

# Sustainability Action Plan

This plan aims to enhance environmental, social, and economic sustainability while providing exceptional guest experiences.

## Greenhouse Gas Emissions

Potential Impact	Risk Mitigation	Risk Evaluation
Releasing potential ozone depleting substances (ODS)	Inventory management of all ODS	Moderate
	Transition to equipment and products that do not use ODS	
	Preventative Maintenance plan	

### Targets for 2026

- By December 31, 2026, ensure that 100% of newly purchased solvents and cleaners are certified free of ODS by updating procurement specifications and conducting monthly audits of purchase orders.
- Verify all on-site fire suppression systems by the end of Q3 2026 to confirm the absence of ODS, resulting in a 100% verified ODS-free inventory report.
- Implement and maintain a preventative maintenance schedule for all refrigerant-based equipment and logging all service actions in a digital tracking system throughout 2026.

## Energy Efficiency, Conservation and Management

Potential Impact	Risk Mitigation	Risk Evaluation
Increasing our CO2 footprint due to unnecessary and excessive use of energy	Monitor energy usage daily and monthly	Low
	Utilize renewable energy sources	
	Insulated walls, roof, doors & windows	
	Utilize energy efficient equipment	
	AC temperature set-point	
	LED (SMART) Lighting	
Promote awareness among staff and guests on energy usage		

### Targets for 2026

- By the end of Q2 2025, update 100% of in-room signage and digital guest messaging to promote an optimal thermostat setpoint of 25 °C, aiming for a measurable reduction in HVAC-related energy intensity.
- Equip 100% of new Back of House (BOH) facilities with Energy Star-rated or equivalent high-efficiency HVAC, lighting, and appliances by the project completion date in 2026.

- Achieve a **5-10%** reduction in total electricity usage by year-end 2026 compared to the 2022 baseline of **0.60 MJ/GN/Cooling Degree Day (CDD)**, accounting for fluctuations in ambient temperature.
- Implement and maintain a preventative maintenance schedule for all electronic appliances/equipment and logging all service actions in a digital tracking system throughout 2026.
- Before the end of Q2, perform an ASHRAE Level II Energy Audit to identify other savings opportunities.

## Management of Freshwater Resources

Potential Impact	Risk Mitigation	Risk Evaluation
Legionella spread due to dead ends of water pipes and faucets	Disinfect the water tank weekly, with a monthly flush out.	Moderate
	Test different points on property for Legionella using WEB	
Use water wisely to minimize impact on the environment	Monitor water usage daily and monthly	Moderate
	Promote awareness among staff and guests on water usage	
	Utilize water saving technology	
	Greywater recycling/reusing	

### Targets for 2026

- Install 100% high-efficiency, water-saving fixtures (low-flow faucets, toilets, and showerheads) in the new BOH facility and any remaining resort areas by the end of the BOH construction period in 2026.
- By Q3 2026, finalize the comprehensive digital utilities dashboard on Grafana, integrating 100% of active real-time data streams.
- Successfully install and commission a capture and storage system for AC condensate, rainwater, and shower water reuse upon BOH construction completion.
- Introduce a leak detection system for the new BOH underground tank upon construction completion.
- Execute monthly disinfection of all water systems and complete bi-annual Legionella testing across the resort to maintain compliance with health and safety standards.
- Following the installation of BOH storage tanks, achieve a **10-20%** reduction in water intensity against the baseline of **200 L/Guest Night (GN)** by the end of 2026.

## Ecosystem Conservation and Management

Potential Impact	Risk Mitigation	Risk Evaluation
Potential impact on the global ecosystem biodiversity	Reuse single sided paper for notes	Moderate
	Print less paper and choose digital versions instead	
	Use double sided printing	
	Use ecofriendly paper	
Wildlife disturbance by feeding birds and iguanas	Guests are informed not to feed our local wildlife through signs around our premises	Low
Ecosystem disturbance by human activity on the beach	Promoting environmental awareness among our guests and employees	High
	Volunteer beach area clean-up	
	Clean-up of the seabed by a sea cleaning diver, upon request	
	Beach clean-up with our beach sand cleaning machine	

### Targets for 2026

- Ensure at least 80% of paper products are FSC-certified or have at least 50% post-consumer recycled content by December 2026. Conduct **quarterly** audits of procurement records to verify compliance.
- Maintain the wildlife feeding signage and communicate turtle-nesting season information with guests for Q3 of 2026.
- Execute 12 beach and seabed clean ups throughout 2026, logging the total weight of waste removed.
- Request feedback on the Resort's sustainability measures in the guest survey post-check in.
- Establish a formal partnership with Aruba Conservation Foundation, Turtugaruba, and Aruba Birdlife Conservation by Q4 2026.
- Deliver 12 monthly "HRConnect" sustainability newsletters, granting 12 "Greenest Department" awards, and conducting 3 resort-wide presentations on sustainability before the December certification deadline.

## Social and Cultural Management

Potential Impact	Risk Mitigation	Risk Evaluation
Guest's behavior through activities that can endanger the natural, cultural and heritage sites	Promoting environmental awareness with our guests through the Inhouse Guest Directory Channel and the provided in-room literature, which explains the local culture	Moderate
	Emergency training with staff	High

Endangering the lives of our staff and guests. Damage to our property and ecosystem	Complete total risk assessment of the resort to prevent and predict future risks	
	First aid training with staff	
Adverse social effects on communities	Have locals on staff	Low
	Products and services are bought as much locally as possible	
	Regular contributions to communities	

### Targets for 2026

- Train or recertify at least 20 staff members with the Red Cross First Aid and BHV certification before Q2 of 2026.
- Conduct resort-wide evacuation and safety training for 100% of employees by the end of Q3 2026.
- Successfully launch the Urbanponics system next to the new BOH building upon construction completion.
- Host a local market Q1 of 2026, highlighting local vendors.
- When cleaning out the containers in preparation for the new BOH, offer the opportunity to staff to choose items that they want, prior to donating the materials.
- Conduct an annual review of all labor policies to ensure 100% compliance with ethical labor practices and fair wages.

## Land Use Planning and Management

Potential Impact	Risk Mitigation	Risk Evaluation
Conform with spatial planning	Ensure all new constructions conform with assigned land-use functions determined by the government	Low
	Ensure all permits are in place prior to starting construction or event	

### Targets for 2026

- For new construction, ensure full legal compliance and the incorporation of at least 100% native or adapted plant species in all new landscaping for 2026.

## Air Quality Protection

Potential Impact	Risk Mitigation	Risk Evaluation
Potential growth of bacteria, mold and	Dehumidifiers in the rooms	Moderate
	Quarterly AC third-party service	

mildew caused by high humidity		
Limit the amount of GHG emissions	Reduce the dependence on fossil fuels	Low
	Facilitate alternative transport usage	

### Targets for 2026

- Document all service logs for 2026.
- Execute 100% of the preventative maintenance for the whole resort by December 31<sup>st</sup>, 2026.
- Distribute two Eco-mobility awareness campaigns through WhatsApp (July and in November) and maintain up-to-date public transport schedules in guest areas.
- Monitor EV charging station utilization monthly.

## Wastewater Management

Potential Impact	Risk Mitigation	Risk Evaluation
Potential fecal or vomiting incidents in the pool	Standard operating procedure for dealing with fecal or vomiting incidents in the pool	Moderate
Contamination of water and/or land	Ensure wastewater is sent to the treatment plant	Moderate
	Promoting environmental awareness among staff through regular training/excursions/lectures	

### Targets for 2026

- By July 31, 2026, conduct refresher training for 100% of maintenance staff on the **SOPs for fecal and vomit incidents**, ensuring that documented response times for pool closures and disinfection remain under 30 minutes from the time of report.
- Maintain a 100% rapid resolution rate of all reported guestroom and public-area plumbing leaks or wastewater issues throughout 2026.

## Solid Waste Management

Potential Impact	Risk Mitigation	Risk Evaluation
Contamination of land, sea, and air	All waste is collected by Ecotech	High
	Food leftovers from our restaurants are collected by a local pig farmer	
	All our takeaway tableware is ecofriendly	

	Recyclables are separated and sent to a local recycling company	
	Promoting environmental awareness among staff through regular training/excursions/lectures	

### Targets for 2026

- Perform biannual waste audits to ensure proper waste segregation.
- Increase food waste recycling by adding plate-waste to the pig farmer collection service by Q3 2026.
- Add recycling bins to Passions Bar and along the beach area for increased recycling by Q3 2026.

## Environmentally Harmful Substances

Potential Impact	Risk Mitigation	Risk Evaluation
Water contamination	Our vegetable oil is picked up by a local oil recycling company	Moderate
	Promote environmental awareness among staff through regular training	
Using harmful substances with our pest control	Strict monthly pest control by a professional and certified company that uses less harmful products	High
Potential for leakage or spills of hazardous chemicals	Staff is trained on how to handle harmful substances and how to follow a standard operating procedure in case of spills or leakages	High
	Harmful substances are properly stored with the corresponding MSDS	

### Targets for 2026

- Maintain secondary containment compliance for all waste vegetable oil storage areas throughout 2026, verified by monthly inspections.
- Maintain monthly service with a licensed vendor and annual product review.
- Develop and implement a finalized Hazardous Substance SOP and conduct hands-on spill response training for 100% of relevant staff by August 31, 2026.
- Update and maintain a digital chemical inventory log throughout 2026. Conduct biannual physical audits of all storage areas to ensure proper labeling, ventilation, and segregation of incompatible substances.

