



TABACÓN  
THERMAL RESORT & SPA

# Sustainability

## REPORT

2020-2021



# About Tabacon

Hotel Tabacon 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 and outstanding creative thinker.

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 major thermal waters resort in Costa Rica.

On April 13, 1993, Tabacon opens to domestic and international guests as a one-day destination. It has a restaurant and an expanded kitchen, a small Spa and a bathroom and lockers area. Finally, in the year 1997, the Hotel is 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 is 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. It is also the 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 forest.

Tabacon 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 hotel group. It is a founding member of the Stay Considerate collection.







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An aerial photograph of a resort nestled within a dense, lush green forest. The resort features several buildings with grey roofs, each equipped with large arrays of solar panels. A winding path leads through the property, and a swimming pool is visible near the top center. The overall scene conveys a sense of harmony between nature and sustainable development.

Commitment to  
Sustainability



## Two years of enormous challenges

The years 2020 and 2021 were, without any doubt, marked by immense challenges for humankind. Facing the Covid-19 pandemic directly affected the lives of millions of persons around the world, who suffered the loss of their loved ones.

On the other hand, the pandemic brought along an economic crisis without precedent for the travel industry. Thousands of workers lost their jobs: companies and communities that depend on this activity suffered a direct blow.

In the face of this reality, all actions that showed in practice the essence of sustainability became priorities: allowing the socioeconomic fabric of communities to be restored and working to put productive chains at work again.

In this Sustainability Report we will go over all actions that allow us in first instance to care for the health of our workers, guests and providers in the face of Covid-19, like the initiatives to maintain the company's financial health at the same time as protecting employment.

Also, as an active participant of the community, we support the vulnerable families in the tourism sector, through social campaigns of primary attention in the community of La Fortuna de San Carlos.

We faced the challenges of 2020 and 2021 with carefulness and optimism, but above all with sustainability in each and every one of our actions.



*"We invite you to read the Sustainability Report and give us your feedback. Also, we urge you to work with us on our new challenges the new global reality presents us with, in search of achieving a new, regenerative, tourism."*

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MARCEL • GENERAL  
STITTNER MANAGER

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# Tabacon and the Sustainable Development Goals


## OUR COMMITMENT WITH THE FUTURE:

## A COMMITMENT TO ACTION

The Sustainable Development Goals (SDG) are an action plan for the people, the planet, prosperity, peace and the work together. For Tabacon they represent an important reference point as we execute our Strategic Sustainability Plan, and during the time of pandemic, because of the increase of our actions in search of wellbeing for all.

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



Resurging with tourism	Through our support to the local Chamber of Tourism, from time ago already but more so during this challenging period, we work to reactivate a sector affected by and under the threats of poverty. It is aimed at people who seek access to essential services and social protection, as well as the possibility to return to their jobs after reopening of businesses.	
Bringing food	The negative effects of the pandemic were felt in many homes of our destinations, where even nourishment has been compromised. In answer to this and as part of our commitment with our community, we direct internal and external initiatives that take food to many who are facing needs, apart from giving them a friendly hand.	
Health and safety for all	At a time when the Covid-19 pandemic forced us to adopt new mechanisms for our daily life, one of our main focuses has been to guarantee health and safety of our collaborators, our visitors and therefore, of their families. For everyone we organized vaccination, equipment and implementation of new health protocols, a focus on wellbeing through our marvelous Spa, among other things.	
Quality education	Continuing with our idea that education is the base for improving quality of life, we support various educational centers in the community, and therefore, children and youngsters who need the materials that are indispensable for developing their activities.	
Good labor practices	Our commitment with the quality of life of our collaborators, our support to their family and gender equity is reflected in the award we received from Instituto Nacional de la Mujer (INAMU).	
Sustainable water management	We care 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	Our commitment with energy saving is shown in our new solar energy project, installed in the hotel sector. We also maintain our support to various projects like electric mobility and in our destination we promote its their growth.	
Sustainable tourism and inclusive growth	As we grow, we are inspired to create local economic opportunities, by creating quality employment and stimulating the economy without harming the environment.	
Resilient infrastructure	Our goal of continuous innovation does not stop, therefore the constant improvement of the infrastructure, as well as new projects, has been part of this challenging period. Renovating paths, perfecting buildings, adding solar panels project, redesigning and building our pools with sustainable concepts, among others...all this, integrating in harmony with the environment.	



# Tabacon and the Sustainable Development Goals

By and for all	We are an ecosystem, and as such we will always provide the same service and quality for everyone in an equal way. Our commitment with equal opportunities is reflected in the increase of accessible spaces and hiring without distinction, among others.	
Sustainable destination	Through our strategic alliances at the Arenal / Fortuna destination, we urge efficient use of resources and protection of the environment. Moreover, we contribute to projects that allow us to stay on the road to sustainable development. provide support to development.	
Smart shopping	We actively identify opportunities to promote a circular economy through our supply chain and to achieve our goals of reducing the waste we generate. We also participate in sustainable local procurement programs with the goal to raise awareness towards responsible consumption to achieve sustainable ways of life.	
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 forests and including our guests in those topics.	
From our home to the ocean	Starting by the sustainable consumption of agricultural and marine products, solid and liquid waste management and caring for the water resources, we can contribute to protecting the seas.	
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.	
We say “no” to violence	Through our participation in the Business Code of Conduct, we secure our commitment of no exploitation of children and teenagers. At the same time, we oppose any type of violence, which is why our prevention actions seek to protect women, men, young people and children who are on our property and in the communities.	
Healthy links	Alliances with government organizations and private businesses have been essential in this period to achieve objectives from food distribution, reactivation of the sector, up to 100% of vaccinated employees and successful application of prevention protocols.	



# Sustainability

## STRATEGIC PLAN

2020-2023

STRATEGY FOCUS ON  
**ON 3 AREAS**

### CULTURE

OUR IDENTITY



Wellness



Gastronomy



Local culture

### ENVIRONMENTAL MANAGEMENT

OUR SURROUNDINGS



Water



Climate change



Waste



Innovation

### CORPORATE SOCIAL RESPONSIBILITY

OUR PEOPLE



Social



Business  
cohesion



**SUSTAINABILITY IN TIMES OF PANDEMIC**

In 2020 we began a great challenge by facing conditions that perhaps we had never envisioned. However, the strength of a company like Tabacon has led to business continuity through adapting to change and searching for security for those who make up this great family.

It is understandable that tourists have new demands, looking for safe places that offer them the necessary peace of mind, which is why our efforts during these two years have gone in this direction. For us, it has been essential to know those new requirements that arose through the Covid-19 pandemic and to optimize our processes in such a way that our sustainable actions are increased. This, in turn, helped us develop a new concept of sustainability that demonstrates these efforts and is perceived by those who visit us.

**SUSTAINABILITY AND RESILIENCE**

The sustainability strategies acquired a higher significance over the past two challenging years where it becomes more evident that the actions to protect the environment, contribute to socioeconomic development of the communities and maintain the financial health go hand in hand and are intrinsically necessary to succeed in facing a global crisis like the one we are living already for two years, product of the Covid-19 pandemic.

It becomes also necessary to apply sustainable actions in the process of reactivating economic activities for the coming years and rethinking new ways of global production dynamics in an environment that has to be regenerated.

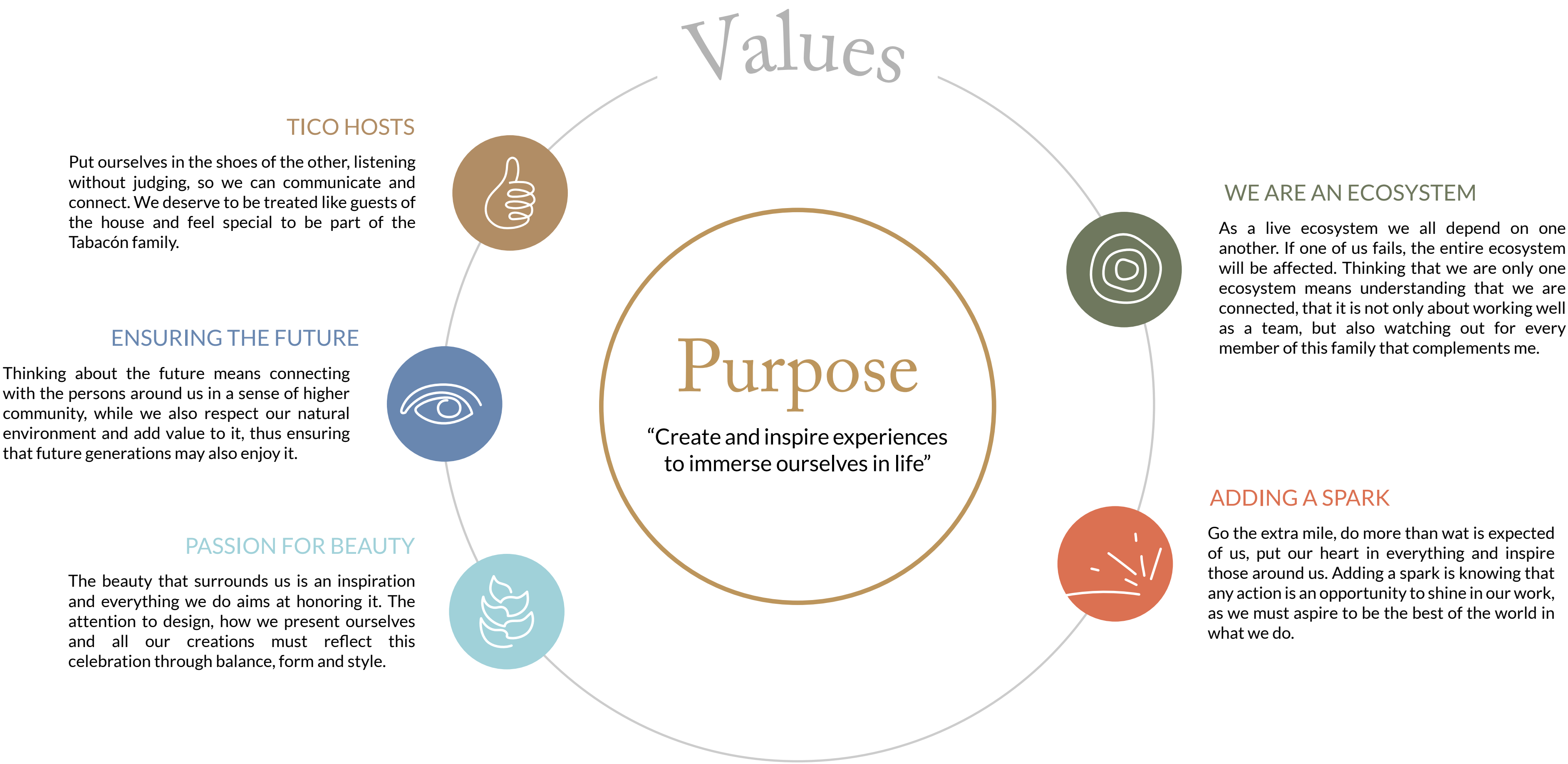
Therefore, Tabacon expresses its commitment to sustainability, which is immersed in our purpose and values, as part of our company DNA.





# Purpose and values

Our purpose and values were the foundation that guided our actions in challenging times.







Gente que Fluye  
PEOPLE THAT FLOW



# Challenges during the pandemic

Starting in mid-March 2020, days after the first case of Covid-19 was announced in Costa Rica, the tourism sector throughout the country began to experience the economic and social effects of the pandemic.

With the announcement of the closure of borders in Costa Rica on March 19, we began to see hundreds of tourists leaving for their countries of origin and with it the announcement of hotels, tourist activities and businesses, which would close their doors indefinitely.

Many local companies began to furlough their staff members, and the communities that live from tourism began to experience the great need of the thousands of workers who lost their jobs and the impact on their families. Parallel to this, people, communities and companies had to fight the virus, avoid contagion and reduce its spread.

Without a doubt, the pandemic introduced the greatest crisis in the history of tourism in Costa Rica and the world, presenting a series of challenges that we had to face during 2020 and 2021.

## ADAPTING TO CHANGE

Associated with the health and economic crisis that the world was facing, we encountered small and big challenges that invited us to learn and adapt to a new reality. We had to adjust quickly, and face situations never experienced before, with the best business attitude and the right strategy.

## TECHNOLOGICAL CHANGES

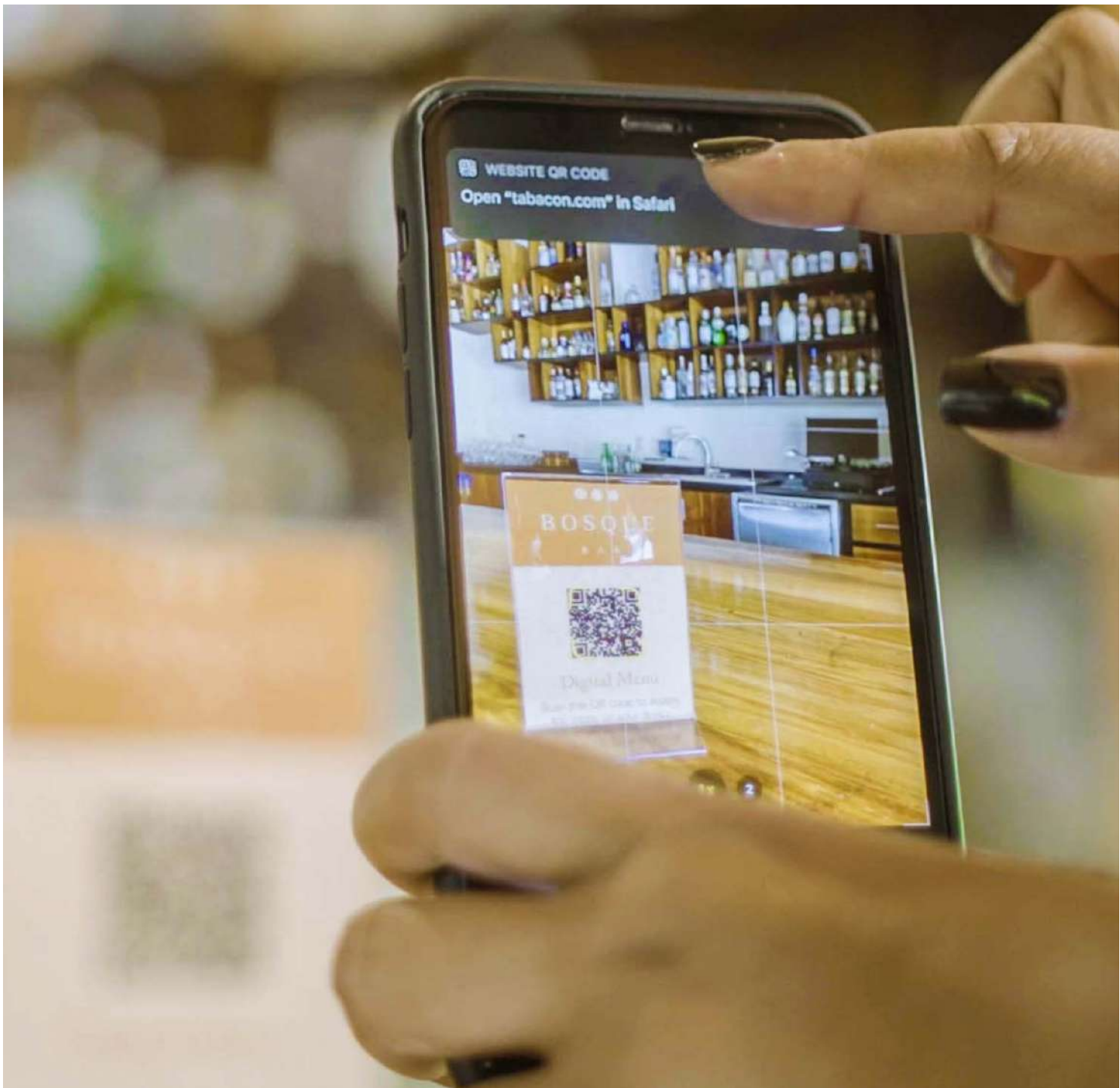
During the year 2020, confinements and the temporary closure of activities allowed the new form of virtual communication, the increase in the use of platforms such as WhatsApp and the new use of digital tools for meetings. The increase in these new forms of communication does not replace face-to-face services, which is essential to achieve the experience we seek with our guests, which is why, during 2021, progress is being made with technological changes hand in hand with communication and 1 to 1 service.

## THE MAIN CHALLENGES WERE:

- Facing the Covid-19 virus, developing preventive protocols to protect our employees, guests and suppliers.
- Succeeding in keeping the company financially stable while also protecting the income of our workers.
- Achieving progressive reactivation of the hotel at the same time as advancing economic recovery.
- Seeking operational efficiency, facing the constant changes in the world due to the behavior of the pandemic and therefore, the guidelines of the government of Costa Rica in matters of prevention of Covid-19.
- Keeping the distribution and marketing channels active aiming at being prepared for restarting operations.
- Maintaining and safeguarding our facilities

## HONORING OUR COMMITMENTS

Despite the situation experienced and faced with a strategy designed from all sides of the crisis, as of November 2020, with the opening of the hotel, Tabacon had already paid 100% of its debts with suppliers and by July 2021 it was up to date with its bank obligations, honoring our commitments and being a socially and economically responsible partner.





# Tabacon family

During 2020 and 2021, the Tabacon family remained united and through business strategies with a social sense, we faced the challenges that each year posed to us.

Thus, solidarity and our values were fundamental pillars to support 250 collaborators, who were also affected by the harsh situation in tourism at the national level. By 2021, the reactivation process began and with it again hiring, reaching a population of 309 employees.



# New labor schemes during 2020

In the context of the pandemic, contemplating the closure of the hotel for 8 months of the year 2020, and after an in-depth analysis, the decision is made to apply the labor schemes authorized by law, including other additional actions to economically support the employees and their families.

The actions taken by Tabacon were motivated by a spirit of solidarity and support for the families of our employees. Our objectives during 2020 and 2021 in the face of the pandemic were always to protect employment and seek the financial health of the company.

Hence, several labor schemes were developed during the year 2020:

## Main measures

- Reduction of labor days with 75%
- Temporary suspension of contracts
- Terminations

*Note: For a better understanding of the measures applied, please refer to the next page.*



# Additional actions taken by Tabacon

- Employees with working days reduced by 75% were given the option through the Solidarity Association of Tabacon (ASETAB), to get zero-interest loans, in order to complete 50% of the amount of the net salary (25% Tabacon + 25 % ASETAB). These loans allowed the option of starting payment when the employees were at 100% of their salary.
- Tabacon decided to voluntarily provide financial support to employees on reduced hours or in suspension of their contract through severance advances that would allow them to obtain at least an amount equivalent to 50% of their net salaries each month.
- Collaborators who worked 50% or 100% of their workday, receive corresponding salary. Here the great commitment of the Tabacon team was seen, adapting to assume responsibilities other than their regular positions, helping in other areas of the hotel.
- The employment terminations limited to only to collaborators with less than 3 months of working in the company or positions that due to the situation had to be reduced. These were carried out in person and with the greatest respect and sensitivity towards the staff.

During the year 2021, working hours were gradually reestablished to 100%, as the occupancy of the hotel was increasing, so that employees fully returned to their work. By the end of 2021, Tabacon is at 90% of its March 2020 payroll.

The hotel began a new process of reactivation and economic recovery, one of our fundamental pillars being to continue contributing with a source of respectable employment for our collaborators and contributing to the quality of life of each one of them and their families.

In 2021 we focused on reactivating employment and the development of our staff with a focus on preventive protocols against COVID-19, as well as technical training.

From November 2020 on, when the hotel opened its doors again, the “Tabacon Family”, our employees, started again their workdays with a profound gratefulness and a commitment that was visible in their daily tasks and the service given to our guests.



## Together for the common good

Despite the fact that the hotel was temporarily closed for 8 months in 2020, the food and transportation services were maintained for employees working in general and room maintenance, administrative staff, kitchen, stewards and prevention. Likewise, the residence support service for collaborators was maintained under adjusted conditions.

With the arrival of 2021 the benefits that the hotel provides to employees were strengthened and gradually restored.

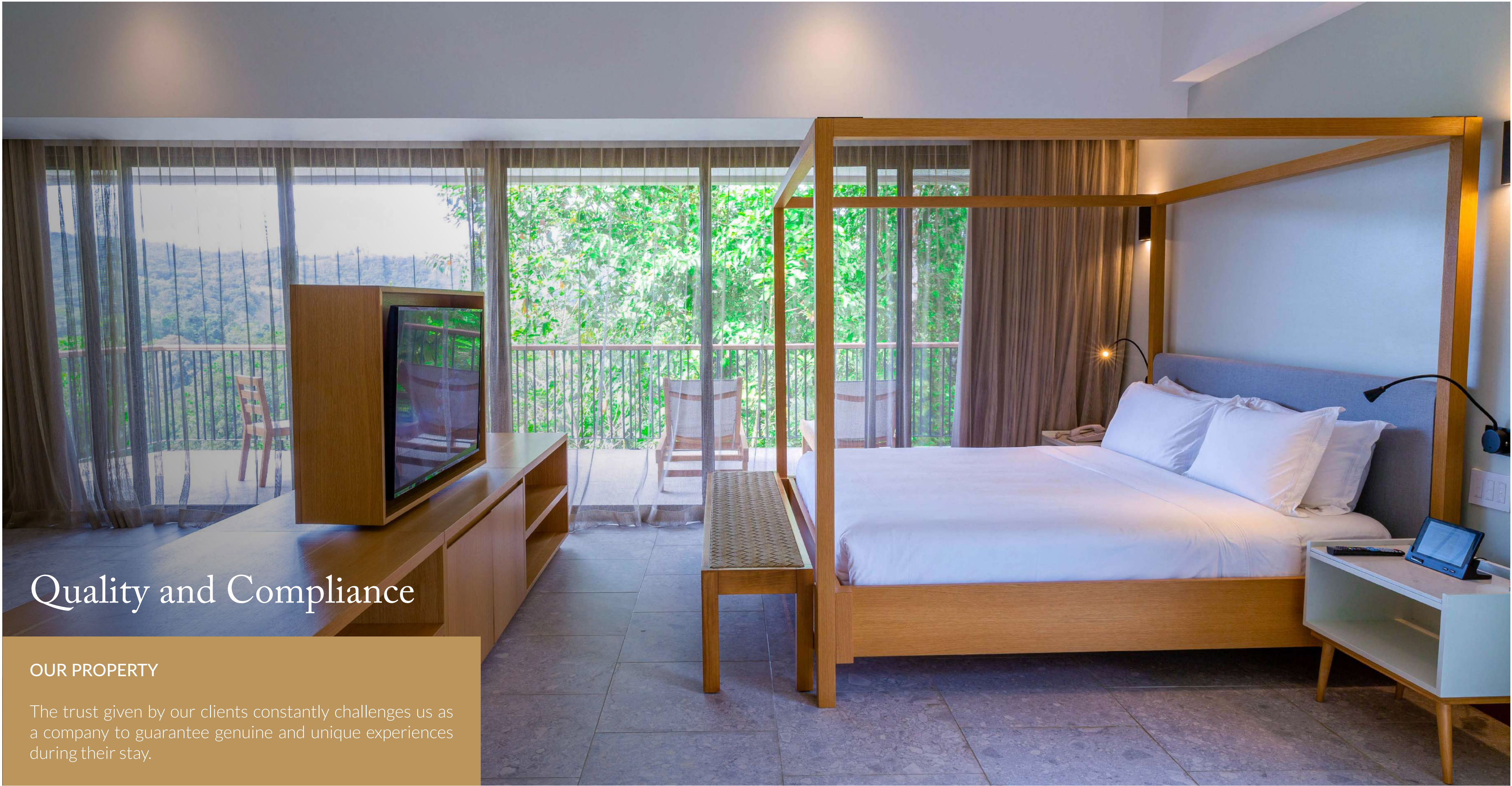






Delivering  
Excellence





# Quality and Compliance

## OUR PROPERTY

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



CREATING QUALITY EXPERIENCES

At Tabacon we guarantee that our guests will enjoy truly authentic travel experiences.

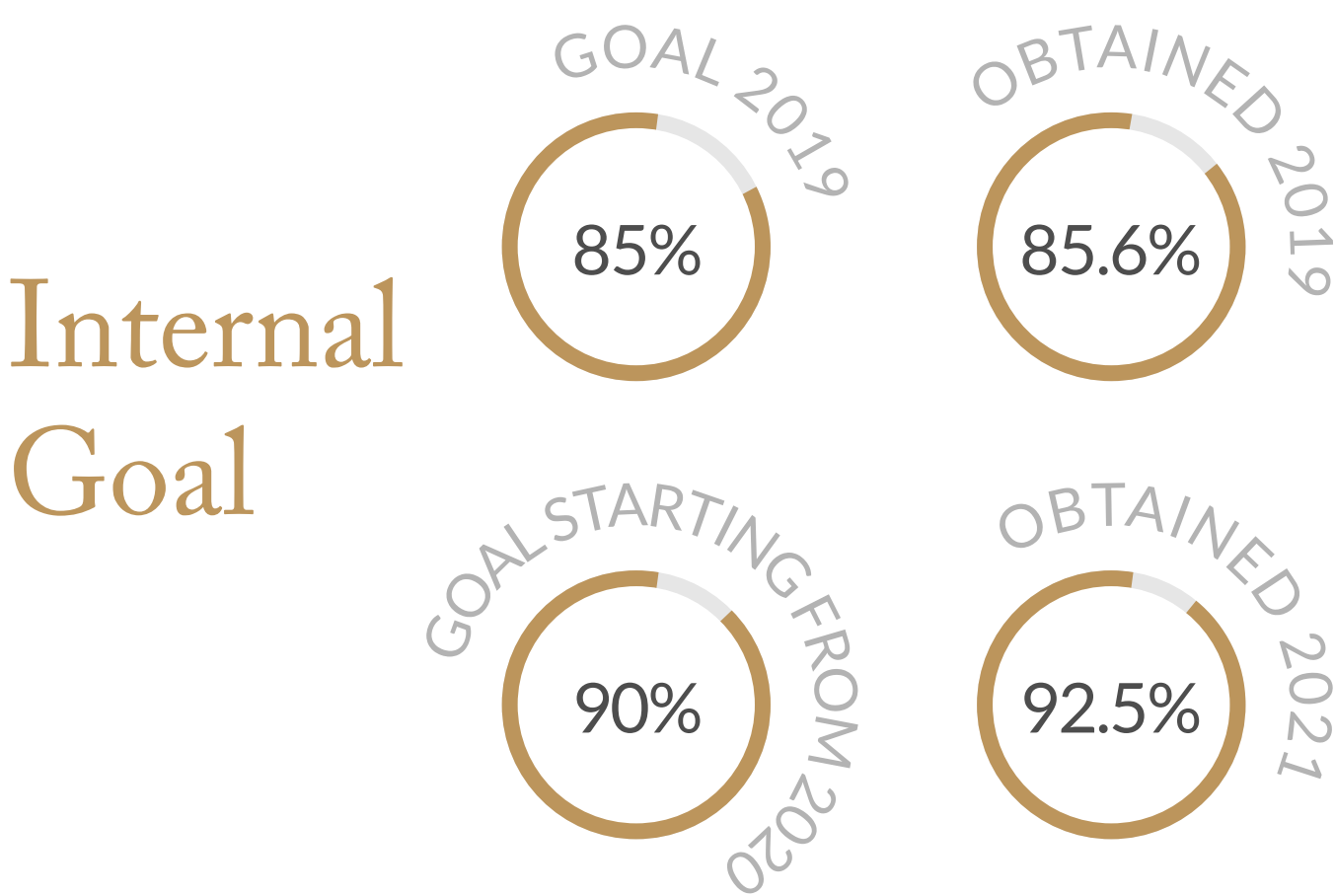
We are part of a hotel group as members of Small Luxury Hotels Of The World (SLH), which guide us with their standards and together with our personal and unique touch, we are able to create a lasting impression on our guests.

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

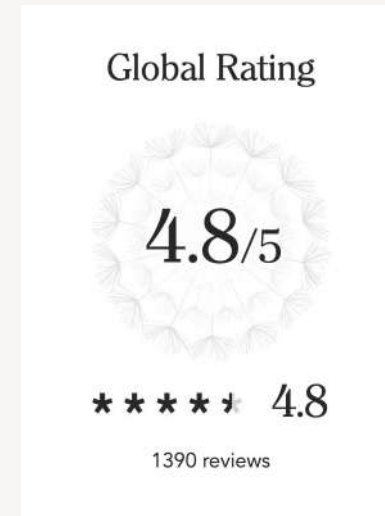
A team of secret inspectors visits our hotel at least once per year, to guarantee high-quality standards.



Our guests daily evaluate the experience with our services, actions that enrich us and make us improve.







Powerful brand, worldwide recognized for having the best Hotels.

SLH - STAY CONSIDERATE

Tabacon is a pioneer in the category of actively sustainable luxury properties of Small Luxury Hotels

It was selected for reaching the highest categories of the SLH sustainability criteria and pillars, which are aligned with the UN Sustainable Development Goals (SDGs) and with the framework of the World Sustainable Tourism Council (GSTC). Criteria such as sustainable innovation with a mentality of joint growth with the community, conservation of local culture and awareness of environmental practices, to mention some of these, are the criteria evaluated. Likewise, the criteria and many other quality measures of SLH are verified during the visits.

SLH - WEB >



Environmentally Conscious



Cultural Custodians



Community Minded





Since 2020, we have been part of the Virtuoso Sustainability Community, which brings together advisors and partners with a shared passion for sustainable tourism. Through sustainable travel with positive impacts that allow you to explore the planet responsibly, protecting the places you love for future generations.

Based on three fundamental pillars:



Participation within this community requires commitment to action and awareness in the 3 areas mentioned, with programs executed and disclosed in the organization; as well as its external impact. This brings benefits to the company, thanks to training and links with experts in the field, as well as attracting customers with a sustainable vision.

[VIRTUOSO - WEB >](#)



# Safety, solidity and sustainability in our programs

Our quality and compliance programs reflect our commitment to go beyond mere legal requirements, 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.

In the hotel we have professionals in the different areas 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 conducted.

In these audits, all risks, response mechanisms and emergency care that may affect clients, collaborators, infrastructure and the environment (the entire environment) are evaluated.

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. The Fire System is based on NFPA 101 standards.



## WELLNESS 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.



## FOOD AND BEVERAGE SAFETY

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



## SECURITY

We have surveillance personnel 24/7, in addition to closed circuit surveillance (cameras).



## ENVIRONMENT

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



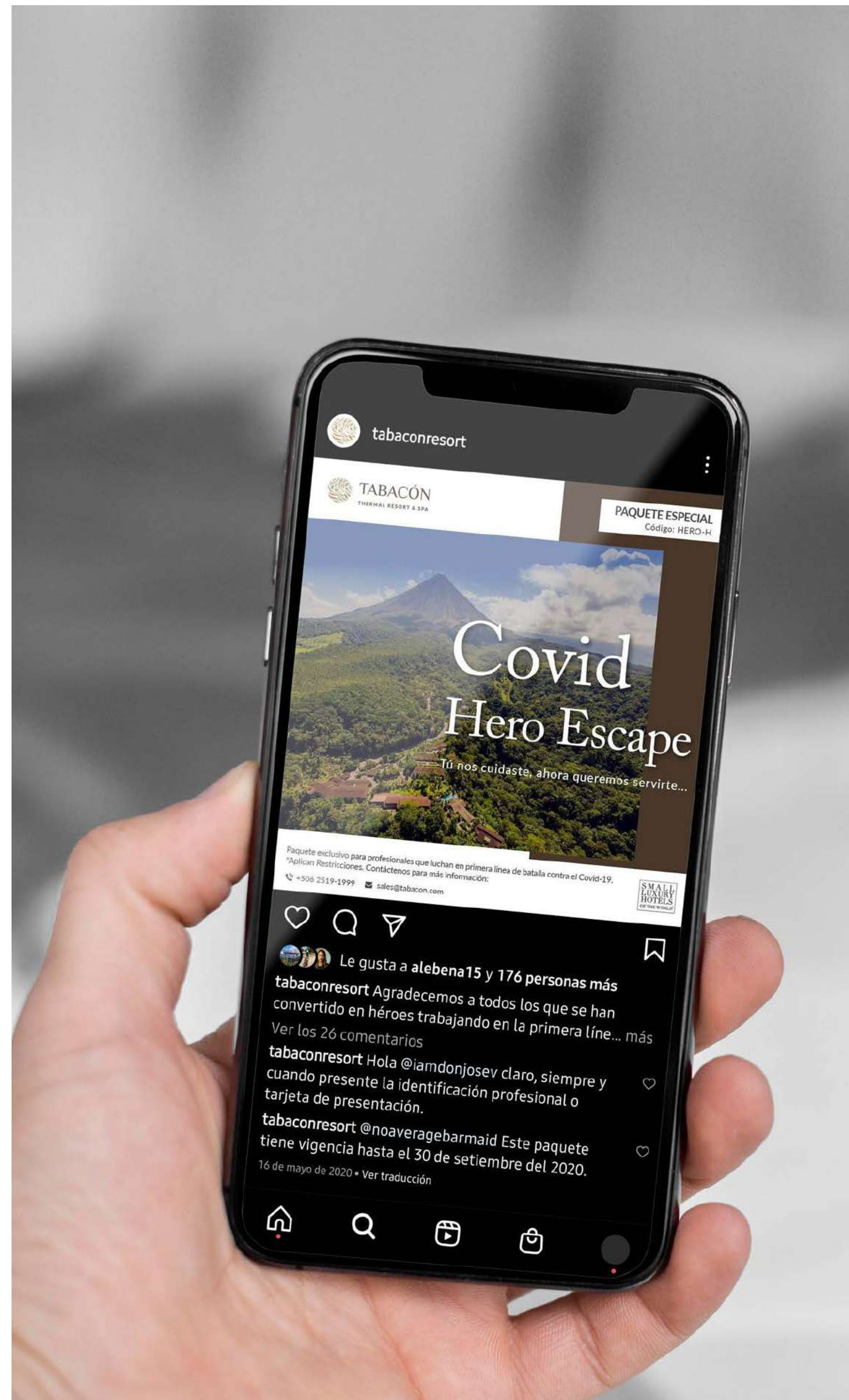
## Commercial innovation

The pandemic and, as a consequence, the temporary closure of borders, led our commercial department to rethink the marketing and sales strategy to respond to the global crisis. A change in the marketing strategy was the immediate response to help slightly mitigate the economic impact that the hospitality industry and therefore the hotel was having in the face of the Covid-19 pandemic crisis.

During 2020, despite the closure of operations, the commercial department worked and adapted the promotions and packages for various segments. A campaign that, more than generating reactivation, aimed at providing sensitive and authentic recognition to the professionals who fought on the front line of the battle against Covid-19, was created. That is how the Covid-Hero Campaign emerged.

Packages for domestic tourists and residents were also re-launched, both in terms of accommodation and day passes. The accommodation package allowed hotel guests to enjoy discounts on food and beverage services and on 50 or 80-minute spa treatments; guaranteeing customers the ability to enjoy additional benefits during their stay. These packages for local tourism offered an opportunity for relaxation and well-being in an environment that complies with all health protocols and included a preferential rate for people in the healthcare industry and frontline workers.

Together with the local tourism strategy, we continued our virtual presence at trade shows and business meetings with partners to keep them up to date on the various promotions and added values available, including special packages.



During 2021 and before the opening of borders, we continued to strengthen the relationship with international markets, always thinking of achieving wellness experiences hand in hand with biosafety. At the same time, the promotion strategy for locals and the constant commercial adaptation to global and local guidelines were maintained.

We have undoubtedly lived through two years of a challenging period from every point of view, but that is when innovation in marketing and commercial strategy allowed us to adapt and continue providing added value to our clients.





## Acknowledgements

We thank our guests, visitors and commercial partners who expressed their preference and recognition of our Hotel, Resort and Spa.

### Year 2020

- Condé Nast Traveler – Reader’s Choice Awards
  - Top Resorts in Central America
- Trip Advisor, Traveler’s Choice Awards
  - Top 25 Hotels in Costa Rica
  - Top 10 Luxury Hotels in Costa Rica
  - Top 25 Hotels in Central America
- SLH Awards (Small Luxury Hotels)
  - Highly Commended Stay Small, Stay Considerate Category
- Organic Spa Wellness Travel Awards
  - Best Mineral /Bathing Hot Springs

### Year 2021

- Small Luxury Hotels of the World
  - Considerate Collection
- Condé Nast Traveler – Readers’ Choice Awards 2021
  - Top 15 Resorts in Central America (#15)
- Travel + Leisure 2021
  - The Top 5 International Destination Spas (#4)
- Trip Advisor, Traveler’s Choice Awards - Best of the Best 2021
  - Top 25 Hotels in Costa Rica (#5)
  - Top 25 Hotels in Central America (#13)





# Diversity and inclusion

The respect and value given to diversity and inclusion of persons with different capacities, perspectives, genders, cultures and nationalities is part of what allows us to enrich our work and provide a significant service.

## INCLUSIVE INFRASTRUCTURE: ACCESSIBILITY FOR QUALITY

For Tabacon, the search for continuous improvement, renewal and innovation is imperative; therefore, each day represents a new challenge and each opportunity an adventure in which to immerse ourselves. Which is why we seek for the quality of each of the services provided to be transmitted to all our stakeholders in the same way; being aware, inclusive and responsible.

During this period, important improvements in our facilities were carried out in order to ensure accessibility to the different spaces. As an example our resort has new access ramps to different sectors: entrance to Shangri-Lá Gardens, road from resort reception and until reaching the sector of the adapted swimming pools.

Likewise, we remodeled our main pool to include an entry ramp, and one can also move to the swim up bar from the pool; even if using a wheelchair.



## EXPERIENCES AS ACCESSIBILITY PRACTICES

Our sustainable strategies for the coming years include the evaluation of structural conditions in order to identify those opportunities for improvement that lead us to improve our accessibility. In 2020 we made an experiential wheelchair tour through our hotel, visiting the different areas and thus establishing the necessary information for those who wish to visit us.

Currently, any visitor with a physical disability can access our various service points and our common areas or even have a room suitable for their needs. Based on this diagnosis and its background, we have identified key points to work on the continuous improvement of inclusive spaces.

## GOOD GENDER LABOR PRACTICES

In 2020, Tabacon received recognition from INAMU, in the Good Practices Program for Gender Equality, in the category of “Social Co-responsibility of Care”.

We received this award thanks to the good practice “3 days with pay in case of paternity”, a benefit that has allowed fathers to provide significant time with their newborn children and at the same time support women in the postpartum.

This initiative fills us with great satisfaction and reaffirms the company’s commitment to the quality of life of our employees, support for the family and gender equity.





Health & Wellness



# Tabacon safe, secure and sustainable

At Tabacon we ensure the wellness of each of our collaborators, guests, suppliers and visitors in general.

## OCCUPATIONAL HEALTH

We implement procedures based on an Occupational Health and Safety Management System following the INTE/ISO 45001 standard. Through actions to mitigate risk factors that may pose a danger to our employees, a risk matrix is created by process and based on the results, actions for improvement are implemented (engineering, administrative, protective equipment, among others). The Occupational Health professional is in charge of managing emergency response programs, together with the Occupational Health Commissions and the Emergency Brigades.

The training of our collaborators in Occupational Health and Safety issues is given from the general new employee induction and during the development of their functions in each job.

**Man-hours of training:** achieved from September 2020 to December 2021 = 28 476

In case of accidents, an internal report is drafted, and the necessary investigation is carried out to apply corrective measures.

**Accident rate:** Both years under 1% of total employees

- 2020 – 0,63%
- 2021 – 0,85%

*Note: In 2020, staff was suspended for 8 months.*





# Tabacon safe, secure and sustainable



## HEALTH SERVICES

In these last 2 years we have adapted health services to the needs of our collaborators to continue providing the required medical care, as required by government entities. In addition, the company doctor, the Occupational Health commission and other professionals focus their interest on preventive health programs aimed at the employees' well being.

Our guests, suppliers and visitors also have access to medical care services if required.

Below are some of the preventive programs that we have been working on at the hotel:

- **Vaccines against influenza:** Staff with risk factors and others could benefit from the vaccination campaign 69 employees participated .
- **Breast cancer prevention:** Together with the Costa Rican Social Security entity CCSS, Tabacon's workers were able to benefit from the campaign developed in the hotel's medical office, including the following:
  - General check-ups for women
  - Cytologies
  - Breast exams
  - References for operations
  - Laboratory tests
  - Planning consultations
  - Among other topics

- **Prostate cancer prevention:** Awareness was raised on the subject.
- **Healthy life program:** Weekly advice is given through internal social neetworks, with social, economic, health and general sustainability approaches, which may apply for their daily life and their family.
- **Blood donation:** A group of Tabacon collaborators in alliance with tour operator Jacamar created a program with the Hospital of San Carlos to donate life.
- **Vector control:** Each semester, preventive campaigns are held, with the participation of the Pest Control supplier and collaborators from different areas.
- **Breastfeeding room:** We have a fully equipped Breastfeeding room where Tabacon employees can breastfeed their babies, and/or pump breast milk.
- **Telework:** In 2020 the telework policy was established. All managers and department heads that could telework, according to their job profile, were under this modality during the months the hotel was kept closed.



# The pandemic touched the most sensitive fibers of the human being

During the Covid-19 pandemic, humans understood how vulnerable they are and how important it is to care for their health as a priority and a new intrinsic value in their daily life.

Since the start of the pandemic, we have applied the preventive work modality, aiming at safeguarding the physical and mental well-being of our collaborators, family members, and clients in the face of Covid-19. For this we implemented the following actions:

- **Group coordinator COVID-19:** Starting February 2020 (before the first case in CR) a working team was formed in Tabacón to manage Covid related situations.
- **Sanitary protocols:** There is a general company protocol where the measures, implementations and equipment to conduct the operation are mentioned. Likewise, each department has a specific protocol per area in which the requirements to guarantee a safe working environment are detailed.
- **Trainings:** 100% of the staff was trained and constant support was maintained for continuous improvement in quality services.
- **Modified SLH standards:** Important items were incorporated into all our quality standards due to Covid-19 and Law 7600. This in order to incorporate additional terms and conditions in our daily work, and to create a culture in terms of sustainability.
- **Safe Travel Seal:** The Costa Rican Tourism Institute (ICT) awarded us the seal for the fulfillment of actions against Covid-19.
- **Covid-19 checklist:** Tabacón implemented a checklist for compliance based on government guidelines against Covid-19.

- **Equipment and new implementations:**

- Personal protective equipment.
- Reduced capacity / social distancing.
- Certified cleaning products.
- New equipment for cleaning and disinfecting all areas.
- Thermal cameras and infrared thermometers.
- Use of technology to reduce direct contact with surfaces (QR readers, tablets in rooms and points of sale), smart bracelets (room keys to sign for room charges), wireless cashless proximity dataphones.
- Protective barriers in service areas (receptions, spa, restaurants, among others)
- Hand washing and sanitizing stations throughout the property.
- Among others.

- **Cleaning and disinfection records:** We create digital controls to support the cleaning and disinfection records of the different areas. These records are based on the health protocols of each department, are easy to use, and accessible from various technological platforms such as computers, tablets, etc.; also allowing the saving of paper. This new policy reduced the use of paper.

- **Inspections by government entities:** Since the beginning of the pandemic and through the end of 2021, we have received inspections from all the authorities involved (ICT, Ministry of Health, Municipality, Police).





• **Controls and monitoring:**

- Vulnerable cases: A form was made to find out which staff members, according to the guidelines of the Ministry of Health, are considered high risk to Covid-19 in Tabacon, in order to give the priority. The cases are listed according to risk factors and vaccination stages.
- Suspicious cases: From reopening and to date, we have been monitoring symptoms of collaborators and clients.

From the moment they present symptoms collaborators are accompanied during the entire process and even afterwards, in order to guarantee their wellness. Also, cases that require psychological, economic or social support are helped.

For suspicious or positive clients, we have highly rigorous procedures and if they decide to quarantine in the hotel, we guarantee the safety and wellness of them, our collaborators and of other guests.

- Entry and health status of staff: From the arrival to the property, the health status of our collaborators is monitored, and it has previously been communicated that entry of staff with Covid-19 related symptoms is forbidden.



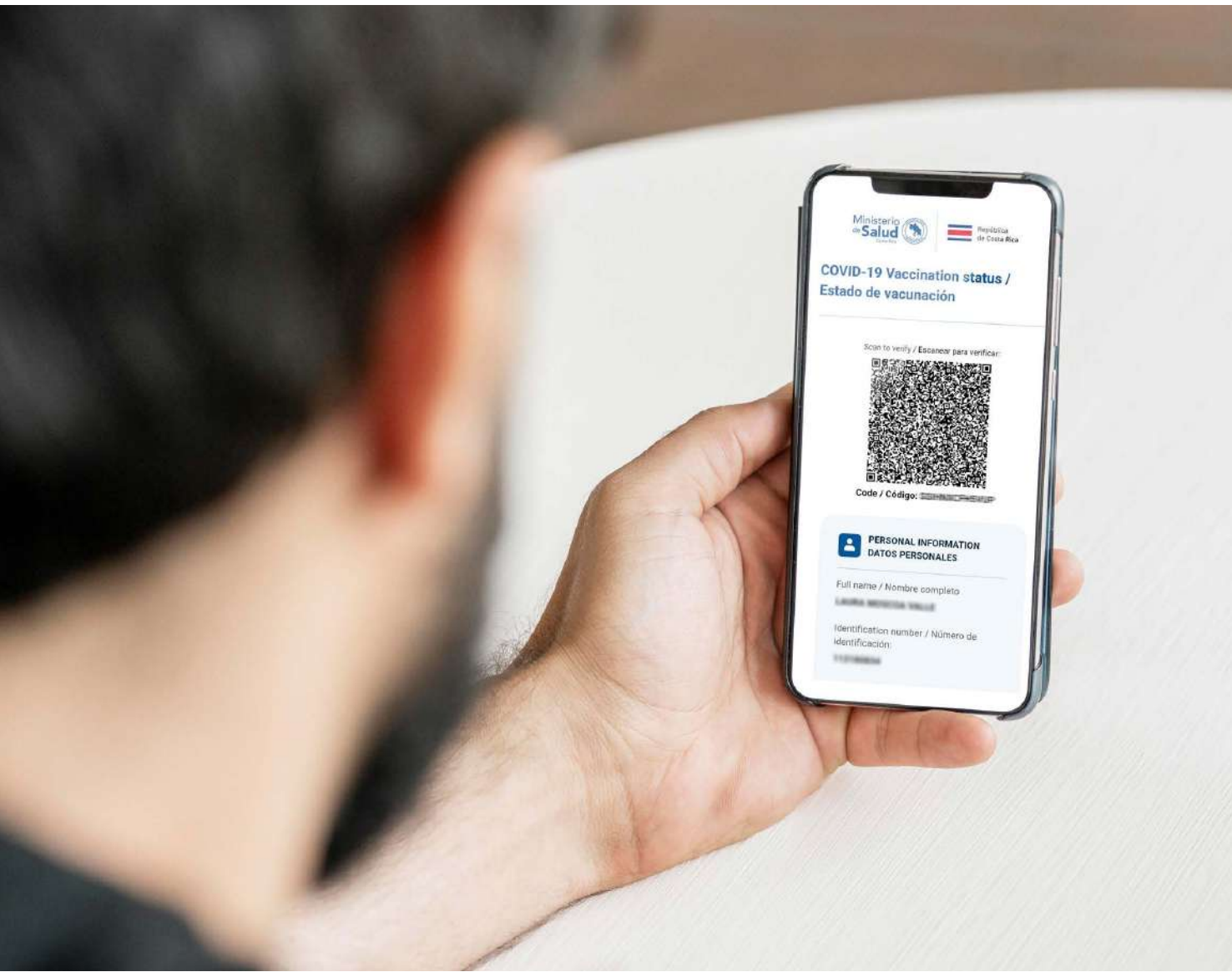
- **Vaccination campaign:** Tabacon assumed the commitment with its collaborators and together with the CCSS, and after great efforts to raise awareness and work, the goal of 100% of the staff have their vaccination schedule completed was achieved in December 2021.
- **Stay Safe Program:** In the Tabacon space of the SLH page, the main aspects of the Covid-19 measures were included in the Quality Assurance Program section.
- **Sanitary Flag for Life:** This was a campaign by the Ministry of Health, the CCSS and the Local Government that aimed to promote and distinguish households and companies that had vaccinated personnel and also complied with health protocols against Covid-19. In December 2021 Tabacon received the award.



# Complete vaccination model

On December 1, 2021, the Government of Costa Rica issued a regulation in which proof of vaccination against Covid 19 will be required to enter most establishments, including hotels, restaurants, shops, museums, spas and tours.

In compliance with this regulation, Tabacon started asking guests for proof of the complete vaccination schedule, with the exception of visitors under 18 years of age and those with medical exemptions.







## Safe food

Food safety is a determining factor of human health. Awareness of climate change has been on the rise in recent years, yet many still do not understand how protecting the environment and expanding access to safe food are closely related priorities.

Continuing to generate memorable experiences in the gastronomy of Tabacon, with the commitment to serve quality food safely to our guests, is one of our primary objectives in the areas of gastronomic service: from the origin of the food to production, distribution, storage and manufacturing.

The staff in the service areas are accredited as food handlers by the Ministry of Health and the headquarters have certifications such as ServSafe. In addition to carrying out periodic inspections, microbiological analyzes are also carried out to guarantee compliance with the established health protocols.



## Looking for emotional balance in times of pandemic

Thesetimes,thedaysgobyslowly,weliveslowly,limited,we feel nostalgia for what was “normal”, we long to live again, to feel the essential again, what we could not imagine losing: kissing, hugging, sharing, bringing daily sustenance without fear, sleeping pleasantly... dreaming of a better tomorrow.

In times of confinement, of scarce human contact and of emotions that flare up after the separation from family, friends, co-workers and the loss of a life role to which we were accustomed, we have felt emotionally unbalanced. The recovery of that balance will be progressive, it will take time, the actions we take in order to improve the quality of life of those who visit us are our most valuable contribution to other human beings. At The Spa, we have dedicated ourselves to taking care of ourselves and our clients, minimizing the risk of a possible contagion of Covid-19 by applying strict health protocols. The urgent need to try and fill the void left by the social, mental and emotional impact of the global spread of a virus is in our DNA.

Therefore, after reopening in November, the Tabacon Spa took on the task of investigating what emotions the current situation provokes. What activities make someone feel better? Do you want to feel human contact again or is there fear of having it? The results of this process were translated into care, attention and spa treatments that came to cover the needs that many have; people with a thirst for a warm contact that makes them feel that “everything is going to be fine”.







Costa Rican Identity



A close-up photograph of a dark, speckled ceramic bowl filled with a vibrant seafood salad. The salad includes chunks of white fish, shredded red and purple vegetables, and a generous topping of fresh green microgreens. Two large, golden-brown, ridged plantain chips are propped up behind the salad. The bowl sits on a wooden surface, and the background is a soft-focus green, suggesting an outdoor setting.

# Sustainable Gastronomy

We seek to be creative, innovative and most important to promote unique experiences with our very own dishes and drinks, that identify us and include our Costa Rican essence.



“HOMEMADE”

Empowering those who prepare food and beverages, in Tabacon it has been a priority to choose what is homemade, over what is “acquired ready”. This has undoubtedly contributed to the use of sustainable products within the processes, mitigating negative impacts as they are more responsible life cycles.

During 2020, due to the Covid-19 pandemic, some suppliers had product shortages, others had difficulties positioning themselves in the market. In our case, adversity brought with it creativity to replace or produce the products we required, so they were made by our collaborators. This initiative has been maintained and throughout 2021 it was strengthened and continued with the strategy to always seek to wow our guests through differentiation and sustainable cuisine.

OUR CULTURE THROUGH A DISH

The different menus were prepared with the purpose of telling stories to those who visit us and with those, creating differentiated and memorable gastronomic experiences. For us, it is important that our customers leave their comfort zone and try “new” products and ingredients that are characteristic of our culture.

Through small details, we share from “our home” the characteristic flavor of the Costa Rican cuisine without having to visit each province of the country. Likewise, we disclose the origin of the products and raise awareness about their valuable contribution to the productive chain.



TRAINING COLLABORATORS ON SUSTAINABILITY

In this period, we strengthened the knowledge of our collaborators through a series of trainings in which they learn about our suppliers, ingredients and everything involved in creating each dish or cocktail. this training sessions allowed them to transmit with concepts that contribute to the gastronomic experience and publicize our sustainable actions.



DRINKS THAT TELL A STORY

Working together with experts, in 2020 we have changed our cocktails menu, seeking a radical change that would maintain our essence, but show differentiation and variety in our bars. We seek innovation hand in hand with sustainability, leaving the traditional aside, with greater preparation “in-house” and new mixtures of flavors, textures, colors and aromas that captivate.

Our collaborators maintain and perfect their strategies for the elaboration of creative drinks, with many of their own recipes and for the different tastes of our guests. They use varied ingredients, among which fresh fruits and national liquors stand out, the characteristics and origins of which are discussed with those who observe the preparation of their drink.

The stories behind each drink are transmitted to the customer, as well as the guarantee of a unique experience. This, of course, fueled by the excellent service and a conversation that involves them in “what is ours”.



COFFEE TASTING

We involve our guests in a unique experience in which Costa Rican coffee, which is internationally renowned, captures their senses and allows them to know more about our culture.

MIXOLOGY CLASSES

A space in which each guest prepares their own drinks, helped by an expert who guides them until they achieve delicious preparations they try out in a relaxing and cozy space.





# Living the culture in our Spa

Why travel? ... The different answers to this question lead to the same conclusion: through the experiences lived on these journeys, travelers get to know and appreciate different cultures, history and different civilizations.

It is known that gastronomy speaks of a culture, just as arts and music do, but it is not usual to think that a Spa can also transmit a cultural message. With great enthusiasm, The Spa reflects in a section of its treatment menu a list called “Costa Rican Traditions”, in which the services offered have the beautiful way of telling a story about the “Tico”.

Childhood stories with the remedies from grandma’s patio, the history of an economic activity that moved Costa Rica in 1820 with its first export, the pride of cultivating the grain of gold with which the country has won the Cup of Excellence.

Making known that cocoa is the crop that gives rise to the delicious chocolate and is grown on Maleku land, bragging about the flavor of the best pineapple for export produced on the soils of San Carlos, among many others.

We achieve these experiences through a delicate selection of organic raw materials, which tell us about the culture of different places, its customs, geography and climate. Through these original crops, free of chemicals, we can transmit the stories of our identity, in addition to using their properties for the formula of phyto-cosmetic products.

We have tried to allude and pay tribute to the indigenous inhabitants of the area, the Malekus, a small group that has inhabited the territory of Guatuso in the North Zone of the country for centuries.

Each open-air bungalow at The Spa has a name in Maleku that illustrates some characteristic of the beautiful environment in which we live; this is how Tipuru (River) and Facara (Waterfall) have a meaning for our clients.

A poem that evokes a love idyll is part of the experience in our spa:

Ni yiu capi octequicasatocuf  
Colonaba toquilla tico miriane  
Nillu puura iripaca  
Charifa nip toquitaquille  
Tacaninatafa iri arune tuerrifane

With the strength of the volcano  
The warm embrace of the river  
● And the melody of the wind  
The love that binds us is renewed  
And this instant is embodied in eternity







Sustainability in Action



ACTING RESPONSIBLY THROUGH OPERATIONAL EFFICIENCY

Awareness-raising through experiences such as the one faced in a pandemic, guide us through new perspectives of change and adaptation. Transcending now includes a greater focus on experiences with purpose, that include us and those around us, in regenerating ecosystems and in the future of sustainability.

OPERATIONAL FOOTPRINT

The Covid-19 pandemic reminded us that human beings must live in harmony with the environment and that any imbalance can represent a very high cost. This, not only thinking about the protection and regeneration of ecosystems, but also for our health and wellness.

This fight has undoubtedly been a particular catalyst for change, which only companies with values based on sustainability can recognize.

2020: AN ATYPICAL YEAR

The reduction in the operational footprint during 2020 was exceptional, with consumption well below the established goals. Those were, of course, influenced by the drastic conditions experienced this year, but that also worked as a source of inspiration for the improvements that allow to reach these goals.

ENERGY	Difference of 35% (kWh consumed)	Compared with 2019, year of normal operations versus year of closure of operations for 8 months
WATER	Downward tendency	
WASTE	Downward tendency	

2021: RETURN TO NORMALITY

Resuming activities implied “returning to normality”, although it was a totally new one in which the effect of a pandemic showed new rules for coexistence. Thus, analyzing and raising awareness about the environmental impacts before and during the cessation of activities, strengthened Tabacon’s commitment with sustainability.

The operational footprint of 2021, a year of maximum activity, must be compared with a period of similar conditions. This is why the information provided below is benchmarked with the year 2019 and not 2020.

ENERGY	Difference of 9% (kWh consumed)	Comparison with 2019, both years of similar operations, allow more realistic information.
WATER	Downward tendency	
WASTE	Downward tendency	



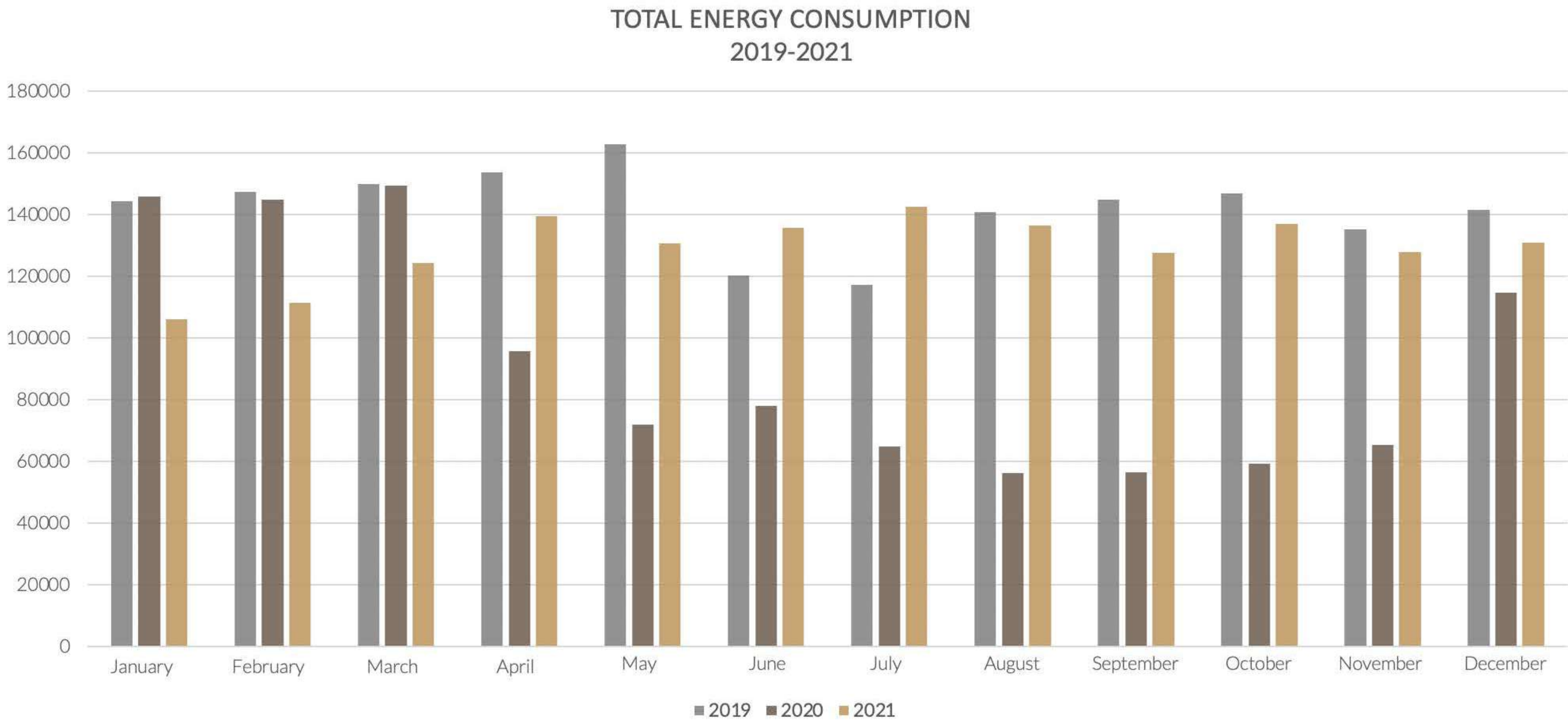
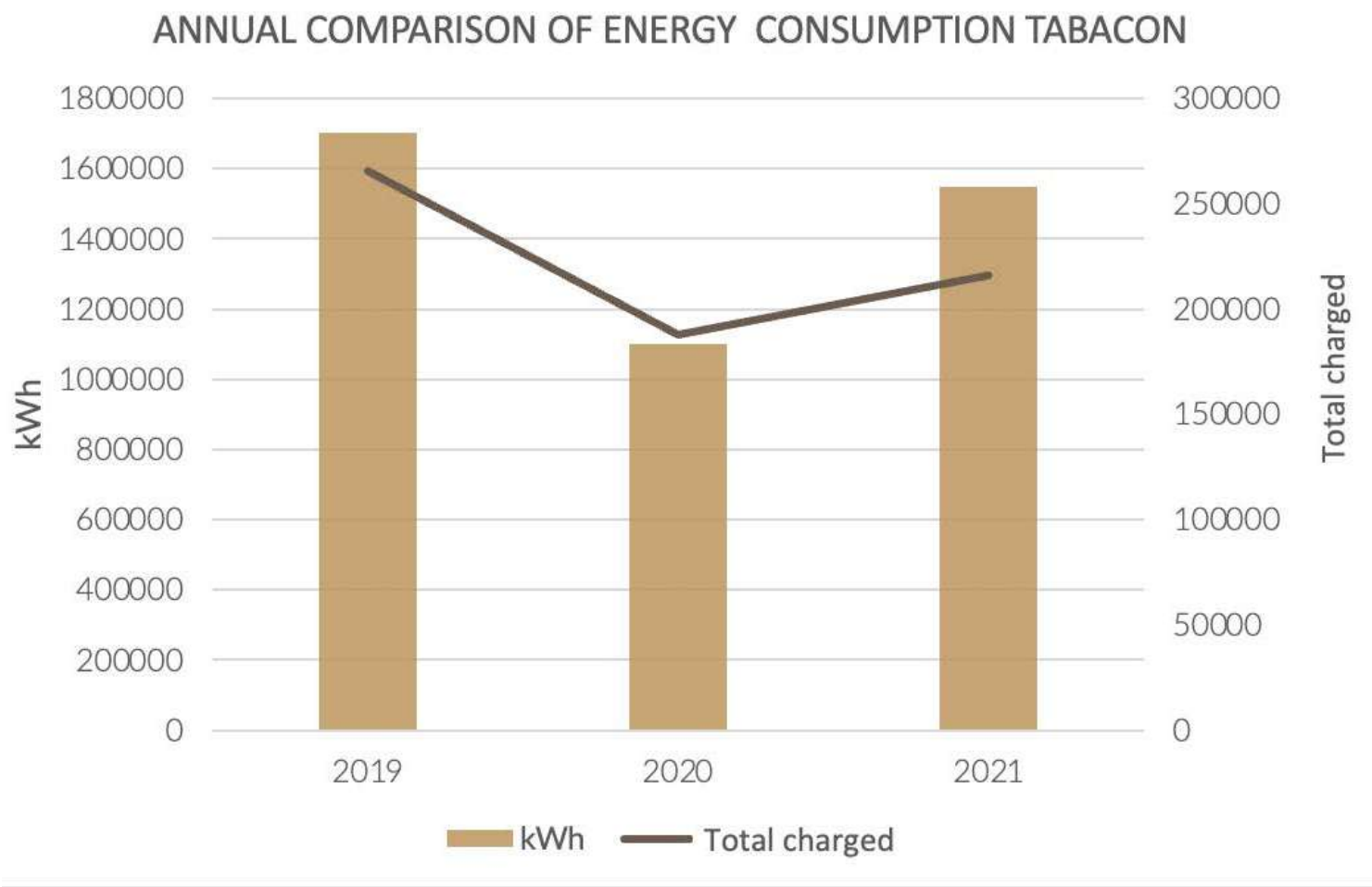
In search of continuous improvement, it is essential that we follow up on the goals we set out, in order to realize the necessary adjustments during the process.



# Energy and emissions

## MEASURING, MEASURING, AND MEASURING AGAIN

Controlling our energy consumption has always been an important indicator for environmental management and quality control, thinking about measuring the impact of our carbon footprint and being aware of its effect on the planet. Measuring and measuring again becomes important when every kWh we consume is counted, which has been our goal, and we have certainly achieved it. The rigorous care with each of the meters we have installed, as well as the close contact with the electricity company that provides support, allows us to make the following comparative models.



Initially, we evidenced our downward trend from 2019 to the present, however it is important to take into consideration that 2020 is shown as a result of the cessation of many of our activities due to the Covid-19 pandemic. If we compare normal periods such as 2019 and 2021, we have a reduction in normal behaviors, which take into the installation of solar panels in the hotel sector.

Next, it is possible to observe the behavior of consumption during both years, mainly the evident decrease during the months in question (April to November 2020). For 2020, a total of \$187,602.59 is invoiced, while for 2021 it reaches \$215,929.82 (annual dollar average of ¢620); close data even when in the first period there were the aforementioned conditions.



**WE ARE 100% LED**

During 2018, the replacement of lights to LED lighting was started, seeking to improve the quality and contributing to energy savings and efficiency. The project is completed during 2020, keeping the concept going forward and seeking to incorporate better technologies that optimize our processes to provide the best experiences.

**SOLAR ENERGY FOR A PURPOSEFUL EXPERIENCE**

At Tabacon, the search for sustainability is closely linked to the involvement of our stakeholders in the different actions. An important element is energy consumption; therefore, we have sought to invest in renewable energy projects like solar energy. This is the present and the future, as it contributes to caring for our planet thanks to the fact they are inexhaustible.

It therefore fills us with great pride and true satisfaction to have started our Solar Energy Project with the installation of 836 photovoltaic panels in 2020. These are located on the roofs of our room buildings, as these spaces do not impact negatively on our environment.

This project started operating in January 2021, in a process of continuous improvement that involves trial and error through a team of experts. Under these conditions, the equipment leads to savings of 12% in energy consumption and 31% in the total invoice of the hotel sector.

*Note: It is important to consider that the operation of the equipment and the factors that influenced them have been changing since January 2021 and up to the present; being the last months of 2021 where the percentage of error was lower, almost imperceptible.*







# Water Management

THE WATER IN OUR HEART

Each component that integrates Tabacon has an immeasurable importance: its people and biodiversity, among others, make this a unique site. However, there is one element that is our foundation, our badge, our heart: water.

Our river of thermal water and each drop of pure water, represent our essence and the vitality of our environment. This, without a doubt, is part of a magical experience that attracts domestic and international visitors in search of differentiation that meets their needs.



THE BEST RESOURCE AGAINST COVID-19

Without any doubt, water plays a fundamental part when it comes to health conditions, hygiene or the like. This has not been the exception during the Covid-19 pandemic, in which pristine spaces are synonymous to safety and trust.

This period of great challenges led us to maximize the measures taken with regards to the availability of drinking water throughout our property, so that prior to our reopening we would increase the spaces for personal hygiene. Measuring it and managing it properly has allowed us to always obtain it, however, at the same time we save it, because it is clear that we are dealing with a non-renewable resource.

PROTECTING A FINITE ELEMENT

Despite the time of closure, our natural water sources continued their constant flow, but under the surveillance that we have kept up in all our years of operation. During this time, our experts conducted the due inspections or monitoring of our entire distribution network, having constant maintenance and with our reopening returning to the same rigorous care that it deserves.

Even under the difficult conditions that we all faced, there were places, like Tabacon, where adaptation was crucial to achieve projects. Some of the most significant and that will bring different kinds of benefits, involved improvements in the hydraulic infrastructure (expanded in the “sustainable construction” page).





# WASTE MANAGEMENT DURING THE Covid-19 pandemic

## INTEGRAL MANAGEMENT RESPONSIBLE MANAGEMENT

AVOID AND REDUCE

SELECTIVELY SEPARATE  
AND COLLECT

VALUE AND PROVIDE  
FINAL DISPOSITION

### IMPLEMENTED ACTIONS / STRENGTHENED

🌿 New protocols for its management

🌿 Products for disinfection with  
reusable containers

🌿 Use of reusable masks

🌿 Authorized managers

🌿 Biodegradable or compostable bags

🌿 Plastic gloves only strictly  
necessary

“Being indifferent is not an option to us, the increase of waste generation is ALSO a sequel to Covid-19. But as such, we can mitigate it.”

On the other hand, in this period there is an enormous challenge in terms of waste, since the Covid-19 pandemic brought with it the need to implement many materials that unfortunately are single-use. The importance in identifying them has been to treat them and give them an adequate final destination, having the certainty that those allied managers are authorized for these tasks and, by analyzing the processes they use, looking for the most sustainable ones possible.

Masks, gloves, paper towels, disinfectants, items that perhaps we reused before but that in this period implied massive consumption, with the impossibility of sharing them. In these cases, sustainable thinking has been a priority, since we had to think about reduction, eco-friendly purchases, separation, treatment, among others.

For 2021, our effort was aimed at complying with these protocols, however, tending to reduce these impacts on the environment. For this reason, actions such as safe but reusable masks, intensification of hand washing instead of plastic gloves for everyone, among others; They were basic actions to responsibly face this situation from which no one escaped.



RESPONSIBLE PRODUCTION AND CONSUMPTION

Comprehensive waste management is a complex issue that requires awareness, vision and responsibility. Our interest goes beyond this management, including mapping as a mechanism to reduce the possible environmental and health impacts that it could generate.

Compared to the previous year, 2020 presented a considerable reduction in the entire generation of both recoverable and non-recoverable materials, however, it is a period in which the closure of the company led to the almost complete cessation of activities. Within this period, Tabacon also maintained the operation of its Material Transfer Center, in order to keep an adequate separation and recycling of the small amount of materials that entered.

Since the end of 2020, after our reopening, we began a process in search of a significant improvement in order to keep a more detailed and accurate record of the generation of non-recoverable waste. This includes our direct delivery of these to the municipal landfill, for this reason we do not require an intermediary with whom we must make an approximate weight generated by the number of bags and not by weighing through calibrated scales.

This is a great advance and allowed us to quantify them during this 2021, in order to make the proper comparison in our next sustainability report.



SECOND OPPORTUNITIES FOR OUR “WASTE”

There is a large number of projects in the world to use materials considered waste for some, perhaps even transforming them into others of greater value. At Tabacon we seek to reduce from the source, in order to have fewer non-reusable materials, however there are many others to which we provide a second and, why not, a third or fourth life.

It is very important for us to reduce those materials or waste whose final destination is a landfill, anticipating that they will be a threat to the environment and our health. For example, we have organic waste, mainly treated as food leftovers and that represent large CO<sub>2</sub> emissions. During this period, we expanded our allies in their treatment: pig farms that required a “helping hand” to feed their animals and continue their business.

A project that undoubtedly benefits both actors, since a material that we have as waste to be treated, for them is a raw material.







# Biodiversity

## IN HARMONY WITH OUR NATURAL ENVIRONMENT

We are an ecosystem, and as such we coexist with millions of species and natural elements that need our respect and balance for their use. We have 353 hectares of property, of which only 7 contain infrastructure.

Protecting this wonderful site has been our work for nearly 30 years and without a doubt this effort has been worth it, as it continues to show the scenic beauties as on its first day. Thus, becoming the favorite of many and guaranteeing that in complex moments like those experienced, our loyal customers yearn to return.

## FLORA AND FAUNA: ALLIANCES FOR PROTECTION AND CONSERVATION

In our country, the legislation on wildlife is clear: protecting it is everyone's responsibility and there is no formula to achieve it without all working as a team. Our role has been that of safeguards, monitoring the different species and implementing basic rules of coexistence between them and those who visit us.

Even while closed, we were dedicated to strengthening alliances with government entities, NGOs and private companies; any situation in our community related to illegal hunting, exploitation or similar incidents are reported. This is a priority in order to maintain the natural order of our environment and ensure that the example we give to others is the most successful one.



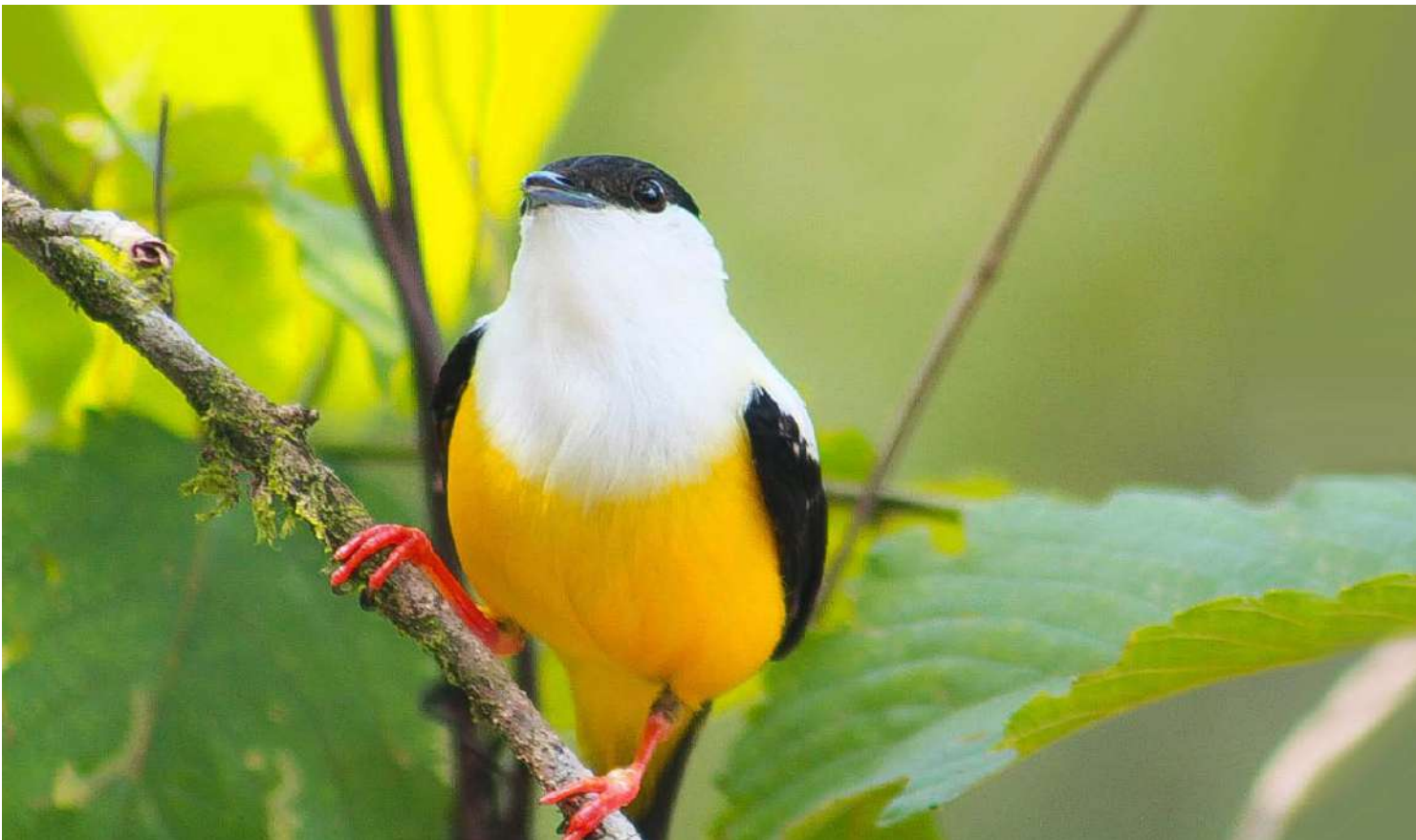
NATIVE PLANTS

Avoiding the introduction of invasive exotic species to an ecosystem helps to maintain its balance as they cause serious damage to biodiversity, harm environmental services and, consequently, human wellness. For this reason, we have given ourselves the task of inventorying those that are on our property and that have been here since before our operation.

More than 50% of our plant species are native, while the rest is made up of other exotic species that we work to replace without negatively impacting the environment and supervised by professionals who provide us with the required support.

WHERE THE MAGIC ARISES:  
FROM THE NURSERY TO OUR GARDENS

Our gardens are recognized for their exuberant beauty and are always vibrant, with colors that inspire and attract many species of fauna. These are nurtured from our in house nursery, which reproduces and protects a large number of ornamental species on this site.



Over the years, we have worked hard to create this space that is home to natural wealth and is also home to a large number of animals, including pollinators. In the middle of the forest, natural spaces were integrated to take care of various “smaller” plant species, but which in 2021 also integrated the care of forest plants as part of our reforestation programs.

PLANT A TREE:  
PLANTING AWARENESS

Action requires motivation, which is why encouraging our guests to actively contribute to the regeneration of ecosystems has been a fundamental basis for the creation of this program. We continue planting trees on our property, involving not only our collaborators but also those who visit us.



#STOPANIMALSELFIES

In 2021 we joined the campaign promoted by the Government of Costa Rica in collaboration with other organizations and tourism companies to raise awareness about the negative impacts of selfies and photographs that show direct contact with wild animals; seeking to reduce these cruel behaviors and warn of the possible risks that they imply.



# Sustainable procurement

Hospitality is a unique industry, involving the purchase of a significant number of various products and services. We are aware that each purchase decision we make has an impact on the environment, society and economy; so sustainable options require careful consideration.



SUPPLIERS COMMITTED TO OUR VALUES AND POLICIES	QUALITY PRODUCE, WITH SUSTAINABLE LIFE CYCLES	TRAINING FOR RESPONSIBLE PROCUREMENT	RESPONSIBLE STORAGE AND DISPOSAL	PLANNING FOR WASTE REDUCTION
Our sustainable management is achieved through agreements with socially responsible suppliers, who share our strategies in search of mutual development.	In addition to including environmental, social and economic requirements, the choice of products includes high quality standards, in which seals, certifications or guarantees are essential.	Maintaining a multidisciplinary team in constant improvement allows us to have fresh and different perspectives to consume sustainably.	The procedures established for control and monitoring of the products allow us to reduce costs and limit waste of any product or material.	Mitigating its generation from the source is a priority in any environmental management system, which is why we look for committed suppliers or for those already associated to improve their practices.

These principles have been the basis for making efficient purchases during this very different period in which, without a doubt, the saving measures and the acquisition of protective equipment had to be intensified.





# Giving an opportunity to what is ours

Tabacon promotes the purchase of products or services from national, regional and local companies, in order to encourage the socioeconomic development of the communities.

To achieve this goal, we must work hand in hand with suppliers, closing gaps and strengthening commercial ties, while encouraging good sustainable practices, communication and constant training.

As part of these efforts, Tabacon decided since 2019 to sign the call to action and be part of the Tu-Modelo program (Tourism-Motor of Local Development), an initiative led by Fundecooperación, aimed at supporting local producers who have sustainable practices and their link with the tourism sector. The program helps identify market opportunities in the tourism sector for sustainable agricultural and fishery products adapted to climate change.

Through Tu-Modelo, the families of local producers will be able to have a positive impact, by linking with the tourism sector. Below is a testimonial about one of our local suppliers with whom we have worked for 14 years.



María Laura Quesada



## BRINGING WELLNESS THROUGH NATURE

Biosphere represents life, and that is precisely what inspired María Laura Quesada to create her company dedicated to the development of natural phyto-cosmetic products.

Biosfera was born in La Fortuna de San Carlos, in the middle of the tropical forest and with the Cerro Chato, the Majestic Arenal Volcano and its thermal water springs as witnesses.

Under this imminent beauty, Laura felt the need to create products based on carefully selected crops, which represent the Costa Rican identity and whose natural properties bring wellness.

This is how Laura started her business looking for her first business partner in La Fortuna. The first company with which she started her dream was the Hotel Tabacon, whose Spa started using her natural cosmetic products.

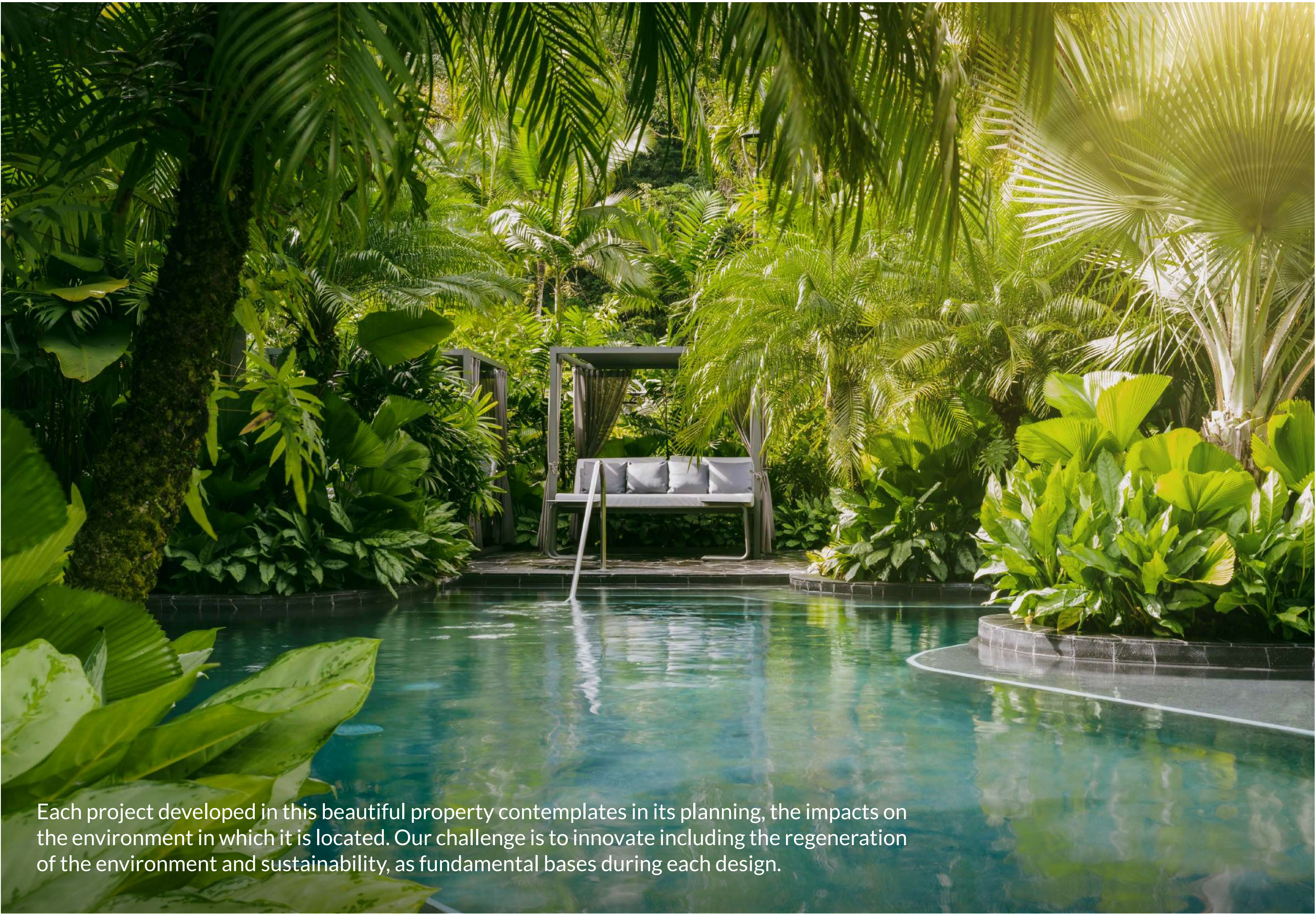
Biosphere products are created with high quality raw materials, developed in a specialized laboratory and under high sustainability standards. The native plants and fruits of Costa Rica are grown on Laura's property or brought from selected farms.

As a local supplier, Laura thanks Tabacon for opening the door, believing in her company and demanding the quality standards that allowed her to gain momentum to grow her business. During 14 years of working together with Biosfera, the business relationship has been built on the basis of respect and trust.

Today Biosfera has 5 direct and 5 indirect collaborators, who represent 10 families that are pillars for its business. It is also the main supplier of the Spas of the northern region of the country, and her business has expanded to other regions of Costa Rica, and even internationally.



# Sustainable construction is responsible construction



Each project developed in this beautiful property contemplates in its planning, the impacts on the environment in which it is located. Our challenge is to innovate including the regeneration of the environment and sustainability, as fundamental bases during each design.

## RESILIENT ECOSYSTEMS AS A SOURCE OF SUSTAINABILITY

### Renovation of our main pool

In each work related to infrastructure, whether renovations or new constructions, we always seek integration into our local environment. A site of majestic natural beauty that induces relaxation and tranquility, providing the feeling of being immersed in the tropical forest listening only to the sounds that it offers us for free.

Based on this idea, we carried out the renovation of an emblematic space for Tabacon, seeking to adapt its design to the characteristics shared in the different points of the property., We sought to carry out a sustainable project that integrates not only nature as the main axis, but also represents a unique and luxurious experience for those who visit us.

More vegetation is incorporated in the surroundings of a swimming pool with a free-form shape suggestive of privacy, as well as colors and finishing touches that provide a sense of relaxation and comfort.

### THE ICING ON THE CAKE

The choice of a design that captures our sustainable essence sought to integrate elements in a more “organic” environment, in which plants play a very important role. Thus, a total of 1036 plants of different species were integrated, **96%** coming from our nursery; only 4% had to be purchased.



# Memorable experiences with a sustainable sense

Visiting Tabacon is on itself starting a sustainable adventure, in which from our gastronomy to the room you choose, programs or actions that guide them through this type of experience are already included. During this year, we concerned ourselves with improving our facilities, so that our focus on saving materials, natural and economic resources would continue.

Our area renovation programs remained active, even in times of closure due to the Covid-19 pandemic. This allowed us to receive our clients again in spaces whose preventive and corrective maintenance had run its course, which would undoubtedly be appreciated by them.

## THE FUTURE OF LUXURY GOES THROUGH SUSTAINABILITY

Sustainability has ceased to be a concept of simple awareness to become a real strategic element in development. Every opportunity to improve our areas implies a link between luxury and the quality that we wish to provide, together with all the possible actions that make even the smallest space a faithful representative of a sustainable experience. We are members of the sustainable community of Virtuoso Travel and members of the Stay Considerate Collection of SLH.

This is how, in 2020, we took advantage of the months of closure and continued in 2021 in preparing safer and more comfortable trails, intelligent lighting according to the surroundings, renovation of some gardens and green spaces, among others.







# Community Development



# Tourism reactivation of the area

As part of the Arenal Chamber of Tourism and Commerce (ACTC), Tabacon has sought to support actions aimed at reactivating tourism in La Fortuna de San Carlos. Shirley Mora, Communications and Public Relations Manager, has held the position of Secretary of the Board for two years. During this period the destination of La Fortuna has been very actively promoted both domestically and internationally, in the midst of the challenges presented by the pandemic.

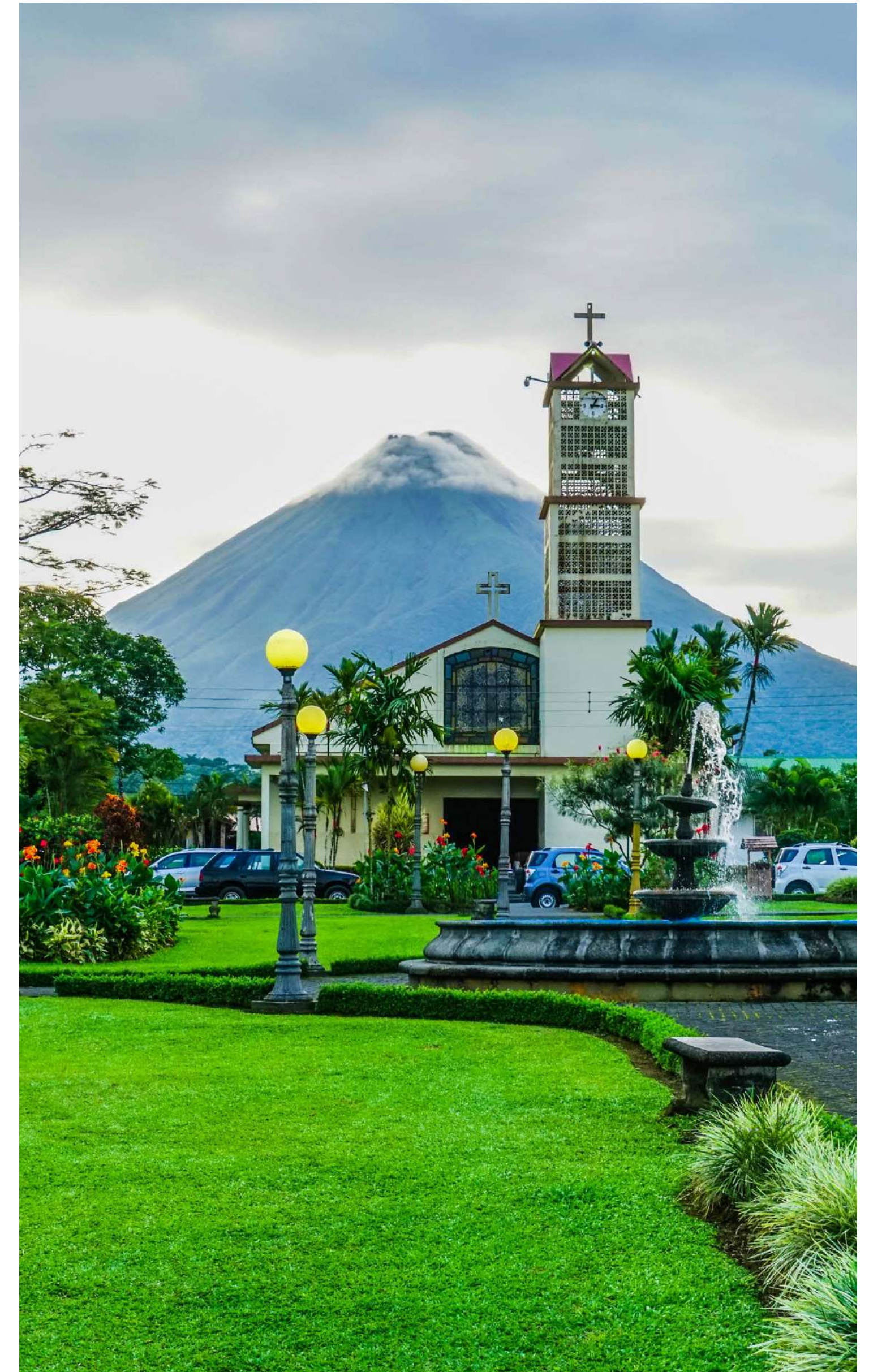
Among the main actions worth highlighting are the meetings with the central government and the vice-president of the republic, various ministers, vice-ministers, local government officials and multiple members of parliament to seek solutions and collaboration from various government organizations aimed at guaranteeing the physical and socioeconomic health of the community and the tourist destination during the crisis. The local chamber helped passed critical laws to help support the travel industry during the pandemic.



During 2020 and 2021 the following topics were addressed:

- Bank support and urgent financial solutions for companies in the tourism sector.
- Allow the operation of hotels and businesses that comply with preventive protocols, as well as seek actions to make La Fortuna a safe destination.
- Support for bills that seek the reactivation of companies in the sector and the incorporation of new market niches.
- Seek concrete actions by public institutions to bring relief to companies in the sector in terms of services and red tape.
- Look for solutions from the labor point of view, so that companies can keep their staff and reactivate employment.
- New initiatives for the promotion of the destination with national and international tourism.

The social responsibility actions conducted by Tabacon are based on the pillars of education, health and socioeconomic development of the neighboring communities. We conduct these and other programs with the big satisfaction to support children and young people and to strengthen the productive chains in the region.





# Community action during the pandemic

The motivation to undertake social support initiatives is found in Tabacon’s DNA. During 2020 and 2021 the critical situation faced by the communities that live from tourism, with more than 9,000 jobs impacted in La Fortuna and the families of the workers of the sector. They were our center of action for community social responsibility programs.

This is how Tabacon developed various actions aimed at contributing to the restoration of the socioeconomic fabric of La Fortuna de San Carlos, through front-line social support to families in the tourism sector affected by the crisis of the Covid-19 pandemic.

Our social campaigns in 2020 were aimed at containing the crisis, from the nutritional point of view, an essential element for the physical and emotional stability of workers in the sector.



# Campaign “Juntos saldremos adelante – Together we move forward”

Through the “Juntos Saldremos Adelante” campaign, lunches prepared under the seal of the Tabacon kitchen were delivered to families in the tourism sector of the Fortuna de San Carlos communities and hotel collaborators. This campaign was realized in partnership with the Integral Development Association of La Fortuna (ADIFORT) and Jacamar Tours. Every Friday, between 200 and 300 lunches were delivered and distributed in the communities (a different neighborhood of La Fortuna, every week).



- **6885** lunches were delivered
- **7 months** of campaign
- Positive impact for over **850** families
- Lunches were delivered in **18** communities of La Fortuna



When the pandemic began, we got together as a family and decided that we could not continue eating 3 meals a day, that this was going to take a long time and that we would have to make a little more effort and sacrifice a little more for what we were going through as a country, and because of that we were forced to have 2 meals a day. When we received this lunch from Tabacon, it was so important for us, seeing my two children enjoy it filled me with joy and strength to continue forward. I enjoyed each lunch so much and it lasted us 2 days. There were occasions when we shared that lunch with neighbors who we knew were going through a difficult situation and then suddenly we said how strange it was: we ate, and we gave it to two families, and it was enough for everyone and we saw how God multiplied. That lunch meant many things to us, it made us share hope, purpose and the desire to move forward. I am very grateful.

*Darvin Meneses - Carpenter – Tabacon*



# #FeedFortuna Campaign

As an initiative of the Tabacon team, motivated by the great need for food in families in the tourism sector, the #FeedFortuna campaign was launched.

Through the “Fundación Amigos de Costa Rica” donations platform, we launched a fundraising process with the participation of several community allies and loyal clients. The goal set was \$20.000.

The campaign was carried out in partnership with the Fortuna Integral Development Association (ADIFORT), which received the funds raised and made the food purchases, and the Arenal Chamber of Tourism and Commerce (ACTC), an organization that promoted the initiative within its affiliates so that they could also share it with their clients in the United States and Costa Rica.



- 3 months of online campaign (June to August 2020)
- \$19452 was raised among visitors of La Fortuna in the United States and Costa Rica
- With the amount collected, ADIFORT delivered food to over 500 families



# Sensitivity and support for our collaborators

Internally in the hotel, the collaborators who were in greater socioeconomic vulnerability were identified. As a result of this work, 119 basic food packages and cleaning products were delivered, over 8 months.

Food products from the stores were also donated, such as a variety of fruits, refrigerated desserts, mixed seeds, cereals, syrups, among others. All this is valued at an amount of more than 2,500,000 colones.

All the support to our collaborators is part of the closeness and solidarity in times of pandemic and represented the continuous monitoring towards our staff.



“Thanks to the Tabacon team. Thanks to all. I already received the package, blessed be my God for this and may that blessing be for all who give this big support in these so difficult moments”.

*Ligia Pérez - Spa*

“Thank you so much from me and my family. We have no words to thank you for all you do for us and our families”.

*Randall Bermúdez - Food & Beverages*



“SIÉNTETE ÚTIL – FEEL USEFUL” CAMPAIGN

At the beginning of the year 2021, seven companies in the area came together to donate school supplies and thus support families in the tourism sector at the start of the school year. Thanks to this campaign, it was possible to provide the Guaria de la Fortuna School with supplies and uniforms. In addition to this, Tabacon donated packages of school supplies to the Escuela Experimental Bilingüe Z13.

SOCIAL TOURISM WITH INTEGRITY

Tabacon is part of the Social Tourism with Integrity program of the Costa Rican Tourism Institute (ICT). The purpose of this program is to be able to develop alliances and joint projects to ensure access to tourism for a greater diversity of populations. For this program, Tabacon works together with the Quality-of-Life Foundation for People with Cancer “FUNCAVIDA”, aimed at developing actions with the foundation so that cancer survivors can visit the Tabacon resort, and carrying out other communication support. and training.

SOCIAL CAMPAIGN “UNA SONRISA EN ESTA NAVIDAD A SMILE THIS CHRISTMAS”

Over 200 children from the northern region received joy and hope at Christmas in 2020 and 2021, through gifts donated by hotel employees who participated in the “A Smile this Christmas” campaign. The initiative led by Grupo Esperanzas aims to positively impact the communities most affected by the pandemic and by floods, which, especially in 2021, left great damage in many towns in the region. Likewise, volunteers from Tabacon and other companies participated in children’s activities.

TRANSMITTING THE ART OF SAN CARLOS

Through the “San Carlos Creativo – Creative San Carlos” program, coordinated by the Municipality of San Carlos, a space for the exhibition and sale of handicrafts was provided to the artist “Freddy Acuña” from San Carlos, who presents his art twice a month to national and foreign tourists visiting Tabacon. The crafts of Don Freddy Acuña are unique and tell the Costa Rican legends, promoting the rescue of legends, town tales and the identity of Costa Rica.

MUSIC AND FOLKLORE

For more than 5 years, the Hotel Tabacon has supported a musical project with a long history in the community, called “Communal Band of La Fortuna”. 200 young people of different ages are part of a compendium of musicians who play different wind, wood and percussion instruments, of another group of young people dedicated to typical Costa Rican dance and the Color Guard that combines modern dance, flags and other elements. All of them perform Costa Rican music and carry our identity both outside and inside Costa Rica.

SUPPORTING SPORTS

In 2021, with the reactivation of the area, sports projects were resumed in La Fortuna. We support the Fortuna Comprehensive Soccer Project, which has more than 200 members, children and teenagers of various categories. The Goalkeepers School ‘El Caminante’ and the Beach Volleyball team of La Fortuna are also part of the sports projects we collaborate with as a hotel for the well-being of children and teenagers of the community.







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