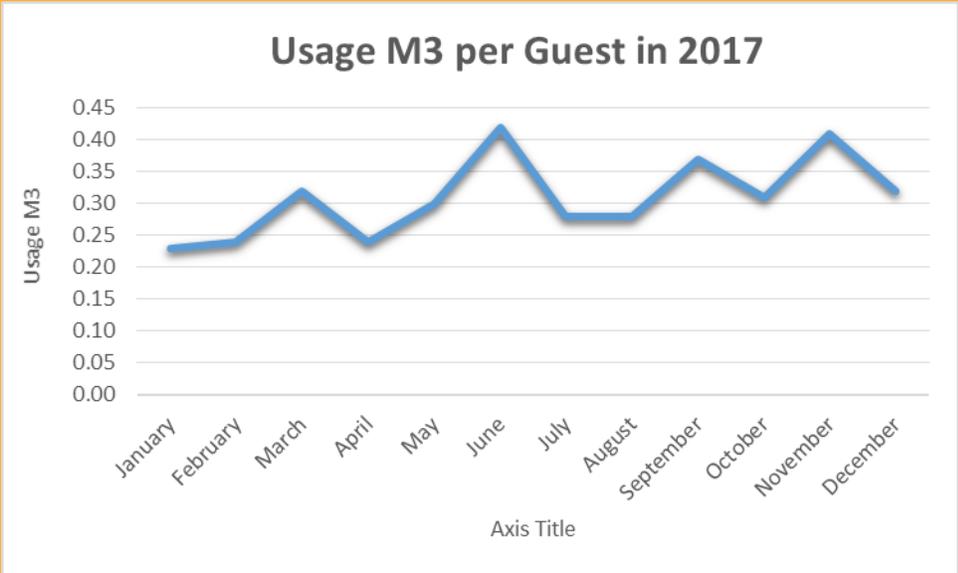
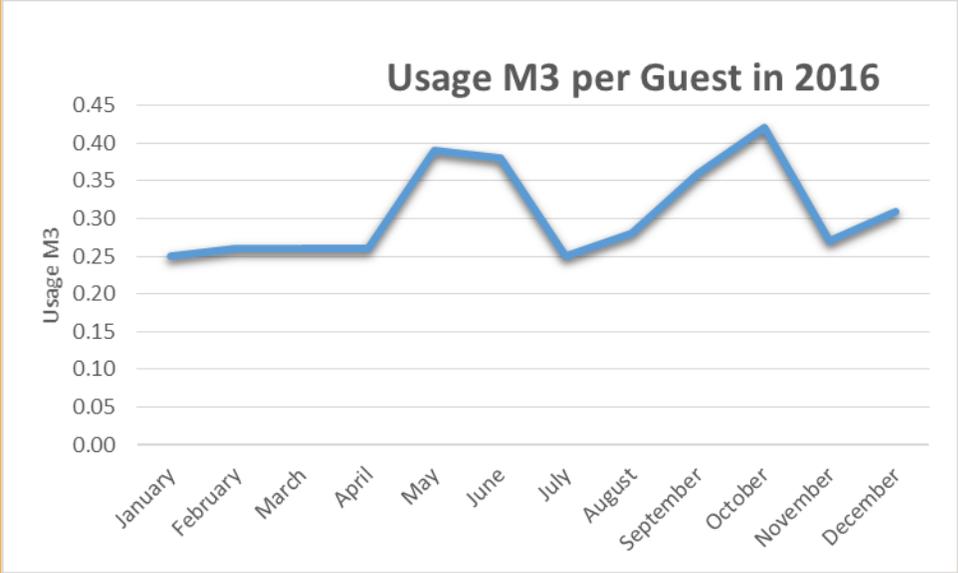
At LionsDive Beach Resort we always record the energy and water consumptions in order to keep the total Kwh consumptions and water lit consumptions to the lowest possible level while maintaining the high level of our available services.

During 2017 the total energy consumption was reduced by 3 kWh per guest night compared to 2016. Our total guests nights were reduced by 1, 25 %. However, in case of replace of the equipment we always choose energy efficient appliances following our main policy equipment replacing.



Average kWh per guest	
2016	2017
38	35

The water consumptions remained at the same level during 2017 at 0.31 M3 per guest night. Our target is to keep the same level of the water consumptions by following our main policy regarding the garden's watering, educate our staff members and inform our guest about the efficient usage of the water. And we are constantly looking for ways of implementing energy saving solutions throughout the resort.



Average M3 per Guest	
2016	0.31
2017	0.31

Energy and water savings measures

It is most important to continue to educate our staff and guests continuously to create awareness on the importance of being environmentally conscious with our energy, we do so by means of a sign in the room, the guest are requested to re-use the towels by hanging it on the towel hanger. If the guest wants the towels to be replaced, the guest has to put the towels on the floor. 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.

Every new equipment purchases checked to be energy efficient. If it is possible, the products are purchased locally. We get our supplies from local suppliers with a green mission like Kooyman, Nijpro, AVF Paints and Dynaf.

By our renovation of 36 bathrooms in June 2018 we used perlators s in our showerheads and faucets in accordance with the standards in terms of water consumption. Toilets and urinals are on the wright values set from the factory.

We are using LED lights and are using inverter air conditioning, refrigerators and washing machines.

In order to regulate the humidity in the rooms, it is important to have the AC on at all times, but we maintain the rooms at a constant temperature of 23 degrees when the guest are not in the rooms. We request our guest to turn off the air conditioning when they open the balcony doors and leave the doors open.

In order to control the room temperature and energy consumption of these we will be looking at a solution for the air conditioning, by installing an automated thermostat so that the air conditioning shuts down as soon as the balcony doors are opened.

The property is built in a way that all our central facilities are al fresco and use the constant Caribbean breeze.

We offer warm water in our accommodations that is heated by solar boilers on the roof. We re-use the water (grey water) from the bathrooms to maintain our gardens nice and green. We replaced 2 new pumps for the circulation of our 50 meter swimming pool that is energy efficient, less noise and vibrations, which extends the lifespan of our pumps.

In 2019 we are planning to place an energy water saver, called water profit, on our main pipeline, this removes all air bubbles in the water supply which will result in a reduction of the water consumption.

In the next year we will contact Magnets (Aqua Doc) concerning softening the water of the pool and get rid of the Calcium/minerals so we have to use less chemicals.

In 2019 we will start with a pilot program in one of our apartments to replace all batteries with rechargeable batteries. Depending on the results of this program, we will consider the usage of rechargeable batteries throughout the whole Resort.

Waste production and recycling

The waste production and management is one of the most important environment protection procedures implemented within the LionsDive Beach Resort.

With this in mind, we educate all of our staff members (including our suppliers and partners) quarterly about the procedures regarding the waste produced, the separation of waste and the recycling.

For the past 2 years our Food & Beverage and Dive shop also became a member of Green Force and they joined us in the continuous effort in controlling and reducing the waste, the separation of it and the recycling. Next to reducing plastic and cans we also started with paper. This year Green Force was able to offer us to reduce carton board as well.

This year we are planning to organize a workshop with Timo Brouwer concerning sustainable procurement for all our employees and the employees working in Food & Beverage.

The vision & mission of Green Force

Vision: recycling offers people and businesses the opportunity to move from an irresponsible waste society into one that takes proper care of their waste streams. By deviating recyclable materials from landfills into re-usable waste streams we can save planetary resources and contribute to the conservation of our mother Earth.

Mission: Green Force is dedicated to create and facilitate recycling on the island of Curaçao. Starting with information, society can be informed about the possibilities and become aware of what they can do to help save the planet by proper waste disposal.

In the process of making recycling available to everyone, Green Force hopes that people will gain consciousness about how to choose their products and how to take proper care of its packaging.

Through recycling we can help our natural environment, we create jobs, increase the life of our landfill, reduce our waste and generate profits that will benefit the island and its environment.

LionsDive Beach Resort is a member of Green Force together with our Food & Beverage department and Dive Shop. Green Force is not only busy with recycling but also with tree planting, mangrove re-introduction program, recycling for sport program and clean up actions.

Green Force is giving green tips, which we mention in our monthly newsletter for our employees.

On a regular basis we invite Timo Brouwer (initiator of Green Force) to give a workshop about recycling and what it means for mother Earth. Especial when we have new employees we invite him and it is a refreshment for all the employees.

Paper, electronics etc.

Rumpt Recycling supplies the paper recycling of LionsDive Beach Resort through a red container. Furthermore, the paper is also reused by using both sides of the papers.

The Opera reports are most of the times sent digitally instead of printed. The night audit reports was printed and now it is brought back to 3 pages of 50 pages.

Only the wage bills of the employees who does 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 accounting department is planning to start with a program that all credit invoices will be processed digitally. This will reduce our paper usage enormously.

Also accounting started with posting environment tips on our invoices.

The input over our IT department for waste and recycling are:

- **Virtualization**
Limit hardware (servers, standalone PC's) by virtualizing on one physical hardware host. This solution also reduces down the overall power consumption
- **Centralized Printing, Efficient Printing, reduce printing**
 - a) Invest in Network Printers
 - b) Stimulate Centralized printing
 - c) Reduce printing by Duplex (double-sided) printing
 - d) Digitalizing documents and their storage
- **Sustainable Paper usage**
We use sustainable paper which consists of Eco-friendly elemental chlorine free pulp during the paper production which also comes from sustainable forests accredited with EMAS* and ISO certification
* EMAS = European Eco-Management and Audit Scheme
- **Focus on Energy Star Products**
HP, Xerox, Cisco, WatchGuard, APC etc. etc.
- **Recycling UPS Batteries**
Return our UPS Batteries to Dynaf or Zapp Battery's Curaçao for recycling
- **Toner Recycling**
Return used toners to Xerox for better disposal, recycling

For the next years they work on:

- **Move to Cloud solutions**
Move processes and applications to the cloud
Example: Office 365 Business Premium is a subscription to all the Office applications and which hosts your exchange (mail) environment in the cloud. This reduces the use of on premise Exchange servers.

All the old furniture, sanitary and AC are offered to the staff or to charities
For example, we donated some air conditioning to our sponsor school Schotborgh College.

Outsource:

The housekeeping is outsourced and we contracted Total Cleaning to offer these services. The employees of Total Cleaning uses Ecologic products (certified hard surface cleaner and restroom cleaner).

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.

The housekeeping daily clean the accommodation including public places. There is a program for the mattresses, in which the mattress is turned every 3 months in order to preserve these, and we have program where all floors get deep cleaned on a regular basis.

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.

Food & 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 day/data stickers the products in the freeze etc.
- On a regular basis the firefighting equipment are checked and therefor they get a certificate re-inspection.
- 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.
- Using 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 there employees to ask the guest if the need a straw or not. This will reduce using straws.
- Aan zee uses allergen guide for their guests.
- This year Aan Zee will start using recycle take out boxes and bags.
- Aan zee takes into consideration to use recycle straws in the future

Personal and training

As we speak, LionsDive Beach Resort team includes 43 full time employees and four part time employees. More than 90% of our employees are locals and 100% of our employees adhere to the local labour laws.

The employees have a CAO (collective labour agreement) as a legal contract. The CAO was prepared in 1993 by the Trade Union and the director of the LionsDive. This collective labour agreement was derived from the labour legislation on Curacao with extras.

In November 2017 our General Manager contracted Deloitte Dutch Caribbean to conduct and guide a two-day, Mission, Vision and Strategy session in order to develop these with the Management. During these two days the management staff of LionsDive developed our new mission and vision. Based on this new mission and vision every department head made their operational plans for their department. These Plans of Action are focused on the short, medium and long term, which also contains environmental targets.

In order to continue to develop and coach the entire LionsDive Team in March of 2018 an external coach was contracted for the period of 12 months to guide the implementation of our vision and mission throughout the whole organization. The implementation is based on team sessions, one-on-one sessions and team building activities. During these coaching and development sessions various hospitality and work aspects/themes will be discussed. Moreover all our employees have the opportunity to follow courses or workshops to improve and develop their knowledge in their field.

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

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. In our last Town Hall Meeting that was held in the beginning of July, all the departments shared their department goals for the remainder of 2018, based on the following questions:

- What do you want to reach with your department?
- When is the year 2018 for your department a successful year?

And every department head presented their departmental goals to the whole LionsDive team during the Town Hall Meeting.

In our continuous effort to further develop all employees, we have a personal development plan in place for our employees. Find herewith an overview of other courses/training in the past few months:

- Two employees of our Maintenance team followed a course to expand their knowledge about cooling systems. This course gave our employees the opportunity to develop their knowledge and to work more sustainable.
- To work more efficiently, our Head of Maintenance followed a course in 'Store and Logistics'.
- Our Head of Finance and employees followed an Exact course.
- The team of Front Office and the Reservations team followed an upgrading course in Oracle Hospitality OPERA.
- Training of the in-house emergency team (BHV team).
- Training of our security team in situational awareness and robbery prevention.
- Training of all staff in guest services and guest understanding (if you serve your colleagues well, you understand why you have to serve your clients well).

In 2019 we will focus more on sustainable procurement. Therefore we will schedule a workshop about sustainable procurement for all our employees, including Food & Beverage (AanZee), the Dive shop (Ocean Encounters) and the Gym/Spa (Body Beach/Santai Spa) given by Green Force Curaçao. Besides that we will coach and guide our partners and stakeholders on the importance of recycling and having a sustainable environment, in our monthly newsletter and during our Town Hall Meeting every quarter.

LionsDive also takes a leading role in educating and developing our youth and giving the opportunity for trainees from abroad (max 2 students per trainee period) and for local students to gain experience and knowledge, so they can successfully complete their education and help them shape their career. Our focus lies in developing the local community and therefore we have an agreement with the Dutch schools that our preference is to source students born and raised in Curaçao.

To build and maintain a good atmosphere and to stimulate teamwork we have instated an Employee Committee that will be responsible for the organization of events for the staff in the upcoming years.

Communication with guests and local community.

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

We are continuously educating our staff and guests, and to create awareness it is an ongoing process in finding better ways to communicate this. In these efforts we have just updated our guest information manual, we are informing our guests during our welcome meeting every day and we will be placing an information tablet in the lobby.

We also introduced a Sunset Get Together this year, this is a moment in which our management staff and our guests can interact to improve communications, to make sure our guests are informed and a moment to get feedback on issues that are going on.

During the welcome meeting our Guest Relations team informs our guests on:

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

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

To offer local artists the opportunity to showcase their locally made products we organized a "Local Sunday Market" in August 2018. Based on the success we will continue to organize such an event every other month.

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.

In the near future we will be adapting our activities by organizing more kids' activities like drawing competition, film nights and have Green Kidz organize a competition, educating and sustainability and we will have Green Kidz Curaçao involved in this project.

To give back to our community we also have swim instructors give 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.

More communication possibilities:

We are going to upgrade our website with our sustainability report and policies.

We will place signs in the garden with information about our trees and plants.

Sponsoring

To support our local community we have several projects we support like:

- Green Kids one of our sponsor project in collaboration with Avila Beach Hotel
- We adopted a primary school (Schotborg college), who we help throughout the year by supplying materials and financial aid.
- Curadoet
- Fundashon Tur ta Konta

Other donations are:

Stichting Jeugdzorg.

Stichting Dierenhulp (free sterilization program)

Stichting Dierenbescherming.

Stichting Sheilucell (fight against youth crime)

Paradise The Challenge.

Fundashon Totolica.

Project Verriet. (mentally handicapped)

Vierdaagse Nijmegen.

Event Found.

Stichting Kleeberg Challenge in the Netherlands (bicycle races)

Stichting Kinderoord Brakkeput (care children placed out of home)

We had a robbery prevention training and the trainer donated his fee tot Stichting Dog.

Fundraising CHATA culinary team

In 2017 we bought coloring book from Green Kidz to give them to our little hotel guests.

With Curadoet we organize a day to touch up, our adopted school.

We also donated water bottles during the Sint Nicolas celebration at Schottborg College.

Fundashon Tur ta Konta is set up to help children who have difficulty with arithmetic and mathematics in order to increases the chances of a successful career. This assistance takes place after school by experts.

Ocean Encounters

Ocean Encounters Headquarters and Marina is 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 the 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.

Furthermore Ocean Encounters:

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

Body Beach Spa & Sauna

Body Beach Wellness Club is your ideal Health and Wellness experience where you can work out and improve your physical well-being. Over the last years we have grown to become the number 1 club on the island. We offer fitness, cardio, classes and much more. All our equipment are provided by Technogym, the Wellness Company. At Santai Spa you will definitely enjoy your most personal experience. Santai is the Indonesian word for relaxation and we believe this is the true way to reach a personal sense of wellness. Santai Spa offers a great variety of massages and (signature) treatments, internationally known as well as locally developed.

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 customers 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 customers and employees.
- Make sure every employee of the hotel takes his responsibility to keep our customers safe and let them enjoy a great stay with us.
- Enforce strict rules on smoking in the hotel and smoking for the employees.

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
- 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.
- 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 School, the Greenkidz, Greenforce and we organized a local market on the beach.

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

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

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 (Town Hall 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.
- Provide training to our employees with a trainer in house called LionsDive Academy for 12 months in 2018.
- Have created a separate child protection policy to safeguard the protection and rights of children.

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.

Customer 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.

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 Green Force provide central recycling bins to our hotel to separate paper, cardboard, aluminium 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 and customers. Also via billing to our 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 every quarter via the Town Hall Meeting 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.