



TABACÓN  
THERMAL RESORT & SPA

# Sustainability REPORT

2019



# About Tabacón

Hotel Tabacón Thermal Resort and Spa starts from the vision of a dreamer, lover of nature and connoisseur of good taste. His name is Jaime Mikowski, a visionary architect, with an outstanding creative thinking.

In the year 1990 he fell in love with a property at the base of the majestic Arenal Volcano, where a stream of thermal waters flowed through the pastures. He started visualizing beautiful gardens and already saw it converted in the first center of thermal waters in Costa Rica.

On April 13, 1993, Tabacón opens as a day destination. It had a restaurant and expanded kitchen, a small spa and a bathroom and lockers area. Finally, in the year 1997, the hotel was inaugurated with 42 rooms.

This marked the official start of the Arenal as an international destination, and travelers from around the world quickly responded to the unique beauty of this paradisiacal place.

Typical for Jaime was also his sustainable vision, which allowed him to promote professional job training in the area, the growth of the community hand in hand with the development of the destination at international level, and the protection of the natural resources.

Today, the hotel has 105 luxurious rooms and suites, three restaurants, five bars, a world-class spa and an event room. Home of the largest network of hot springs of Costa Rica, which emanate naturally from the volcano and host the flora and fauna species that occupy 300 hectares of exuberant tropical wood. Tabacón is also recognized for its trajectory, excellent service and its contributions to the development of tourism in Costa Rica, forming part of the exclusive Small Luxury Hotels travel consortium.







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# SUSTAINABLE IDEOLOGY





# Sustainability

## STRATEGIC PILLAR OF BUSINESS



*“Our strategy is not only based upon the sustainable development goals, but is also born from our values, and our inner conviction to ensure the future for new generations.”*

For Tabacón, sustainability has been part of its business DNA and over the years it has become a strategic pillar of the company.

One cannot think of a business strategy for a hotel if it does not include a sustainability plan, which will provide a fundamental added value to the experience of service and quality provided by the property.

Our concept of sustainability integrates all those actions we develop in search of a genuine positive impact on the environment and neighboring communities and collaborating with the economic development of the area.

Our strategy is not only based on the sustainable development goals, but is also born from our values, and our inner conviction to ensure the future for new generations.

Taking care of water, biodiversity, proper waste management, day-to-day work with the neighboring communities and the alliance for the development of projects together with the community groups...they are some of the topics we develop in our work plan.

I invite you to read this sustainability report and thus know first-hand about our work and good practices. Also, we welcome your comments, ideas and feedback; they are key to our continuous improvement.

The involvement of our stakeholders is essential for the transformative changes our environment requires. Which is why I motivate you to join us in our sustainability projects.

**Marcel Stittner**  
General Manager





# Tabacón and the Sustainable Development Goals

## Our commitment with the future: A commitment of action

The Sustainable Development Goals (SDG) are an action plan for the people, the planet, prosperity, peace and the work together. For Tabacón they represent an important reference point as we execute our Strategic Sustainability Plan.

Our actions are reflected in specific SDG, which we believe can help promoting progress and support our philosophy:



### WELLNESS

Subject to our award-winning Spa, we are guided by a vision of wellness throughout our guests' experience.



### QUALITY IN EDUCATION

Guided by the conviction that education is the base for improving quality of life, we support various educational centers to improve their infrastructure and satisfy their needs. We also work with INA for the Dual Education programs.



### GOOD LABOR PRACTICES

We participate in a program acknowledged by INAMU, in which we publicize our good practices in matters of equal opportunities, indifferent of gender.



### SUSTAINABLE WATER MANAGEMENT

We worry about maintaining the quality of water, so we protect and conserve it, at its source and through its trajectory, maintaining constant control and monitoring.



### ENERGY EFFICIENCY

We guarantee 100% energy availability in our company, considering any possible interruption in order to provide the best service. We also support various projects like electric mobility or the use of other clean energies.



### SUSTAINABLE TOURISM AND INCLUSIVE GROWTH

As we grow, we are inspired to create local opportunities, by creating quality employment and stimulating the economy without harming the environment.



### SUSTAINABLE DESTINATION

Through our strategic alliances at destination, we urge efficient use of resources and reduction of pollution. However, we also provide support to development, by contributing to projects that convert us into a safe, inclusive and sustainable site.



### SMART SHOPPING

We actively identify opportunities to promote a circular economy through our supply chain and to achieve our goals of reducing the intensity of waste we generate.



### CLIMATE RESILIENCE

We have embarked on a strategy that demands flexibility, learning and change to act for climate. We work on projects that include from identifying our emissions all through protecting our woods and including our guests in those topics.



### BIODIVERSITY

We protect and conserve the natural habitat around us, not only through including sustainable actions in our operations, but also through policies against illegal trafficking of flora and fauna species.



# Sustainability Committee

For Tabacón it is important to incorporate sustainability in each activity we develop. Therefore, it is essential to include our collaborators from different areas and turn them into transmitters of our message.

In the year 2019, we founded the Sustainability Committee, through which we want to include the different departments of our company in achieving our environmental goals and the objectives of the community. Eleven business leaders and persons with a huge environmental and social conscience constitute this committee:

Mario Mikowski	Board of Directors
Marcel Stittner	General Manager
Adriana Camacho	Environmental Management
Shirley Mora	Corporate Communication
Ericka Jara	Quality and Compliance
Laura Moscoa	Marketing and Sales
Moisés Pinell	Rooms Division
Nataly Hernández	Maintenance
Randall Huertas	Spa
Raquel Rodríguez	Food & Beverage
Rodolfo Ulate	Procurement





# Sustainability in Client Experience

For us it is a priority to integrate sustainability in the various experiences our clients live, making them unique and memorable, which is why we reflect it.

## Warm welcome

Upon arrival, the guests are received with a cocktail, elaborated with natural ingredients that introduce them to the characteristic freshness of the hotel and the town.

## Amenities

During the year 2019, in a change process of bathroom amenities in the rooms, the hotel substituted all plastic containers for reusable recipients.



## Plant a Tree program

From 2009 to date, about 1500 trees have been planted on our property, thanks to our reforestation program we share with our guests, who can live this experience during their visit and thus contribute to the environment.

## Friendly dishes

As part of our wellness-oriented actions, improving health and inclusion, we incorporated a vegetarian dish in our hotel's restaurant. We also have vegan options.

## Electric mobility

Those who wish to travel in an electric vehicle can have their recharging points on the property.

## No straw, please

Is the name of the program that seeks to encourage our clients not to use straws, or to opt for biodegradable options if they wish.

## Technological use

In order to reduce paper consumption, we have adopted new technologies like "Press Reader" to promote online reading. Also, the general information of the hotel can be found on the tablets in each room.





# GENTE QUE FLUYE

The collaborators of hotel Tabacón live under a pleasant and familiar culture, where human talent, staff development and improvement of quality of life are promoted.

In the year 2019, Tabacón had 340 collaborators, 128 of which were women and 212 men. The diversity of nationalities also enriches the contribution to the organization, with 10% of the population from countries like Nicaragua, Colombia, México, Germany, Perú and Guatemala.

## Value Champions Program

The Value Champions Program was created under the concept of “People that Flow” and aiming a promoting the purpose and values of the company.

The 38 persons that are part of this program represent the various areas of the organization, and they are leaders that model the company values with their attitude and behavior.



*Gente que fluye are the people capable of inhaling the positive and exhaling what is negative. It is people who absorb learning and let go of bad attitudes and is capable of spreading it so that others also do.*

*Those people introspect and achieve transformation. They live in balance, in continuous reinvention, in constant learning.*

*Only the people that flow adapt, grow, let go, combine in teams, receive advice willingly, do not hold grudges, they are the people capable of creating and inspiring experiences to immerse us in life.*





# Organizational Development

For Tabacón, staff development is essential, and is achieved through training programs.

From January to October 2019, 13,764 man-hours of training were registered, which responds to a comprehensive organizational development plan and which seeks to train staff to enhance their talent and contribute to the growth and fulfillment of staff.

## Visible Leadership 2.0

Visible Leadership 2.0, is a program that, for the second consecutive year, seeks to contribute to the development of leadership skills of all managers and supervisors of the hotel. It covers topics of Emotional Intelligence as well as competencies that identify excellent leaders in organizations.

## English Program “Happy to Help You”

Consists of enhancing learning of the English language among the hotel's employees. Staff from various areas of the hotel received this training, like lockers, prevention, rooms, spa, bar and lounge, among other departments.

## Cross Training Program

Collaborators can voluntarily participate in trainings under this program during their free time for 150 hours, in different areas of their daily work. They will be able to achieve new knowledge and experience, and also a certificate of endorsement issued by the company.

## Other Benefits

- Solidarist Association “ASETAB”
- Cross training of approximately 40 hours, through various areas of the hotel
- Housing (for specific jobs, and considering factors like geographic location)
- Staff restaurant
- Courtesies for the enjoyment of the resort
- Special rates for collaborators, their families and friends
- Celebration of special dates
- School supplies for sons and daughters of employees







## DELIVERING EXCELLENCE

From our values emerges the excellence that characterizes us, the warmth of the service and the memorable experiences we offer our guests.



# Purpose and Values

They were born from a joint exercise with our 340 employees, who participated and discovered which is our purpose and our intrinsic values in our reason for being and identity, in those over 25 years of trajectory.



## TICO HOSTS

Putting ourselves in the slippers of the other, listening without issuing judgements in order to be able to communicate and connect. We all deserve to be treated like guests of the house and feel special for being part of the Tabacón family.



## WE ARE AN ECOSYSTEM

Like a live ecosystem, we all depend on one another. If one of us fails, the ecosystem will be affected. To think we are only one ecosystem means understanding that we are connected, that it's not only working well as a team, but also to look after every member of this family that complements me.

**PURPOSE**

**“Creating and Inspiring experiences to immerse us in life”**



## ENSURING THE FUTURE

Thinking of the future means connecting with the people who surround 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.



## A PASSION FOR BEAUTY

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



## GIVE IT SPARK

Going the extra mile, doing more than is expected of us, putting our heart in everything and inspiring those around us. Giving it spark is knowing that any action is an opportunity to shine in our work, as we have to aspire to being the best of the world in what we do.

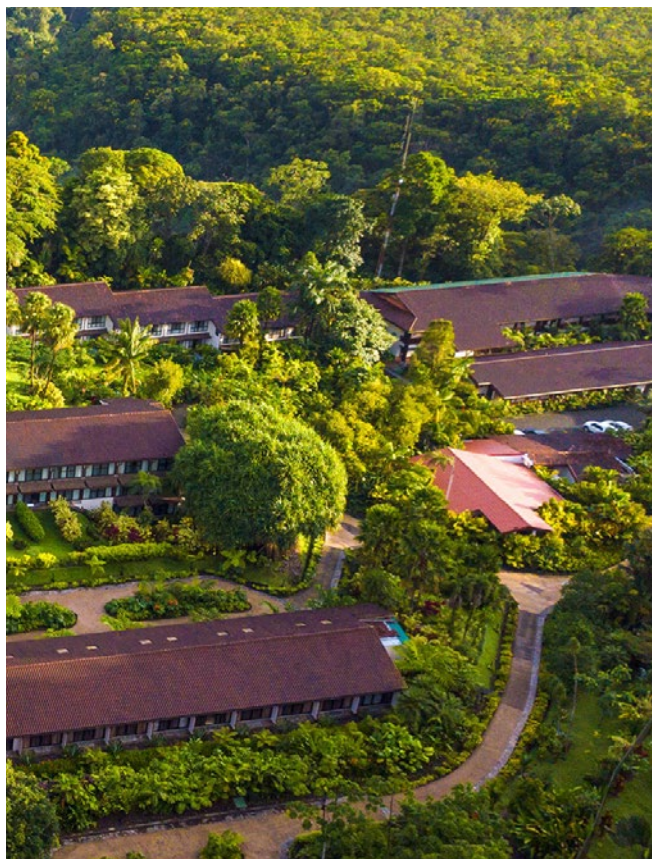


# Quality and Compliance

## OUR PROPERTY

The trust given by our clients constantly challenges us as companies to guarantee genuine and unique experiences during their stay.

In Tabacón we guarantee that our guests will enjoy truly authentic travel experiences.



*Powerful brand, worldwide recognized for having the best Hotels.*

## CREATING QUALITY EXPERIENCES

In Tabacón we guarantee that our guests will enjoy truly authentic travel experiences.

We are part of a consortium with the company Small Luxury Hotels Of The World (SLH), which guide us with their great number of standards and together with our personal and unique touch, allows us to imprint a lasting impression on our clients.

We constantly conduct service and product evaluations, in order to continuously improve and mark the difference in the hospitality industry. To measure quality and to supervise and improve performance, we also measure ourselves against 5-star hotel standards, as well as ICT requirements.

We receive unscheduled external quality audits, the results of which are shared with all employees at the hotel – something we consider critical for improvement.

## AUDIT

A team of secret inspectors visits our hotel at least once per year, to guarantee high-quality standards.

- Internal goal 2019: 85%
- Qualification achieved: 85.6%
- Last audit: July 2019
- Goal 2020: 90%





# Safety, solidity and sustainability in our programs

Our quality and compliance programs reflect our commitment to go further than just legal compliance, by incorporating best business practices that support our sustainability strategy. We constantly improve and update the methods of our programs, based on new possible impacts that are identified. Therefore, we conduct annual audits in topics related to sustainability.

## OUR SAFETY, SOLIDITY AND SUSTAINABILITY PROGRAMS INCLUDE:



### Occupational health and safety

Based on the INTE/ISO 45001:2018 Standard, and the standards and procedures approved by the Ministry of Health and the Ministry of Labor of Costa Rica.



### Fire system

Based on NFPA 101 standards.



### Security

We have surveillance personnel 24.7, in addition to closed circuit surveillance (cameras).



### Food and beverage safety

Based on the Hazard Analysis Critical Control Point (HACCP) standards.



### Environment

Management of environmental impacts, based on standards like ISO 14001, Carbon Neutral and CST.



### Wellness – Sports and Relaxation (Spa)

We rely on internal operational protocols and actively participate in the ICT-led Committee for the next spa standard in Costa Rica.

In the hotel we have professionals in the different branches mentioned, who guarantee quality assurance and compliance with preventive and corrective programs. Additionally, each year we are subject to external audits, during which documentation is reviewed, interviews with staff and on-site verification are carried out. In these audits, all risks, response mechanisms and emergency care that may affect clients, collaborators, infrastructure and the environment (the entire environment) are evaluated.



### Company medicine

We have a company medicine service, available to our guests and visitors, as well as to our collaborators.

During the year, various health services are provided, managed by the Occupational Health area and the Solidarist Association of collaborators, in order to raise awareness for prevention and to promote their well-being.



# Wellness for everyone

"We are beings of light....integral....composed both of physical qualities that define us and of that what is in our psyche and in our soul".

*Taking care of myself is my first responsibility. I am my temple!*

My wellbeing and personal care are essential, they are not a "luxury". What I can give to others of my essence depends on me. If I take care of myself, I can provide peace, calm and positive energy in a healthy balance.

That personal balance I transmit goes directly related to my lifestyle. I must be aware of my food, of the hydration of my body, of the exercise I do, of the hours I sleep, of what goes on in my mind, of my emotions, of my living together with the others and thus participate actively in that unique and individual journey of self-discovery.

Living life to the fullest, for myself and for others, is key to live more and better!

**Mónica Sanabria – Manager of The Spa**

**We provide a genuine, natural and warm experience**



Natural



Genuine



Warm experience

## The Spa



Is a unique experience of wellness, it seeks the harmony of the "being" with its environment. It has merged with nature and immersed in it, it provides its visitors with the possibility to create a healthy lifestyle in communion with the environment, through powerful tools of physical, mental and emotional healing. Establishing itself in Costa Rican roots and thus taking an identity to project itself to the world in a genuine way, it has incorporated in its treatments and services a number of elements unique to Costa Rica, through which it tells the history of the small tropical country of "Pura Vida".

We use raw materials like coffee, first export product of Costa Rica in 1820, lemongrass, a plant much used by our grandparents to treat respiratory and stomach illnesses in a natural way. Pineapple, one of the main export crops, whose plantations are located mainly in the Huetar Norte region, where also our property is located. Cocoa is a fruit that has been harvested and worked by the Malekus (indigenous people of our area). Cassava, a very characteristic tuber in Mesoamerica, rice – one of the bases of Costa Rican gastronomy – and many other ingredients and active principles that reveal the identity of the "tico".





## Thermal experience

We are a thermal Spa located in a unique property, where the thermal springs sprout from the depth of the earth, the water makes its way between the rocks and subsoils until it reaches the surface, thus loading different types of minerals according to the location and qualities of the terrain. The main characteristics of Tabacón thermo-mineral water turn it into an excellent source for tissue repair, for the improvement of skin, joint and muscle ailments.

Our sodium chloride water with medium and hyperthermal mineralization helps in inflammatory processes, relaxes muscle fibers and is undoubtedly a precious liquid for those who suffer from skin diseases such as rosacea and psoriasis. Having both thermal and spring water springs within our property allows us to regulate the temperature of the different pools and offer our visitors the possibility of enjoying a complete thermal circuit, where the necessary contrasts can be made to promote an adequate blood circulation through tissues. The thermal experience lived in a large natural sauna in the middle of the rainforest is without a doubt unique in the world.

### Well-being in our DNA

The Spa seeks well-being of both its visitors and the human resources of all Tabacón. We are aware that in order to provide well-being, we first must be well with ourselves. We include Hotel employees in activities, allowing us to transmit knowledge to learn about caring for our body, mind and emotions. We try that everyone lives a Wellness experience in the best style of The Spa. We have also aimed at our community, with trainings oriented to the hospitality industry, focused on wellness tourism, which is of national interest, contributing a grain of sand to the training of our professionals in the hospitality and spa field.





# Global Wellness Day

GWD is a worldwide celebration, an initiative that was born in the Global Wellness Institute as a way to make humanity aware of the importance of actively seeking those actions and choices that lead us to a state of health, balance and well-being as a whole.



Year after year, Tabacón carries out non-profit activities, with the aim of providing a benefit to the individual, the community and the planet. Actions that guarantee the best and highest quality of life, sustainable over time, replicable by others in their daily habits, each action becoming a purpose to ensure the future.





# Diversity and Inclusion

## GOOD LABOR PRACTICES

In Tabacón we have work practices that promote working in a diverse and inclusive environment. Among them we can mention the creation of a lactation room, adapted to all the needs that women require in terms of comfort, hygiene and privacy to support them in their work and roles as mothers.

Likewise, we participate in the category of “Good Labor Practices for Gender Equality”, of the INAMU, through the “Paid Leave in case of Paternity”, within the category Social Stewardship of Care.

This good practice implemented in the company for more than 11 years aims to encourage responsible parenthood and ensure the fundamental rights of the minor, as well as to strengthen family ties that are so important already in childhood.



## INCLUSIVE INFRASTRUCTURE

Tabacón has totally equipped rooms to receive persons with a disability, in line with the requirements of Law 7600.

In our hotel and resort we also have inclusive infrastructure, adapted to be used by users of wheelchairs or any other type of mobility equipment. And it is part of our ongoing improvement program.



## PROGRAMS THAT SUPPORT INCLUSION

### Donatapa Program

This is a project of the Costa Rican Accessible Tourism Network aimed at creating accessible model beaches through recycling plastic caps, which are collected, recycled and processed to make plastic wood. With it, innovative products are manufactured, such as retractable walkways, amphibia chairs, beach chairs, garbage cans, among others; thus reducing the negative impact of plastics on the environment.

During 2019, Tabacón joins the program, in order to contribute not only to accessible tourism, but also to transforming highly polluting “waste” into products with environmental and social purposes, and to support environmental education projects in different organizations.



### CODE OF CONDUCT PROGRAM

Through the Paniamor Foundation, the Code of Conduct Program is established in touristic regions and seeks the commitment of hotels, businesses and various activities in the sector for the fight against sexual exploitation of children and teenagers.

This is why Tabacón hotel participates every year through training for its entire staff and the declaration of no sexual exploitation of children and adolescents to its guests, present in both internal and external communications of the hotel.





# SUSTAINABILITY IN ACTION

## OPERATIONAL EFFICIENCY, SYNONYMOUS WITH SUSTAINABILITY

As a company located in a country with great natural riches, we strive to mitigate the environmental risks, by incorporating sustainability strategies in our business model. We do so through a commitment that integrates the best practices in operational efficiency, ecological design and building, and sustainable supply.







# Operational Footprint

## DOING MORE FOR A SUSTAINABLE FUTURE

### ENVIRONMENTAL OPTIMIZATION FOR A SUSTAINABLE SERVICE

Climate change is an inevitable problem we all face, and which impacts our activities and their way of developing. From planning all through construction and operations, we have incorporated sustainability practices in our company since a long time, to strengthen our resilience.

	 ENERGY	 EMISSIONS OF GREENHOUSE GASES	 WATER	 WASTE
GOAL	5% reduction	Carbon neutrality	Maintain consumption with a downward tendency	Reduction in non-recycled waste close to 10%
CURRENT STATUS	Downward tendency	Emissions inventory and forest study in progress	Downward tendency	Reduction in non-valued waste

Based on the principle that what is measured, is managed, we set up a vision 2021 with goals for energy, emissions and reduction of water and waste, based on a baseline of 2018, 20219 and 2020, together with goals to continue our progress.

Our idea of measuring, controlling and monitoring has required continuing improvement through the years, however it has gained momentum in recent years regarding these issues.





# Water Management

## CONSERVATION AND PROTECTION OF THE RESOURCE

Over the years, we have measured our consumption and around this, various improvements in the water network have been made. However, in the last 2 or 3 years we have invested in technological innovation that currently allows us to have a greater amount of data, in addition to optimizing management of this resource. For this reason, our water measurement baseline begins in 2019 and will be reflected in a 2020 sustainability report.

By adopting the 3R principle, “Reduce, Reuse and Recycle”; We have undertaken a variety of water conservation strategies to reduce our water footprint, committed to influencing and inspiring our clients and partners to learn and practice better management - from investing in efficient technologies to stimulating improvement processes, given the importance we give to the conservation of this resource.

### NEW WASTEWATER TREATMENT PLANT

Our commitment to the environment and innovation leads us to the construction of a new wastewater treatment plant, in order to maintain the highest standards of quality and world-class service. Its technology is modern and easy to operate, in addition to having a system for irrigation water and thus incorporating a reuse process.

The above projects us to be able to operate it for many more years in harmony with the environment, in addition to complete adherence to the norms and laws of our country.



### PREVENTIVE AND CORRECTIVE WORK ON THE DISTRIBUTION NETWORK

Attending any situation that may arise during operation is one of the most important processes to keep our distribution network safe. However, over time we have integrated a preventive maintenance program with actions such as:

- Installation of hydrometers
- Change and elimination of pipes
- Renovation of storage tanks
- “Vacuum cleaning” equipment to clean swimming pools.
- Among others.

All this allows us to anticipate possible events and reduce excessive water consumption, as well as conserving and protecting the resource that is distributed to the different points of our company.



# Water Management

## OUR THERMAL WATER

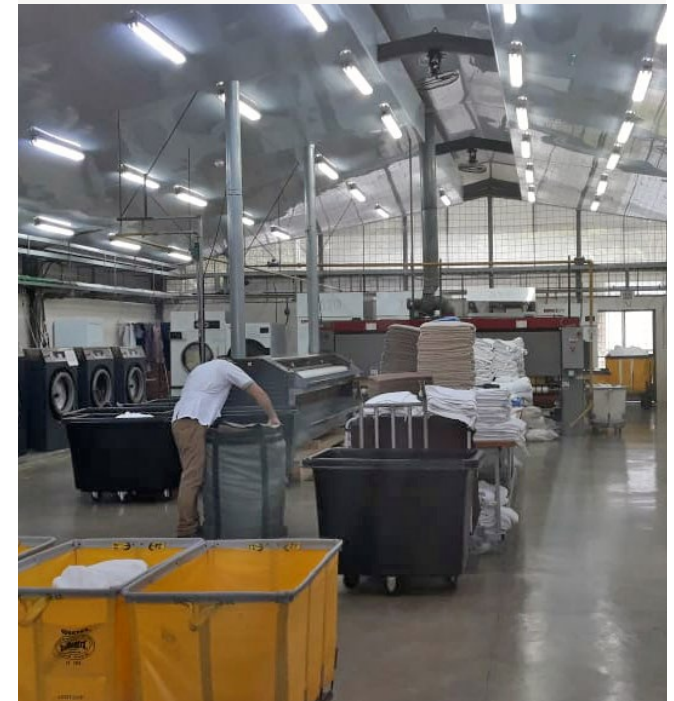
The conservation and good treatment of this resource leads us not only to provide our clients with a relaxing and different thermal experience in our resort, but with optimized use we also distribute it to our rooms. The thermal water is taken to the different storage tanks with gravity, without the need for pumping with the use of electricity, which allows us to save by not using heaters.



## WASHING PROGRAM

As we have constant visitation, our laundry service is commonly requested, as well as being an important part of the quality we want to provide. For this reason, optimization of water and energy consumption is a priority, considering also technological innovation as essential in these processes.

Thus, Tabacón has invested since 2018 in a washing program that represents both electricity and water savings, thus contributing to our environmental objectives.



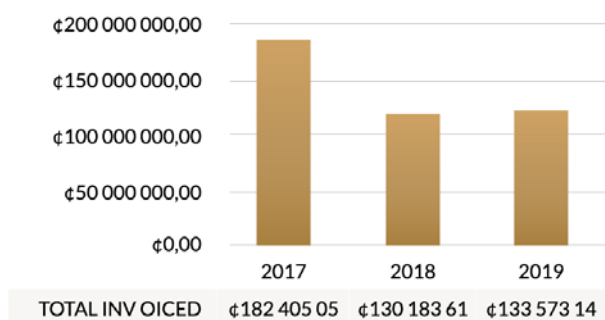


# Energy and Emissions

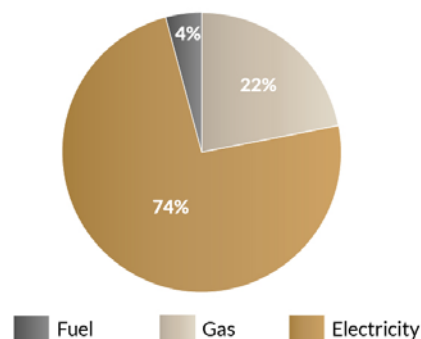
## ENERGY IS THE FOUNDATION OF GREEN BUILDING

It is very important for us to register and understand our energy consumption patterns. Therefore, we use of comprehensive management tools as part of our strategy to reduce it. Moreover, we have 6 meters that allow us to analyze consumption from the various sectors in which our company is divided.

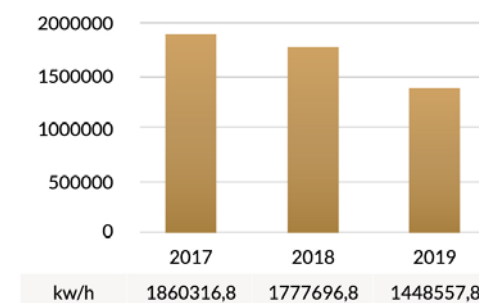
TOTAL INVOICED PER YEAR



ENERGY MATRIX OF TABACÓN



KW/H CONSUMED PER YEAR



Our baseline in sustainability reporting is the one generated in 2019, however, having data recorded from previous years, it is possible to demonstrate the variation in energy consumption. Taking into account since 2017, not only the kWh consumed has been reduced, but of course this has led to economic savings.

Following this downward trend, we aim at reducing our electricity consumption by 5% or more during 2020 and therefore continue with a decrease in the total invoiced per year.

Apart from using conventional energy sources, in Tabacón we also make use of the benefits of kinetic energy as alternative energy within our matrix; this is through water distribution from the storage tanks by the effect of gravity. Moreover, in 2020 we start installing solar panels on our hotel, so that we will take advantage of sunlight as part of our energy matrix.



# Preventive and corrective maintenance through innovation

Technological innovation is undoubtedly an essential part of energy savings and emissions control in Tabacón. Therefore, from changing a lightbulb to a big investment in new and better air conditioning equipment, they all represent actions that lead to achieving our objectives.

## LED REPLACEMENT IN OUR COMPANY

With technological advances and the maturity of the market, LED lighting increasingly meets the quality standards that characterize us. As such, we have made migrating our existing lighting to this type one of our environmental goals. This process was started in 2018 and it has not only been reflected in energy savings, but also in more beautiful areas with lighting efficiency, through a product with a longer useful life.

## FROM SINGLE PHASE TO THREE-PHASE

The quest to provide a quality service leads us to adapting through improvements, which then lead to the operational efficiency of our facilities. By having three-phase systems we are investing in a balance of charges of the electrical system, with improvements in our distribution network ("without losses") and with the possibility of having more energy efficient equipment.

# Energy efficiency in our future

## CARBON NEUTRALITY

In 2019, we included professional advice in our search for carbon neutrality, seeking to mitigate our emissions and to adapt to climate change. Our base year is 2019, and in 2020 we will be conducting the respective studies prior to certification that accredits us as such.

## SMART LIGHTING

By 2020, a project will be initiated that includes smart lighting devices in one of our room modules, with which new technology will be included to increase efficiency. Light dimmers allow energy savings as the luminaire does not reach 100%, in addition to being wireless devices that do not require wiring for installation; they will be controlled by other technological devices.



## PIONEERS IN ELECTRIC ROUTE

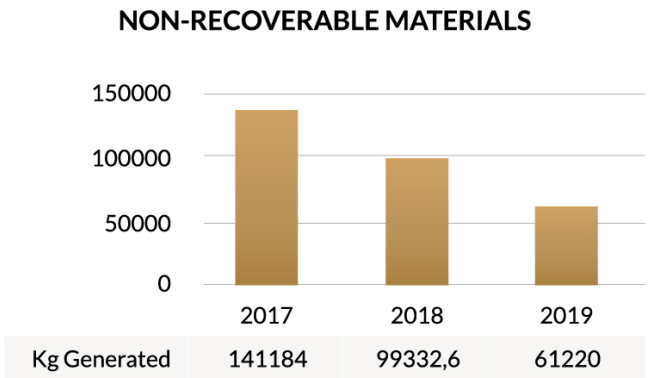
Tabacón becomes a pioneer of the La Fortuna Electric Route, in addition to being part of its founding committee by being part of the Alliance for Sustainability. With this initiative, we provide electric vehicle recharging service, having not only added value, but also the possibility of receiving a new type of customer and contributing to sustainable mobility in our country.



# Responsible production and consumption

From an experience in our rooms, a spa treatment, to dinners and meetings, each step potentially involves the generation of waste. Being especially aware of this situation, we have monitored our efficiency in its proper treatment, and we identified more than 35 categories, including cardboard, glass, aluminum, metal, wood, paper, food, used oil, garden waste, batteries, toner for printers, electronic equipment, clothing, among others. Based on the results of constant monitoring, action plans have been developed for better waste segregation, deflection and disposal.

For each of these waste streams, disposal methods that avoid dumps and landfills have been identified based on available local options. These methods include recycling, donation, composting, use for bioenergy, and use for farm feed. Approaches vary between these flows, with significant advances made so far in prioritizing reducing non-recyclable waste, in addition to paper and plastic.



Through different initiatives and a long training process for employees, we have considerably reduced materials sent to the municipal landfill. Moreover, it is our goal to reduce this amount by 10% or more by 2020 and continue awareness-building with internal and external stakeholders on issues related to sustainable production and consumption.





# Responsible production and consumption

## REDUCE

Installation of water filtration systems to avoid single use plastic bottles

Replacing a large part of paper by technological items like tablets in rooms and reception

Elimination of plastic gabs in the Britt accessories shops

Electronic newspapers for guests, through the Press Reader application and with employees through social networks and a corporate blog

## REUSE

Donation of reusable items, including mattresses, bedding, towels and furniture for employees, communities and charitable partners

Reuse of the wrapping of drinks (cloth bag) to deliver implements for visitors' groups to tourist guides

Reviewing batteries with available voltage for full use

## RECYCLE

Collection of plastics to contribute to wood creation, together with DONATAPA

Local associations for the delivery of recyclable materials

Creation of segregation points for materials throughout the entire company

## UPCYCLE

Recycle kitchen oil as biofuel

Segregation of organic waste to donate it as pig farm feed

Composting garden waste, sawdust and sludge from the WWTP to create our own compost

Donation of used candles for paraffin in a cassava company





# Balance in operations, aesthetics and integration

At Tabacón, one of our key approaches is to employ sound and sustainable principles throughout the entire life cycle of our infrastructure, from development, design, pre-opening to operations, maintenance and renovation.

## PERFECT ROOM

Program initiated in 2018.

Allows having a better product (infrastructure) for high season, apart from realizing strategic changes throughout our hotel and resort.

Our maintenance department intervenes and efficiently beautifies the various spaces, guaranteeing the quality we provide to our clients, not only in the services provided but also in the product as such.



## SUSTAINABLE PURCHASING

Analyzing each material that comes in and what it will represent in its implementation or life cycle, is basic for the integration of responsible and sustainable construction in Tabacón.

Each small action is reflected through various spaces provided, but beyond that, the security that this implies is very important for us.

## LANDSCAPING

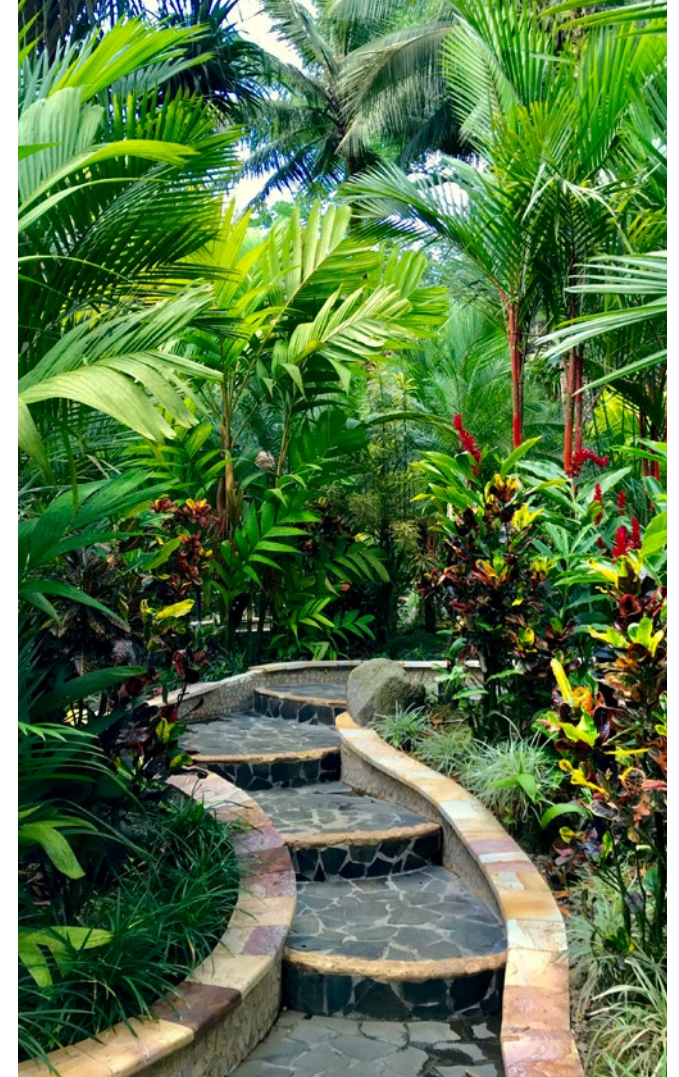
Professional advice on the topic.

We search to make maximal use of the areas, without neglecting naturality and scenic beauty.

Maintaining our gardens with native plants is a priority, and captivating those who visit us is our purpose.

## NATURAL LIGHTING

Open spaces, the use of natural light and the strategy to be able to appreciate the environment, all lead to energy savings, but they also provide a different experience to our customers.





# Sustainable Gastronomy

At Tabacón we also deliver excellence in our culinary experience, where through our dishes and menus, we seek to incorporate Costa Rican ingredients and products under a fresh and modern proposal in which the flavors reflect the quality of the products used under the highest standards of international cuisine.

## CRAFT BEERS AND EXCLUSIVE BEERS FROM TABACÓN

Tabacón is one of the first hotels of the zone to have its own personalized beer, elaborated by “5 Amigos”, a company created by a group of undertaking friends in the Northern Zone.

Apart from providing us with these beers, “5 Amigos” also gives us ongoing training for our staff, about elaboration, production and features of its products.



## CENTERPIECES

As part of the decoration and beautification of the points of sale, a centerpiece created by the company’s own employees from natural elements was implemented in one of the bars. The plant is a Bromeliad species that is abundant in the area, and the base is made of discarded wood.

## COCKTAIL CLASSES

An interactive cocktail making class is offered at Bar Caña Brava, where the customers will create their own cocktails based on national liquors, one of these being the Cacique, Costa Rica’s own liquor.



## TYPICAL COSTA RICAN DISHES

Typical dishes and drinks of the country are incorporated, representing our gastronomic wealth in the different points of sale, to offer the client a unique experience and a more pleasant approach to the Costa Rican culture.

## CUSTOMIZED INFUSIONS AND COCKTAILS

The Tabacón infusions are made from the liquor “Guaro Cacique” and the perfect combination with local ingredients, to transmit the unique flavors of Costa Rica.

Bartenders have the freedom to create cocktails tailored to the customers, according to their tastes.





# COMMUNITY DEVELOPMENT

For Tabacón, community development is part of its business philosophy. From the founding of the company to now, social responsibility has been present as an essential pillar in the growth of the company.

We promote the development of neighboring communities through alliances with institutions and participation in community programs. Also, Tabacón is part of the Arenal Chamber of Tourism and Commerce, where we promote sustainable development, education and responsible growth of the touristic sector in the Arenal area.

We also work hand in hand with other organizations, such as the Fortuna Integral Development Association (ADIFORT), the Ecological Blue Flag program, the Municipality of San Carlos among other institutions in the Northern Zone.





# Opening doors to education

Throughout over 25 years of experience, Tabacón has contributed to creating a tourist destination with opportunities, training our collaborators in the different branches of knowledge in the tourism sector and in their personal-professional growth.

Likewise, we open the doors of our Hotel, so that this is also a training school for many young practitioners from Technical Colleges and Universities, who can carry out their professional practices. Only in 2019 we received 64 practitioners, which fills us with great satisfaction.

It is worth highlighting the positive impact with opening professional practices, in different areas of the country, but especially in the Huetar Norte region:

## DUAL EDUCATION

In 2019 we also started the Dual Education program together with the INA; the first step was the training of 11 employees of Tabacón, as mentors in the specialties of Dining Room, Housekeeping, Reception and Kitchen. By 2020 we will be receiving Dual Education students to be trained in these specialties, positively impacting our communities and opening new doors to education.

## EDUCATIONAL INFRASTRUCTURE

Aware of the infrastructure needs of the schools and colleges in the Northern Zone, we have collaborated by solving the specific needs to improve the conditions of the students in the educational centers. Between 2018 and 2019, the construction of bathrooms and dressing rooms, sinks, doors, painting, restoration of gardens, among other infrastructure elements, have been donated. More than 6,000,000 million colones have been invested in infrastructure for the education of children and young people.

INSTITUTION	NUMBER OF STUDENTS
INA Fortuna	13
CTP Fortuna, Selección nocturna CTP Fortuna, Vocacional CTP Fortuna, CTP Venecia, CTP La Tigra	22
TEC - Sede Santa Clara	2
UCR - Sede Nicoya y Pérez Zeledón	3
CTP Los Chiles, CTP Paquera, CTP Palmichal, CTP Monteverde, CTP Santa Rosa de Pocosol	20
Instituto Hispanoamericano	4



## ENVIRONMENTAL EDUCATION

One of the alliances that most fill us with satisfaction is the one we have with the Sonati organization, which is dedicated as one of its main actions to environmental education in schools and colleges in the Northern Zone. Thanks to the trainings, educational tours, reforestations, environmental fairs, among other actions carried out by SONATI, it was possible to have the participation of 11,496 children and to reach more than 30 educational centers in the area. The involvement of 2,695 adults was also achieved. Without a doubt, supporting this organization allows us to bring environmental education and sensitize our children, youth and adults.



# Health and Sports

## RED CROSS IN LA FORTUNA

Since over 4 years, Tabacón has undertaken the task of supporting the neighborhood committee that sought to develop a Red Cross post in La Fortuna de San Carlos, a touristic place that lacked this important organization for emergency care. Today, the Costa Rican Red Cross post is a reality, operating 8 hours a day and attending an average of 400 emergencies per year.

In 2019 alone, Tabacón contributed more than 3,000,000 million colones for the ambulance operation, as well as supporting the Red Cross in various fundraising and social outreach activities.

## PROMOTING SPORTS

To promote health and improve the quality of life, only in 2019, Tabacón supported sports projects that focused on childhood and youth in the Northern Area, collaborating with initiatives like:

- Fortuna Basketball Association (ASOBAFORT): Children's Basketball Teams in La Fortuna de San Carlos.
- Soccer Goalkeepers' School El Caminante: children's goalkeeper training project in La Fortuna de San Carlos.
- Beach volleyball team La Fortuna: Project focused on youth of La Fortuna.
- San Carlos Sports Association: sponsorship of the team of San Carlos seeks to promote sports programs for children. From this initiative, the championship "Toritos Tabacón" was born, impacting positively over 400 children from 10 soccer schools in the Northern Area in 2019.





# Culture and Traditions

One of the pillars of our work is rescuing culture and traditions. This is why Tabacón joined various companies of the area and the Comprehensive Development Association of La Fortuna (Asociación de Desarrollo Integral de Fortuna) in celebrating our traditions:

## CELEBRATION OF SEPTEMBER 15

On this day there is a typical community breakfast where each company provides a traditional dish, and it is shared free of charge with the people and tourists.

Also, the arrival of the traditional parade of September 15 is announced to the sound of the marimba.



## COMMUNAL BAND OF LA FORTUNA

The Fortuna Communal Band, with more than 10 years of experience, is a highly respected cultural project in La Fortuna. They have participated and obtained first places in national and international festivals and have been supported by the Ministry of Culture and the Municipality of San Carlos. For two years, Tabacón has supported the La Fortuna Communal Band, in which more than 200 children and young people participate who find their passion in a musical instrument, transmitting our culture and traditions.



## HUELLAS, AND THE BUS OF IMAGINATION EVENT

In 2019, Tabacón supported the Huellas event for the second year in a row. This is a cultural and gastronomic festival organized by the Pure Trek company and supported by many companies in the area. Each company sets up its stand with a typical dish and for two days all sales are collected for the launch of the first mobile library in the Northern Zone: "The Library Bus of the Imagination". The stands are accompanied by music, folk dances and cultural presentations.





# Sustainable Development in the Communities

## LA FORTUNA EN DOS RUEDAS (LF2R)

Tabacón promotes the project La Fortuna en Dos Ruedas (La Fortuna on Two Wheels), which consists of having 58 km of bike paths, starting from the center of La Fortuna and connecting with the main tourist attractions in the area. LF2R seeks to promote new forms of non-motorized mobility, more family walks and bicycle tours, thus contributing to the mitigation of climate change and betting on a tourism that is more focused on well-being.

This project has gained momentum thanks to the alliance between private companies, government institutions and community organizations in the area. There is also the full support of the Office of the First Lady of the Republic, Mrs. Claudia Dobles, who visited the area in 2019 to announce the importance of this project in the government's mobility and decarbonization plans.



## SUSTAINABLE PURCHASES AND SUPPORT FOR LOCAL PRODUCERS

Tabacón buys a percentage of its products locally, having sustainable practices that also meet the safety and quality standards required.

As an example thereof, we joined the program Tu-Modelo, promoted by Fundecooperación. This project aims at generating value chains for the agricultural sector, taking advantage of the opportunities the touristic sector represents.

## SOCIAL CAMPAIGNS

We participate in various social campaigns in the community of La Fortuna, among them the campaign "A Smile This Christmas", where we participate together with the Foundation Esperanzas for the delivery of more than 200 gifts and a children's party. Every year a vulnerable community in the north is chosen and we bring smiles, joy and above all hope to many children and their families.





# Tabacón Volunteer Program

Reforestation, cultural events, community breakfasts, restoration of classrooms and delivery of children's gifts, were some of the actions carried out by the Tabacón volunteers in 2019.

Our objective with the volunteer program is to have our employees take part in the satisfaction of helping others in a genuine way, thus contributing to our communities from the social and environmental scope.

Over 100 hours of volunteering and more than 72 volunteers allowed us to plant more than 100 trees in 2019, and positively impact more than 700 children in sports championships and Christmas campaigns. Also, benefiting Upala youth with renovated classrooms and gardens, among many other positive impacts.







**TABACÓN**  
THERMAL RESORT & SPA

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