



TABACÓN
THERMAL RESORT & SPA

A LEGACY OF REGENERATION

Sustainability Report 2024



Contents



Andrey Gómez - General Manager Tabacón Thermal Resort & Spa

Legacy of Regeneration!

Thanks to the vision of a dreamer with a passion for nature and big ideas, what we now know as Tabacón Thermal Resort & Spa was born. Its founder, Mr. Jaime Mikowski—a visionary architect—arrived in La Fortuna in the 1990s and, captivated by its natural beauty, envisioned Costa Rica's first internationally renowned hot springs resort.

During those early years, he also pioneered the training of hospitality professionals—salonkeepers, bartenders, spa therapists, and more—transforming Tabacón into a hub of leadership, professional growth, and service excellence.

His vision helped La Fortuna flourish into a world-class destination. He understood that achieving this required a foundation of sustainable development—one that could only succeed through the collaboration of local businesses, institutions, and the wider community.

Don Jaime's legacy lives on. With over 31 years of experience, Tabacón continues to champion sustainable progress through our **Legacy of Regeneration program**. This initiative now guides every commitment we make—both to the environment and to our community. It reflects our evolution from traditional sustainability toward a regenerative model that actively restores ecosystems, nurtures education, and uplifts social well-being.

Our strategic plan rests on three essential pillars:



CULTURE

We proudly celebrate Costa Rican heritage through our gastronomy, offering guests an authentic taste of our roots and history. We also support local festivities that honor our cultural identity and patriotic spirit, deepening our connection with the community.



ENVIRONMENTAL MANAGEMENT

Water—our most vital resource and the essence of Tabacón—is at the heart of our environmental commitments. We work tirelessly to protect it through responsible waste management, climate change mitigation, and the continuous innovation of sustainable practices.



CORPORATE SOCIAL RESPONSIBILITY

We believe education is the engine of transformation. Through initiatives that promote learning, health, and community wellness, we aim to create a positive and lasting impact for future generations.

Our Legacy of Regeneration fuels our mission to restore and revitalize both nature and society. It also contributes to positioning La Fortuna as a world-renowned destination—thanks to the vision of Don Jaime Mikowski and the unwavering support of his partners. Today, La Fortuna proudly stands as a global reference in sustainable tourism, the result of united efforts between businesses and communities committed to progress.

We invite you to be part of this ongoing legacy—from your own field of expertise, passion, or vision.

Discover more in our **2024 Sustainability Report** and explore meaningful ways to engage with our initiatives and shared impact. Your continued support and contributions are instrumental to our progress—because we believe that only through collective action can we advance responsible, resilient, and truly sustainable tourism.

COMMITMENT TO SUSTAINABILITY



Meet Our Sustainability Committee



Adriana Camacho
Environmental Management

The environmental management of our organization relies on the creativity and professionalism of Adriana, who instructs us in the technical aspects of the many topics that contemplate sustainability and leads collaborative projects in the community.



Andrey Gómez
General Manager

Leading the sustainability plan into practice and ensuring that these actions and projects have the commitment of the management team and each of the departments goes through the pencil and management of our General Manager.



Erika Jara
Quality and Compliance

Her passion for excellence, compliance and improving the quality of life of employees and the community is reflected in the organization's sustainability programs, leaving a mark on all of us who participate in her initiatives.



Esteban Vargas
Financial Manager

The vision of our financial manager and his contribution to our company's actions are key to achieving our sustainability objectives. The economic factor is a fundamental pillar of sustainability.



Laura Moscoa
Senior Graphic Designer

Thanks to her talent and experience, we are able to transmit what we do through innovative and creative marketing and communication strategies to inspire our clients, business partners, suppliers, collaborators and the community.



Mario Mikowski
Board of Directors

Thanks to his representation, our strategy embodies the vision transmitted from the Board of Directors. With his guidance and experience he inspires us to continue working for sustainability with a clear north aligned to the organization's strategy.



Shirley Mora
Communications & Public Relations

The communication and cohesion with the community groups, join the design of social responsibility programs of positive impact. Shirley leads these processes by developing genuine alliances and connections so that together we can achieve our goals.

Our sustainability strategy is shaped, implemented, and continuously evaluated by a multidisciplinary team dedicated to advancing every facet of our **Legacy of Regeneration.**

PURPOSE:

"Create and inspire experiences to immerse us in life."



VALUES:



TICO HOSTS

Put ourselves in the shoes of the other, listening without judging, so we can communicate and connect. We deserve to be treated like guests of the house and feel special to be part of the Tabacón family.



ADDING SPARK

Go the extra mile, do more than what is expected of us, put our heart in everything and inspire those around us. Adding a spark is knowing that any action is an opportunity to shine in our work, as we must aspire to be the best of the world in what we do.



WE ARE AN ECOSYSTEM

As a live ecosystem we all depend on one another. If one of us fails, the entire ecosystem will be affected. Thinking that we are only one ecosystem means understanding that we are connected, that it is not only about working well as a team, but also watching out for every member of this family that complements me.



PASSION FOR BEAUTY

The beauty that surrounds us is an inspiration and everything we do aims at honoring it. The attention to design, how we present ourselves and all our creations must reflect this celebration through balance, form and style.



ENSURING THE FUTURE

Thinking about the future means connecting with the persons around us in a sense of higher community, while we also respect our natural environment and add value to it, thus ensuring that future generations may also enjoy it.



TABACÓN AND THE SDGs

OUR COMMITMENT TO THE FUTURE: A COMMITMENT TO ACTION

The Sustainable Development Goals (SDGs) are a blueprint for action for people, the planet, prosperity, peace, and working together. For Tabacón, they represent an important reference point as we execute our Strategic Sustainability Plan and during the pandemic period by increasing our actions in pursuit of the well-being of all.

Our actions are reflected in specific SDGs, which we believe can help drive progress and support our philosophy.







GENTE QUE FLUYE
PEOPLE THAT FLOW

A LEGACY OF GROWTH

The foundation of Tabacón Hotel is built on a culture of continuous growth and improvement. That's why we prioritize employee education and training every year, ensuring all programs are high-quality, dynamic, and creative.

 **7.693 h.** Training on technical subjects, personnel onboarding and skills development.

 **5.475 h.** Technical training

 **988 h.** Gastronomy School

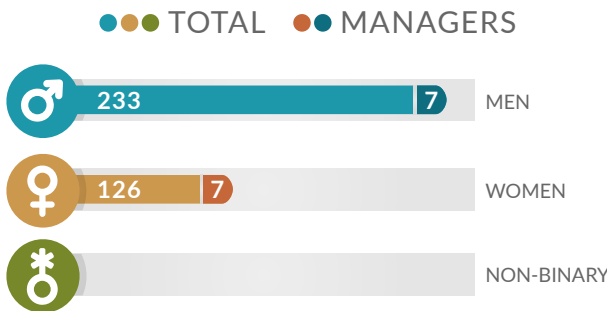
 **219 h.** ITASA policy refresher program



THE TABACÓN FAMILY

In 2024, the Tabacón team was composed of **359 employees**:

Employees by gender:



LIVING OUR CULTURE FROM DAY ONE

Our employee induction program allows us through dynamics, games and valuable information to introduce our new team members to the Tabacón culture, where we enjoy serving our guests and visitors and put into practice our purpose and values on a daily basis.

The program is divided into 2 days, 8 hours of the first day to see theory and the second day is 4 hours, where we run through the facilities explaining each area.

 **1.662 h.** Employee Induction Program in 2024

INTERNAL VOLUNTEER PROGRAM

Our internal volunteer program allows employees to develop new skills, grow professionally, and prepare for future opportunities within the company.

In 2024, 8 employees completed their volunteer service, contributing a total of 1,200 hours to internal initiatives.



INTERNAL PROMOTIONS AND JOB TRANSITIONS

As part of our culture of continuous development, we encourage employees to pursue new opportunities, whether through internal promotions or role transitions within departments.

 **6** Internal promotions

 **63** Departmental job transitions

GROWTH AND OPPORTUNITIES!

INTERNSHIP PROGRAM & STUDENT DEVELOPMENT OPPORTUNITIES

Tabacón offers an active internship program that supports the personal and professional growth of young individuals from technical schools, universities, and institutions such as Instituto Nacional de Aprendizaje (INA).



26

Interns from INA, technical colleges and institutes

DUAL EDUCATION PROGRAM

Through the Instituto Nacional de Aprendizaje (INA) and for the second consecutive year, we proudly support the Dual Education Program, welcoming students who split their time between classroom learning and practical training within companies.

At Tabacón, supporting the Dual Education Program represents a meaningful opportunity to contribute to the development of young professionals. Our team of experienced mentors guides these students directly in our operational areas, fostering hands-on learning and career growth.

Dual Education Program - INA - Tabacón

- 3 students - Culinary Arts
- 2 students - Food & Beverage Service

STUDENT EDUCATIONAL TRIPS

During 2024, the hotel hosted visits from various student groups from both technical schools and universities. During these trips, guided tours of the facilities were offered and specialized explanations were given on specific topics.



DUAL EDUCATION AGREEMENT SIGNING CEREMONY

In 2024, we were honored to host the **Dual Education Agreement Signing Event** at our new tourism center, **Choyín Río Termal**. This event brought together representatives from tourism and agribusiness companies across the northern region, marking an important milestone in our shared commitment to quality education through the dual methodology.




LIVING OUR VALUES

Our five-year anniversary celebration, dedicated to recognizing employees who complete 5, 10, 15, 20, 25 and 30 years of service, represents much more than a commemorative event.

This is a significant occasion to express our deepest gratitude to those who have developed their careers in our organization, contributing with commitment, talent, skills and knowledge to the growth and sustained success of the company.

For the board of directors of Hotel Tabacón, celebrating the trajectory of our collaborators is something that fills us with great motivation and joy.

 **27 Acknowledgments**
Delivered 2023 and 2024



INTERNAL COMMITTEES THAT PROMOTE HEALTH AND WELLNESS

At Tabacón, we actively encourage employee participation in internal committees dedicated to fostering health, safety, and well-being—for both our team and the broader La Fortuna community.

Sports Committee	Organizes sports and recreational activities throughout the year to encourage physical activity, fellowship and the general well-being of employees.
“Por Tu Salud” Committee	Focused on employee health, this committee conducts annual wellness assessments and develops action plans to improve quality of life. For the second consecutive year, it organized the “Por Tu Salud” Health Fair for the La Fortuna community.
Occupational Health Committee	Ensures the welfare of employees, workplace safety and compliance with policies associated with occupational health and safety.
Global Wellness Day Committee	This committee is activated once a year to celebrate together as a company the global wellness day, joining the worldwide celebration. This committee is led by the Spa Management and brings together employees from all areas of the company.



SHARING MOMENTS OF JOY!

Throughout the year, we organize activities that foster team integration and employee well-being, all within a joyful and uplifting atmosphere.

Distribution of school supplies

During 2024, 109 school supply kits were distributed to the children of staff members, encompassing both preschool and primary school levels.

International Women's Day

We commemorated this day with symbolic gestures that conveyed joy and promoted female empowerment among our employees.

Labor Day

An integration workshop was organized, giving employees from different areas the opportunity to share, strengthen ties and enjoy a collaborative environment.

Independence Day

On September 15, we celebrated Costa Rica's independence with patriotic pride. The commemoration included a special lunch and dinner, entertained with live marimba music, highlighting the patriotic spirit.

Children's Day

We are delighted to celebrate this day with the little ones of the Tabacón Family. In 2024, 161 gifts were given to the children of our employees, bringing smiles and special moments to each family.





DELIVERING EXCELLENCE

CREATING QUALITY EXPERIENCES

COMMITTED TO INNOVATION, QUALITY AND CONTINUOUS IMPROVEMENT

Our commitment to sustainability includes a rigorous focus on the quality of our services and operations. We continue to build on our essence of natural and genuine service, coupled with national and international standards in this area.



RATING 99%
Second year in a row

PARTNERSHIP WITH SMALL LUXURY HOTELS OF THE WORLD™ (SLH)

We are proud to be part of Small Luxury Hotels of the World™ (SLH), a prestigious collection of over 620 independently owned luxury hotels in more than 90 countries. Every SLH property is personally inspected and held to rigorous quality standards—more than 750 criteria assessed annually by a team of expert reviewers.

For the second year in a row, Tabacón achieved an outstanding 99% rating in SLH’s anonymous inspection, reaffirming our dedication to exceptional service, world-class quality, and responsible tourism.

As a proud member of SLH’s Considerate Collection, we stand alongside other sustainable luxury hotels that are leading the way in eco-conscious hospitality. This recognition reflects the collective effort of our team to create unforgettable guest experiences while protecting the environment and supporting our local community.



REVINATE

99.5% PARTICIPATION

WE LISTEN, IMPROVE AND CONNECT WITH THOSE WE VALUE MOST: OUR CUSTOMERS

We work with technological tools that allow us to listen to our guests, an example of these is Revinate, where during 2024 we obtained a response rate of 99.5%, an exceptional participation that reflects the connection with our customers.

The 86% of the responses correspond to promoters, people who not only enjoyed their experience, but would recommend it, which is an outstanding indicator of loyalty and satisfaction. These results strengthen our vision of a sustainable, human service focused on people’s well-being.

AWARDS AND RECOGNITIONS



- Condé Nast Traveler Readers' Choice Awards**
- The best resorts in Central & South America 2024



- Travel + Leisure World's Best Awards**
- International Spa
 - Top 3 Worldwide Destination Spas 2024



- Tripadvisor Traveler's Choice Awards**
- Luxury - Central America #9, Costa Rica #8
 - Top - Costa Rica #6, Central America #7



- The Luxury Spa Edit Awards 2024**
- Best Spa Retreat South America



- Organic Spa Wellness Travel Awards**
- Best Hot Springs



- Certification for Sustainable Tourism (CST)**
- Elite Level



- Ecologic Blue Flag Program**
- Climate Change Category

CONSORTIUM MEMBERSHIPS



WELL-BEING FOR ALL

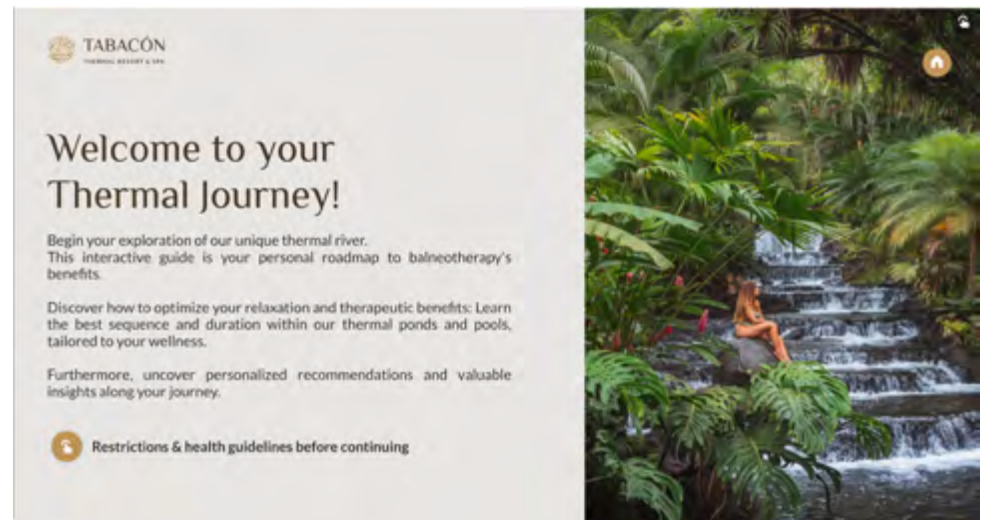
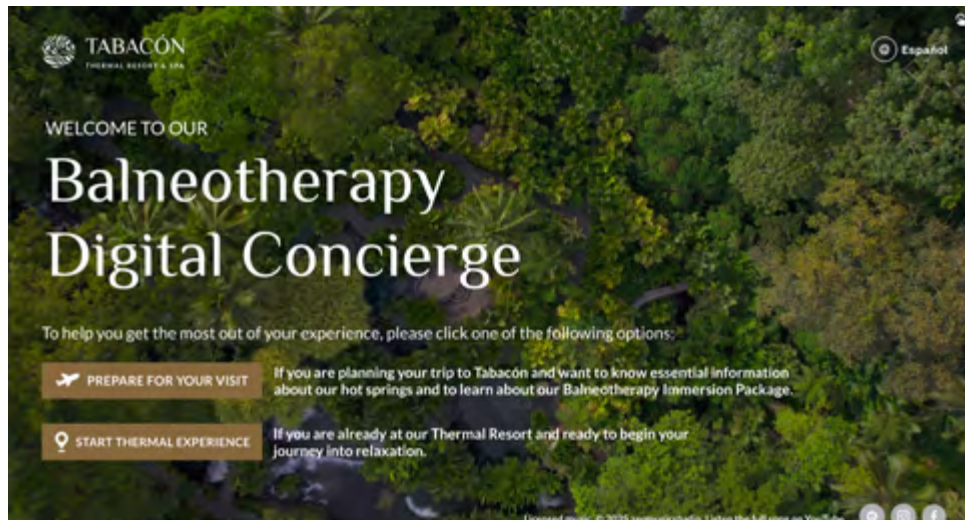


BALNEOTHERAPY CONCIERGE

Our commitment to sustainable experiences is deeply rooted in innovation and continuous improvement. With every new project, we strive for seamless integration. This dedication gave rise to the Balneotherapy Concierge – a personalized guide designed to unlock the full therapeutic potential of Tabacón's mineral-rich thermal river, featuring multiple bathing areas.

This service goes beyond simple navigation; it empowers visitors to fully benefit from Tabacón's natural healing waters. Carefully curated information helps guests understand the therapeutic properties, recommending ideal temperature contrasts and optimal times for a truly personalized wellness journey along the thermal river.

The wellness experience includes two detailed maps to explore the various pools and natural formations, with temperatures ranging from a soothing 22°C to a revitalizing 40°C.



WITH HANDS AND HEART: A JOURNEY OF MEANINGFUL LEARNING

The Spa, dedicated to the development of all hotel employees, provides training and treatments aimed at enhancing overall well-being. Through our induction program for new therapists, we do more than teach service skills — we instill a deeper purpose: to create and inspire experiences that invite guests to fully immerse themselves in life.

In total, **3,072.81 hours of training were delivered**, covering health topics, holistic wellness, and self-care techniques. Always looking toward the future, we strive to unite as an ecosystem and proudly represent Costa Rica by sharing The Spa's message with our national and international visitors.

ANNUAL SUMMARY OF SPA TRAINING HOURS	
JANUARY	48,83 h.
FEBRUARY	529,83 h.
MARCH	82,33 h
APRIL	902,17 h.
MAY	292 h.
JUNE	241 h.
JULY	70,5 h.
AUGUST	13 h.
SEPTEMBER	111,5 h.
OCTOBER	420 h.
NOVEMBER	359,65 h.
DECEMBER	2 h.
TOTAL	3.072,81 h.

Always thinking of the future, of uniting as an ecosystem and being Costa Rican ambassadors of the message that The Spa wants to transmit to all our national and international visitors.





HEALTH



What started as an internal activity to promote the wellbeing of our employees, became something bigger: **a commitment to the health, wellbeing and quality of life of the people of La Fortuna.**

For many years Tabacón has held health fairs for our employees, improving every year by listening to the needs and requirements of our people. Over the years the number of family members of our employees who received the services and benefits increased, so we considered the possibility of organizing the fair in the community to benefit more people.

This is how Tabacón, along with important allies from private companies and public institutions, held the **First Health Fair in the community of La Fortuna.** It was held in commemoration of World Physical Activity Day and World Health Day: **April 6 and 7 respectively, in the central park of La Fortuna.**



Some outreach:

- Nearly 1900 health services provided.
- Communities benefited: Alajuela Centro - Zona Norte: La Fortuna Centro, Los Ángeles, El Tanque, Sonafluca, Monterrey, Venado, La Tigra, Aguas Zarcas, Santa Rosa de Pocosol, Los Chiles, Santa Rosa de la Palmera - Heredia

Specialties:

- Mammography
- STD screening
- Health check-up (*blood pressure, glycemias and vaccinations*)
- Odontology
- Family protection forms
- Education for a healthier and safer life
- Vision test
- Footprint study
- Among others

Alliances:

- La Fortuna Health Area
- Ministry of Health
- ILAIS
- Benemérito Cuerpo de Bomberos
- CONAPDIS
- Billy Marín
- ADSC Amputees
- ADIFORT
- SINAC
- Tourist Police and Fuerza Pública
- FIXS
- Funeraria Polini
- Óptica Jimenez
- Medismart
- Lluvia de Esperanza Foundation

NATIONAL INSURANCE INSTITUTE (INS) BRIGADE CHALLENGE

PRIDE THAT BEATS STRONG!

With the unwavering spirit of a brigader, we were able to bring home the first place trophy in the **Non-Industrial Brigade** category for the second consecutive year. This achievement is a reflection of the organizational culture committed with preparation and safety.



PARTICIPATION IN THE NATIONAL DRILL

STRENGTHENING OUR SAFETY CULTURE

Every year, we participate in the **National Drill** organized by the **National Emergency Commission (CNE)** as part of our actions to prepare for and evacuate from possible emergencies.

We test our staff, equipment and emergency response plan to improve day by day.



SPORTS COMMITTEE

Continuously promoting sports for their positive impact on health.

The Sports Committee is firm with its purpose of ensuring the well-being of each team member, supporting them in the various sports disciplines that inspire them to maintain or improve healthy habits, communication and camaraderie.

This year we participated in:

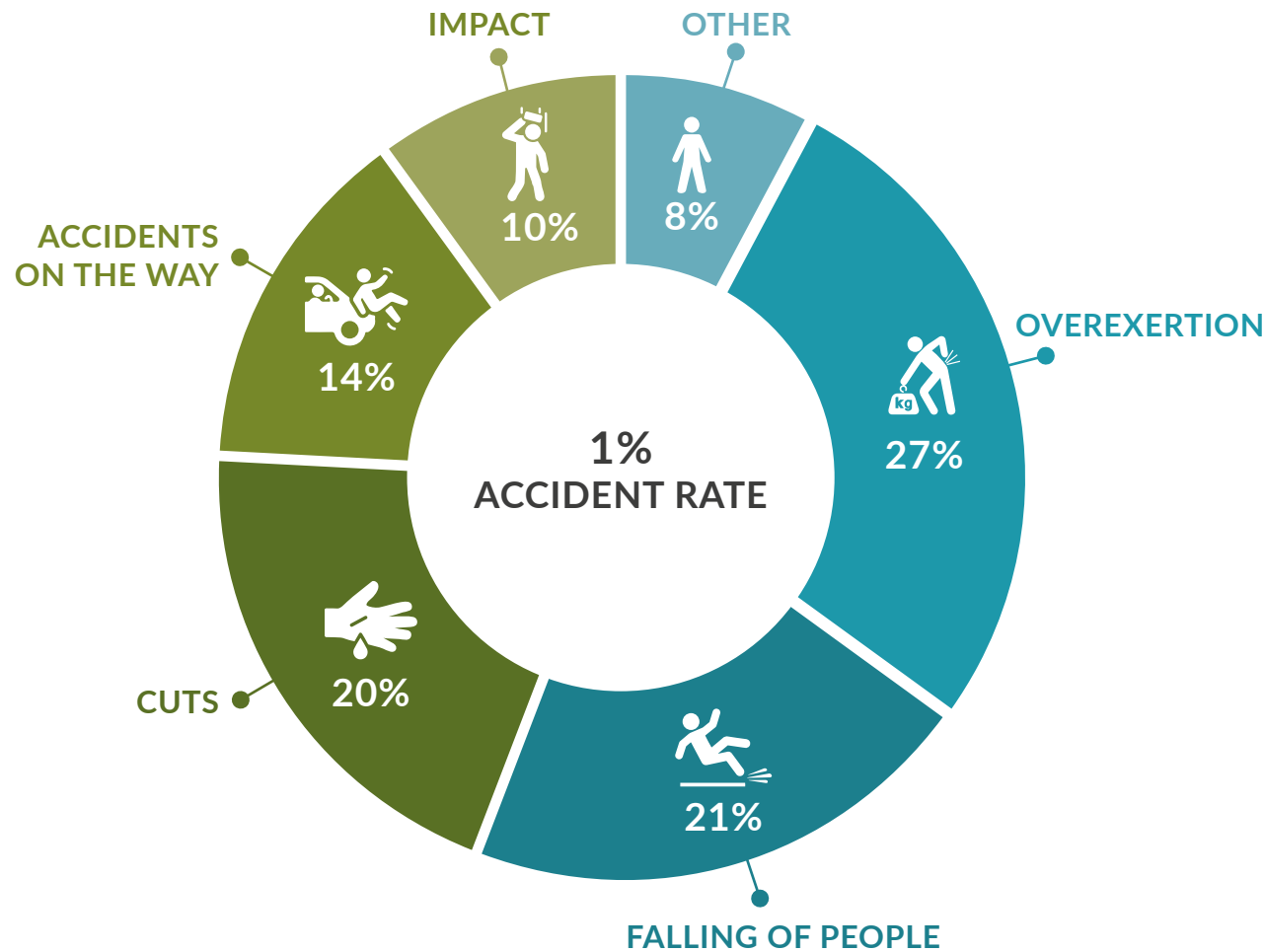
- **Athletics:** Relay San Carlos 2024 and Women's Race.
- **Hiking:** Eco muses and Uyará (inside the property)
- **Soccer:** Tabacón Championship and "mejenga nights".



HEALTH & SAFETY

OCCUPATIONAL ACCIDENT RATE

This is a reflection of our ongoing commitment to the safety and well-being of our employees.





INNOVATION WITH A
SENSE FOR SUSTAINABILITY

INNOVATE BY OPPORTUNITY, NOT BY NECESSITY

Adaptation is essential for any business, especially in our industry, where we must continuously seek new ways to create unique experiences for our diverse visitors. In 2024, building on over 30 years of presence in the market, we focused on strengthening our service and offerings with one key principle: ANTICIPATION.

Anticipating our customers' needs, while staying true to our regenerative tourism philosophy, has been the foundation for ongoing renewal. During this period, we reaffirmed our commitment by launching new projects aligned with sustainable goals—empowering our team, who are the true ambassadors of this vision to our guests and community.



INAUGURATION OF THE NEW PRODUCTION KITCHEN

In 2024, the **Tabacón Gastronomic Production Center** was inaugurated. A comfortable and modern space where our team can craft the dishes that delight the palates of our guests and visitors.

In this new Production Kitchen, technology meets culinary expertise. The state-of-the-art equipment saves time and enhances kitchen efficiency—such as a high-powered oven that can prepare pizzas in just 15 minutes.

The facility includes dedicated areas for washing fruits and vegetables, a bakery and pastry section, separate stations for vegetables, fish, and meat, as well as washing zones, storage, and offices.



Innovation and technology on the table

- Thermal and acoustic insulated ceiling.
- Architectural design with high ceilings for natural ventilation.
- Advanced security system.
- Spacious area for washing fruits and vegetables.
- Innovative softened water and ultraviolet light disinfection system.
- Cutlery polishing machine.
- Cold rooms and freezer areas in both the butcher's and bakery sections.
- Dedicated room for organic waste.
- Filtered and chlorinated water for cleaning floors, toilets, and washbasins.
- Data room for the Thermal Resort.

CHOYÍN RÍO TERMAL

THE PURA VIDA EXPERIENCE IN THE THERMAL RIVER!

In February 2024, a new thermalism project was born for the enjoyment of both national and international tourists.

Choyín Río Termal is the newest hot springs center in La Fortuna de San Carlos, offering visitors the chance to enjoy the thermal mineral waters of the river and the main pool, all surrounded by nature and complemented by authentic Costa Rican gastronomy.

The “Pura Vida” experience is enhanced by the comfort and security of the new facilities, which include parking, lockers, towels, and other amenities.



THE BEGINNING OF THE ARRIVAL EXPERIENCE CONSTRUCTION

Guided by our purpose “to create and inspire experiences to immerse ourselves in life,” we continue to grow with the goal of providing the best service to our guests and visitors. Creating memorable experiences is at the heart of everything we do. That’s why, in 2024, we began construction on a new arrival area for our Thermal Resort.

The design concept for this new hospitality space pays tribute to the nature that surrounds us, incorporating hybrid artistic elements. For example, Costa Rican artist Bernardo Urbina will design features that combine wood and stone in a harmonious way.



We also honor sustainability by maximizing natural light and ventilation through open, integrated designs that blend with the surrounding environment. An intelligent lighting system will create cozy atmospheres while ensuring efficient energy use.



Additionally, we are reusing thermal water for decorative water mirrors—capturing the overflow from our main pool and repurposing it to enhance the warm environments throughout the Thermal Resort.



An inclusive project: Our arrival area includes a system of interconnected ramps designed to ensure that guests and visitors with special needs, such as reduced mobility, can fully enjoy the experience of arriving at our Thermal Resort with all the necessary accessibility features.

LUXURY, COMFORT, AND QUALITY

With the goal of innovating through fresh, modern elements and incorporating new technologies—always focused on enhancing our guests’ experience—we continue to implement our “**Perfect Room**” program year after year.

2024 Highlights

- Remodeling of our 400-room module.
- Window replacements in module 700.



COSTA RICAN IDENTITY

SUSTAINABLE GASTRONOMY

In our pursuit of more sustainable gastronomy, we focus on every detail, knowing that true sustainability is holistic. It begins with a committed team that embodies our sustainable principles and extends to choosing suppliers who play a key role through every selected product.

DRINKS YOU DON'T JUST DRINK — YOU LIVE

Alongside our unique and special dishes, our menus feature beverages that embrace sustainable trends. During this period, the wines we offer to our guests have become more inclusive, natural, and healthy.

We include vegan, organic, biodynamic, and kosher options aligned with these sustainability values. These selections not only cater to special tastes and dietary needs but also consider the entire lifecycle of the product and its environmental impact.

Additionally, we celebrate the local and unique by incorporating Costa Rican-produced wines and liquors, such as those from the Copey project, which showcases the exceptional viticulture of our country.



COSTA RICAN FLAVORS

"Tasting Customs"

We bring the rich cultural details of our country within reach of every visitor, highlighting what makes each region special.

7-COURSE TASTING MENU + COCKTAILS AND WINE PAIRING



HUELLAS GASTRONOMIC AND CULTURAL FESTIVAL

The Huellas Festival is a cultural and gastronomic event that unites companies and institutions to support a common social cause.

This event, organized under the leadership of Pure Trek, aims to contribute to the “Minds of the Future” project, which more than a library, seeks to be a place of inspiration for the learning of children, young people and the community in general.

At our stand, Tabacón proudly sold over 500 vigorones, crafted with the flavor and talent of our kitchen team.

Hotel volunteers from various departments joined the event, sharing our spirit of service and supporting education and community development.



GASTRONOMY AND SERVICE SCHOOL

Driven by our vocation of service and the desire to leave a positive legacy in our employees, the Food and Beverage team proudly implemented the School of Gastronomy and Service for the second consecutive year.

With great dedication, our human talent and invited suppliers share their knowledge and experience in the art of hospitality and gastronomy.

Through this school, we aim to provide our collaborators with the tools and opportunities for professional and career growth.

Classes are delivered dynamically using a classroom-style methodology, combining theory with practical application. Digital tools also enable us to connect with instructors from other regions of the country.

In 2024, 8 employees graduated from the Gastronomy School.



SUSTAINABLE SUPPLIER

TICO FLAVORS THAT LEAVE A LASTING IMPRESSION

Leaving a mark on the palates of nationals and foreigners, while promoting Costa Rican identity through coffee and positively impacting the environment, are core purposes of Bryan Nuñez and Breeze Hurley, owners of “**Café Huella**”.

Since 2023, this Costa Rican company has offered our guests a high-quality experience with 100% Costa Rican coffee, certified to originate from the Tarrazú region.

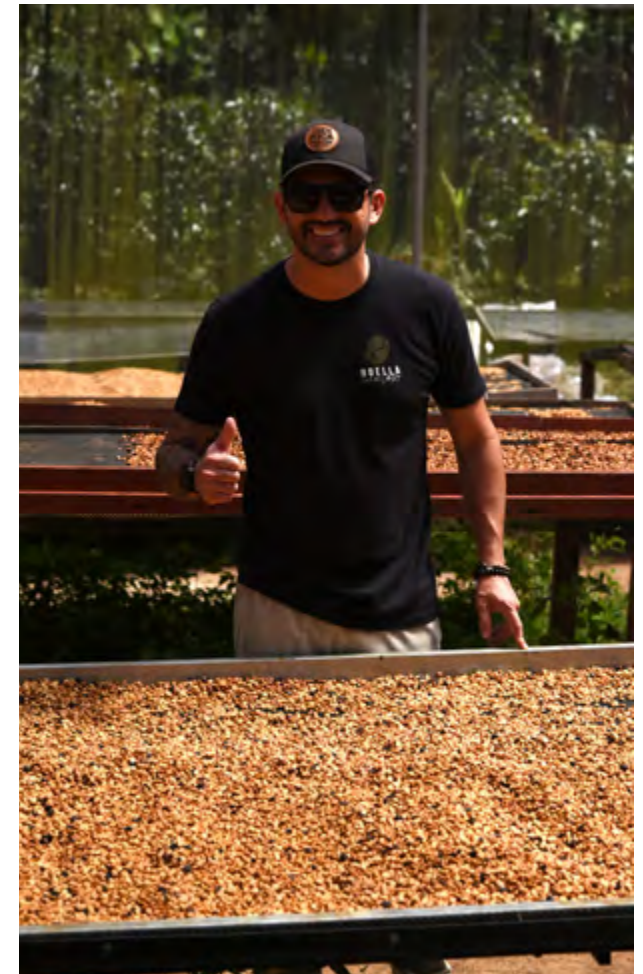
Café Huella holds certifications as a Sustainable Ecological Farm and a Regenerative Farm, thanks to processes that ensure all product waste is reused and returned to the environment responsibly through appropriate environmental protection measures.

Through close collaboration and ongoing training with our food and beverage staff, Café Huella guarantees that the essence of specialty coffee is conveyed with proper preparation and product knowledge.

For Bryan, partnering with Tabacón represents an opportunity to grow together and adapt to evolving sustainability and service demands.

Through its specialty coffee, Café Huella aims to transform the palate and foster a coffee culture among both Costa Ricans and visitors. Additionally, they collaborate with local farms in the Los Santos region, purchasing at fair prices and supporting the community's production.

We thank Café Huella for their continuous innovation, partnership, and passion for leaving a positive environmental impact. With suppliers like Huella, we are confident in continuing our commitment to providing a sustainable legacy for present and future generations.



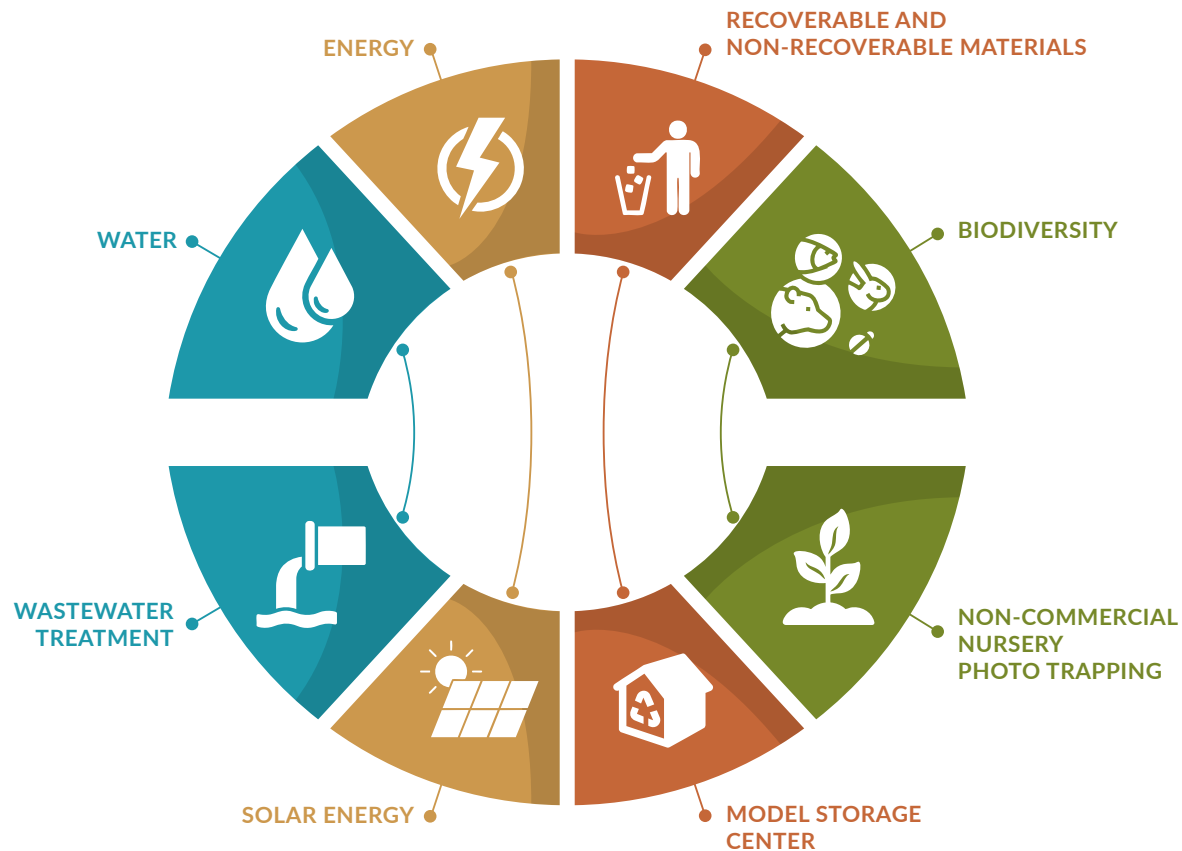


SUSTAINABILITY IN ACTION

OPERATIONAL FOOTPRINT

CAN LUXURY AND SUSTAINABILITY COEXIST? THEY MUST.

At Tabacón, our ongoing mission is to harmonize regeneration with a luxury thermal resort experience—offering sustainable gastronomy, a world-class spa, and rooms equipped with every amenity.



The company's usual resource consumption is occasionally influenced by various ongoing projects, as reflected in records and comparisons between periods. In 2024, this "pattern" experienced a more significant shift due to the company's growth and changes across many operational areas.

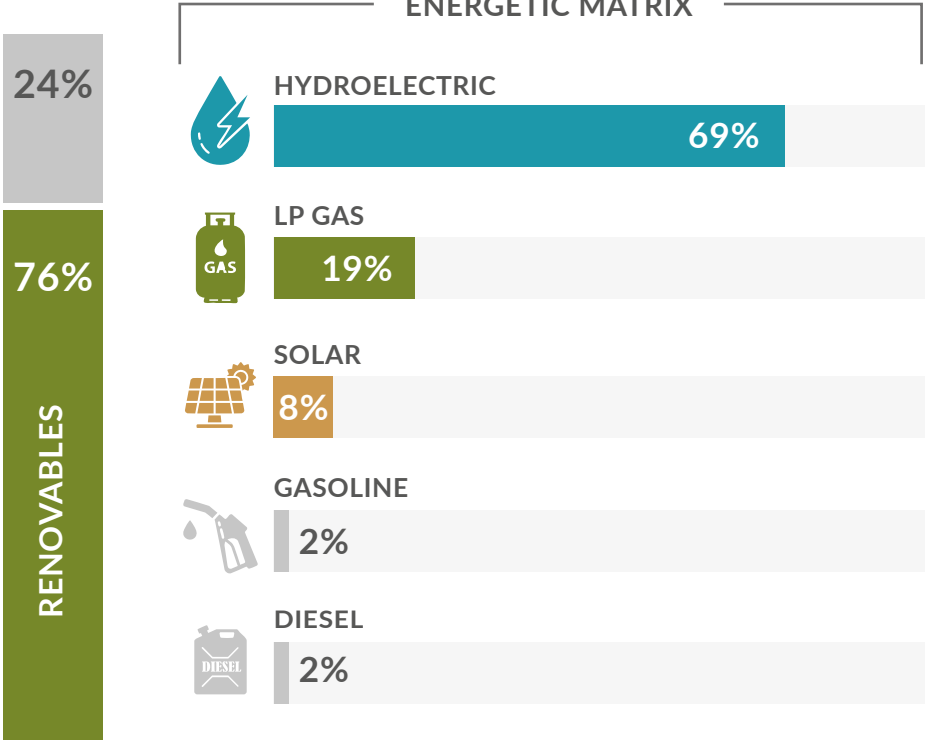
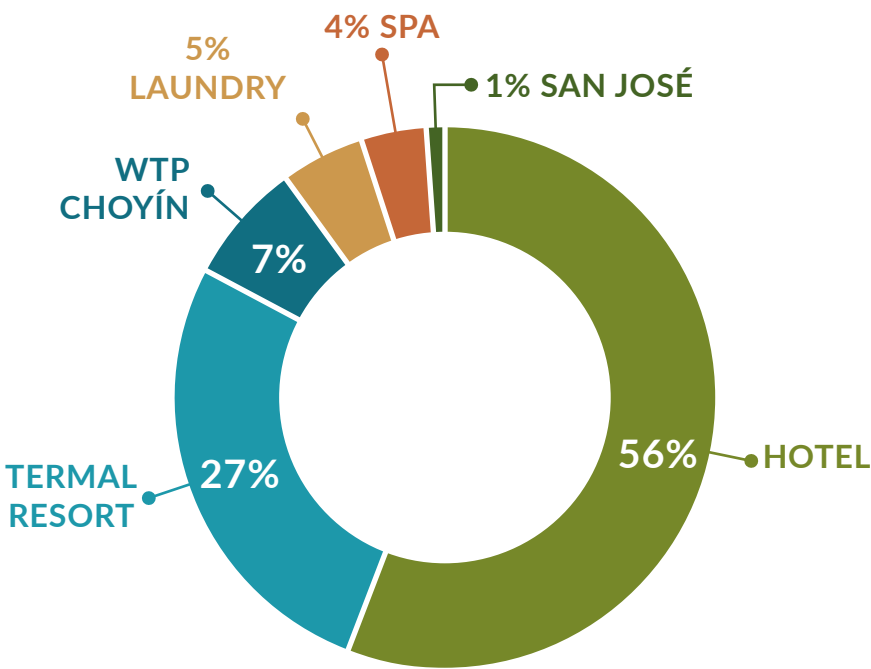
Two of the most impactful changes affecting our operational footprint were the inauguration of a new production kitchen in the resort sector and the Choyín Río Termal project. While the latter operates independently from Tabacón, most of its consumption is recorded through our metering equipment.

ENERGY

2024 IN NUMBERS:

- Total energy consumption reached 2,149,631.54 kWh.
- The company operated with 6 electric meters, including 2 adjusted allocations: the PTAR meter now includes Choyín Río Termal consumption, while the Thermal Resort meter reflects usage from the new Production Kitchen.
- The Hotel sector registered the highest consumption, accounting for 56% of the total.
- 76% of the energy used came from renewable sources, with 69% generated by hydroelectric power.

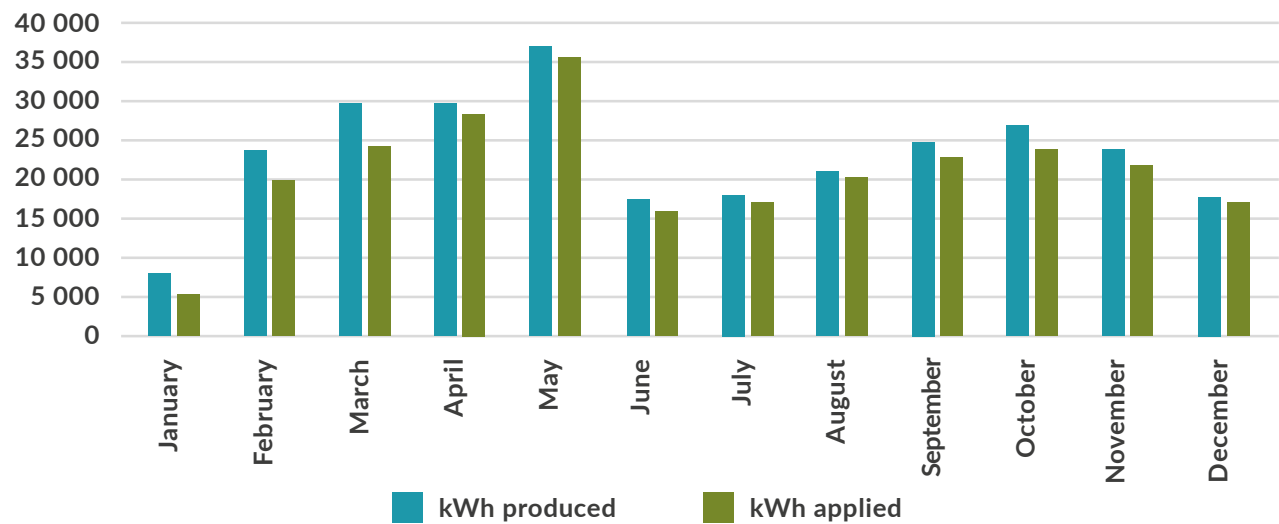
ELECTRICITY GENERATION BY SECTOR



SOLAR ENERGY PRODUCTION

Thanks to our photovoltaic system composed of **840 solar panels**, a total of **279,820 kWh** of solar energy was generated in 2024. Of this, 254,524.8 kWh was directly applied to the total energy consumption of the hotel sector—highlighting our commitment to harnessing clean, renewable sources.

SOLAR GENERATION 2024
kWh produced vs kWh applied



MOVING TOWARDS DECARBONIZATION

For another year, we reaffirm our commitment to sustainable mobility and the La Fortuna Electric Route through our electric charging stations for zero-emission transportation users.

In 2024, we added a new station in the parking area of the Thermal Resort, bringing the total to three stations. This addition represents a valuable step in our ongoing efforts to adapt to and mitigate climate change.



AWARD FOR ACTION: COMMITMENT TO ADAPTATION

In 2024, GIZ, through the **ClimateACTION Project** and the **Euroclima Program**, recognized tourism companies demonstrating leadership in climate ambition. The initiative aimed to support those working to strengthen climate change mitigation and adaptation strategies as a core part of their business continuity and differentiation.

A total of 32 companies in the tourism sector participated in this international cooperation program, which focused on developing corporate climate roadmaps. From these, only 6 companies were selected for their outstanding commitment to climate goals, resilience, and alignment with national sustainability policies—and Tabacón was proud to be one of them.



Key Results:

Experience, learning and monitoring of actions proposed by the HRCE tool towards 2050, suggested based on specific information on vulnerability and emissions generated by our company.

WATER

HOW IS IT RETURNED TO THE ENVIRONMENT?



AMENITIES WITH WATER FROM THE SKY

Our commitment to sustainability extends beyond our internal operations—it also guides our choice of suppliers. From the beginning, we have prioritized partnerships with companies that share our values, forming long-term relationships rooted in environmental responsibility.

One of these valued allies is **Biosfera**, with whom we have collaborated for over 15 years. Through this partnership, we've incorporated a wide range of sustainable products into our operations, each carrying a meaningful story.

“Amenities with Water from the Sky” is one such initiative. Part of the **Biosfera Planet Program**, this program offers personal care amenities crafted using rainwater, reducing our dependence on treated water and contributing to significant conservation. Our participation in this program is a reflection of our belief that every small action—especially when multiplied through collaboration—can leave a positive mark on the planet.



Total quantity: 1676 L
Drinking water glass equivalent: 6704

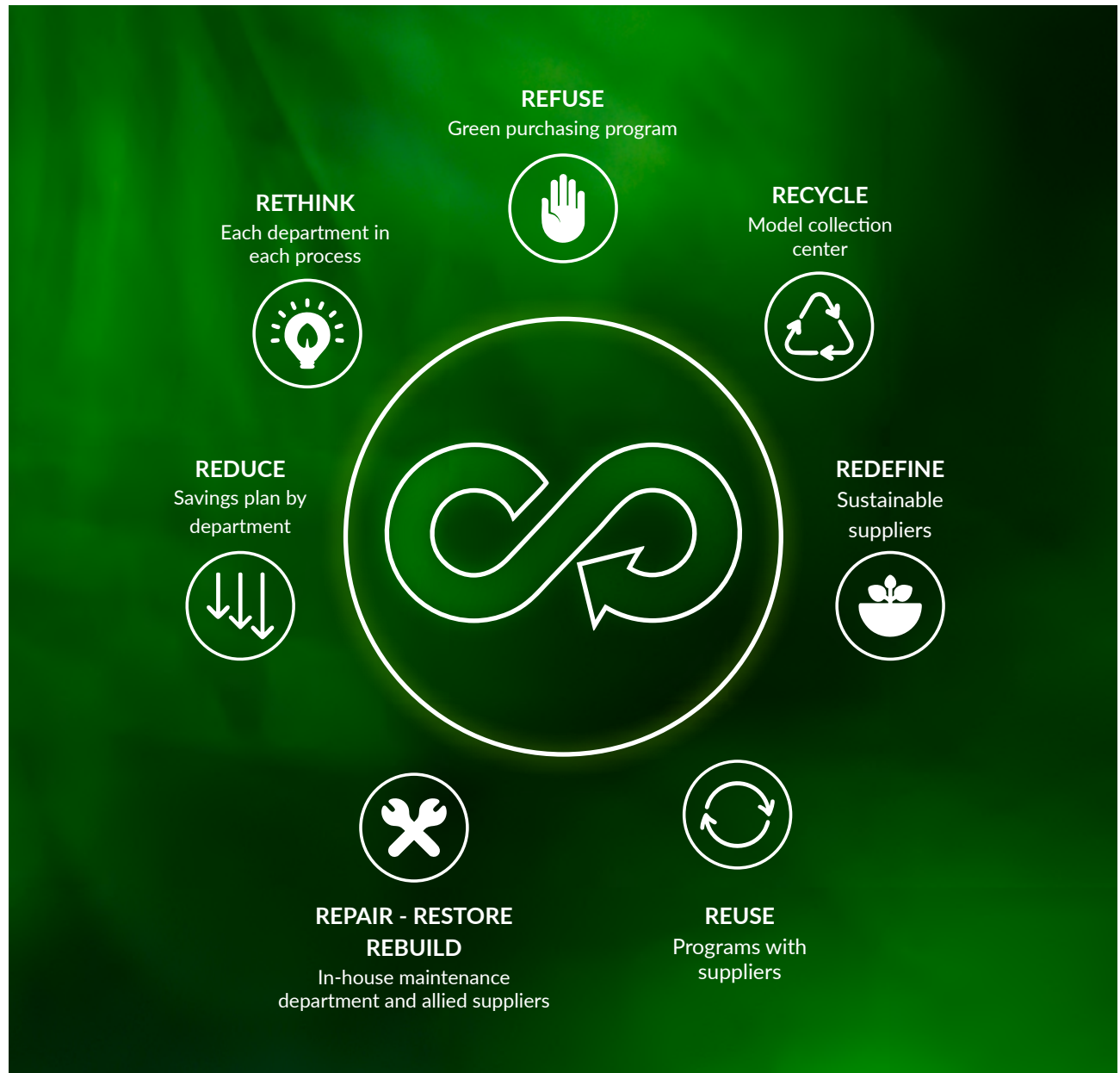
VALUABLE AND NON-VALUABLE MATERIALS

THE VALUE OF WASTE?

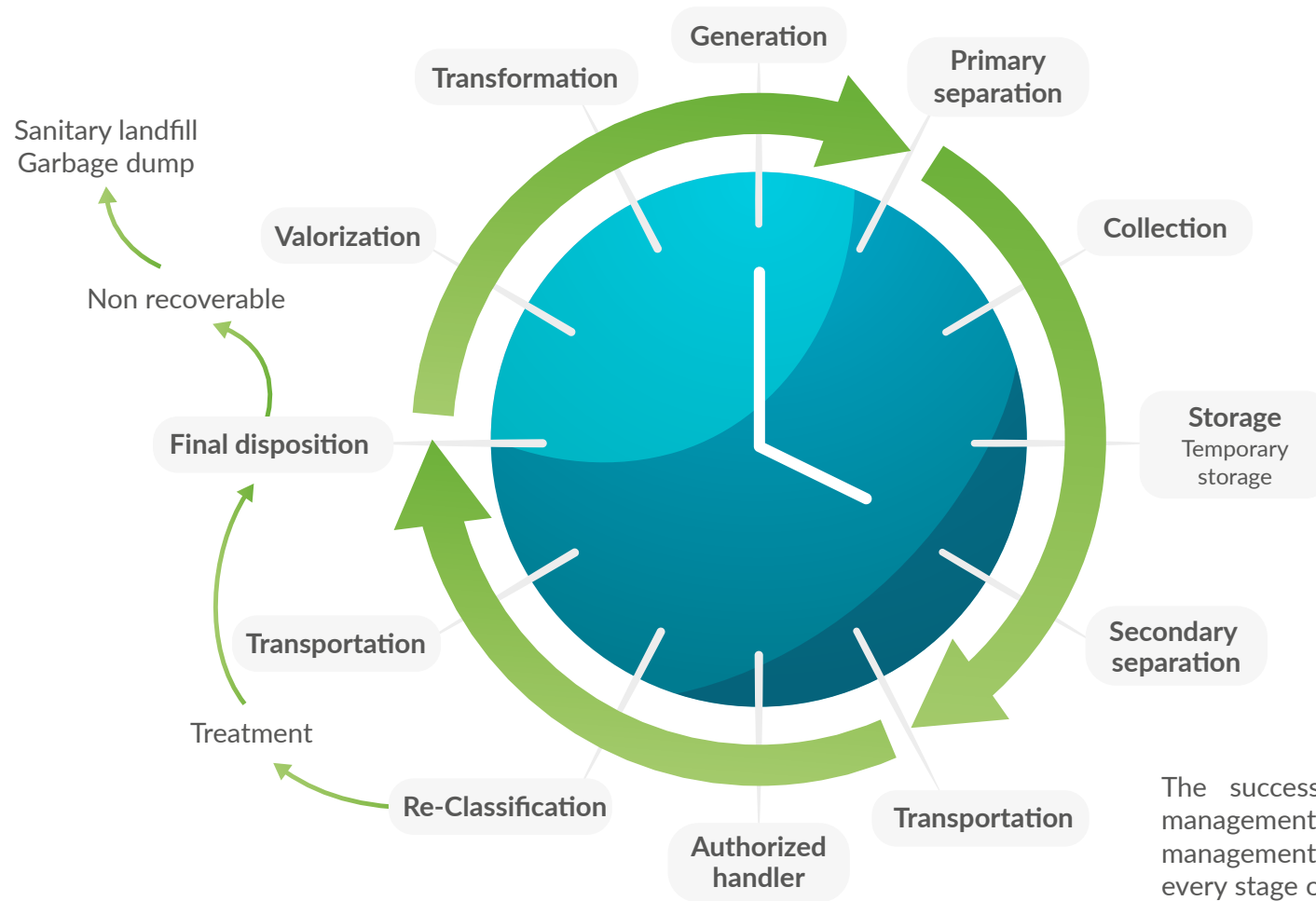
Integrated waste management is a long-term commitment that requires time, continuous learning, innovation—and most importantly, a collective effort from every team member, from frontline staff to senior leadership. At its core, it's a circular process focused on maximizing resource efficiency and minimizing environmental impact.

This commitment extends to analyzing the full life cycle of materials, helping us determine whether we are truly dealing with waste or with potentially recoverable resources. The key lies in shifting our mindset: instead of seeing waste as an end, we view it as the beginning of a new cycle.

Success is driven by the planning and implementation of new processes. While the ideal scenario is to reduce waste generation altogether, the practical reality challenges us to optimize what we use and rethink what we discard. In many cases, we are dealing not with waste, but with by-products—materials that can be reintegrated into our value chain.



THE LIFE CYCLE: THE HOURS OF WASTE COUNTED



The success of our integrated waste management system lies in careful process management—organizing and optimizing every stage of the product life cycle. Since our inception and throughout 2024, we have focused on reducing environmental impact, improving efficiency, protecting health, and ensuring full compliance with regulations.

SUSTAINABLE LOCAL SOURCING

RESPONSIBLE PRODUCTION AND CONSUMPTION

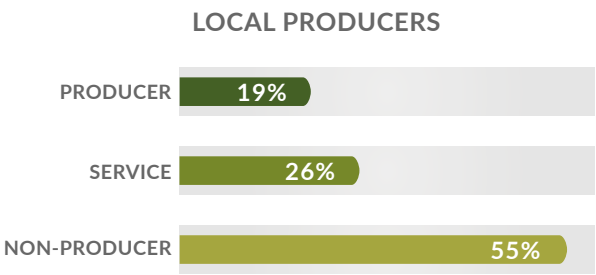
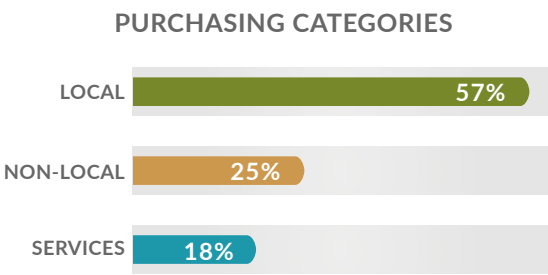


Adopting **SDG 12** inspires us to actively engage with the other 16 Sustainable Development Goals, primarily through thorough analysis of product and service life cycles.

From the very beginning, and continuing in this period, our **Green Purchasing Program** drives us to rethink procurement practices, opting for sustainable choices whenever possible.

- 103.000 Compostable cups
- 96.000 Compostable straws
- +15.000 Non-plastic water bottles
- +31.000 Non-plastic amenities
- +38.000 Compostable packaging
- +5.000 Containers returned to suppliers for reuse
- +56.000 Plastic-free beverage containers
- +6.000 Blue Zones Nicoya containers

Sustainable local sourcing has always been one of our greatest commitments, and in 2024 it accounted for 57% of our total procurement.



STRATEGIC ALLIES FOR SUSTAINABLE COMPANIES



CERTIFICADO DE SOSTENIBILIDAD

Gracias a los esfuerzos de recuperación y reutilización de botellas de vidrio Jungle Spring

Hotel Tabacón

recuperó un total de 4682 botellas,
evitando 1835 kg de desechos sólidos
durante el año 2024.

¡Muchas gracias!



Enero 8, 2025

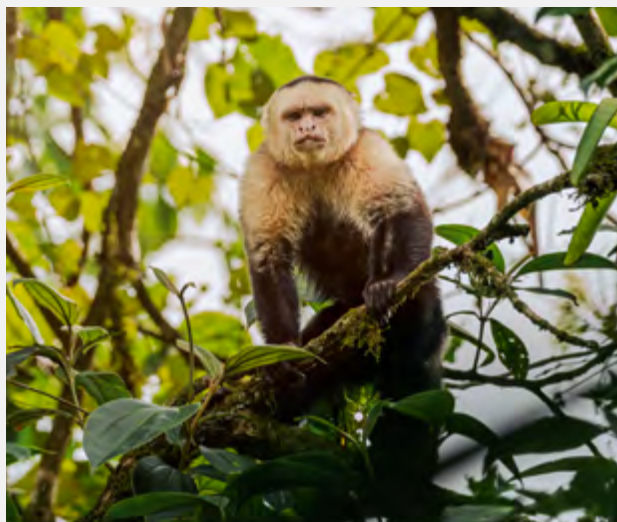
BIODIVERSITY

ECOLOGICAL INTEGRITY MONITORING PROGRAM

- Camera traps: Registration since 2023
- eBird: Birdwatching registration app
- iNaturalist: Flora and fauna observation recording app

TOP eBird of the most observed species in the Tabacón area:

- Garceta Nivosa: *Egretta thula*
- Periquito Barbinaranja: *Brotogeris jugularis*
- Golondrina Lomiblanca: *Tachycineta albilinea*



TRAP CAMERAS: Photo-trapping for species identification and conservation

Most viewed species



Pizote: *Nasua narica*

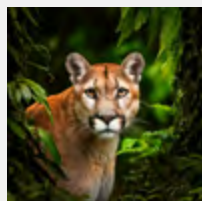


Pavón: *Crax rubra*

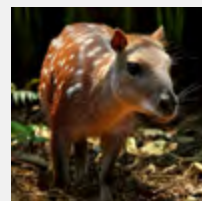


Saíno: *Pecari tajacu*

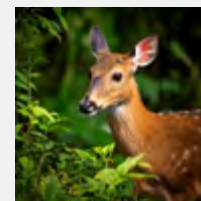
Registered vulnerable or endangered species



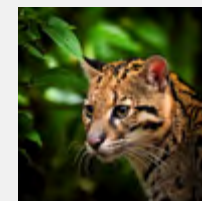
Puma: *Puma concolor*



Tepezciuntle: *Cuniculus paca*



Venado cola blanca: *Odocoileus virginianus*



Manigordo: *Leopardus pardalis*

Direct sightings of other common species at Tabacón

Mono carablanca: *Cebus capucinus*

Mono aullador: *Alouatta palliata*

Lorita falsa: *Leptophis depressirostris*

Abeja mariola: *Tetragonisca angustula*

Tangara roja: *Piranga rubra*

Basilisco: *Basiliscus plumifrons*

Mariposa alitas de cristal: *Greta oto*

NATURAL RESOURCES OVERSIGHT COMMITTEE TABACÓN

In 2024, we established COVIRENA Tabacón, a group of collaborators and community members dedicated to the surveillance and protection of our natural resources. This committee is officially registered with the Environmental Comptroller of the Ministry of Environment and Energy, and its members are appointed and accredited as honorary environmental inspectors.

Ten dedicated individuals provide invaluable support to the staff of protected areas such as Arenal Volcano National Park.



COVIRENA Tabacón recently offered training to SINAC and MINAE officials as part of the accreditation process.





COMMUNITY DEVELOPMENT

COMMUNITY DEVELOPMENT

At Tabacón, we are deeply passionate about contributing to the development of the La Fortuna community. This commitment is part of our DNA — a company born and grown hand in hand with the community, working in alliance with organizations, institutions, and companies.

Through our social responsibility programs, we focus on addressing the community's highest priorities, including education, health, environment, and culture.



LEAVING A CONTRIBUTION

In 2023, we launched a fundraising campaign inviting guests to contribute, with the hotel matching donations each year. The funds support social responsibility initiatives that positively impact education, culture, health, and environmental projects.

We sincerely thank our customers, who through their generous donations, are leaving an indelible mark on the community of La Fortuna. Together with the company's contribution, we have established a working fund dedicated to programs focused on community development.

Investment 2024: \$62 000

\$32 000 Guest donations & \$30 000 Donated by Tabacón

Allocated to initiatives centered on education, culture, and health benefiting La Fortuna and its surrounding areas.



TOGETHER FOR CHANGE

May 15, 2024, was the day a dream came true: the inauguration of five classrooms at the Sonafluca High School, which were officially handed over that day to its more than 500 students. This project addressed the urgent need for more and better classrooms to resolve the overcrowding issue the school had faced since 2022.

Moved by a common goal—to improve the quality of education for our youth—we contributed with the purchase of materials such as prefabricated tiles, cement, zinc sheets, and ceiling panels. **The social investment in this project amounts to more than ₡10,000,000.** In addition to this contribution, we provided continuous support throughout the process, motivating and becoming part of the working group made up of the Sonafluca High School, teachers, parents, the Development Association, and community leaders.



EDUCATION

SOWING SEEDS OF SUCCESS

Through our education-focused programs, we seek to sow seeds of success in Fortuna's educational centers.

We firmly believe that supporting education is key to the development of a community that is increasingly prepared to face present and future challenges.



In partnership with the Ministry of Public Education, we launched the first edition of the **Educational Excellence Awards Program in 2024**.

This initiative honors children, youth, teachers, and principals from Education Circuit 06 of La Fortuna, which includes 26 schools in the region.



OBJECTIVE

Promote excellence by recognizing outstanding work in the different areas of education.



RECOGNITION CATEGORIES

Outstanding principal
Teacher of the year
Academic excellence
Excellence English language
Environmental project



AWARDS

Nights stays and day passes, economic awards for each category.



2023 RECOGNITION (CELEBRATED IN 2024):

- 5 Academic excellence awards
- 10 English language awards
- 3 Teachers of the year
- 1 Outstanding principal
- 1 Winning environmental project

DRAWING SMILES, INSPIRING DREAMS!

At Tabacón, we are driven to bring smiles to hundreds of children and their families — smiles full of dreams and hope. Every year, we provide school supply packages to families facing socioeconomic challenges.

These packages offer essential support at the start of the school year, helping children take small steps toward achieving their goals through education.

- 110** School supplies to collaborators
- 600** Packages of school supplies to educational centers in La Fortuna
- 10%** Collaborated with the district's school population



EQUIPPED FOR A QUALITY EDUCATION

In order for our children and young people to receive a quality education, it is necessary to have properly equipped classrooms. Among the most important needs of the educational centers are educational infrastructure, desks, whiteboards, fans, equipment for school lunch rooms, among other necessary school furnishings.

Tabacón donated 200 high-quality desks to four educational centers in La Fortuna:

- La Fortuna Technical Professional School
- El Castillo Rural High School
- Santa Lucia School
- San José School

Investment: \$26.369,34



EDUCATIONAL TOURS TO CHOYÍN RÍO TERMAL

ENVIRONMENTAL EDUCATION AND THERMALISM

With the opening of the new Choyín Río Termal Tourist Center in 2024, we not only offer a unique nature-immersed experience but also provide new facilities for an environmental education and thermalism program.

This program invites children and youth to learn about important topics such as: waste management, water conservation and biodiversity.

At the same time, they explore thermalism — a key part of our identity as a distinctive tourist destination.

7 educational centers of La Fortuna, totaling 150 students, visited Choyín Río Termal in 2024.





COMMUNITY ACTION

SUPPORTING SPORTS IN THE COMMUNITY

We believe sports are a vital way to improve the quality of life for children and youth. In 2024, we sponsored uniforms for:

- Gutierrez Goalkeeping School (3 academies in the northern region)
- Z-13 School (soccer uniforms)
- Agua Azul School (soccer uniforms)



CULTURE

LONDON EXPERIENCED COSTA RICAN CULTURE!

In 2024, the sponsorship of the **La Fortuna Community Band** played a crucial role in helping our young musicians shine at the New Year's Festival in London. As 2024 came to a close and 2025 began, London was alive with the vibrant spirit and essence of Costa Rican culture.

More than 150 young members make up this musical group, which has flourished thanks to the support of dedicated sponsors who believe in the talent and promise of these musicians from La Fortuna.

For six years, we have proudly collaborated with the La Fortuna Community Band, witnessing the sustainable growth, dedication, and commitment of its leader Erick Quesada, the families, and the youth who form this remarkable community.

Beyond the annual sponsorship, **Tabacón also donates bags of rice to help feed over 1,500 people—including musicians and staff—who participate in the band festivals held in the community.** These festivals keep the rich musical heritage of the region alive, sharing Costa Rican identity with locals and visitors alike.



COSTA RICA INDEPENDENCE DAY!

As a Costa Rican hotel, we are proud to share the patriotic spirit of the September 15 celebrations both internally and with our wider community.

Community breakfast:

The La Fortuna community begins this celebration at 5 a.m., awakened by the lively music of the Diana parade, which stirs the neighborhoods and leads everyone toward the town center. Amid laughter, music, and joy, the festivities continue with a delicious breakfast served at 6 a.m., offered free to everyone who wants to partake in this beautiful tradition.

The Association for the Integral Development of La Fortuna (ADIFORT) joins forces with local businesses to celebrate independence and foster community spirit. Following the breakfast, the patriotic parades commence.



SOCIAL ACTION

Our social outreach extends beyond the district of La Fortuna, bringing joy and smiles each year to hundreds of children from vulnerable communities in the Northern Region.

Through the “A Smile This Christmas” campaign, in partnership with Grupo Esperanza, we deliver gifts donated by our employees and organize volunteer-led activities to bring hope to these communities and their families.

In 2024, we donated
100 GIFTS TO CHILDREN
in the Boca San Carlos community.





SYNERGIES WITH A PURPOSE

Our sustainability strategy is fueled by the collaborative efforts we cultivate year after year with companies, organizations, guilds, academic institutions, suppliers, and other partners. United by a shared goal, we strive to foster community growth, create new opportunities, protect our environment, and improve the quality of life for those who work in and support tourism.

We actively participate in various organizations contributing through board memberships and involvement in working groups, including:



Organizations and Committees

- National Chamber of Tourism (CANATUR)
- Arenal Chamber of Tourism and Commerce (ACTC)
- Business Alliance for Sustainability
- La Fortuna Community Emergency Committee
- INA Consultative Committee for the North Huetar Region
- Integral Destination Management Plan (ICT)
- CCTZN Security Committee
- Costa Rica Hotel Safety Commission
- PROIMAGEN



Partner Companies

- Jacamar
- Britt
- Pure Trek
- BAC
- Lomas del Volcán
- Arenal Manoa & Hot Springs
- Mistico Park
- Sky Adventures
- Hotel Arenal Kioro Suites & Spa
- Hotel Arenal Springs Resort & Spa
- Arenal Volcano Inn
- Ecoterra Costa Rica
- Arenal Observatory Lodge & Trails
- Hotel Las Colinas
- The Royal Corin Thermal Water Spa & Resort



Academy

- Technological Institute of Costa Rica (TEC)
- National Technical University (UTN)
- National Learning Institute (INA)
- Educational Centers of Education Circuit 06 - La Fortuna



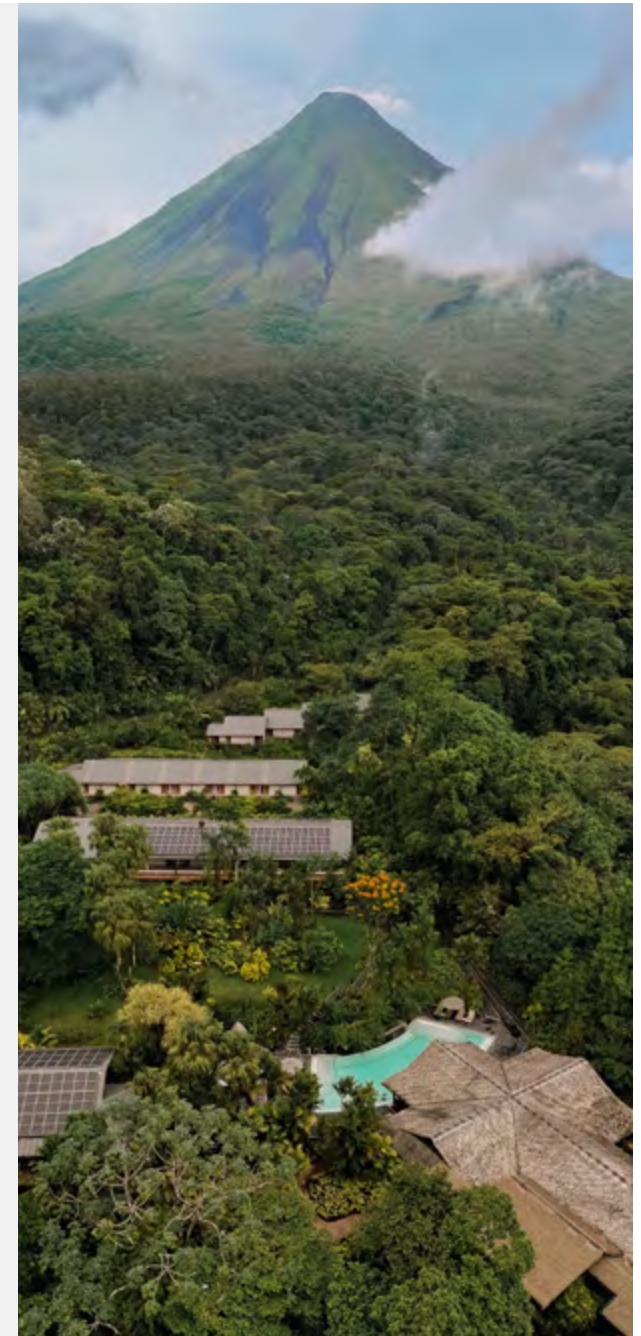
Institutions and Public Administration

- Municipality of San Carlos
- Costa Rican Tourism Institute (ICT)
- Meritorious Fire Department (La Fortuna Station)
- Caja Costarricense del Seguro Social
- Fuerza Pública
- Tourist Police
- National System of Conservation Areas (SINAC)
- Arenal Volcano National Park
- National Learning Institute (INA)
- National Council for Persons with Disabilities (CONAPDIS)
- Ministry of Education
- Ministry of Health
- Ministry of Environment
- National Emergency Commission (CNE)
- National Insurance Institute (INS)



Associations, NGOs, and Cooperatives

- La Fortuna Integral Development Association (ADIFORT)
- Sports Association Z-13 (ADEID Z-13)
- Somos Foundation
- Amigos of Costa Rica Foundation
- Asis Project
- Mentas del Futuro Association
- National Chamber of Tourism
- Arenal Chamber of Tourism and Commerce
- Business Alliance for Sustainability
- La Fortuna Community Band Association
- National Chamber of Ecotourism
- PROIMAGEN Association
- Coopelesca



COMMUNITY CONNECTION





VOLUNTEERING IN NUMBERS

2 962

TOTAL PEOPLE
IMPACTED

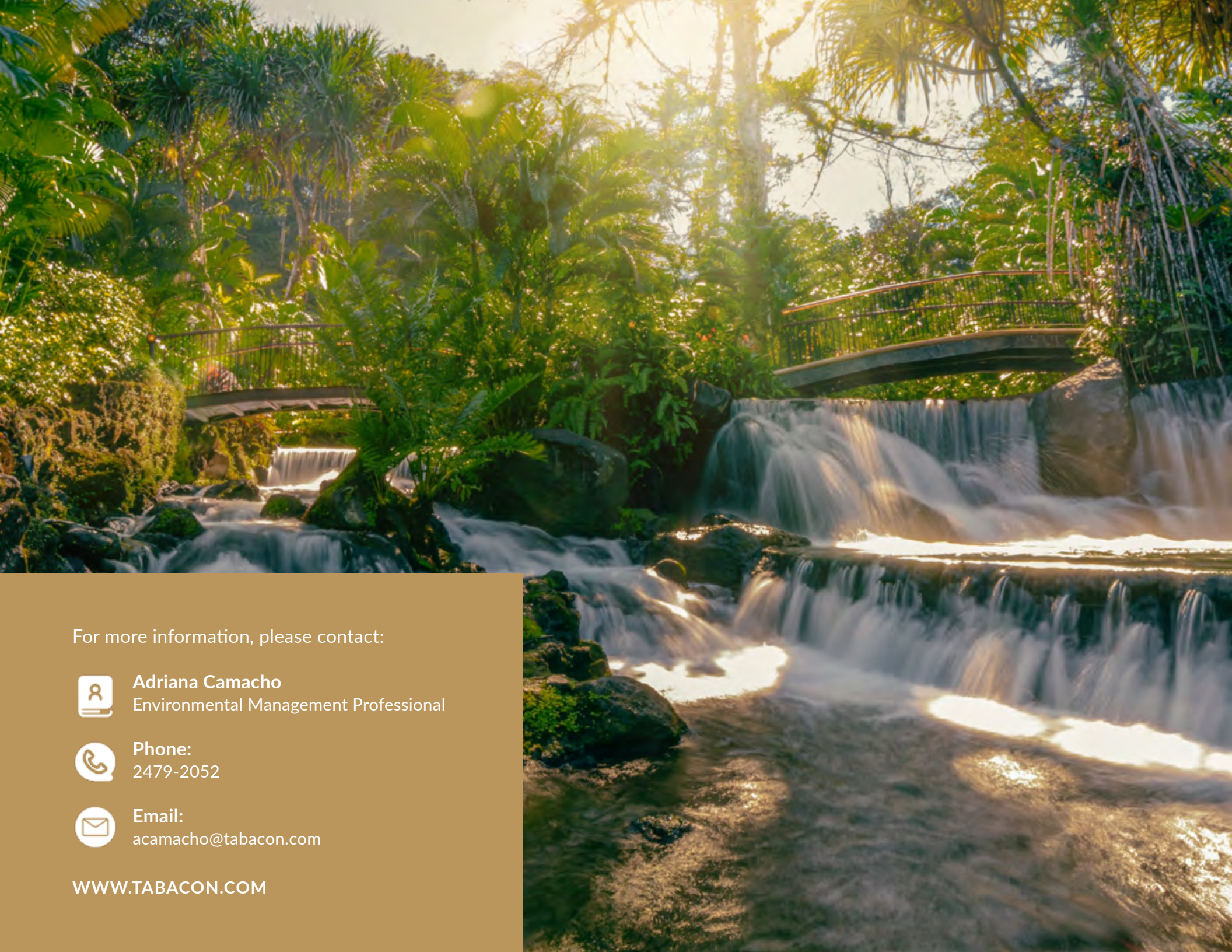
1 115 h.

OF VOLUNTEERING

178

VOLUNTEERS





For more information, please contact:



Adriana Camacho
Environmental Management Professional



Phone:
2479-2052



Email:
acamacho@tabacon.com

WWW.TABACON.COM