

# Travelife

Sustainability in tourism



&



TIME TO SMILE

CHOGOGO

DIVE & BEACH RESORT | CURAÇAO



# INDEX

	page
What is Travelife?	3
People of Chogogo Resort	4
Organizational chart	5
Environmental policy	6
Community & Social statement	8
Health & Safety policy	10
Children's rights	13
Local products and services	14
Quality Assurance Policy	15
Sustainability Report 2017	16
<i>Message from management</i>	18
<i>About Chogogo Resort</i>	19
<i>Sustainability program and Highlights</i>	20
<i>Stakeholders</i>	21
<i>Social</i>	22
<i>Environmental</i>	23
<i>Targets</i>	26

# WHAT IS TRAVELIFE

## TRAVELIFE

Travelife is an international sustainability certification scheme. It helps its 1,300 hotel members around the world improve their environmental, social and economic impacts cost-effectively. Travelife has been designed by the travel industry as an affordable and fair system that helps hotels and accommodations to improve their sustainability.

In January 2014 we received a Travelife Gold award (highest achievable award). This proves that we meet the Travelife assessment criteria.

## CHOGOGO RESORT

We believe in corporate and social responsibility. This means that we operate our business with great regard for the local environment and the local community. An important aspect of this is improving environmental awareness and promoting sustainable tourism on Curaçao.

To meet our standards in sustainability we focus on the following areas: Water, Energy, Waste, Local Community, Staff and Guests. In this map you will find all different subjects highlighted in the following policies:

- Environmental policy
- Community & Social policy
- Health & Safety policy
- Children's rights
- Local products and services
- Quality Assurance policy

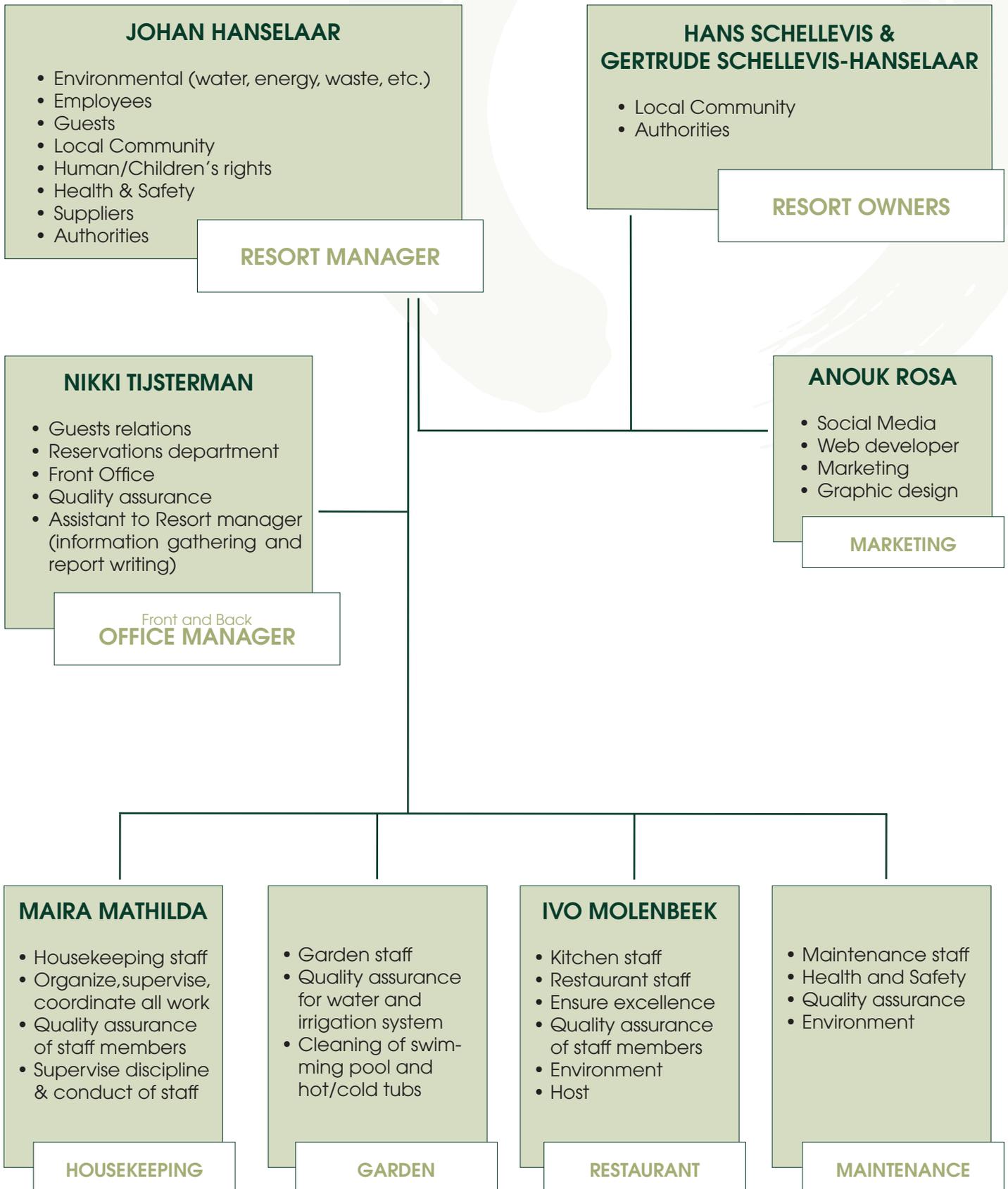
If you have any further questions regarding our policies, Travelife, our sustainability reports or something else, please do not hesitate to ask the Front Desk. We are more than happy to answer all of your questions.

# PEOPLE OF CHOGOGO

Chogogo Resort always tries to consider our short- and long-term interest, environmental and social responsibilities in our decision making.

Employees	We educate and facilitate our employees to make a conscious decision in favor of environmental, ethical and social issues in their work.
Guests	We inform our guests about our environmentally friendly techniques and social methods. Also we try to improve the environmental awareness of our guests by informing them about different issues, like towel use, local culture and air conditioning use. Finally we make it easy for our guests to ask the Front Desk about any of the above issues.
Property owners	We work together with property owners to find innovative solutions that satisfy our economic, environmental and social objectives.
Suppliers	We strive to purchase products that are made locally and have a reduced environmental impact during their life cycle. Also from suppliers that demonstrate that they work with environmental and social responsibility.
Authorities	We require our managers to abide by local and international legislation, especially regarding labor laws, health and safety, human and children's rights and the environment.
Community	We contribute, support (if necessary) and deliberate with the local community as much as possible.
Environment	We do our utmost to continuously improve our performance in the areas of energy and water use, resource consumption, and waste generation.

# ORGANIZATIONAL CHART



# ENVIRONMENTAL POLICY

Chogogo Resort was founded in 1997 as the first resort in the Jan Thiel Area.

Chogogo Resort has a long history of providing hospitality for its guests. We welcome approximately eighteen thousand guests each year. This means that our occupation rate is 90% year round. Therefore Chogogo Resort is one of Curaçao's market leaders in the hospitality industry and has an established "brand name" in The Netherlands.

We believe in corporate and social responsibility. This means that we operate our business with great regard for the local environment and the local community.

## ENVIRONMENT

Chogogo Resort conducts its business in a way that burdens the environment as little as possible. This means that we consider the natural recourses of our planet.

Chogogo Resort aims to provide a system in which fresh water consumption is kept to a minimum. This in order to save costs and to preserve energy and to be less of a 'burden' for the environment.

To meet these goals Chogogo Resort has taken the following measures:

- All units are equipped with water saving showerheads
- All the bathroom sinks have water saving taps
- All waste water is collected in septic tanks and reused for garden irrigation
- The resort's fresh water system is divided in 3 sections. Each section has a pressure regulator and gauge. This way we can make sure the water pressure is divided equally to prevent spillage

Chogogo Resort aims to keep the energy consumption to a minimum. In order to do so, the following measures are being taken:

- All air-conditioning units in the accommodations contain an energy saving system (Eco system air-conditioning). This system makes sure the air-conditioning only works when a guest is present in the room
- All the lights on the resort are energy efficient
- Chogogo aims to purchase low energy efficient equipment whenever possible
- Refrigerators are energy efficient and where possible insulated for the tropics
- Chogogo Resort plans on building a solar plant in the back of the resort in 2019

In order to keep the energy consumption to a minimum, the measures must be checked constantly.

Chogogo Resort supports local organizations that aim for the improvement of the local ecological environment and the wellbeing of local animals in general.

## **WASTE**

Chogogo Resort cares about the environment of Curaçao. Although environmental responsible waste management is not a big priority for Curaçao's government, Chogogo Resort strives to seek out new ways of efficient environmental friendly waste management.

Our efforts are concentrated in the following areas:

- The separate collection of waste (glass, plastic, cans, etc.)
- Where possible Chogogo Resort will use biodegradable cleaning materials
- Chogogo will strive to diminish the use of paper. Therefore we will reduce the size of our guest information package and reuse paper whenever possible
- Chogogo will reuse all its waste water
- Chogogo will support local organizations that seek to preserve the local ecological environment (Greenforce member)
- The proper disposal of hazardous materials at the local landfill

## **GARDEN AND WILDLIFE**

We try to keep our garden well maintained with several local plants. Please consider and respect the garden and her animals. The stray animals on the resort are being treated and taking care of by Chogogo Resort and by the local organizations for animal care.

## **SOCIAL**

- Chogogo Resort complies with all the local laws concerning employment, labor, waste removal, and environmental laws
- All salaries are well above minimum wage
- Chogogo Resort first seeks out local suppliers before considering purchasing materials, services and goods on the international market

## **STAFF**

Chogogo will convey this policy to its staff by pointing out the applicable items during regular staff meetings. Raising the awareness level of the staff is constantly practiced by normal social interaction and communication on a daily bases.

# COMMUNITY & SOCIAL STATEMENT

We believe in corporate and social responsibility. This means that we operate our business with great regard for the local environment and the local community.

## LOCAL COMMUNITY

Chogogo Resort has profound ties to the Curaçao's community. Chogogo Resort has the believe that in order to operate a sustainable business the local community is indispensable. Therefore our focus is on the following areas:

Chogogo Resort...

- offers internships in different sections of the company
- offers internships and employment for the mentally challenged
- prefers to recruit and train local employees instead of seeking them overseas
- has an active part in improving the local bus system
- has an active part in helping the local stray animals
- is an active board member of the local Hospitality organization Chata
- is a Greenforce member (local environmental organization)
- donates all of its old furniture, linen, appliances, etc. to local charity organizations
- buys locally produced goods whenever possible
- gives donations to local charities

## STAFF

Chogogo Resort is constantly working on their "human capital". This means maintaining productive and warm relationships with our employees. Chogogo Resort believes that this is essential for running a sustainable and successful business. Chogogo employs approximately 70 people. More than 80% are of local origin. We find it essential to fight poverty and improve the level of prosperity for the local community.

Chogogo Resort was the first company in the Curaçao Hospitality Industry to give its employees a pension plan.

Chogogo Resorts keeps looking to improve the skill level of their employees by giving trainings and courses.

Chogogo Resort helps, whenever possible, to solve extensive personal problems of their employees. This varies from helping with debt issues to solving transportation problems.

## GUESTS

In order to inform our guests of our policies regarding sustainability and corporate responsibility the following measures are being taken:

- An information board placed in the reception area outlining Chogogo's policies
- On Chogogo's in-room TV system a special button is added with resort information
- An A4-sized information board is placed in every unit. This board describes the most important issues regarding our policies (e.g. towel usage, waste water, air-co usage, separate waste disposal)
- Floor plan of Chogogo Resort in the reception area (instead of printed versions)
- In front of the reception clear directions to the recycling points

# HEALTH AND SAFETY POLICIES

Chogogo Resort is committed to protect both people and property, management will provide and maintain a safe and healthy work environment and will strive to eliminate any foreseeable hazards which may result in property damage, accidents, or personal injury/illness.

We recognize that the responsibility for health and safety are shared. All employees will be equally responsible for minimizing accidents within our work sites.

Chogogo Resort finds it very important to have a good cooperation with her employees. That is why we have drawn up some rules, which resulted in our 'House Rules'. Those House rules are intended to create clarity and to prevent many misunderstandings and problems. Every new member of Chogogo Resort receives a copy of the 'House Rules' of Chogogo Resort and has to sign this.

We now mention only the issues/rules concerning the Health and Safety that is written in the 'House Rules':

## **Alcohol and Drugs**

Consuming alcoholic beverages and/or drugs or being under the influence of alcohol and/or drugs during working hours is not allowed and can lead to immediate resignation.

## **Fire**

During the first week every employee will be informed about the fire instructions and fire-extinguishers. In case of fire, the safety of the guests and the staff is most important.

Course of action in case of fire:

1. Do not panic and do not risk anything
2. Immediately warn the reception/manager/supervisor or call the fire department
3. Follow instructions of the manager(s)

Emergency number: 911

## **First aid kit - medical assistance**

To treat small accidents/first aids you can find a first aid kit in the restaurant and at the reception. In case of an accident among the staff or guests please inform the duty manager/supervisor as soon as possible. In urgent needs for medical assistance you need to call the emergency number right away.

## **Identification requirement**

From the first day you start to work here you must carry a valid identity card, which stated your nationality, at all times (driving license is not enough). A copy of your identity card will be kept at the administration. You should always be able to identify yourself.

### **Move or carry objects**

Move, lift or carry objects weighing less than or equal to 50 pounds (23 kilo).

### **Privacy**

It is not allowed to provide any personal information about the staff/manager of Chogogo Resort to guests or outsiders. Also information about the guests are private and can not be shared with other guests or outsiders. The employee maintain confidentiality about all work related issues.

### **Safety Rules**

Always adhere all safety issues. Unsafe conditions should be reported directly to the manager. Management is not responsible for any damage caused by the employee itself. Report any defects to the management, so that they can take temporary measures. At all times you should hold on to the prescribed safety policies of Chogogo Resort.

### **Smoking**

Smoking during working hours is not allowed. You can smoke during breaks in the appointed areas. Make sure that you do not bother any of your colleagues and put your cigarette in the appropriate ashtrays. Do not throw them anywhere else, because of the increased risk of fire. If you violate these rules, there will be sanctions applicable.

### **Unwanted behavior**

You should handle others with respect. Discrimination in any form (race, color, nationality, religion), as well as sexual harassment is not tolerated in any form. If you are a victim of unwanted behavior please contact the manager. At all times we will handle your complaint discreetly.

It is not allowed to have intimate contact with guests inside or outside the Resort.

### **Unwanted visitors**

If you see an unwanted visitor on the park, please report this immediately to the supervisor or the reception/manager. In no case you contact the visitor directly yourself. The supervisor or manager will settle this further with the visitor.

### **Weapons**

It is strictly forbidden to have weapons of any kind at Chogogo Resort or to use any object of the resort as a weapon. This leads to immediate resignation.

### **Workplace**

The work area should be clean and well-maintained at all times. After use of any tools, please make sure that you put it back on the intended places. The work cars must always be kept clean and neat.

## Prohibitions

Violation of the following rules can lead to immediate resignation:

- On Chogogo Resort/during working time doing business on your own account
- Being under the influence or in the possession of alcohol and/or drugs
- Refusing assigned tasks from your supervisor
- Performing inefficient or unsafe tasks
- To socialize with guest of Chogogo Resort during or after working hours (unless it concerns your work field)
- Anti-social behavior
- Discrimination or sexual harassment
- Disrespect to the guests, management and/or colleagues
- Stealing other people's or resort's property
- Causing damage to other people's property on purpose
- Signing unauthorized accounts or contracts in the name of Chogogo Resort
- Sleeping during working hours
- Not appearing at work (on time or at all) without a valid reason (No Show)
- Leaving work without permission of the Supervisor/Manager

## Emergency First Response

In 2017, a number of staff members followed the Emergency First Response and Secondary Care course: Resort Manager, Office Manager, Housekeeping Manager, Restaurant Manager and Restaurant Assistant Manager.

In this 2-day course we learned and practiced first aid work, learned how to use the Automatic External Defibrillator (AED) and emergency oxygen use. We used practical examples of work to explain how to react in those certain situations. The training focused on building confidence to respond in medical emergencies.

# CHILDREN'S RIGHTS

We believe in corporate and social responsibility. This means that we operate our business with great regard for the local environment, the local community and all the people who are involved.

The United Nations Children Fund UNICEF Netherlands drafted reports on children's rights in the Dutch Caribbean, which showed that although there have been improvements in this area, children's rights are still being violated on the islands. Many children are neglected and abused, and many do not feel safe. Teenage pregnancies are high and many children suffer from obesity due to wrong food consumption.

The Netherlands is responsible for children's rights in the Dutch public entities Bonaire, Saint Eustacia and Saba; whereas Aruba, Curaçao and Saint Martin carry that responsibility for the children in their own country.

## CHOGOGO RESORT AND CHILDREN'S RIGHTS

Chogogo Resort is respecting children's rights and protects children in any way or from. Children are protected by the Dutch law. In Curaçao child labor is fortunately not an issue. But of course we keep an eye on all existing laws and rules and make sure that they are being enforced in the right way.

We also make sure that we don't work with other (local or international) companies/ organizations who allowed child labor and/or disrespect children's rights in any way. If we do detect this, we will report this to the local authority. When we have to buy international products (because the local market didn't sufficed our needs) we will make sure that those products are not made by children.

In the last years Chogogo donated money to several local charities. The following ones are specific to help and support children's (rights):

- Stichting Jeugd en kindzorg (Ang. 1950,- water cooler for local school)
- Stichting Jeugd en Kinderzorg (Ang. 2000,- donation)
- Fundashon Mayor Kriansa (Ang. 200,- donation)
- Used furniture and refrigerators are often donated to children's homes

# LOCAL PRODUCTS AND SERVICES

Chogogo Resort buys local products at local suppliers whenever possible. All (fresh) products for the restaurant are bought from local supermarkets or local farmers. We hire local suppliers as much as possible, and we will proudly continue to do so.

## LOCAL PRODUCTS

When we are looking for a product, we always first check if it is available on Curaçao. We will ask (if necessary) for different quotes by different companies. Then we will make a price comparison and of course we will check the quality of the offered products. If the quality doesn't meet our needs, we will look oversea.

Example of local products used:

- Paint
- Vegetables from the local farmer
- Fruit from the local farmer
- Fish from the local fishermen
- Garden supplies
- All construction materials and equipment
- Glassware
- Curtains
- Material for the seat of the chairs
- Garden and sewage pumps
- Office supplies

At our reception we sell local products: Aloe Vera, 'Chichi', Caribbean cookbook – Modern Caribbean Flavors. Also available: 4Ocean bracelets and Rhino cava (wine)

## LOCAL SERVICES

As we just described above, we do the same for local services we need. We try to hire local providers first, if the quality doesn't meet our standards than we will check international. Also Chogogo prefers to recruit and train local employees instead of seeking them overseas. Chogogo employs approximately 70 people. More than 80% are of local origin. We find it essential to fight poverty and improve the level of prosperity for the local community.

Example of local services used:

- Internet services
- Air-co repair
- Auto maintenance
- Construction contractors
- Electricians
- Plumbers

# QUALITY ASSURANCE POLICY

Chogogo Resort tries to ensure that our guests can be certain of a high quality experience. Since the start of the resort in 1997 we are well known by our customer base for our excellent price – quality rate. This has resulted in a high repeating customer percentage and a high occupation rate.

To keep these levels up, we found that the following contributing factors are important:

1. Keep a lush garden with local tropical plants
2. Make sure the units are well maintained and in working order
3. The units need to be clean
4. Provide good quality beds and mattresses
5. An efficient working front office with a friendly touch
6. A balanced and competitive unit price

It's the management's task to guard these important factors. We have several systems in place to check on the effectiveness and efficiency of the business operations that are aimed at the above factors.

The following systems are designed for this purpose:

1. Customer experience surveys. Every party receives a survey upon check-in. At check-out these surveys are collected and reviewed. Constructive criticism and practical suggestions are directly dealt with and shared with the concerning employees and departments
2. Customer reviews received through social media channels and online review sites (like TripAdvisor, HolidayCheck) are reviewed and dealt with the same way
3. To keep the units well maintained it is important that the housekeeping staff is also the eyes and ears of the management staff. Regular feedback is given through reports and checklists. These are evaluated regularly during the monthly housekeeping staff meetings. Management also creates a work environment in which the importance of these above factors are well communicated and looked after
4. Cleanliness of the units is regularly tested through several checks. The quality of the cleaning process and staff is evaluated with the housekeeping staff every month.
5. Regular meetings with Front Office Manager to keep service level high. The Front Office Manager has regular meetings with her reception staff to introduce new procedures or to check if all existing procedures are still being followed in the same way by everyone
6. Regular checks from our Front Office staff of our accommodations. Not only do they see the accommodations more often this way, they also check the whole unit very critical with a checklist. All critical marks are written down in an email and sent to the Front Office Manager and Resort Manager. If necessary action will be taken to make sure the unit is perfect again
7. Weekly checks of the garden with the garden staff
8. Short lines of communication between all the departments/managers. This way we can make quick decisions and act, arrange or solve quickly



TIME TO SMILE  
CHOGOGO  
DIVE & BEACH RESORT | CURAÇAO



# SUSTAINABILITY REPORT 2017

# INDEX

## SUSTAINABILITY REPORT 2017

	page
Message from management	18
About Chogogo Resort	19
Sustainability Program and Highlights	20
Stakeholders	21
Social	22
Environmental	25
Targets	26

# MESSAGE FROM MANAGEMENT

Chogogo Resort was founded in 1997 as the first resort in the Jan Thiel Area.

Chogogo Resort has a long history of providing hospitality for its guests. We welcome approximately eleven thousand guests each year and have an occupation rate of 90%.

Therefore Chogogo Resort is one of Curaçao's market leaders in the hospitality industry and has an established "brand name" in The Netherlands.

We believe in corporate and social responsibility. This means that we operate our business with great regard for the local environment and the local community.

2017 was our first year after the renovation.

We believe that the newly renovated resort will contribute more to our sustainability goals. This sustainability report describes the most relevant corporate responsibility and sustainability aspects of our operation. We hope you can sense our 'Responsible Business' passion, which is shared by our entire team.

Enjoy reading more about our last year's results and our future plans.

Management  
Chogogo Resort

# ABOUT CHOGOGO RESORT



Chogogo Resort is located on the eastern part of the island of Curaçao: Jan Thiel Beach.

## FACTS

- 159 ROOMS
- 3 SWIMMING POOLS
- 2 OUTDOOR TUBS (HOT/COLD)
- 1 RESTAURANT
- 60 EMPLOYEES

In 1996 Chogogo Resort was established by Hans Schellevis & Gertrude Schellevis-Hanselaar.

Most of our guests are coming from the Netherlands (approx. 90%). We also welcome guests from other parts of Europe, like Germany, Belgium, North Europe and France.

Our mission is to offer our guests the best price/quality in accommodation and services. We take pride in providing a high quality stay with regard for people and nature.

At Chogogo Resort...

- we actively contribute to the development of our expertise and to transfer this knowledge to other members of our team
- we inform our partners that we take "Corporate Social Responsibility"
- we make clear agreements with the guests, clients and/or suppliers for the quality of our services and monitor the quality we provide
- we monitor the continuity of our business and employees
- we determine the social impact of our services. We reduce negative impacts, such as fraudulent behavior and harassment, as much as possible
- we contribute to charities through donations and sponsorships
- we continuously work on reducing the environmental impact of our business
- we continuously work on improving our procurement process regarding materials and services with an environmental and/or social impact

# SUSTAINABILITY PROGRAM & HIGHLIGHTS

## SUSTAINABILITY PROGRAM

Part of our business is our continuous drive for sustainable development.

We focus on the following main areas:

### Social

- Human Resources Management (HRM): Chogogo Resort is constantly working on their "human capital". This means maintaining productive and warm relationships with our employees. We believe this is essential for running a sustainable and successful business
- Local community: Chogogo Resort has profound ties to the Curacao's community. We believe that in order to operate a sustainable business the local community is indispensable. Each year we invest thoroughly in various ways
- Local products: Curaçao's economy is important to us. We use local products whenever possible

### Environment

Chogogo Resort conducts its business in a way that burdens the environment as little as possible. This means that we consider the natural resources of our planet.

Chogogo Resort aims to provide a system in which water & electricity usage is kept to a minimum. This in order to save costs and to preserve energy and to be less of a 'burden' for the environment.

Curaçao has a rudimentary and old fashioned waste management system. The burden on the environment is substantial. Recycling is therefore our main focus in our waste management procedures.

### Highlights

In order to evaluate our performance and make informed decisions, we need to measure our most important indicators. The following indicators can be measured accurately:

Indicator	2015	2016	2017
Water usage	17.855 m <sup>3</sup>	19.520 m <sup>3</sup>	24.791 m <sup>3</sup>
Electricity usage	1.433.022 Kwh	1.483.170 Kwh	1.444.3027 Kwh
Garden waste	114.750 kg	89.695 kg	150.520 kg
General waste	82.580 kg	85.595 kg	84.300 kg
Guests nights per year	119.415	116.807	127.164

# STAKEHOLDERS

Striving to be a successful and sustainable business requires a dedicated appreciation of the environment in which we operate. Our most significant impacts are listed below and are important for our long-term success.

Stakeholder	Responsible Business Policy
Employees	We educate and facilitate our employees to raise the consciousness on environmental, ethical and social issues in their work and private lives
Guests	We inform and invite our guests to participate in our sustainable efforts
Owners	We provide the owner association with timely, accurate and transparent information about past performance and future opportunities
Suppliers	We strive to purchase products that have a reduced environmental impact during their lifecycle, from suppliers that demonstrate environmental and social responsibility
Authorities	We require our managers and employees to abide by local and international legislation. Especially regarding labor laws, health and safety regulations, human rights and environmental issues
Community	We take an active role in the local community and contribute to charities and social initiatives
Environment	Our main focus is to reduce the usage of water, electricity and the production of waste. Recycling is an important part of our waste management. Our goal is to reduce our impact on the environment and minimize our carbon footprint

# SOCIAL

## HUMAN RESOURCE MANAGEMENT

Chogogo Resort is constantly working on their “human capital”. This means maintaining productive and warm relationships with our employees. Chogogo Resort believes that this is essential for running a sustainable and successful business. Chogogo employs approx. 75 people. More than 80% are of local origin. We find it essential to fight poverty and improve the level of prosperity for the local community.

### Staff

Chogogo prefers to recruit and train local employees instead of seeking them overseas. In 2017 we hired 15 new employees. 10 of them are local. Chogogo offered 5 internships for the front desk, housekeeping and restaurant in 2017.

### Staff Training

Chogogo Resorts keeps looking to improve the skill level of their employees by giving trainings and courses.

In 2017 we had a training for all our employees.

The yearly recurring cross meeting trainings provided by Rubya Maduro (PhD) are addressing several issues like Travelife, durability, safety, quality of work, etc. Each year we build upon the lessons learned from the last year. This years subject was: Keep Chogogo Clean and Safety in the work place.

In 2017 we also gave our HK supervisors a management training . This course was given in 6 morning meetings.

A First Emergency Response training was given to all heads of department.

We strive to continue this course of action for 2018.

### HRM Policy

In 2017 we started with the revision of our HRM policy. The cross meetings of 2016 demonstrated the employee’s need of clarity of the HRM process. An improved job description and job performance system was asked for.

In November we started with the complete overhaul of all the job descriptions and performance methods. This process will continue in 2018 until completion in 2019

## LOCAL COMMUNITY

Chogogo Resort has profound ties to Curaçao's community. Chogogo Resort has the believe that in order to operate a sustainable business the local community is indispensable. Therefore our focus is on the following areas:

Chogogo Resort...

- offers internships in different sections of the company
- offers internships and employment for the mentally challenged
- prefers to recruit and train local employees instead of seeking them overseas
- has an active part in helping the local stray animals
- is an member of the local Hospitality organization Chata.
- is a Greenforce member (local environmental organization)
- donates all of its old furniture, linen, appliances, etc. to local charity organizations
- buys locally produced goods whenever possible
- gives donations to local charities

### Donations to (local) charities

In 2017 Chogogo donated money to several local charities:

- Ang. 1000,- to Stichting Dierenhulp Curaçao
- 1 container filled with furniture to SKN (reintegration project in society)
- Ang. 200,- to Animo (foundation for physical education for children)
- Ang. 1250,- to Stichting Jeugd en Kinderzorg (for feeding underprivileged kids)
- Ang. 1000,- to Rotary Club Willemstad (project for charity)

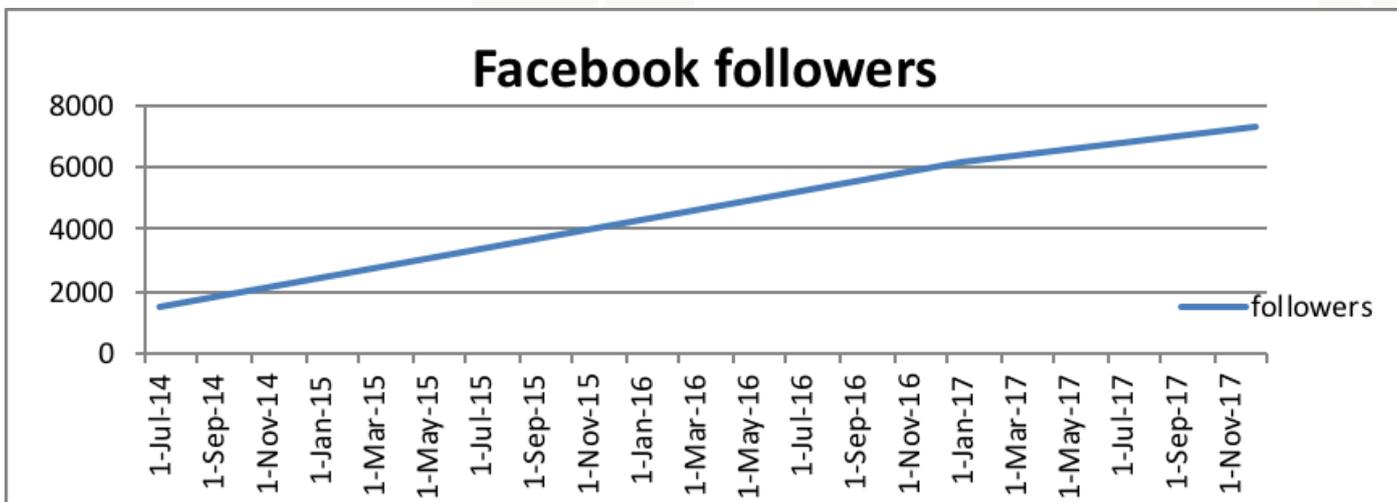
### Rhino Wines

At the reception we sell Golden Horn Private Selection. This Cava is contributing to the establishment and maintenance of a facility for rhinoceros orphaned by poaching in South Africa. For more information you can visit their website at [www.shareduniverseafrica.com](http://www.shareduniverseafrica.com) We use this wine also as a complementary gift for our guests (honeymoon, special birthdays or other occasions).

### Social Media

In 2014 we started with social media channels Facebook, Instagram and Twitter, answering online reviews (Tripadvisor, HolidayCheck). This way we were able to gather more guest feedback and establish a better relationship. We've continued this work to date.

In December 2017 we grew from 6.200 likes to approximately 7.300 likes, and this number is still growing.



We received a lot of positive responses on our messages. We share all kinds of topics: news, sustainability, local economy, staff and charities.

A couple examples:

**Time to Smile Chogogo Dive & Beach Resort Curacao**  
 Gepubliceerd door Eline Allaart · 10 november 2017  
 Did you know that our guests receive free public bus passes to Willemstad? Stop by the reception to get your free ticket and the bus schedule. The bus stop is located just outside of the resort. Happy exploring!

**Time to Smile Chogogo Dive & Beach Resort Curacao**  
 Gepubliceerd door Eline Allaart · 23 november 2017  
 Curaçao is famous for its diving due to its colorful and diverse coral reef, incredible visibility and warm, clear water! Luckily there is an excellent PADI dive center, Scuba Do, right next door so you can enjoy Curaçao on land and under the sea!

**Time to Smile Chogogo Dive & Beach Resort Curacao**  
 Gepubliceerd door Eline Allaart · 4 oktober 2017  
 Happy World Animal Day! Show our friends and long term guests some extra love today, they adore the attention! You can often find them sunbathing at the pool.

6.345 mensen bereikt  
 27 opmerkingen 11 keer gedeeld

3.255 Bereikte mensen 82 Betrokkenheidsacties 118 Klikken  
 Bericht promoten

6.102 Bereikte mensen 199 Betrokkenheidsacties 529 Klikken  
 Bericht promoten

For 2018 we will continue to build our online community.

### **Local Stray animals**

Curacao has got substantial problems with stray animals. There are a lot of stray dogs and cats that wonder around and have a horrible life. The awareness level is low. This results in horrifying situations for the local stray animals.

In 2017 we went on with our sterilization project for the stray animals on the premises of Chogogo Resort. We fed and checked the stray animals on the resort everyday. Our employees and guests kept on the look out for sick animals. On several occasions we could catch, treat and release stray cats.

### **Local products**

In 2017 Chogogo Resort bought lots of local products. Whenever possible we buy our goods at local suppliers. All our products for the restaurant were bought from local supermarkets and farmers. We continue to do so in 2018.

# ENVIRONMENT

## WATER

The total water usage in 2017 was 24.791 m<sup>3</sup>. This is an increase of 5.271 m<sup>3</sup> compared to 2016. The usage per guest increased from 167 liter to 195 liter per day.

The months April – July showed an increase to 240 liter per guest per day. This was out of the ordinary. After a rigorous check of the whole system it turned out that the pressure of the main water pipe was too high. After recalibrating the system the pressure went back to acceptable levels.

In 2018 we keep checking the main pressure valve and be aware of spillage.

## ELECTRICITY

The total electricity usage in 2017 was 1.443.027 Kwh. This is a decrease of 40.143 Kwh compared to 2016. The usage of Kwh's per guest per night went down from 12,70 in 2016 to 11,35 in 2017.

The decrease is the expected result of the renovation. Since January 2017 all the refrigerators and water boiler's were replaced by new energy efficient models. Also the continuing process of replacing old air conditioners for new inverter air conditioners contributed to the decrease in electricity usage.

Chogogo invested in 2016 en 2017 in a new airco Eco system. This system is easier to check and more efficient. After tuning in the eco-system we expect a decrease of electricity usage in 2018.

## WASTE

In march 2016 Chogogo implemented a waste reduction plan. At the end of 2017 we have reached the following goals:

- Expansion of the recycle points
- Donation of all used furniture to charity

The remaining action points are still ongoing. The plan will be revised in 2018.

The recycling stations for Pet bottles and aluminum cans were expanded to 5 in 2016. Although we still can't measure the amount of recycled materials, we see an increase of recycled materials. Our guests make good use of the extra stations. Greenforce and Selikor still don't have a system for weighing the recyclables. This remains a point of attention

The total production of general waste decreased approx. 1.300 kg to 84.300 kg in 2017. Although this can't be proven, we think this small decrease can be contributed to the extra recycle points.

Guests still dispose general waste into the recyclables. This is a continuing problem for Greenforce. The goal for 2018 is to resolve this issue.

In 2018 we expect a further decrease of the general waste and an increase in recyclables.

The amount of garden waste increased 60 tons to 155.520 kg. This is due to the fact that the gardeners are not facilitating the renovation's logistics anymore. In 2017 they made up for the lack of attention to gardening.

In 2018 the main attention of the landscaping department will be continuing this course of action.

We expect about the same amount of garden waste for 2018.

# TARGETS

## UNCOMPLETED TARGETS 2017

- Solar plant in the back of the resort; Due to law restrictions construction will start in 2019
- To look for a monitoring system of waste (glass, plastic, cans, etc.); Greenforce and Selikor still don't have a weighing system for their waste
- Environmental cleaning of the hot tubs and swimming pool; Chlorine is still the most efficient and practical cleaning chemical. This isn't likely to change before 2019
- Replacing the paper about environmental awareness in the accommodations to a plasticized A4 on the wall and/or digital on the television; The Television System in its current form isn't an efficient medium to convey this message. We will keep using the plasticized A4
- Look for a farmer for the restaurant's organic waste. It proves difficult to find a reliable daily garbage collector. Because of hygienic reasons we can't store organic waste longer than half a day. Continuing searching for a solution in 2018
- Look for an in-house solution of separating recyclables in bungalows/apartments. This proves difficult because of logistic reasons. It remains a strong point of attention
- Decrease of water usage. The usage even went up. Action was taken to decrease usage in 2018

## COMPLETED TARGETS 2017

- Improvements were made to the HRM system. New job descriptions, new system for job performance was introduced. This process will continue in 2018 and 2019
- The social media output increased
- Chogogo app was created and implemented
- Decrease in electricity usage
- Improvements in the waste recycling process (expansion of recycle points)
- Every broken down air conditioner was replaced for an inverter unit
- Extra involvement in local charities
- Staff training increased (Cross meetings, Training of HK staff, medical first responder)

## TARGETS 2018

Our targets for the next year are:

### **Social:**

- Further improve our HRM system. Employees need more clarity and insight in their performance and possibilities/opportunities
- Continue with training our staff (Cross and individual training)
- Continue and broaden our social media output, including the Chogogo app
- Continue our involvement in charities

### **Environment:**

- Decrease the water usage and check the main pressure and prevent leakage
- Further decrease the electricity usage especially for the air-conditioners by tuning in the eco system
- Continue the replacement of old air-conditioners
- Improve waste recycling process (solve problem of general waste in recycle bins)
- Look for a farmer who can collect our organic waste on a daily basis
- Look for a better way of disposing of car & AA batteries
- Look for a way to separate recyclables in bungalows and apartments
- Replace styrofoam and plastics for biodegradable materials in restaurant

# LET'S CONNECT!

## CONTACT

If you have any questions or concerns, please contact:

Johan Hanselaar  
Resort Manager  
johan@chogogo.com

Nikki Tijsterman  
Front- & Back Office Manager  
nikki@chogogo.com

## Our address

Chogogo Resort  
t/o Jan Thiel Beach  
Willemstad, Curaçao  
Tel: +5999 7472844  
www.chogogo.com

## SOCIAL MEDIA

Facebook: [www.facebook.com/ChogogoCuracao](http://www.facebook.com/ChogogoCuracao)

Instagram: [www.instagram.com/ChogogoCuracao](http://www.instagram.com/ChogogoCuracao)  
#ChogogoCuracao  
#ThisIsChogogo