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# Sustainability



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# Overview of the Company



Eco Hotels embody a trendy, vivacious, and ingenious concept that appeals to all generations. It does not cease to impress, nor does it limit one's imagination when it comes to fun, entertainment, and adventure. It is noteworthy to mention that in the midst of this tranquil respite for the soul, one can find the modern, hip, and bustling Pops District, a Commercial Walking Street lined with stores, shops, restaurants, and services that offer a wide array of activities.

To date, there are five fully operational environment-preservation themed hotels under the Eco Hotel chain apart from the Dormitels and Pops District (Commercial Walking Street) lines situated in various travel and tourism destinations in the country. Whilst many more projects are on the way, great thought and care are poured on its construction and design to ensure that form, function, and purpose are in perfect synergy, not compromising the company's vision, mission, and values.

From its inception in 2013, Eco Hotels has made a commitment in the integration of the Triple Bottom Line Mission - **people, planet and profit.**

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# COMPANY BACKGROUND

## Mission: Triple Bottom Line

### People, Planet, Profit

Similar to the key dimensions of sustainable development (economic, social, environmental), Eco Hotels' mission is to put value to the **People**, **Planet**, and **Profit** aspect of the business - establishing this as our Triple Bottom Line.



## Vision: To GROW, to RISE, to WOW

### To GROW

To GROW the Hotel, Leasing, and Food & Beverage businesses in new locations

Eco Hotels has six (6) guiding principles that help us in product development or identifying new sites:

- The project IS in relation to the conservation of natural ecosystems, biodiversity and culture;
- There is community participation that will contribute to the growth of the local community and tourism industry;
- There will be sustainable and inclusive economic and social growth that involves women, children, Indigenous peoples, and the informal sector;
- It will bring increased awareness of environmental conservation and responsible travel
- It is a balanced development - taking into consideration economic, environmental, and socio-cultural goals

- It will be able to implement ecotourism and Eco Hotels can be an influence to minimize the impact of development and travel on the environment and local communities.



### To RISE

Resilient, Inclusive, Sustainable, with Environmental preservation at its core.

**Resilient.** We respect the people, the culture, the society, and the environment that hosts our business. We make sure that we always put them into consideration to benefit from our existence.

A survey of the local community is always done before design considerations. With design considerations, it is important to have an effective planning, education of its cast members , innovative infrastructure, specially for locations in close proximity to the volcano, the sea, and all typhoon stricken provinces.

Most Eco Hotel branches are in Nature destinations with more NEW nature destinations in its already acquired properties.



## To RISE

**Resilient, Inclusive, Sustainable, with Environmental preservation at its core.**

**Inclusive.** Eco Hotels Inc. developed a local landowner's property into what is now known as Pops District in El Nido, Palawan, a highway to beach walking street/strip mall providing growth for him and his family and other local entrepreneurs.

Part of Eco Hotel's Sustainability Goals is always to give benefit to the indigenous people and of the community and locality where it stands.



**Sustainable in Building and Design.** We build with materials locally-available, upcycled, or repurposed and make sure that the guests are informed through sticky notes around the facility.

We promote waste reduction practices wherever and whenever possible.

Our recycling programs are integrated all throughout the hotel's structure and operations that we hope the guests can emulate when they go home.

We reduce carbon emissions and energy use with low-energy generators and highly efficient systems and yet giving comfort to the guests.

We reuse materials to be able to make new products.



## To WOW

### The Eco Hotels WOW Experience

The Eco Hotel Experience continuum should be life-changing and should have many light bulb moments for the guests, in order for the experiences to be memorable and recommendable.

THE EXPERIENCE SHOULD BE:

- Authentic (promoting culture, preserving the environment and its history)
- Educational and interesting
- Life-changing or life-enhancing
- Participatory
- Enriching (the 5 senses)
- Many FIRSTS



For all **Eco Hotels and Dormitel sph:**

From the conventional Front Desk of all hotels, our properties removed the Front Desk and opted for a one-on-one, face-to-face personalized, quick and precise, 5-minute maximum PAPERLESS service.



For **Eco Hotels Mataasnakahoy and El Nido:**

Guests are greeted with a lemongrass scented cold towel served their welcome drinks- our signature lemongrass iced tea, as the check-in process is done by our well-trained Cast Members. Online check-in and payment is encouraged, and a verification of identity is all that is necessary upon check-in.

## To WOW

Conscious of the chemical hazards on our cast members and guests, Eco Hotels has formulated its own vinegar based organic cleaning formula and surface insect repellent.



**Hotel Bathroom Amenities.** Consistent with our mission to achieve zero-waste, we have toilet kits containing bamboo toothbrushes. For other amenities like bath gel, shampoo, conditioner and lotion that's suitable for sensitive face, hair and body are available in refillable dispensers in each shower room.



Lemongrass is our signature scent. In aromatherapy, lemongrass essential oil is used to help reduce anxiety, relieve stress and fight depression. Lemongrass is thought to be stimulating and cleansing, uplifting and energizing.

We are guided by our Green Procurement Policy.



## Pet Policies

Pets are most welcomed in the rooms or in the common areas of the Hotel as long as they are with their humans. We believe pets, especially dogs and cats, can reduce stress, anxiety, and depression, ease loneliness, encourage exercise and playfulness, and even improve your cardiovascular health. Caring for an animal can help children grow up more secure and active. Pets also provide valuable companionship for older adults.

A Pet fee of P500.00 per pet per night must be settled at the hotel upon check in for pets 25 lbs. and below in weight. While we are mindful of the pet's size due to the minimal size of many of our rooms, we have still provided for pets heavier or bigger than that- a P1000 per night for pets 26lbs above is charged. We can provide pet beds and pet mats upon request of the guests and have provided common areas for pets to commune.



## Unique Product and Experience is a Guest Promise

We offer:

Unique accommodations from tents to 3-star room designs that are located in the best tourist destinations and new tourist destinations.

The guest can choose an accommodation fitted to their chosen lifestyle and destination - whether it be in a cabin or a villa, a container van or a suite.

- Unique service that is focused on encouraging guests in supporting sustainability
- Unique ways of teaching cast members on the values of recycling, planting and supporting the environment.
- Unique service that allows pets beside their humans, inside our accommodations.
- Unique menu that promotes local dishes and organic, natural ingredients
- Unique business practices hinged to benefit the community.

# ESG FRAMEWORK

The Eco Hotels Inc. Environmental, Social, and Governance (ESG) Framework was patterned to fit the company's mission of a **triple bottom line - people, planet, and profit**. The Sustainability Reporting Guidelines for Publicly Listed Companies of the Philippine Securities and Exchange Commission (SEC, 2018) and core concepts of the United Nations Sustainable Development Goals (UN-SDG, 2015) were used as bases to enhance the discussion of each sub-topic.

From its inception in 2013, Eco Hotels already intended to be the leading green service hotel in the Philippines. Everything - from its branding to its operational processes - was intentionally designed and created to be a manifestation of sustainable tourism.



## PEOPLE

### Employee Management

At our company, we prioritize comprehensive employee management by focusing on several key areas. We ensure a seamless employee hiring process and offer robust financial benefits to attract and retain top-talent cast members. Our commitment to employee training and development fosters continuous growth and skill enhancement, while our sustainability and eco-consciousness initiatives reflect our dedication to environmental stewardship. We actively contribute to countryside development and the preservation and promotion of culture and tradition, recognizing the importance of our cultural heritage. Our strong labor-management relations are built on mutual respect and open communication, promoting a harmonious workplace.

We strive for employee happiness through various wellness programs and a supportive work environment. Additionally, we champion diversity, equal opportunity, and anti-discrimination policies to create an inclusive and equitable workplace for all.

### Workplace Conditions, Labor Standards, and Human Rights



We are dedicated to fostering a holistic approach to health and well-being for our employees and guests. We promote work-life balance and encourage practices such as meditation and mindful pauses to support mental health. We refuse to use toxic or harsh chemicals in our operations, replacing them with only organic, natural cleaning products, as we prioritize the safety and well-being of everyone involved. All our cast members are guaranteed health coverage or receive assistance with any health or medical-related issues. We recognize our geological position comes with a certain vulnerability to different climate-related threats. In line with this, we have safety programs, including Disaster Risk Reduction and Management (DRRM) and Occupational Safety and Health (OSH) protocols, to ensure that all our employees are equipped with the right knowledge of disaster protocols. We aim to provide a safe and secure environment for our entire community. All our properties provide staff meals that undergo thorough quality control. Only home-cooked dishes made from sustainably sourced, natural ingredients such as fish, chicken, and vegetables are purchased for them. We strictly refuse subsidization for any instant or canned food that will be acquired for the company-granted staff meals as we recognize the long-term health problems these cause.



## Workplace Conditions, Labor Standards, and Human Rights



Eco Hotels also prides itself on being a completely inclusive, equal-opportunity employer. We do not discriminate against existing employees or potential hires for their age, sex, gender identity, religion, educational background, economic status, origin, or physical and mental disabilities. We encourage our employees' creative expression. Every property is meant to be a safe space. It is assured that there is zero tolerance for any form of harassment, abuse, or gender-based violence on any of our premises.

At present (2024) we have, 140 employees with about 35% of them being female and the rest male. Women also occupy our top leadership positions from resident managers up to our chief executive officer.



## Training and Development



Eco Hotels operates on a set of core and corporate values that we use as a guide in all our operations and hope to instill in each of our cast members' daily lives.

### Corporate Values

#### E - Environmental Preservation

- Environmental preservation for the use of future generations

#### C - Cultural Preservation

- Promotion and preservation of cultural traditions and customs of each locality.

#### O - Opportunities

- For Its Stakeholders: by acting in the best interest of Eco Hotels through sensible investments in products and services that will drive sustainable growth,

## Training and Development



### Corporate Values

#### O - Opportunities

- For People: Human Resource to be inclusive, providing local employment, and equal opportunity, CSR collaborations, and supporting the green supply chain
- For the Community: Eco Hotels' existence to contribute to the countryside development



### Core Values

#### H - Honesty & Integrity & Sincerity

- Acting with honesty and honor without compromising the truth. Doing the right thing always.

#### O - Ownership (*Malasakit*)

- Taking care of the company and customers as if they were one's own.

#### T - Teamwork

- A commitment to common goals based on open and honest communication while showing concern and support for each other.

#### E - Empowerment & Initiative

- Encouraging employees to take initiative and give the best.
- Adopting an error-embracing environment to empower employees to lead and make decisions.

#### L - Leadership

- Leading with clients and leading with people. Leadership in our business is defined by courage, personal integrity, and having a vision which inspires and motivates others.

#### S - Service Oriented

- Putting our customers' interest above all because they are our primary reason for existence. WE are guest-centric.

## Training and Development



Our employees come from all walks of life. To equip them with enough knowledge of our basic operational processes and additional skills, we regularly conduct special training sessions. Our Eco-Consciousness Trainings are done to turn our regular cast members into Eco-Warriors who are aware of the impact each person has on the environment and what they can contribute to the company's overall sustainability efforts. This is also an opportunity for us to make known to them the effects of businesses and people on the global climate challenge - especially to those who have not been introduced to such concepts before joining the company, Eco Hotels also tries to bring the best out of every cast member. We have our Leadership Mastery Program which is designed to develop cast members, regardless of their rank or position, into leaders who are capable of positively influencing the people around them. For those who have already tapped into their leadership potential, we have our Management Trainee Program which immerses budding leaders in management positions with the hopes that they will eventually be able to take on the challenge and further their careers with us.



We also encourage our cast members to continue or further their education. Special considerations or work arrangements are discussed and arranged for those who have expressed their desire to work and study simultaneously.

## Relationship with the Community



Alongside providing quality accommodations for guests to enjoy top nature destinations in the country, Eco Hotels' existence also contributes to countryside development. In the development of new properties, we like to focus on "sleepy towns" with great potential to become a new tourist hotspot in the area. It is important that in doing so, we are also able to form a relationship with the local community and government to ensure that this development remains beneficial for all parties involved. Eco Hotels also supports the initiatives of the local governments where each property is located in, some of which are livelihood programs and cooperatives, tree planting activities, and coastal clean-ups. We prioritize local hiring - providing jobs and opportunities to the local community and acknowledging the contribution they have in preserving their cultures and traditions. Of the 140 employees, 80% are locals to the community in which our properties are situated in. We also recognize the high multiplier effect that tourism presents in providing multiple opportunities for income to the local communities. Partnerships with local tourism businesses are formed to give guests more options for activities and develop tourist guides with knowledge of eco- and sustainable tourism. We also source some of our Bahay Group of Restaurants ingredients directly from local fishermen and farmers. In our leasing areas, Pops District, we also provide opportunities for local entrepreneurs to earn with our Tianggehan sa Pops.



Internship Programs are also in place for students who wish to get a feel of actual work environments and learn about the different departments and aspects of a business in the hospitality industry. Each year we welcome students for On-The-Job Training (OJT) Programs, partnering with multiple schools in our different areas.

## Relationship with the Community



Part of the work that we do as a company committed to eco-conscious ways of living, is also educating the communities around us to adopt these practices - alongside our own cast members. We aim to influence all members of our communities to turn away from harmful, “traditional” practices such as the burning of both organic and non-organic trash. Eco Hotels values all members of the community and prioritizes their growth alongside our own. One of the properties we’ve developed was once swamped with illegal settlers. After a partnership with the landowner, we were able to convert his land into an avenue for growth for his family and community. Now, our landowner runs a travel and tours business and has also become an Indigenous People’s leader and representative in his community.



## Customer Management

We are a guest-centric business - our customers are our reason for existence. This is why every aspect of our hotels are designed and decided upon with guest satisfaction in mind. All feedback we received regarding our services are always deliberated on and changes are effected immediately, when deemed necessary. Our choice to only serve organic, natural products is also due to the fact that we value our customers’ health and safety even though their visits may be short. We aim to provide guests with guilt-free, sustainable stays which leaves them feeling refreshed and healed. The Bahay Group of Restaurants and Bahay Farms were birthed with the intention to provide our guests with healthy meals made from fresh, organically-grown ingredients.

Our commitment to our eco-conscious mode of operation is evident in our name - Eco Hotels. Through this kind of branding, we are always reminded of our promise of sustainability. In all of our properties, we have little post-it notes scattered in the rooms and common areas to expose our guests to the concept of sustainable tourism, of which we operate on. Customer privacy is also of utmost importance. Even internally, guest information only remains with the concerned departments and is not made available to others.



## PLANET

### Resource Management

### Green Procurement

#### Bahay Farms and the Bahay Group of Restaurants



Filipino cuisine features a wide variety of flavors. Our Bahay Group of Restaurants proudly raises the flag of providing delicious classic Filipino dishes with ingredients sourced from our own Bahay Farms. Fresh produce and raw materials were grown only through natural, traditional farming methods without the need for the use of artificial or chemical soil enhancers or fertilizers. Even when sourcing materials from other local farmers, the Bahay Group only purchases from local farmers and fisherfolk with the same practices.



Collected recyclables are also upcycled to serve different purposes. Scattered across the different properties are furnishings and design pieces made out of scrap materials such as used wood, old glass bottles, unused metals, bottle caps, and many more. Eco Hotels, as a company, has a strict avoidance of single-use plastics which continues to be a major problem that pollutes and fills our oceans, waterways, and landfills. Although there is a policy in place, we still find that it ends up mixed in our waste.



Part of our eco-consciousness training are instructions to properly build eco-bricks which are used as foundational support in the construction of simple structures. This is also something we do to help mitigate the plastic pollution problem we continue to face globally.



## Renewable and Energy Efficiency Efforts



As businesses in the hospitality industry often consume big amounts of energy daily, Eco Hotels has also implemented ways in which we can be more efficient in terms of our energy consumption. Some of the properties have solar panels installed on-grid, which allows us to lessen electricity expenses and utilize the natural energy that can be harvested from the sun. Only energy-efficient and inverter-type appliances are purchased for use in daily operations for both our hotel and restaurant. We have also installed solar lamps in the different properties to ensure that our public areas always remain well-lit.

## Water Consumption



Eco Hotels has installed mechanisms for rainwater harvesting on each property to maximize all the natural resources made available to us. In El Nido, which has representatives for all aspects of the business (hotel, leasing, and restaurant), a sewage treatment plant was installed on the property to divert wastewater from the island's general sewage system to water that can be used for landscaping on the property. Water quality is also being constantly monitored in all of our locations.



## Interior Design and Architectural Schemes



Eco Hotels adopts biophilic design principles and green architecture processes in all of our development projects. From conceptualization, we already have in mind different ways in which we can make use of locally sourced, natural, recyclable, long-lasting, homemade construction materials. In our existing properties, we've made use of repurposed excesses such as:

- Container vans and old and sustainable wood as structural bases,
- Homemade bricks, wine, and beer bottles for walls,
- Light fixtures made of bottles and plastic spoons
- Wood for *pangatong* used for headboards
- Old tires for furniture

Each property is envisioned to weave the patterns and forms of nature into the built environment to strengthen the human-nature connection. Every development plan is made to follow and maximize natural terrain, airflow, light, and topography. Existing natural landscapes and features, such as trees and endemic plant species, were kept as they were found. When necessary, we build around them instead of cutting them down or clearing them out. Traditional raw earth construction techniques, such as the tabique pampango, are applied to create simple structures in our different properties.



Eco Hotels is also pet-friendly. All pets are welcomed in the rooms and common areas of the hotel as long as they are with their humans. We believe that pets, especially dogs and cats, can reduce stress, anxiety, and depression, ease loneliness, encourage exercise and playfulness, and even improve your cardiovascular health. Caring for an animal can help children grow up more secure and active. Pets also provide valuable companionship for older adults.



Our properties in Tagaytay and Caliraya, Laguna both feature the use of old container van units as dwelling spaces.

## Ecosystems and Biodiversity



Our properties are home to a wide variety of flora and fauna. At present, we house about 20 native plants and 50 exotic plants, 35 of which have long been cultivated in the country since its introduction. Different animals that roam the countryside are also commonly found in our different locations. As a cast of eco-warriors, we acknowledge the fact that we are the visitors to their home and treat them with care and respect whenever we encounter them.



# Our Triple Bottom Line

## and the 17 UN SDG's



Aligning the 17 UN-SDG's to our triple bottomline allows us to make informative and guided decisions on the business. This helps us put priority on areas that may still be lacking in terms of our commitment and promise to promote People, Planet, and Profit in our operations. Through identification and segregation of the already existing practices we have at Eco Hotels Inc. to the different targets and indicators of each individual SDG, we are able to pinpoint our points for improvement in hopes to better our processes moving forward.

# Our Triple Bottom Line and the 17 United Nations Sustainable Development Goals



## SDG 1: No Poverty

- Local Hiring: presenting job opportunities to the local community
- Source ingredients from local suppliers
- Focused on countryside development to provide jobs and opportunities
- Focused on tourism - which has a high multiplier effect for local economy
- Developing tourist guides (eco-tourism guides) and support local produce



## SDG 2: Zero Hunger

- Bahay Farms - serves organic, natural, healthy ingredients
- Support local farmers and fishermen by sourcing from the community
- Staff meals: quality control and refusal of instant/canned food



## SDG 3: Good Health and Well-Being

- For Cast Members: we promote Work-Life Balance
  - Meditation and Mindful Pauses
  - We refuse toxic/harsh chemicals for operations
  - We assure all cast members will be granted health coverage by the company or be given assistance with any health problems
  - Provision of safety programs - DRRM, OSH
- Bahay Farms: Promotion of Farm-to-Table Principles and use of organic ingredients in all Bahay Restaurants



## SDG 4: Quality Education

- Provide continuous training and development for staff
- Influence cast members to be eco-warriors and to influence people in the community
- Leadership Mastery Program: develops cast members into leaders
- Provide Management Trainee Program
- Encourage employees to continue/further their education
- Provide internship programs



## SDG 5: Gender Equality

- Is an equal opportunity employer - we do not discriminate hires
- Has more number of women at top management positions
- Hires community-based unemployed individuals
- Promote Safe Spaces: non-tolerance of any forms of harassment, abuse, and gender-based violence

# Our Triple Bottom Line and the 17 United Nations Sustainable Development Goals



## SDG 6: Clean Water and Sanitation

- Refuse toxic/harsh chemicals for operations
- Use organic/natural cleaning products for housekeeping
- Harvest rainwater for landscaping and cleaning purposes
- In-house wastewater treatment facilities in Pops District El Nido (currently being replicated in Siargao, 2024)
- Consistent monitoring of water quality
- Tap water is shared to the community



## SDG 7: Affordable and Clean Energy

- Installs solar panels and solar lamps in all its existing and new projects
- Only inverter and energy-saving appliances are purchased



## SDG 8: Decent Work and Economic Growth

- Prioritize job creation
- Prioritize Countryside Development - to contribute to economic growth
- Focus on once "Sleepy Towns" and yet makes sure that the development is sustainable
  - We are mindful of our impacts on the environment and the community around us
  - Promote preservation of local culture and traditions
- Provide opportunities for local entrepreneurs (Tiangge sa Pops District)



## SDG 9: Industry, Innovation, and Infrastructure

- Constant creative conceptualization of new projects, where a survey of local materials, local designs and art, and where local employment are engaged
- Makes use of natural, recyclable, homemade construction materials
- Follows and maximizes the natural terrain, airflow, light, and topography of the property
- Retains existing natural landscapes and features
- Implements Biophilic design principles
- Makes use of furnishings that are upcycled
- Makes use of a century-old way of creating walls
  - "Tabique pampanggo" which substitutes hollow blocks with natural, organic materials

# Our Triple Bottom Line and the 17 United Nations Sustainable Development Goals



## SDG 10: Reduced Inequalities

- Encourages employee's creative expression
- Does not discriminate against age, sex, religion, educational background, physical/mental disabilities, nor origin



## SDG 11: Sustainable Cities and Communities

- Practices the circular economy and its consistent composting initiatives
- Is the preservation of the environment, society, and its culture and tradition
- Works with the local government - supporting their initiatives on sustainability
- Supporting livelihood programs and cooperatives



## SDG 12: Responsible Consumption and Production

- Has amenities in the hotel placed in refillable bottles
- Campaigns against use of single-use plastic, and if it does end up in their properties, by-products from SUP are made by the cast members (eco-bricks, etc.)
- Practices green procurement
- Practices resource and waste management
- Supporting livelihood programs and cooperatives



## SDG 13: Climate Education

- Equip staff with basic DRRM training in all properties
- Provides awareness campaigns on the effects of its businesses on the global climate challenge



## SDG 14: Life Below Water

- Has regular coastal clean-ups
- Supports local fishermen by including their line-caught fresh catch on the menu and buy directly from them - avoiding middlemen
- Avoidance of single-use plastic, that usually end up on the ocean
- Has in-house sewage treatment plant (STP) in properties without provisions by the government

# Our Triple Bottom Line and the 17 United Nations Sustainable Development Goals



## SDG 15: Life on Land

- Continues to put efforts into tree planting
- Encourages organic farming (Bahay Farms)
- Educates the local communities, alongside cast members, to stop burning their trash (both organic and non-organic)
- Makes an effort on the preservation of existing landscape features in the construction phase of new developments



## SDG 16: Peace, Justice, and Strong Institutions

- Through its cast members core values (HOTELS)
- Through its corporate values (ECO)
- Regardless of rank/position, cast members get invited to partake in training and workshops to enhance their own leadership abilities and skills



## SDG 17: Partnerships for the Goals

- Has partnerships with like-minded organizations and businesses
- Has partnerships with local government initiatives
- With its countryside development, local communities partnerships are established