

Sustainability Report

2016 - 2017



Set on tranquil Eagle Beach, recently named one of the “Top Ten Beaches in The World” by TripAdvisor, Manchebo Beach Resort & Spa in Aruba occupies perhaps the most enviable oceanfront hotel location in Aruba. This boutique retreat of just 72 hotel rooms is an oasis of island splendor and personalized service. Palm trees, tropical gardens and thatched roof palapas dot the landscape, easing guests into day after breezy day of yoga and Pilates classes, spa services, fine and casual dining, sunbathing on the beach and lounging by the pool, beachcombing and blissful relaxation.

Manchebo Beach Resort & Spa has been a leader in sustainability and responsible tourism over the past 14 years. This luxury boutique resort was the first Green Globe member to earn prestigious Gold Status in January 2008, and December 2015, earned re-certification Platinum Level.

Manchebo Beach Resort embodies all the characteristics of Caribbean hospitality and eco-consciousness. The property continuously improves their efforts to conserving the environment. With a sincere feeling of responsibility and community engagement, the resort staff provides incredible service and a firm commitment to preserve a safe and healthy environment for the island of Aruba, its people and visiting guests.

Numerous **Green Initiatives (Forms of Engagement)** are in place at the resort and an Eco-action plan tracks energy, water, gas consumption and other key indicators.

- The resort has a more **sustainable design & construction of building and infrastructure**; Roofing on buildings are made of artificial grass (thatched roofing and sustainable wood) to use locally appropriate principles of sustainable construction while respecting the natural and cultural surroundings, placed by a local company to be part of the community development.
- The resort conducts various projects on **energy efficiency**.
 - All guest room doors are insulated by weather strips and the patio sliding doors are tinted with double glass to maximize the air conditioners’ efficiency.
 - Placement of energy efficient – and water savings equipment & efficient T5 Retrofit lighting - & pool pump system w/ approximately 70% savings in lighting & energy expense.
 - Conversion from regular split units to inverter split to more energy efficient A/C units
 - Replacement of incandescent and fluorescent light bulbs to **LED lights throughout entire property** lowering energy consumption 6.6 times/lower and replacement period greatly minimized satisfying more than 95% of the property lighting needs.

The following major initiatives are primarily responsible for successfully improving our environmental efforts:

- **Eco Friendly Biodegradable cleaning products** and room amenities
- Purchase of **Eco-friendly Emission Free (CO2 reduction) electric company cars**
- **Recycle/Re-use grey water** from guestrooms (showers, face basins, a/c drip and ice machines for garden drip system).
- Kitchen cooking oil is recycled
- Vegetable peelings from kitchen operation collected by local pig farmer.
- **ECO friendly & responsible Purchasing**, take back policies with suppliers, making it a point to buy local eco-friendly products and support environmentally-friendly businesses.
- The Manchebo Beach Resort, as a boutique hotel ‘*shows the sustainable way*’ and is deeply rooted in **Community and Social endeavors** throughout Aruba. Local causes and charitable organizations are supported through hosting on property events (breakfasts and/or luncheons with entertainment), participation in community – and various service clubs outreach programs, sponsorships, donations, and flexible hours of volunteer time from the entire Manchebo team. The resort’s efforts focus on community foundations local churches, hospital, schools, senior’s homes, blind institute - juvenile- & rehabilitation centers,
- Island’s **annual volunteer projects (Reef Care & Coastal Clean-up programs)**. Guests and employees are invited to join local environmental and community-related activities, such as the monthly island-wide beach and reef clean-up.
- Monthly participation with staff and guests in beach clean-up efforts in cooperation with the island’s hotel association AHATA.
- Guests and employees are also encouraged to participate in “**Wellness & Balanced**” **living life-styles**. The resort offers a unique and rejuvenating experiences for everyone. A typical day begins with early morning yoga – and/or Pilates sessions, spa treatments and not to forget healthy natural fruit based smoothies.
- **Annual Health & Green Weeks** are organized where the company spotlights the workplace’s role in helping to create healthy employees. It highlights how healthy company cultures drive employee productivity and engagement – molding better business. Sustainable behavior is cultivated --more meaningful habits change that help employees thrive at work and across all aspects of life, positive changes at home and healthier choices.

The sustainability program is now 14 years in place including Environmental & Social programs that demonstrates our leadership and commitment to sustainability and social responsibility which are integrated with the resort’s Vision and Mission statements:

Vision: *To make the Manchebo Beach Resort & Spa a leading sustainable independent luxury boutique resort in the Caribbean!*

Mission: *To continuously strive to achieve higher customer & employee satisfaction, improved operational effectiveness, introduce unique product improvements, become more sustainable and increase occupancies & revenues, and to provide an intimate & memorable vacation experience at a 4 Star Premium Level.*

This reflects our culture not only to proactively make a positive difference in challenging times and to develop innovative solutions, but also to be transparent with our stakeholders. As a result, the Company has been recognized as one of the top 3 best resorts on the entire island (according to TripAdvisor reviewers) and is one of the Leading Wellness Boutique Resorts. Given Green Globe Platinum Certification status, Travelife Gold, TripAdvisor Green Leader Silver Award and various other recognitions place us on the top.

We have continued our journey to reduce our global environmental footprint by reducing electricity consumption with 15% from 30 kwh per guest night during the year 2009-2011 to 25kwh per guest night during the period of 2015-2016. Water consumption has been lowered with 17% from 0.47 cubic meter in 2009-2010 to 0.39 cubic meter during the period of 2015-2016. LPG Gas consumption has remained the same over the years.

STAKEHOLDERS	FORMS OF ENGAGEMENT
Associates	Community projects, Green Week, First Aid/Emergency Response & Safety Trainings, Participation in Tourism Certification Programs, Health and Wellness programs, Social Media & Beach Clean-Ups.
Customers	Guest Evaluation Surveys, beach clean-ups, sustainable guest room amenities, social media, web site and guest directory and signage.
Communities	Community Engagement Programs, Volunteer Events, Donations to schools for fundraising for education - & school programs, disaster relief charitable donations to various churches, old homes, social clubs, hospital, rehab centers
Board members/ Shareholders Annual Report	Board Report & Sustainability Updates
Associations	Board Memberships, Aruba Hotel & Tourism Association – A.H.A.T.A Environmental & Executive Committees, Caribbean Hotel & Tourism Association - CHTA; Green Globe Certification & C.A.S.T.
Suppliers	Giving preference to local suppliers (sustainable products and take back

	policies); share Company Environmental & Purchasing Policy and encourage suppliers to become more sustainable.
NGO's	Board memberships, executive committees, & working groups
Government	Advocacy, briefings, meetings, pilot projects and research, regulatory filings

Trip Advisor Rating – March 2017:

- 2,301 reviews
- #3 of 24 Hotels in Palm - Eagle Beach, Aruba
- Certificate of Excellence
- Green Leaders Silver level

Leadership has also aided our Resort to shape policies and platforms of success.

We continue our journey to demonstrate our passion to perform with purpose.

Lidia Halley
Environmental Leader

Edgar Roelofs
General Manager

March 2017