



# CHOGOGO

DIVE & BEACH RESORT | CURAÇAO

TIME TO SMILE

## Travelife



Accommodation  
Sustainability

# Accommodation *Sustainability*



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# Accommodation *Sustainability*



## **What is 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 Curacao.

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 rights
- Local products and services
- Quality Assurance policy
- Future plans

If you have any 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.

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### **People of Chogogo Resort**

Chogogo Resort always tries to consider our short- and long-term environmental and social responsibilities in our decision making. In doing so we adhere to all local, national and international laws and regulations regarding human rights.

### **Employees**

We educate and facilitate our employees to make a conscious decision in favor of environmental, ethical and social issues in their work. Also we employ a wide range of local employees in various positions in the organization.

### **Guests**

We inform our guests about our environmentally friendly techniques and social methods. Also we try to improve the environmental and social 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 inquire 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 lifecycle. We seek out suppliers who demonstrate that they also have a high regard for environmental and social responsibility.

### **Authorities**

We require our managers and staff to abide by local and international legislation, especially regarding labor laws, health and safety, human and children rights and the environment.

### **Community**

We contribute, support 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 management.

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## **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 eleven thousand guests each year. Chogogo Resort is one of Curacao's market leaders in the hospitality industry and has an established "brand name" in The Netherlands.

We strive to uphold the very highest standards with regard to corporate and social responsibility. This means that we define success not just financially, but also socially and environmentally. We operate our business with great regard for the local environment and the local community.

Chogogo Resort is conscious that the action of each and every one of us has an impact on the environment, and adjust our policies accordingly.

## **Our commitment to the environment**

- We continue to monitor utility consumption levels on a monthly basis and aim to reduce consumption at every opportunity.
- We will endeavor to purchase recycled goods whenever appropriate.
- We will endeavor to use eco-friendly chemicals throughout the resort.
- We will support local organizations and producers that work towards the improvement of the local ecological environment and the well-being of the local animals in general.

## **Waste**

Environmental responsible waste management is not a big priority for Curacao's government. Chogogo Resort strives to seek out new ways of efficient environmental friendly waste management.

## **We will make recycling a priority**

- We will work with our supplier partners to reduce their packaging and transport to our resort.
- We will strive to reduce the energy consumption on the resort.
- We will strive to diminish the use of paper.
- We will reuse all our waste water.

## **Social**

We will comply with the applicable local legislation and strive to follow best communal and social practices. We will first seek out local suppliers before purchasing materials and goods on the international market.

Chogogo Resort will continuously update this policy by setting objectives and goals as part of our sustainability program. Our policy has been communicated to our whole team and is available to the public, our clients and our collaborators.

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## **Community & Social Policy**

Chogogo Resort believes in corporate and social responsibility. This means that we operate our business with great regard and respect for the local community and its traditions.

## **Our commitment to the community**

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

### **Chogogo:**

- 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 and recycling initiative);
- Donates all of its old furniture, linen, electric appliances, etc to local charity organizations;
- Buys locally produced goods whenever possible.
- Gives donations to local charities.
- Respects the local culture and customs.

### **Staff**

Chogogo Resort is constantly working on their "human capital". This means maintaining productive and warm relationships with our employees. We regard this as essential for running a sustainable and successful business. Chogogo employs approximately 70 people. More than 80% are of local origin.

### **Chogogo:**

- Finds it essential to fight poverty and improve the level of prosperity for the local community.
- Offers every employee the possibility to improve and grow professionally by giving training and courses.
- Offers their employees decent wages and treats them with respect
- Helps, whenever possible, to solve extensive personal problems of their employees.

### **Children's rights**

Chogogo Resort respects children's rights and protects children in every form. Children are protected by local & Dutch law. In Curacao child labor is fortunately not an issue. We will keep an eye on all existing laws and rules, and make sure that they are being enforced in the right way.

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Chogogo Resort will continuously update this policy by setting objectives and goals as part of our sustainability program. Our policy has been communicated to our whole team and is available to the public, our clients and our collaborators.

If you observe or suspect child abuse or the violation of children's rights in any form whatsoever, please report this immediately to the management of Chogogo Dive & Beach Resort. You can contact them through the Front Office.

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## **Health and Safety Policy**

Chogogo Resort is committed to protect both people and property. In doing so, management provides and maintains a safe and healthy work environment and strives 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 paramount 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 any 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 are 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 contract termination.

## **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 – personal safety comes first
2. Immediately warn the reception and the manager/supervisor and/or call the fire department
3. Follow instructions of the manager(s) and/or fire department.

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 cases where urgent medical attention is needed, call the emergency number right away.

Emergency number: 911

## **Identification requirement**

From the first day you start to work here you must carry a valid identity card, which states 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.



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### **Move or carry objects**

Only move, lift or carry objects weighing less than or equal to 50 pounds.

### **Privacy**

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

### **Safety Rules**

Always adhere all safety procedures. 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 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 and to maintain the cleanliness of the resort. If you violate these rules, there will be sanctions applicable.

### **Unwanted behavior**

You should treat others with respect. Discrimination in any form (race, color, nationality, religion, sexual orientation, gender, age, among others), 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. Under no circumstances contact the visitor 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 or on the resort as a weapon. This leads to immediate termination of the contract.

### **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, in accordance with safety regulations. The work cars must always be kept clean and neat.

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### **Prohibitions**

Violation of the following rules can lead to immediate termination:

- 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 guests 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 the resort's property;
  - Causing damage to other people's property on purpose;
  - Unauthorized signing of accounts or contracts in the name of Chogogo Resort;
  - Sleeping during working hours;
  - Not showing up for work (on time or at all) without a valid reason (No Show);
- Leaving work without permission of the Supervisor/Manager.

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### **Children 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 last year, 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, St. Eustatius and Saba; whereas Aruba, Curaçao and St. Maarten 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 form. Children are protected by the Dutch law. In Curacao 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 performed in the right way.

We also make sure that we don't work with other (local or international) companies or 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 suffice our needs) we will make sure that those products are not made by children.

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### **Local products and services**

Chogogo Resort buys lots of local products. Whenever possible we buy our goods at local suppliers. All our products for the restaurant were bought from local supermarkets or local farmers. Also we hired local providers as much as possible, and we will continue to do so in the following years.

### **Local products**

When we are looking for a product, we always first check if it is available on Curacao. 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 or isn't available on Curacao, we will look overseas for the products. If we have to buy overseas we try to work together with a local partner.

A few examples of local products we use:

- 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

### **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.

A few examples of local services we use:

- Internet services.
- Airco repair
- Auto maintenance
- Construction contractors
- Electricians
- Plumbers

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## **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 have found out 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 needs 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 efficacy 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 upon check- in a survey (as shown under tap 4). 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. The customer feedback given to us through our social media or other online review sites (like Tripadvisor) is reviewed and dealt with in the same way.
3. To keep the units well maintained it is important that the housekeeping staff are also the eyes and ears of the management staff. Regular feedback is given through reports and checklists. These are evaluated regularly during our monthly housekeeping staff meetings. Maintenance also performs a daily check of the units that have checked out, and coordinates urgent matters directly. Management also creates a work environment in which the importance of these above factors are well communicated and looked after.
4. The cleanliness of the units are regularly tested through several checks. The quality of the cleaning process and staff is evaluated with the housekeeping staff every month and is evaluated by our guests through the survey.
5. Regular meetings with Front Office Manager to keep service level high. The Front Office Manager has regular meeting with her reception staff to introduce new procedures or to check if all existing procedures are up to date and adhered to by all.
6. Regular checks (weekly) of the garden with the garden staff.
7. Short lines of communication between all the departments/managers. This way we can make quick decisions and act, arrange or solve something quickly.

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Because of the short lines of communications between all the departments and the management agreements are not always written down. We are always open for any comments and/or opinions from all our employees on how to improve our service and quality. We listen to each other and together we strive for the best solution with the highest quality.

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## **The Future of Chogogo Resort**

We keep searching for new methods and techniques to improve Chogogo Resort in every way. We would like to give you a sneak preview of the things we are planning to do in the future:

### **Social**

- Further develop employees' skills, insights and opportunities
- Continue our involvement with charities on the island, and continue our involvement with the local social and cultural environment.
- Implement updated guest satisfaction procedure, resulting in improved and more personalized guest journey and a broader reach on social media platforms

### **Environment**

- Continue to closely monitor and decrease water and electricity usage.
- Improve water usage and its source management
- Further expand our use of electric vehicles on the resort
- Digitalize the organization and move towards a paperless environment, in part due to implementation of upgraded software systems
- Separate recyclables in accommodations better

### **Community**

- Continue to develop relationships with local partners and organizations
- Limit imported products from overseas as sold goods