



TABACÓN
THERMAL RESORT & SPA

SUSTAINABILITY REPORT 2022

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INTRODUCTION



MESSAGE FROM THE GENERAL MANAGER

SUSTAINABILITY INSPIRES US!

In Costa Rica, the year 2022 was marked by the continuing socioeconomic recovery and the reactivation of tourism, however, not yet reaching the figures for 2019. At the same time, we continue to adapt as a country to the new realities that came after 2 years of worldwide pandemic, with important transformations in all areas.

This context provides us with the opportunity to highlight the importance of our Sustainability Plan for 2024, allowing us to develop actions in the environmental, social and cultural areas. All this leveraged through the development of our staff and attention to our clients; main focus of all our actions.

Indeed, sustainability is essential to accelerate the regeneration processes the world requires, the new forms of tourism and the increasingly interiorized awareness about traveling with purpose, taking care of destinations and contributing to each of them.

Likewise, the success in service, sales and customer experience that we achieved in Tabacón during the year 2022, involves genuinely living sustainability in our operation and positively impacting our environment.

From Tabacón we want to contribute to the challenges faced by the world and our country in the multiple aspects of sustainability, so our goals are also linked to the Sustainable Development Objectives.

“Creating and inspiring experiences to immerse ourselves in life” is the purpose that guides Tabacón. We invite you to read the Report on 2022 and live with us the wonderful adventure of hospitality with a sense for sustainability.

ANDREY
GÓMEZ • GENERAL
MANAGER

TABACÓN AND THE SUSTAINABLE DEVELOPMENT GOALS

OUR COMMITMENT TO THE FUTURE: A COMMITMENT TO ACTION

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

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



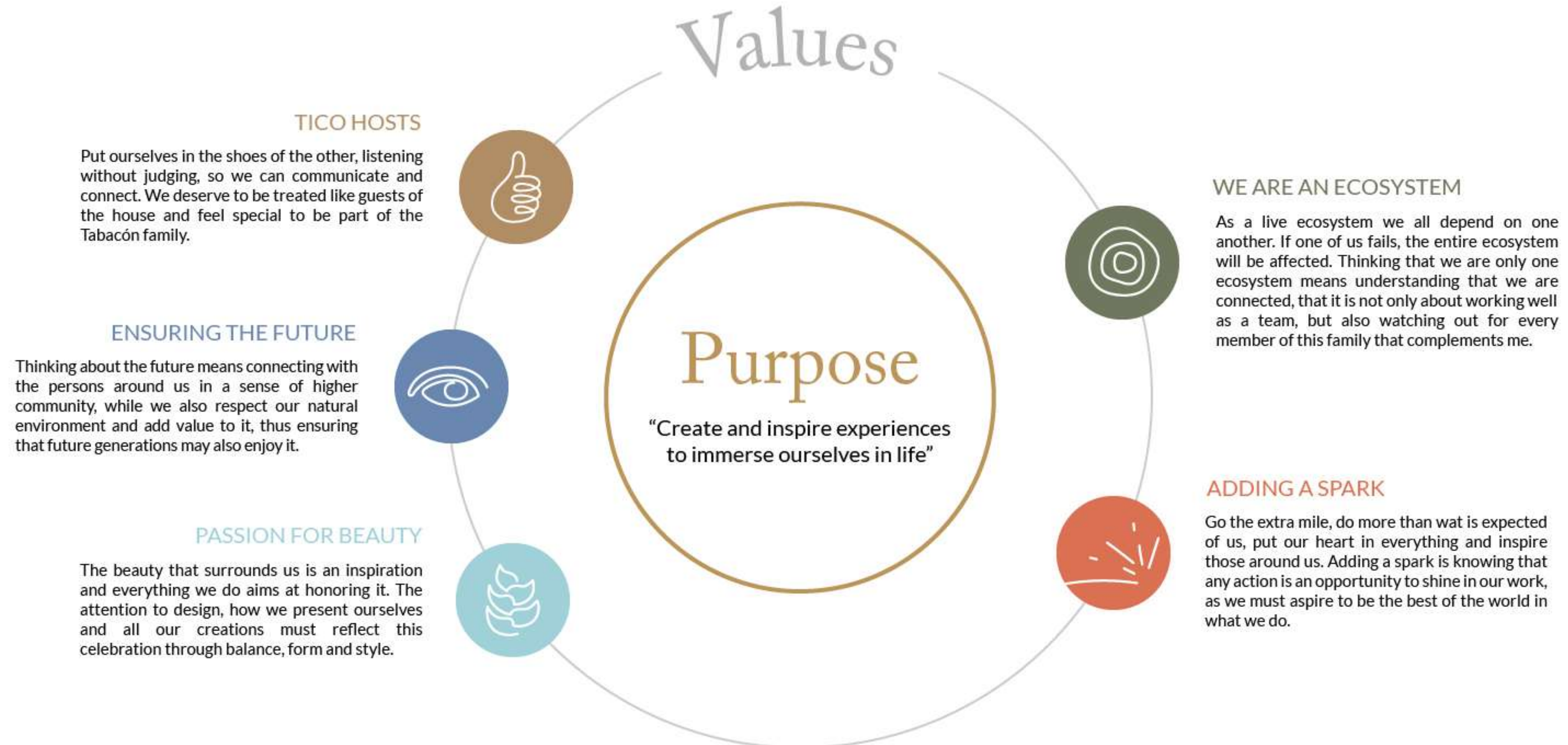
**SUSTAINABLE
DEVELOPMENT
GOALS**

COMMITTED TO SUSTAINABILITY

FOR OUR PLANET, FOR OUR COMMUNITY AND FOR YOU



PURPOSE AND VALUES





GENTE QUE FLUYE
PEOPLE THAT FLOW

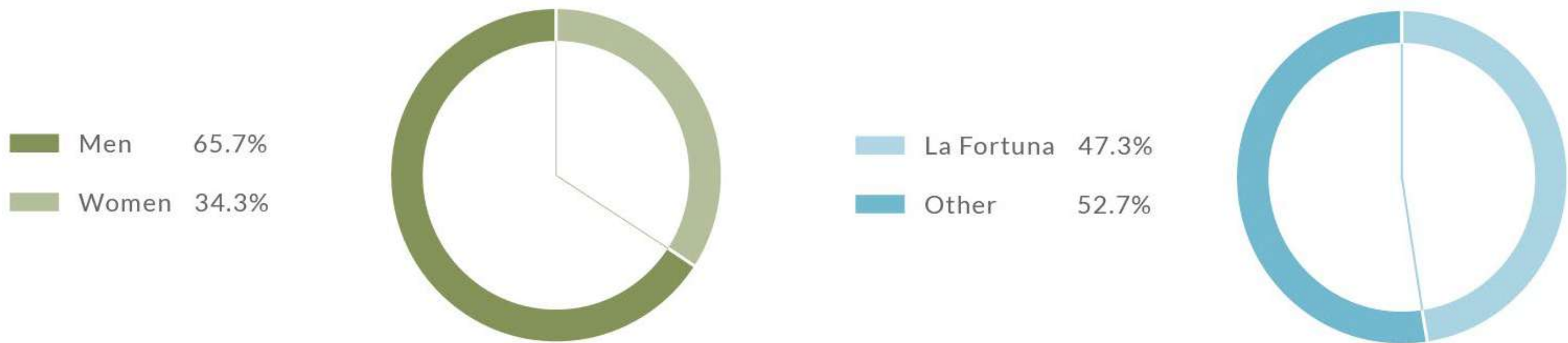
THE TABACÓN FAMILY

For the Tabacón Family, this year was marked by dynamism, professional growth and innovation. Facing the challenges of the year meant having the opportunity to develop our staff’s talents and skills in an environment of camaraderie, joy and the genuine desire to serve.

Living our purpose and values allowed us to develop the annual goals with a clear guide to be followed, keeping up a firm commitment to our business objectives.

FIGURES 2022

TOTAL STAFF: 315



GROWING TOGETHER!

INDUCTION PROGRAM AT TABACÓN

We take welcoming newcomers very seriously and with enthusiasm; therefore, we decided to transform our induction course into a “Workshop for Newcomers”, in which we dedicate from 8 to 12 hours to this process of introduction to the company. At the same time we innovate by including the gamification methodology in our workshops; giving our collaborators the opportunity to learn by playing.

734 h.
INDUCTION



DISCOVERING OUR PEOPLE’S POTENTIAL

The development of our personnel being one of the most important pillars for our company, every year we plan the training program identifying the main development and training needs of our people.

We seek to discover our staff’s potential and take it to new levels of development. We therefore dedicate:

5441 h.
TECHNICAL TRAINING
OF PERSONNEL

6413 h.
TRAINING IN
DIFFERENT TOPICS

LEADERSHIP PROGRAM FOR MANAGERS

This program aims to potentiate the skills that allow us to manage more effectively, based on our purpose and values, in addition to introducing a “Mentoring” program as a new way of developing skills of leadership.



INTERNAL VOLUNTEERING

We have an internal volunteer program in which our collaborators can work hours in other areas of the company, thus developing new skills and knowledge. We generated a total of:

1350 h.
VOLUNTEER
HOURS

Which also allowed employees in the program to have already acquired knowledge in the areas where they wish to apply when there are staff promotions.



STAFF PROMOTIONS

We truly believe in the professional growth of our people, which is why we support and promote internal promotions. Thus, we achieved **45 movements of collaborators** to new positions for which we prioritized internally.

INTERNSHIP PROGRAM

Our work in professional development is not only for Tabacón collaborators; we also open the door to students from public and private, local or international institutions who choose us to be part of their academic training processes.

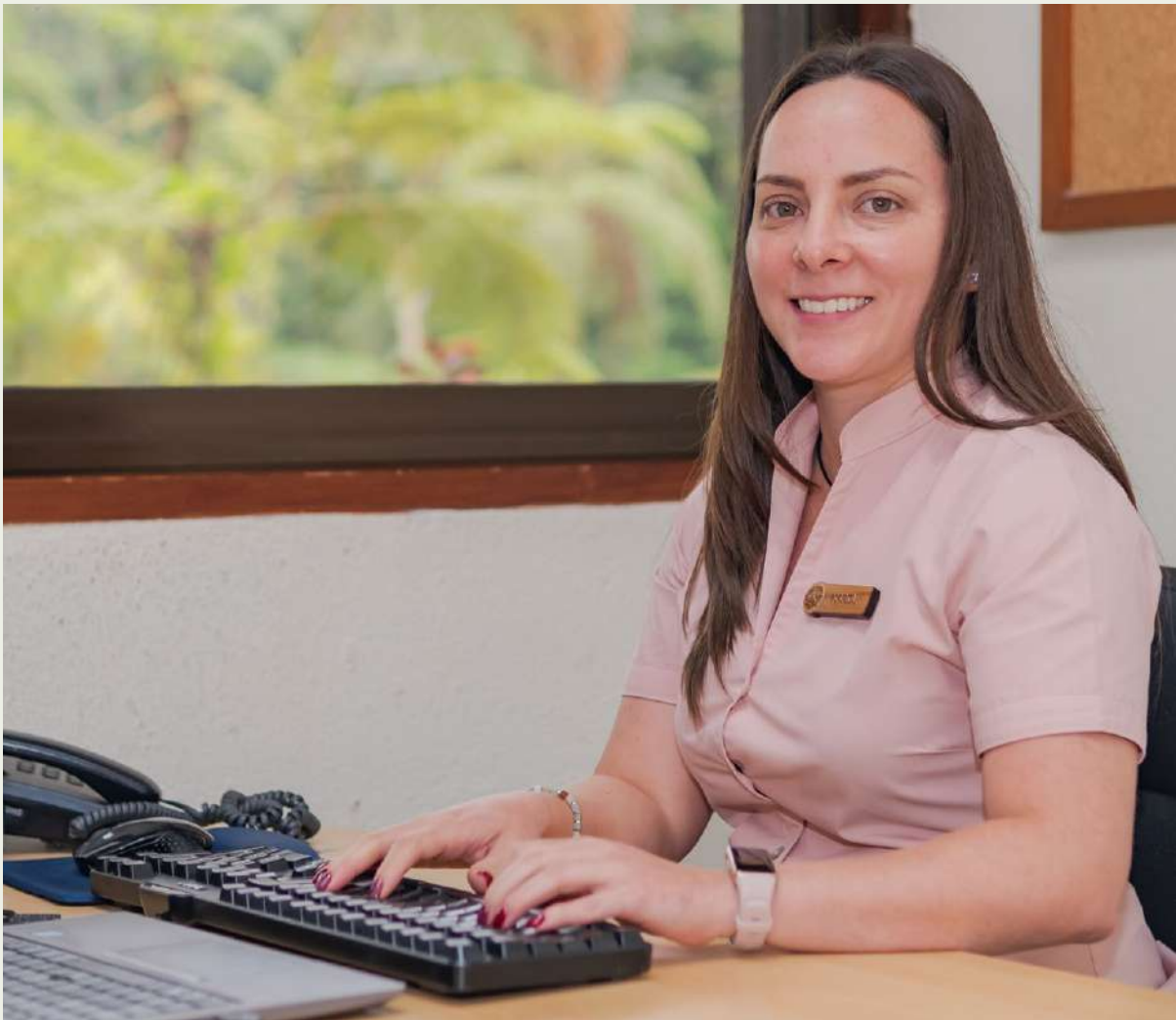
We had the great opportunity to receive **17 young students** from different institutions and even from other countries. Technical Colleges, Instituto Nacional de Aprendizaje (National Learning Institute) and other educational centers are some examples of organizations that trusted us and our experience to receive their students as part of their professional practice.

Likewise, 2 groups of students were received, one from the Professional Technical College of Abangares and another from the National Technical University of Alajuela. They visited the hotel as part of their curricular offer, where they must make tours to companies that add value to their experience as students.

LEADERSHIP WITHOUT GENDER: SHINING BY OUR ESSENCE

We seek to enhance the skills of men and women alike, recognizing that what makes us different is also what enriches us in work teams and allows us to increase productivity.

Recognizing the diversity in our staff both in terms of gender, talent, personalities and everything that makes us unique is what leads us to transmit the essence of Tabacón through a memorable service for our guests.



LIVING OUR VALUES!

Our culture is based on celebrating and honoring what makes us unique. Therefore, our activities are full of joy, solidarity and camaraderie, which reflect our purpose and values.

OUR “BLUE ZONES”: PASSION AND A LONG EXPERIENCE IN OUR FAMILY

Every year, we celebrate our traditional “Quinquenios” event, in which we acknowledge our collaborators on their work anniversaries, when they reach 5, 10, 15, 20, 25 or 30 years of being part of our family, full of sense of belonging and passion; which is perceived by those who visit us.



CELEBRATING AS “GENTE QUE FLUYE”!

Celebrating from the depths of our hearts the people who give themselves so passionately every day becomes the greatest gratification when a year ends and a new one begins.

Women’s Day, Labor Day, Children’s Day and Men’s Day: every one of them celebrated to promote those actions, behaviors and commitments that turn us into an ecosystem. At the same time, we live together and reinforce everything that fills us with joy and gratitude as Tabacón Family.

WOMEN’S DAY	Aspecialdetailandmessagesofempowerment filled the atmosphere.
LABOR DAY	We celebrate the blessing of work through games,laughterandsharingamongcolleagues.
CHILDREN’S DAY	WegivetheyoungestmembersoftheTabacón family a nice gift, in addition to celebrating the boy or girl in us and deliver a delicious chocolate to every one of our collaborators.
SEPTEMBER 15	We celebrate the national holiday with a special lunch and live marimba.
MEN’S DAY	As a thank you, an afternoon of games was held.

CULTURE OF RECOGNITION

In the Tabacón Family, we try to genuinely thank colleagues who stand out for living new values. So, we publish “recognized collaborators” every week on our internal social network, thus encouraging others to follow their example.

We internalize our motto every day: to be “People who Flow”, focused on creating unique experiences for those around us. Working in a collaborative, inclusive and family environment where we acknowledge and celebrate individual and group achievements.





DELIVERING EXCELLENCE

CREATING QUALITY EXPERIENCES

COMMITTED TO INNOVATION, QUALITY AND CONTINUOUS IMPROVEMENT

Through daily quality inspections, we sensitize the staff, in order to keep our senses active and to be alert to the needs and/or requirements of our guests. Always with a genuine smile and positive attitude – that is how we succeed in leaving an unforgettable mark on them.

We continue to be members of the hotel group Small Luxury Hotels Of The World (SLH)



Internal
Goal



Eco Leaders Gold Level



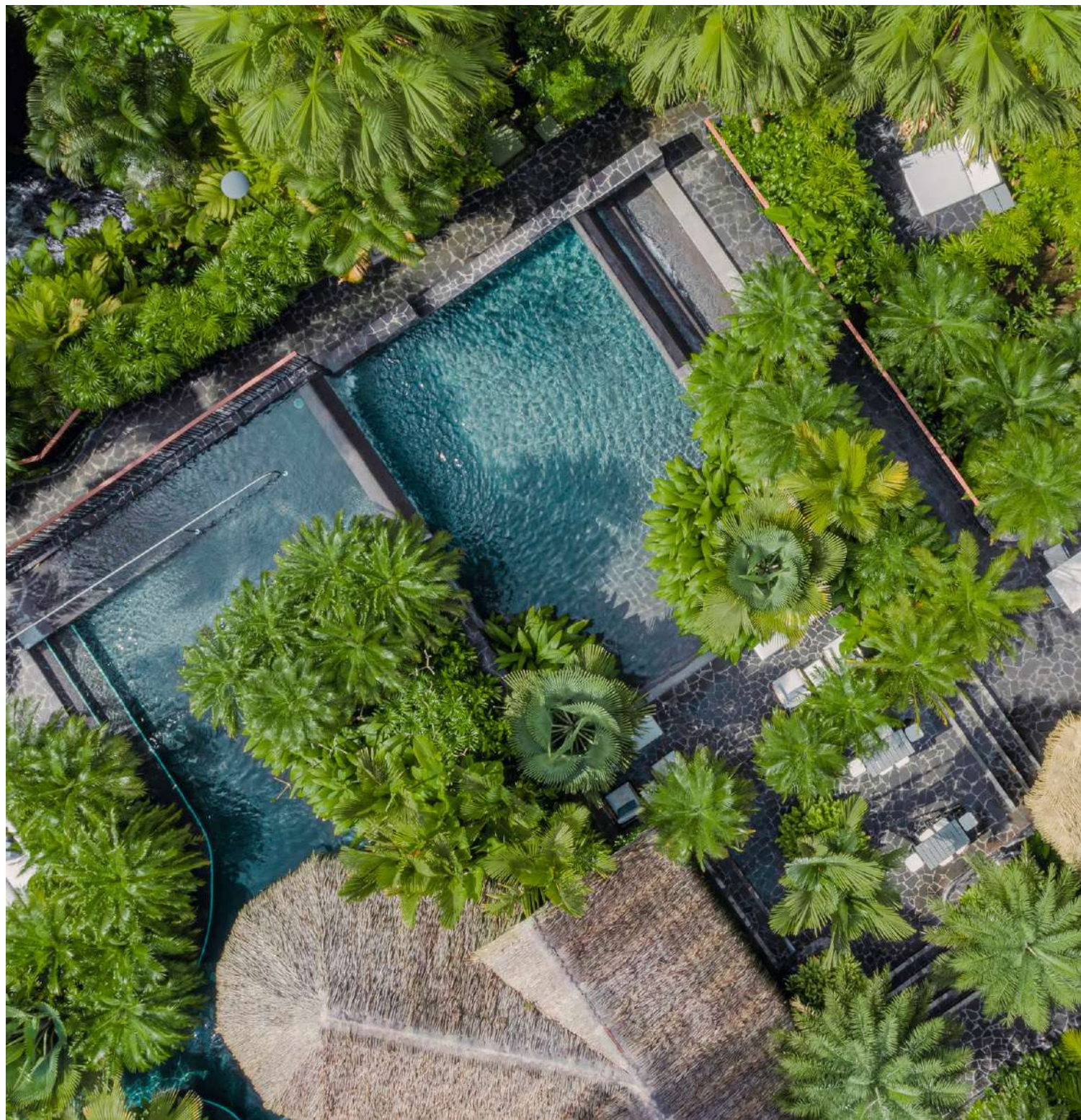
5 stars ICT



The confidence our clients deposit in us continuously challenges us as a company, to guarantee memorable experiences during their stay.

COMMERCIAL INNOVATION

This was a period of strategic changes in our services, including the launch of our new “Day Pass” modality, with access to the thermal experience at a unique timeframe from 10 am to 10 pm and without including food in the package. This change is aligned to offer greater exclusivity for our hotel guests.



Additionally, strong communication work was carried out to publicize the details of the renovations of the **Rainforest and Honeymoon Suite rooms**, as well as the launch of a new room category with our Honeymoon Suites, which include private pools of constantly flowing thermal water.

These renovations in our rooms complemented the market niche strategy, as they became exclusive rooms for guests over 18 years of age.

AWARDS AND RECOGNITIONS 2022

Spa & Wellness Mexicaribe

The Best Spas of Mexico, The Caribbean & Latin American



Tripadvisor
Traveler's Choice Awards
Best of the Best 2022

- Top 25 Hotels in Costa Rica (#13)
- Top 10 Luxury Hotels in Costa Rica (#9)



Tripadvisor
GreenLeaders Gold Level

WELLBEING FOR EVERYONE



SAFE, SOUND AND SUSTAINABLE TABACÓN

The health and safety of our collaborators, guests, suppliers and visitors in general are among our absolute priorities.

We remain vigilant on the events of the COVID-19 pandemic, constantly monitoring this and other public health issues, maintaining our very high levels of health and hygiene; always aligned with government authorities.

NATURAL HARMONIES THAT GIVE WELL-BEING **ESCAPE® TO TABACÓN**

As part of the efforts to share a wellness program, we developed the ESCAPE® Package. This program was developed in alliance with Dr. Nathalie Datilo, a clinical psychologist at Harvard Medical School.

The purpose of this package is to promote a program for those seeking a wellness experience and connection with nature, where their visit to Tabacón marks the beginning of good healthy practices on a daily basis.

The ESCAPE package combines traditional wellness techniques and therapies to educate, care, and promote health in our daily lives, including sensory, emotional, and physical experiences in the natural environment offered at Tabacón, which has been shown to increase relaxation, alleviate mental distress and improve quality of life.

The package consists of 5 nights of lodging with activities such as yoga, adventure tours, traditional Costa Rican cooking classes, spa services focused on relaxation, and sustainability activities such as our “Plant a Tree” program.

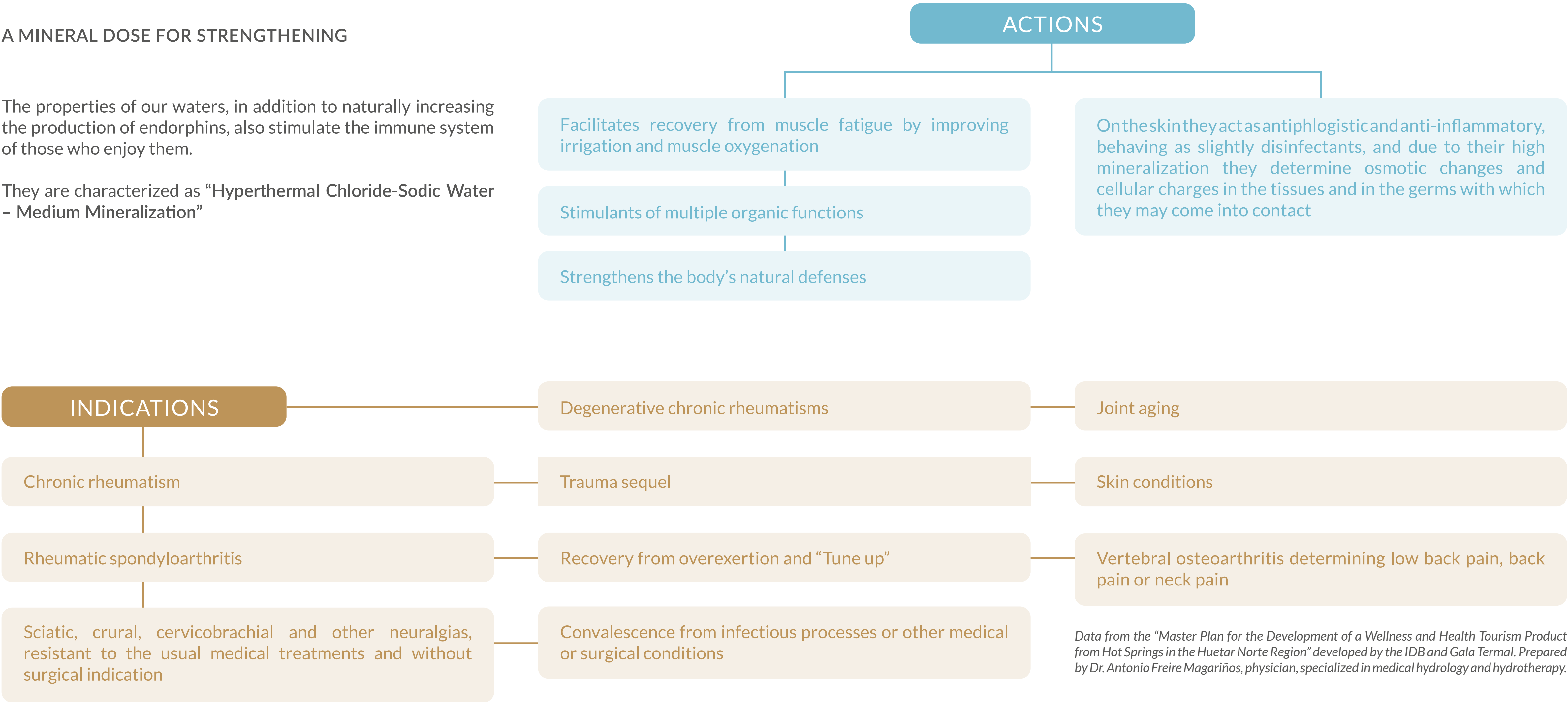
Guests who booked this package received added value such as a soundtrack that was recorded in our forest and captures the sound of nature, the thermal river and the various birds that visit us on the property - allowing the development of a therapy with binaural sounds that are synchronized in the brain to relax and transport yourself to Tabacón. Additionally, a personal self-care guide was developed to be able to apply an ABC of wellbeing on a daily basis.



A MINERAL DOSE FOR STRENGTHENING

The properties of our waters, in addition to naturally increasing the production of endorphins, also stimulate the immune system of those who enjoy them.

They are characterized as “Hyperthermal Chloride-Sodic Water – Medium Mineralization”



OCCUPATIONAL HEALTH

The continuous efforts to decrease the risk factors for our collaborators allow us to maintain our incidents index below 1%.



INITIATIVES FOCUSED ON WELLBEING BY AND FOR OUR PEOPLE

A company with healthy and happy employees is a productive company, which is why we promote activities focused on our staff’s physical and mental health.

By implementing company medicine, we could reduce medical care times in public health centers, maintaining greater control over sick leave. This translates into more “employee hours” available for operations, which favors both workers and employers.

Not only employees benefit from it; also their families, who get special prices on medical services.

Health

- Nutritional consultations and workshops
- Mental health workshops
- Dental health
- Eye health
- Women’s own consultations
- Vaccinations against Covid-19 and influenza



PHYSICAL ACTIVITIES TO REDUCE
THE RISK OF SUFFERING

- Recreational hiking
- Football championships
- MTB



INVESTMENT OF POSITIVE TIME

1616 h.

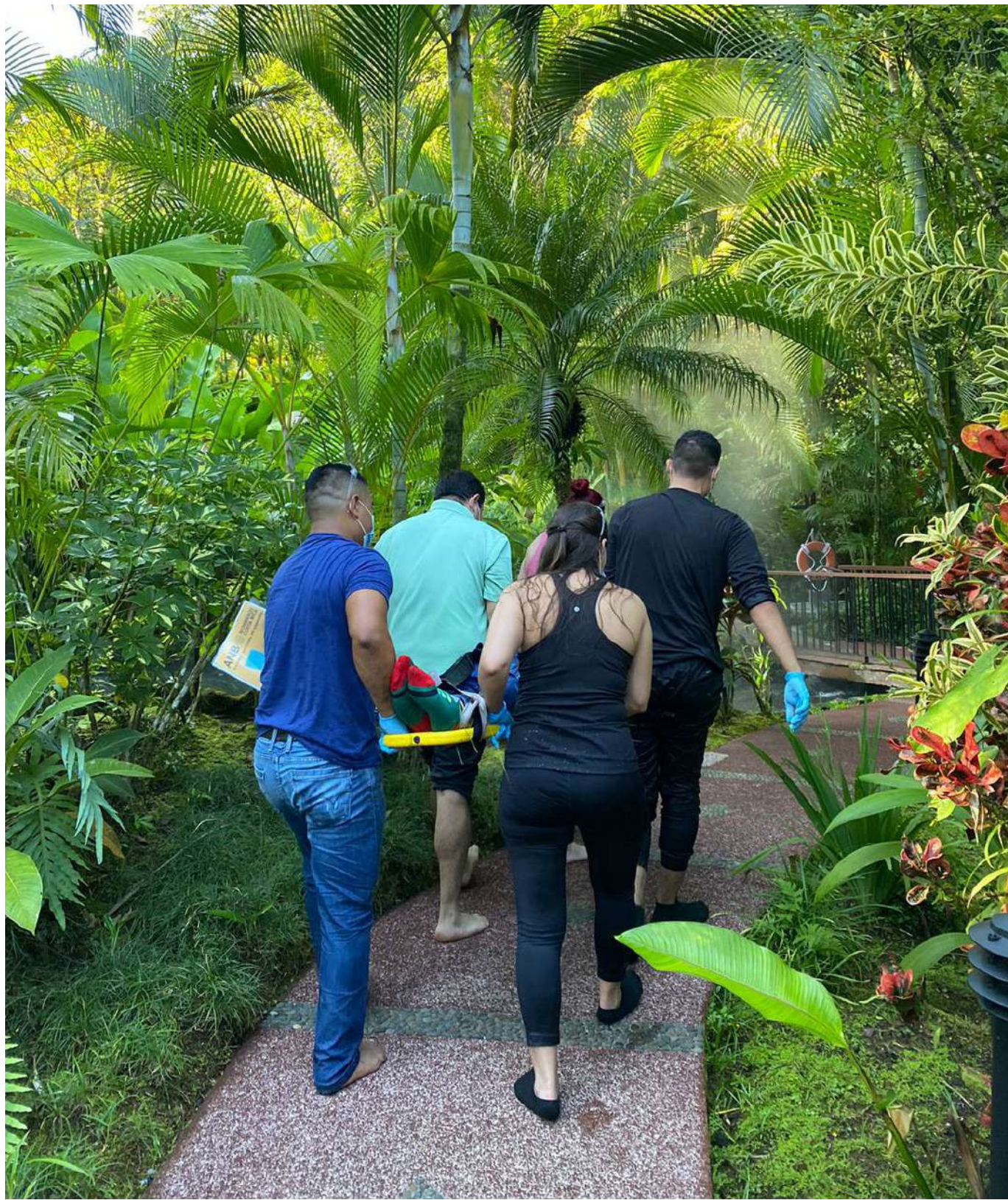
OCCUPATIONAL HEALTH AND
SAFETY MATTERS



EMERGENCY BRIGADES

Prepared to conquer the emergency through our brave people, who in addition to being certified, have a willingness to serve, inventiveness and perseverance.

During this year we could certify **46 collaborators in First Aid and CPR**, thanks to the great support of the Worthy Fire Department of La Fortuna.



EMERGENCY DRILLS

We carry out awareness, preparedness and evacuation exercises every year, in order to strengthen the capacities of our staff in emergency situations to which we are exposed at Tabacón.





WELLNESS THROUGH THE SPA

The wellness industry has been making its way with increasing force, generating more interesting and attractive numbers for the hospitality industry (Wellness Tourism Sector). The change in the mentality of human beings with regards to sustainability has marked a before and after. Higher levels of consciousness continue to be awakened, thus seeking to achieve a better quality of life with each activity.

At Tabacón, The Spa seeks to leave a positive impact, both internally and externally. We are committed to the well-being of beings in all its component aspects: physical, mental, spiritual, emotional, social and environmental.



Tabacón and The Spa represent three of the productive sectors of the Wellness Industry: **WELLNESS TOURISM, SPA INDUSTRY AND HOT SPRINGS/MINERALS.**

In this period, we lived and were part of world statistics, in fact we experienced an increase in the consumption of spa services. We perceive the need of human beings to look for options to improve their quality of life, to prevent diseases caused by stress and to feel better physically, mentally and emotionally.



TREATMENTS THAT TOUCH EMOTIONS

One of The Spa’s successes after being hit by an unprecedented pandemic was to analyze human behavior after the impact on everyone as a society. After seeing an attack on health and freedom, the loss of loved ones and of the opportunity to interact with others; “post-pandemic treatments” emerge. With these we did well, because ultimately there is a before and after COVID-19, evidenced by the type of tourist services people are currently looking for.

The priorities of the human being changed – we discovered that life could change us from one day to the next. This “new awakening” gave way to the mobilization of travelers whose budget includes the consumption of spa services.

Prior to the outbreak of the pandemic, the treatments sold showed a significant increase with important growth for 2019. After this complicated but learning period and under a new perspective, in 2021 the rebound of tourism allows resuming sales similar to 2018 and 2019. However, surprisingly, by 2022 the best numbers are reached based on the last six years; consumed by both hotel guests and day pass visitors.



THE SPA EXPERIENCE FOR OUR COLLABORATORS

The Spa continues to seek to improve the quality of life of its visitors year after year, that is always our goal. So it has also sought to contribute for the collaborators, who are dedicated to the care of visitors and guest, as we firmly believe that our human resources are the most valuable treasure and that the service we can provide will depend on our quality of life.

Hence, our collaborators are an important part in the training of new therapists. The staff of the different departments that make up Tabacón are taken into account to receive the treatments, which must be rehearsed repeatedly to reach the best version of each therapist we train. Extending the opportunity to take wellness services allows us, in turn, to educate our collaborators so that they know The Spa product through experience.

This year, 842.75 person-hours of training were provided, giving 143 Tabacón employees the opportunity to benefit from experiencing the spa services. However, therapist training is continuous: in 2022 we incorporated one more therapist to expand our offer of services with male therapists.





DIVERSITY AND INCLUSION

We all smile in the same language

Each person who visits us, regardless of nationality, gender, race, age, physical condition, among other factors, seeks to satisfy a need often unknown to anybody else. People with any disease, going through difficult situations, with congenital or acquired disabilities; In some cases noticeable and in others not.

Before any support device, infrastructure or similar, we can offer something free of charge, providing unique experiences that anyone appreciates... **EMPATHY**. That “human warmth” felt by the other person, guided by a disinterested service that is born in those who collaborate in this experience that they want to treasure; that is Tabacón.

People from all over the world visit us daily and rather than knowing sign language, having incredibly sophisticated equipment or the like; our interest lies in “smiling in their own language”. Finding the way to create that memory for our clients to remember is what moves us, as mentioned by our value “putting ourselves in the slippers of others” because “we all deserve to be treated as guests of the house”.

FOR AN ACCESSIBLE TOURIST DESTINATION







Our alliance with the National Council for Persons with Disabilities (CONAPDIS) has led us to offer training on two occasions for our collaborators, and also for companies in La Fortuna. This effort was possible thanks to the link of companies that work for sustainability at the destinations, together with this organization, which has been very enriching for those of us who attend.

Through experts, the program has sought to train in service to disabled customers, in such a way that the incredible experiences that characterize us are provided to anyone who visits us and under the conditions they require.



EQUIPMENT AND INFRASTRUCTURE:
MEMORABLE EXPERIENCES FOR ALL

Offering services for everyone represents a challenge to constantly improve since our inception, which is why over the years we have integrated different alternatives that increase accessibility in Tabacón. One of the approaches has been towards physical disabilities or reduced mobility, in which we continue to work, but for which we currently have:

-  5 rooms that are 100% accessible.
-  Bars and restaurants with facilities.
-  Trails, corridors and ramps enabled both in the hotel and in the thermal complex.
-  Specialized wheelchairs to slide down the steps.
-  Equipment available such as canes, crutches and conventional wheelchairs.
-  And other.

NEW IMPROVEMENTS

- New access ramp to the Thermal Resort.
- Reemplacement of wheelchairs.
- Renewal of canes.
- Installation of railings, handholds and handrails on trails, pools and stairs.





INNOVATION WITH A SENSE FOR SUSTAINABILITY

SUSTAINABLE ARCHITECTURE

With a passion for beauty, creating spaces to inspire

As with any treasure that you want to protect, activities in Tabacón are carried out thinking about today, but without a doubt about what future generations will take advantage of. Thanks to a multidisciplinary team, continuous improvement is part of every little detail, preserving the essence of our founder.

Developing spaces under a novel concept is important to incorporate sustainable actions, which also provide comfort and security to those who visit us. Preserving the natural environment and each element that makes it up is of the utmost importance in Tabacón, as well as developing and maintaining all the existing infrastructure.

“PERFECT ROOM” PROGRAM

Since 2018, the year in which this predictive, preventive and corrective maintenance program began; year after year it has been fundamental to give a “refreshment” to the rooms. 2022 was no exception and it was implemented, as on other occasions, from the most basic to the electrical and mechanical systems of the buildings.

This program takes up to nine months for its total execution and requires about 26 collaborators from all areas.

REVIVING SPACES TO CREATE MEMORIES

During this period, an important renovation of areas was carried out, investing significantly in thirty-three rooms in the Orchid, Honeymoon and Rainforest categories. Their transformation occurred in a search for fresher spaces, with details that match the natural environment in which we are located.

The above, including new floors, wall tones and wood finishings with colors that create a sense of calm; accompanied by furniture with similar characteristics that add comfort and rest. This undoubtedly had to be accompanied by updating the electrical and air conditioning systems, which is why six pieces of equipment (Rainforest rooms) were replaced by others with greater energy efficiency, in addition to using far less polluting refrigerants.

This refreshment was greater in the Rainforest and Honeymoon rooms, as they included major changes that modified the style used up to now. One of the most significant was in the Honeymoon rooms, with the inclusion of private thermo-mineral water pools on the lower terraces, while new tubs were installed on the upper ones; all with the wonderful view of the Arenal Volcano and the surrounding forest.

Finally, one aspect that we were highly satisfied with, also under our sustainable objectives, was the execution of these projects with the support of a local remodeling company that employed about:

 **40** PEOPLE
FROM THE REGION



NATURE: A LUXURY AVAILABLE TO ALL

Expansion of the Non-Commercial Nursery

Many people from all over the world visit Tabacón, looking to disconnect from the outside to connect with the inside, largely achieved thanks to the natural wealth that it possesses. Restaurants, bars, rooms, swimming pools and pools, trails, public areas in general provide the feeling of well-being that many seek because they are accompanied by sounds of nature, but even more so because of the predominance of “green.”

Having a creative and courageous team of gardeners has maintained and improved our gardens, as well as the space dedicated to the initial care that each plant requires: our precious nursery. Its expansion of at least 200 m2 was carried out with the purpose of having more space to reproduce ornamental plants and forest species that will go straight to our “green areas”.





COSTA RICAN IDENTITY

SUSTAINABLE GASTRONOMY



TASTING THE “PURA VIDA”

Going back to our roots, to what is native, what is ours... is a fundamental part of our gastronomic proposal, transmitting our culture to people from all over the world and proudly recognizing our essence. Achieved thanks to our collaborators, who throughout our history with a great sense of belonging, passion and love for what they do, translate our “Pura Vida” into dishes and drinks with unique flavors.

Costa Rica is natural richness, culture and traditions, so creativity arises from such rich elements that drive us to grow and improve continuously. In addition, this variety allows us to be inclusive with our customers not only because of their tastes or preferences, but also because of any limitation regarding their diet; without depriving yourself of good and diverse flavors.

EDIBLE CHUNKS OF LOVE

Reopening our pastry shop

In this period we resumed operation of our pastry shop, seeking to provide a fresher, homemade experience, handmade. These small “works of art” we call desserts come with the variety that we seek to offer, loaded with “happiness” to satisfy the palates that enjoy them so much.

Thus, in our constant search to get closer to Costa Rican flavors and guided by our experts, this allows us to further expose our culture through unique preparations that preserve the essence of our ancestors.



GASTRONOMIC EXPERIENCES

CONQUERING THE 5 SENSES

TICO CHEF CLASS

Through cooking classes our guests learn recipes, techniques and history, from the hand of our Costa Rican chefs. With much effort and dedication, they offer a private class showing a selection of dishes that include red fruit salad, fresh ceviche, as well as two typical and popular dishes in our country. Likewise, we have a sommelier available to show that our gastronomy has a complete pairing with one of the most emblematic drinks worldwide: wine.

The sommelier guides diners in choosing the best wine option to complement their meal. At the end, they enjoy a very popular drink among fortified wines, Port, which accompanies the chocolate tartlet with red fruit coulis, to end a complete and enriching culinary experience in the company of the house chef.

Drink it, Taste it, Feel it

Other activities offered and improved:

- Coffee Tasting
- Cocktail Briefing
- Tapas & Wine



EPHEMERAL TABLE

A surprise for the palate

The ephemeral dinners represent a unique moment, an experience created around what our guests want without having to consult them too much. They are a meeting point between haute cuisine and good service, whereby our chefs prepare a surprise 6-course menu with its respective pairing.

The main thing is to create a memorable experience at the hands of a Costa Rican chef, using mostly national products with old-fashioned and cutting-edge cooking techniques, to generate a unique memory in each of the food courses that will last over time.



SUSTAINABLE LOCAL GASTRONOMY

We consume locally: Suppliers-producers from San Carlos

Our founder, Jaime Mikowski, believed in the development of Tabacón together with the community of La Fortuna and the region in general, a vision preserved over the years and instilled in each collaborator. This is what we have sought through the years when acquiring local products, which are not only distributed by our people, but also produced in the region.

San Carlos' producers of fruits and vegetables, juices based thereon, meats... these are just some of our trusted suppliers, who, in addition to offering us quality, share our values and, above all, are both socially and environmentally responsible.



Gastronomy is an exciting field, combining creative skills and culinary techniques with an understanding of ingredients and food culture. Chefs and professionals in this area inspire others through the creation of unique dishes and the promotion of culinary and cultural values.

We started the School of Gastronomy and Service with great enthusiasm, aiming at preparing collaborators within the company itself, generating a positive social impact. Among its benefits are learning about ingredients, cooking techniques, restaurant management and food culture. Likewise, emphasis is placed on developing soft skills, such as communication, time management and teamwork – essential for success in any professional career.

The program addresses gastronomic generalities: national and international, creative cuisine, proteins, cold cuts and cheeses, pastry and bakery, spices and condiments, allergies and intolerances, food storage and preservation, safety and hygiene regulations, and administrative structure. Regarding service, aspects of etiquette and protocol, wine service, mixology and distillates are covered, among others.

What better collaborator for the food or beverage area, than the one formed with our own principles and the best standards, directed by that infinite passion to do what you really want?

This is Tabacón, a space to grow together. Where the magic enjoyed by those who visit us comes from the wellbeing of our people, from identifying what fulfills them and from opportunities such as discovering their abilities and skills through their training at “home”.

A person who does what she loves,
that is quality, that is difference,
that is part of the Tabacón family





SUSTAINABILITY IN ACTION

The spirit of a true nature lover lives!

Creating memorable experiences for our people and visitors requires innovation, creativity and many other elements that guarantee quality; however, the essence of sustainability is achieved through a genuine interest in conserving what we have, to be lived in the future.

Maintaining and improving what has set us apart over the years depends on great commitment to a balanced use of resources, which is also part of the legacy of our founder.

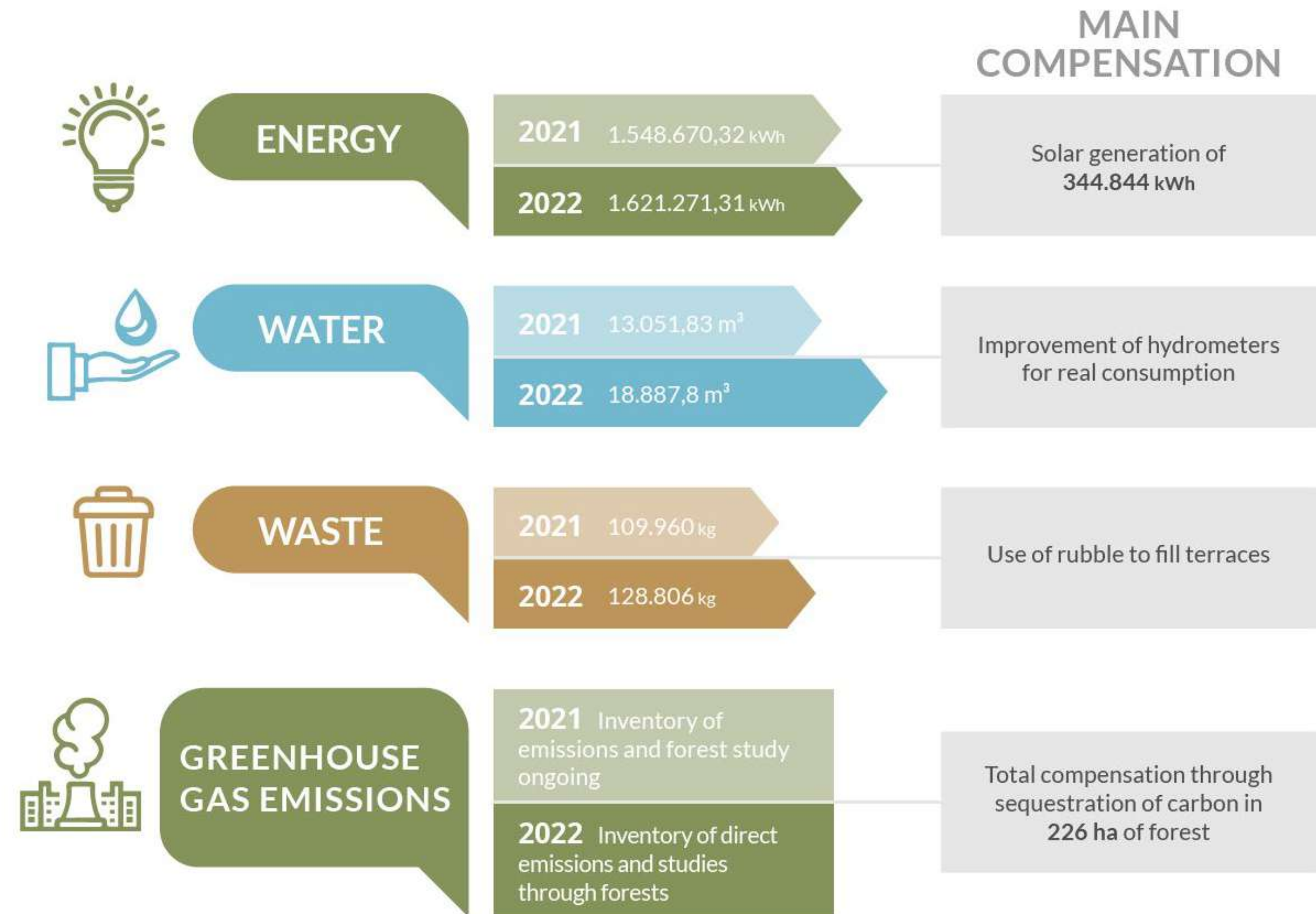
OPERATIONAL FOOTPRINT

RECORD TO MEASURE, MEASURE TO IMPROVE

Due to the situation experienced by the Covid-19 pandemic, consumption of various resources was atypical and without any doubt dedicating ourselves to tourist activity has represented a challenge in terms of its analysis. The increase in the operation in terms of executed projects and visitation generated a total readjustment of our metrics based on this period 2020-2021.

“Back to normal” has been a blessing, seen from the prosperity of the business and although the reduction of impacts during the pandemic closures makes us aware of our footprint, we understand that it is not about “zero impact”; but about a harmony guided by the balance between this and the way in which we compensate and mitigate these effects.

In the “ideal” of those who strive for comprehensive environmental management, low resource consumption figures undoubtedly represent conservation of the environment; however, when we are able to understand it as a sustainable system, then the increases are analyzed according to the compensation measures implemented.



GROWTH ≡ OPERATIONAL FOOTPRINT = COMPENSATION

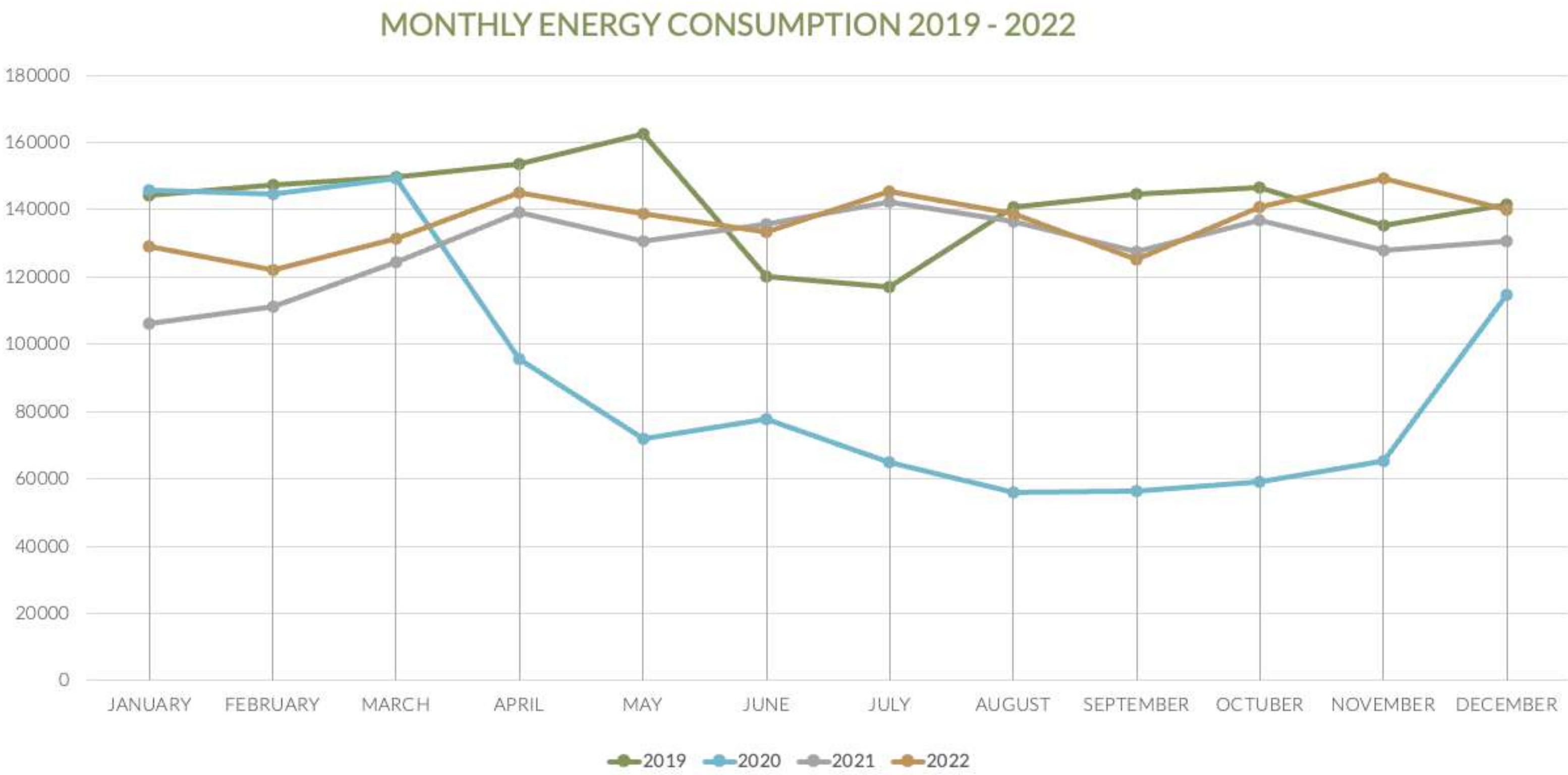
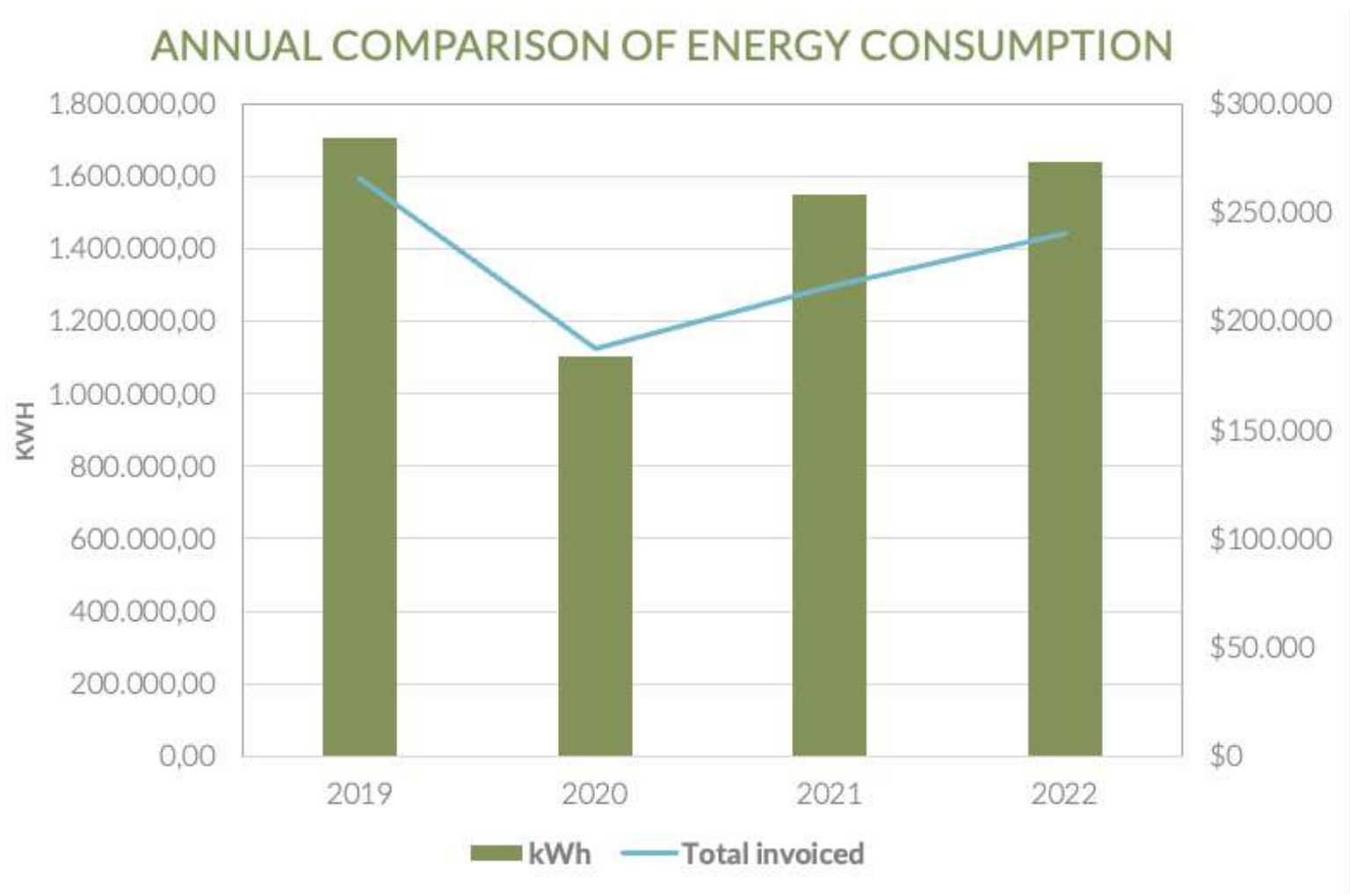
Our growth involves an operational footprint, however, this must go together with compensation.

ENERGY AND EMISSIONS

ENERGY MANAGEMENT IN 2022

Our energy consumption, as well as others, has been influenced in recent years by the conditions we faced due to the pandemic. As we expressed previously, between 2020 and 2021 there is a marked difference since we were in almost total closure for 8 months of the first and recovering during the second year.

Our occupancy at the Hotel increased, from 87.99% in 2021 to 96.24% in 2022; adding to this the other operational movements and without a doubt the development of renovation projects of which we will comment later.



Showing the behavior of at least the last four years allows a comparison between years of similar operation, like 2019 and 2022. However, note that although 2022 was a year full of atypical activities (renovations and the like), it was below the consumption of 2019 – thanks to the energy saving actions that were implemented.

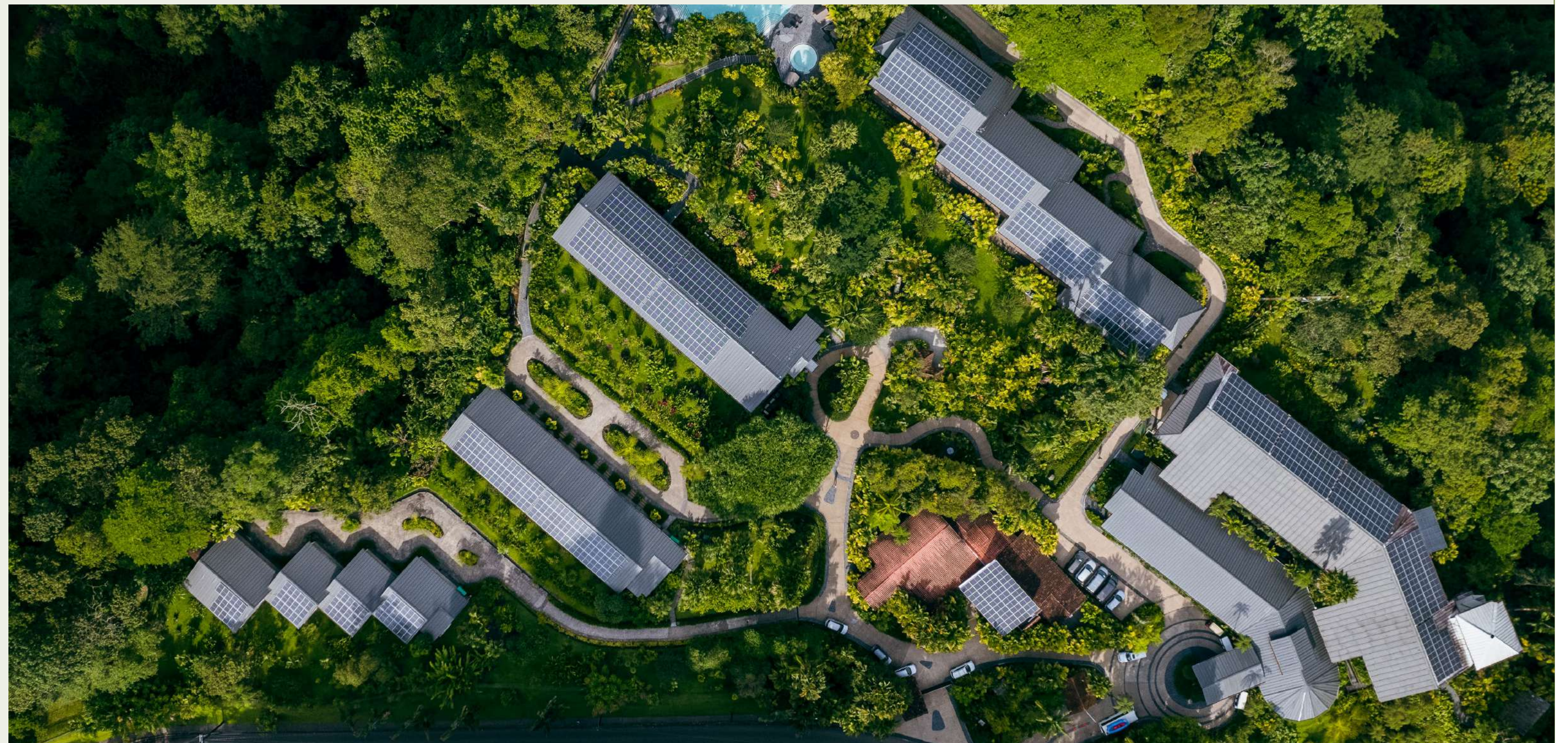
During 2022 there is a consumption of 1.639.298,31 kWh for a total billed of \$231.330,499 (annual dollar average: ¢643.5), with a difference of 90.627,99 kWh compared to 2021 due to the foregoing.



EFFICIENT OPERATION – CONSCIOUS CONSUMPTION

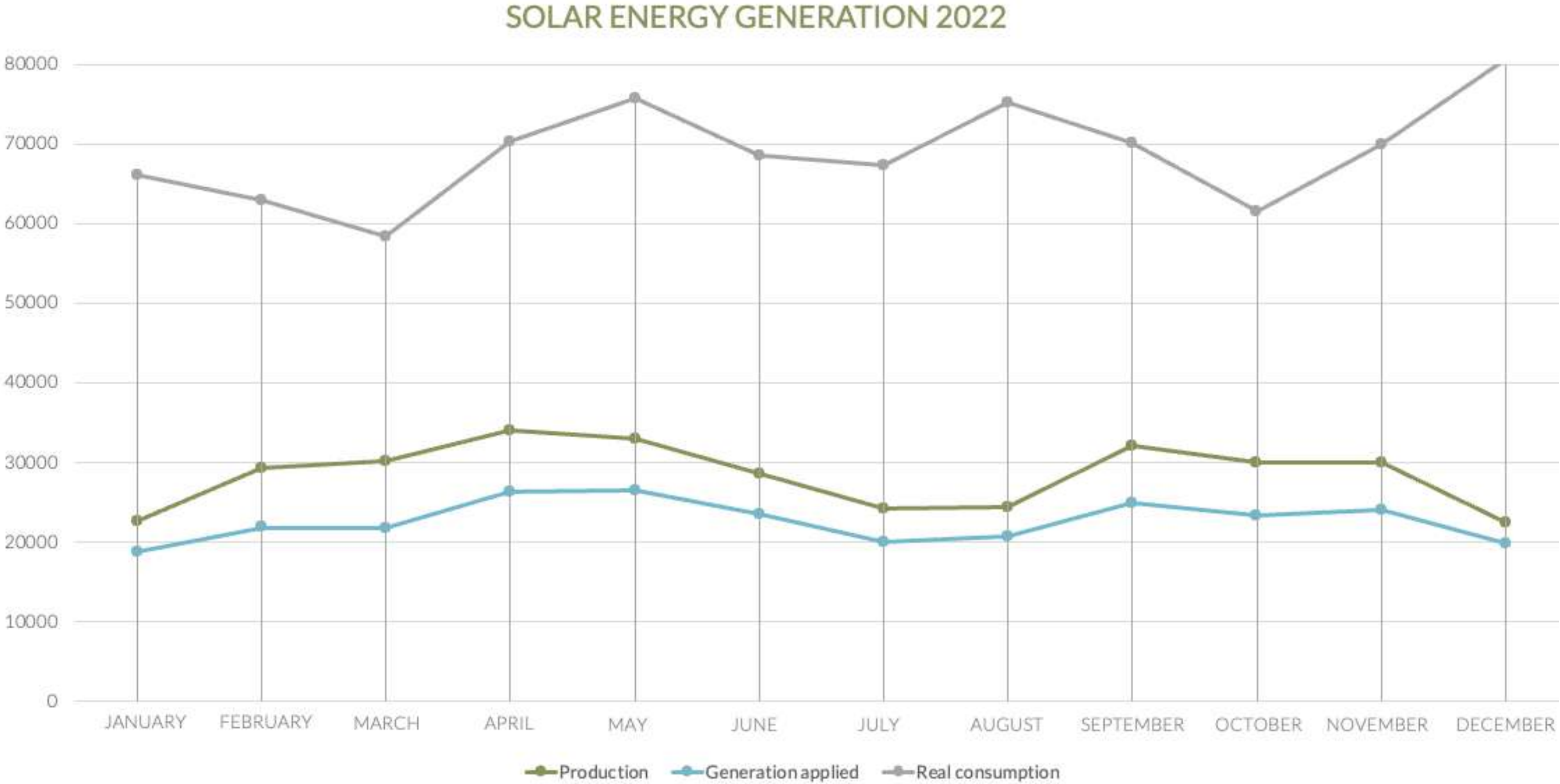
Solar energy producers for the second year in a row

Aware of the energy consumption that our operation requires, in 2021 we began producing solar energy from photovoltaic panels located on the roofs of the Hotel's room modules. Of six electric meters (the sixth referring to our offices in San José, Costa Rica), the Hotel sector was chosen for different reasons, among which was being the one with the highest consumption.



In our case, the production of solar energy follows two directions: first, the generation applied to the hotel sector according to requirements and second, in the peaks of production when Tabacón does not use all of it, it is deposited in the distribution network of the electricity company in the area. The latter makes us generators of electricity not only for our consumption, but for that of other partners in the region.

The graph above shows our “real consumption”, linked to its production, which reaches close to half of the total need, and the applied generation described above. In 2022, this photovoltaic system represented a saving of 33% on the kWh invoiced for the hotel sector and 17% on the company’s total consumption (considering the kWh invoiced for the six meters).



Data according to the invoices of the electricity company responsible in the area (months with cut-off date).

MORE THAN A DUTY, A COMMITMENT

Some actions to increase our energy efficiency during 2022:

-  Change of damaged or obsolete equipment or tools in Laundry, Maintenance, administrative offices, kitchens, among others.
-  Training of employees in charge of predictive, preventive and corrective maintenance of equipment.
-  Investment in LUTRON intelligent lighting systems.
-  Maximization of the use of natural light in the renovated spaces.
-  Monitoring of industrial maintenance by trained suppliers.
-  Continuity to the use of LED lighting.
-  Use of refrigerants that do not deplete the ozone layer.
-  Change and maintenance of charging stations for electric vehicles.



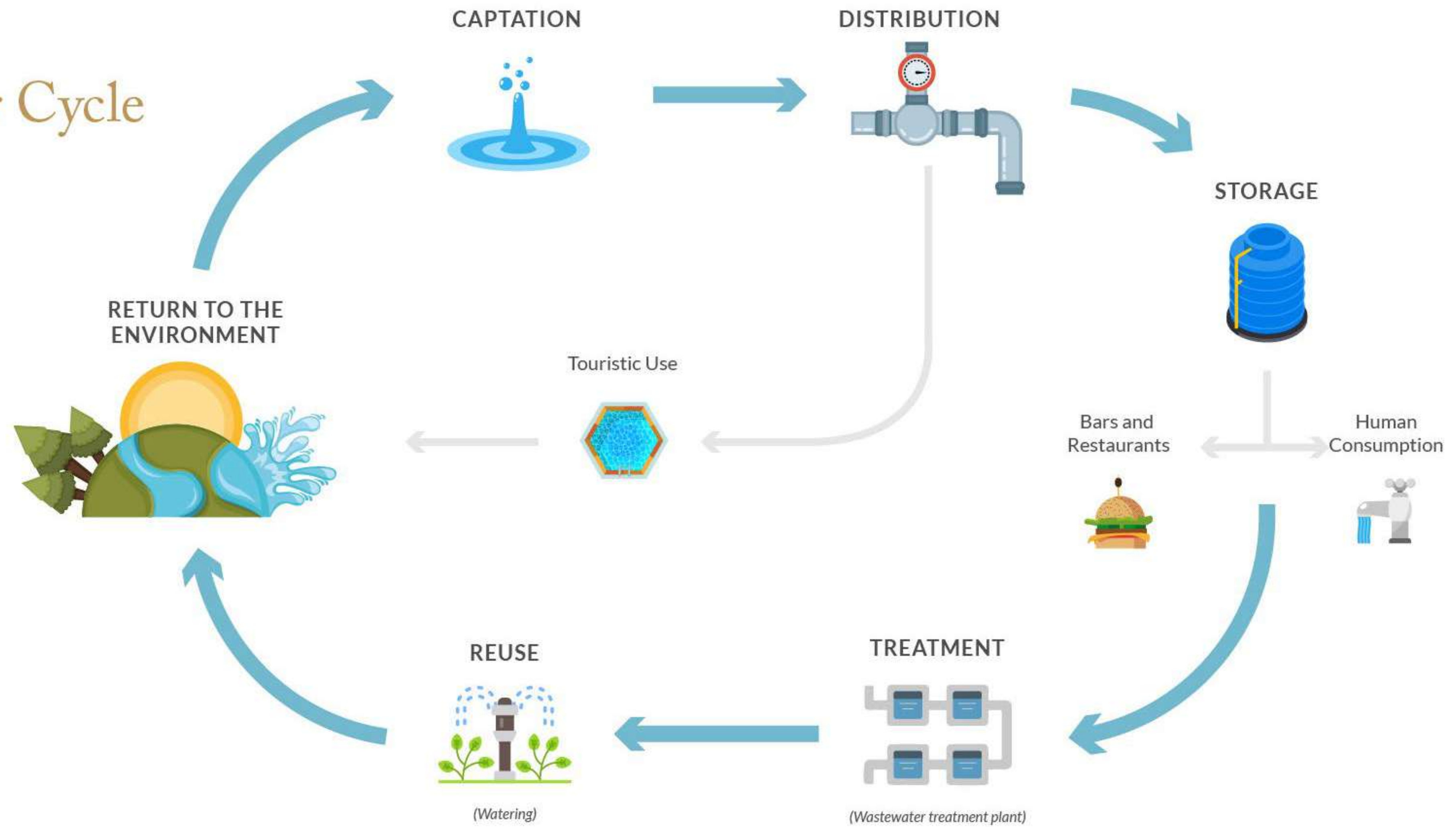


WATER MANAGEMENT

Water: Blue gold in Tabacón

As with all natural resources, water has an incalculable value, which we at Tabacón are aware of. The opportunity that is given to us to be able to make known the life, peace and calm that the thermos-mineral water of the Tabacón river reflects is wonderful and has so much value to us that we have worked hard over the years to protect it.

Our Water Cycle



GOING BEYOND “LET’S CONTINUE AS WE HAVE BEEN DOING”

One of the most important measures implemented during this period was the improvement of the hydrometers that record water consumption. Prior to the foregoing, we also maintained control through meters as part of our acquired responsibility by having a consumption permit for springs under concession, however, an improvement process was required for these to record more accurate data.



Having sources of our own, our company distributes the resource based on the flow authorized by the MINAE Water Directorate and is regularly supervised by this body. In 2021, the objective was to place and improve hydrometers that would allow starting with a more detailed control of this consumption. The projection is placing flowmeters on the springs during 2023.

In 2021, we went from 5 to 7 hydrometers, located at the outlet of the storage tanks and monitored by the maintenance department; however, it is only in 2022 that they work properly, yielding more accurate data on actual consumption. This increase in consumption is also due to the work carried out on the property, with 2 important renovations: a complete room module and the second stage of the renovation project of a sector of our Thermal Resort; in addition to the increase in occupancy by clients for 2022.

These seven equipment, distributed as observed in the previous section, allow us to maintain constant monitoring and to implement savings measures with those who are involved in consumption.

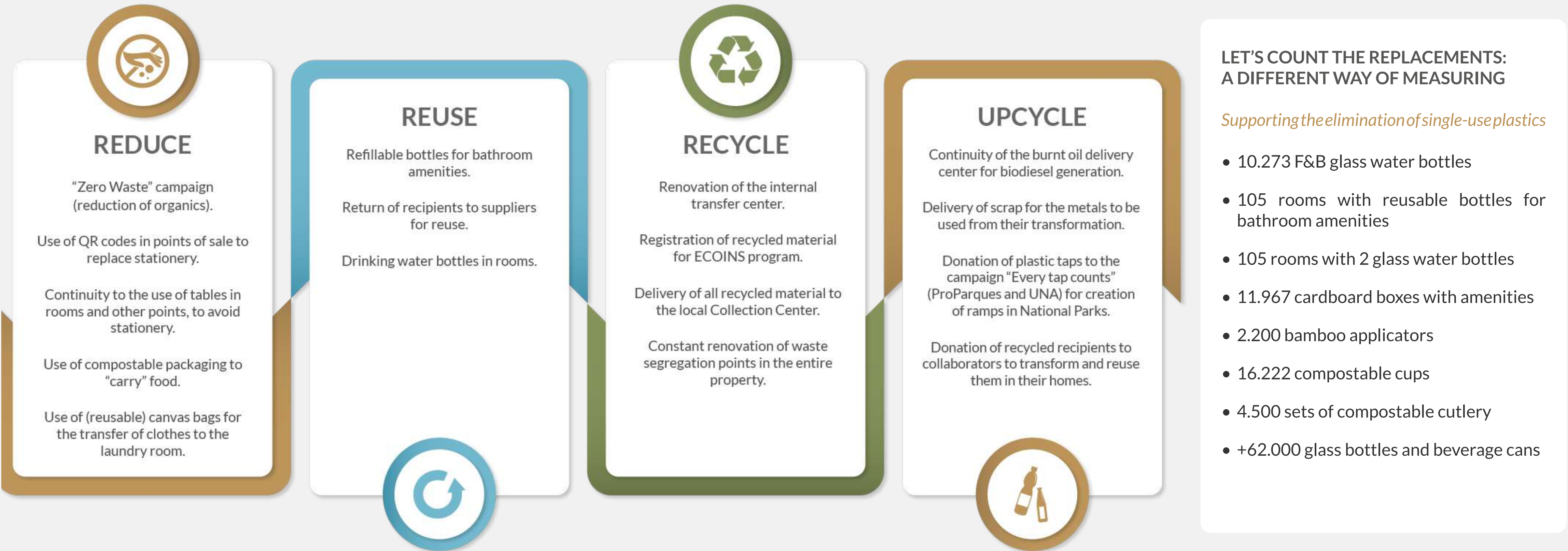
Some of these other measures are:

- Generation of the predictive, preventive and corrective Maintenance Plan; including everything related to water management.
- Repair of water leaks in the shortest possible time.
- Training in the comprehensive management of solid and liquid waste.
- Continuity of the automated system to cultivate and apply high levels of bacteria to degrade organic matter in wastewater streams, including drain lines and grease traps.
- Volunteering in river cleaning with our collaborators.
- Continuity of the delayed program for washing towels and bedding with our clients.
- Preventive maintenance in storage tanks.

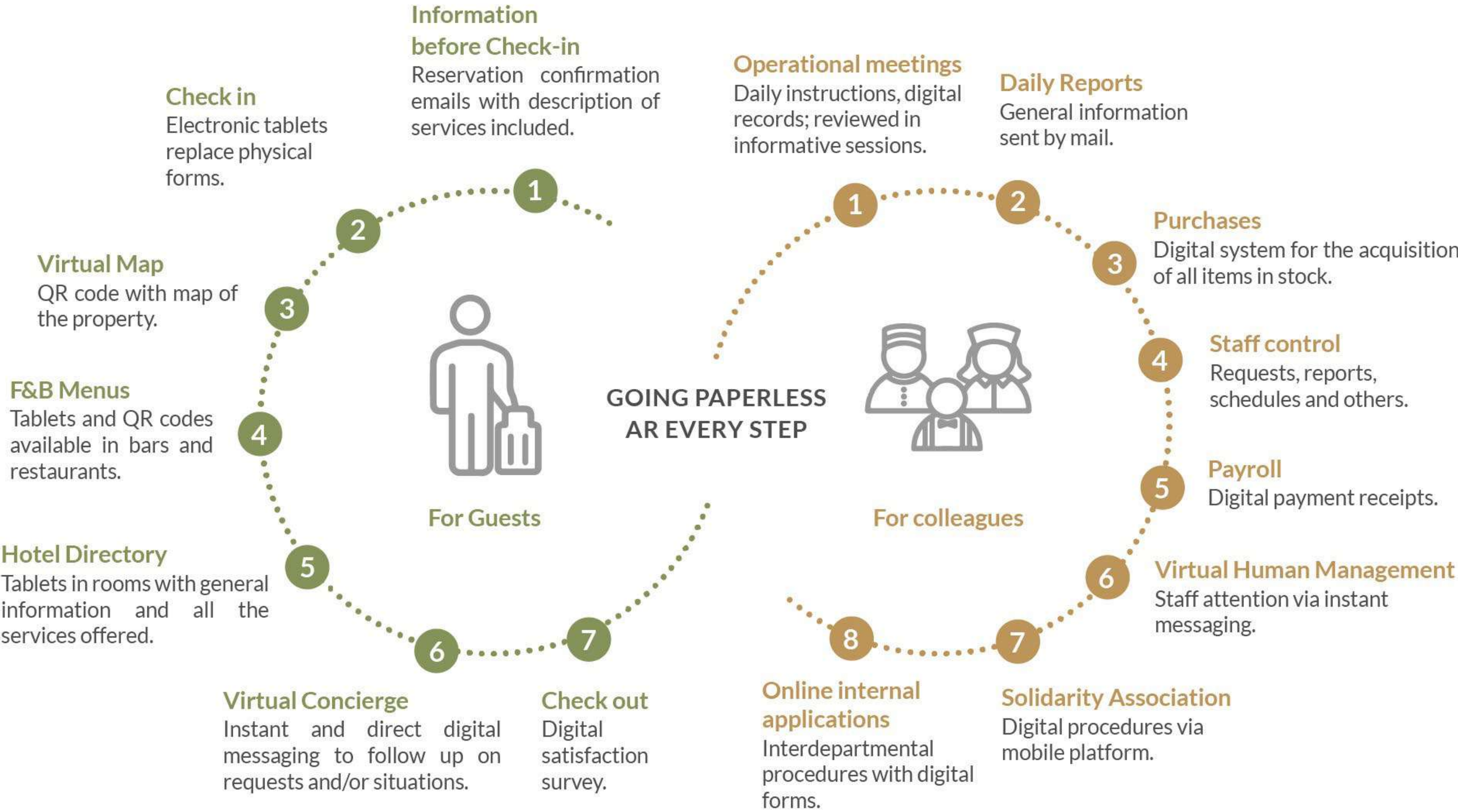
WASTE RECOVERABLE AND NON-RECOVERABLE MATERIALS

In terms of environmental management, waste management is sometimes treated lightly and constitutes a major problem worldwide. Being a company that continually seeks to improve, in addition to being sustainable, it is essential we comprehensively manage each of the recoverable and non-recoverable materials.

At Tabacón we work every day in a comprehensive way to reduce from the source: solid, liquid and gases generated from our activities.



LESS PAPER



SUPPLIERS COMMITTED TO SUSTAINABILITY

As part of our efforts in comprehensive waste management, we include in our Green Purchasing Policy the preference for suppliers responsible for their packaging or by-products. It is essential to reduce or reuse these materials, but also to raise awareness among our stakeholders regarding the importance of compliance with regulations and, above all, the effects of each of our actions.

Mentioning a few examples, we have the entire line of cleaning and disinfection items, a supplier that uses reusable containers that are recycled and returned by us. This same situation is handled with suppliers of Spa items, whole glass bottles, paints and varnishes, among others.





BIODIVERSITY

HOME TO MILLIONS OF SPECIES

Our natural environment symbolizes not only a precious treasure, but also a great responsibility. Therefore, over the years, at Tabacón we have sought to minimize environmental impacts as much as possible and offset our footprint through sustainable actions.

We are very much aware that we are the home that sees the birth and growth of millions of species of flora and fauna, as well as being a biological corridor for the passage of many others. That is why we intensify our efforts through alliances with public-private organizations, understanding that we must carry out joint actions for the protection of resources and the education of our community.

Making a positive impact through the environmental education of children, young people and adults will always be our greatest challenge; but the most rewarding and with the best long-term results.

GUARDIANS OF THE ENVIRONMENT

In 2022 we started a training program for our collaborators, together with experts from the National System of Conservation Areas, specifically from the Arenal Volcano National Park. This is based on protocols for monitoring various species of fauna, through tools and equipment that allow the analysis of audiovisual and other material.

It is a great achievement for Tabacón, because by 2023 “traps” will be installed as one of these techniques to learn much more about our natural wealth. Likewise, it is really positive for the development of skills of our collaborators and their contribution to the conservation of the environment.



ORGANIC PRODUCTS FOR GARDENS

In this period we reaffirm our commitment to sustainable local supply, in addition to intensifying our efforts to protect the environment, by integrating new organic products for gardens. Pest control, soil health and nutrition, growth and strengthening of plants; a whole program developed for the constant improvement in agricultural practices.

LITTLE LUNGS FOR THE PLANET

At Tabacón, planting trees fills us with happiness, provides great satisfaction and an enormous sense of wellbeing. Participating in internal or community volunteering, as well as including our guests in our “Plant a Tree” program, has been an effort since our inception.

Year after year we plant native trees on our property, including the “mountain almond tree” which is a species with a high capacity for carbon sequestration and classified as endangered. We sow and protect it because, in addition to what has already been mentioned, it attracts the Green Macaw, a bird that is also in danger of extinction.

Other reforestation activities in 2022:



Siembratón 2022

With trees donated by the Arenal Volcano National Park.



Donation of 100 trees

Donation of 100 trees and reforestation in technical colleges in La Fortuna and La Tigra de San Carlos.



COMMUNITY DEVELOPMENT

EDUCATION, A PILLAR OF THE PRESENT AND THE FUTURE!

A fundamental pillar of Tabacón throughout its trayectory has been supporting education, first through the development of our staff and also from the community, contributing to improved quality education for children and young people in La Fortuna de San Carlos.

After the pandemic years, we saw that education entered into an unprecedented emergency, which is why we focus our efforts on contributing to the improvement of educational infrastructure, one of the highest priority aspects this year.

This is how we decided to contribute economic and human resources in the construction of classrooms, a first need reflected in the conditions of the educational centers, in the lack of lessons given due to a high student demand and lack of infrastructure to have classes.

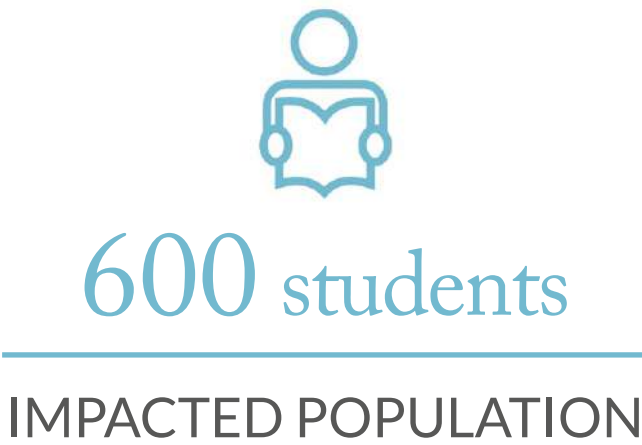


BUILDING OPPORTUNITIES! LA FORTUNA SCHOOL

The school of La Fortuna de San Carlos hosts over 600 students and is one of the educational centers with the largest population. Due to its deterioration, a large part of its infrastructure has been closed by the Ministry of Health, so the lack of classrooms is one of its central problems.

So we decided to support construction of the music classroom, also collaborating with the development of artistic skills, fostering creativity and the experience of positive emotions, such as those expressed through the musical arts.

DONATION IN FIGURES



LICEO DE SONAFLUCA
REINTEGRATING YOUNG PEOPLE TO SCHOOL!


One of the schools located in the community of Sonafluca de La Fortuna houses more than 500 students, whereas its capacity is for 200 young people. With a small number of classrooms, this school must rotate students to receive lessons every 15 days, affecting the quality of their education.

From this urgent need arises the purpose of collaborating with the construction of 5 classrooms, for which we donated all the prefabricated material and cement, thus laying the foundations for the start of this project.




¢3.800.000
AMOUNT DONATED


5 aulas
PREFABRICATION
AND CEMENT


500 students
IMPACTED POPULATION

REACHING OUT FOR EDUCATION

As part of our social responsibility and interest in collaborating in the education of our collaborators' children, packages of school supplies are delivered in January of each year. Likewise, for schools in neighboring communities we provide support to many children who start classes and do not have the basic tools to start their school year.

During this year we delivered 120 packages of school supplies to the children of employees and 74 packages to schools in La Fortuna.



COMMUNITY ACTION

BRINGING HOPE AT CHRISTMAS

For the sixth year in a row, with El Grupo Esperanzas the hotel participates in children’s parties organized in vulnerable communities in the north. Through the “A Smile This Christmas” campaign, Tabacón collects gifts donated by its collaborators. During the year 2022, we visited 4 communities of Pocosol de San Carlos, bringing smiles to more than 200 children. The activities also include volunteers from the hotel and from other companies in La Fortuna.



CULTURAL IDENTITY

For several years we have supported the Community Band of La Fortuna, the main musical project in the area, which hosts more than 150 young people from various communities. These young people, in addition to learning through a musical instrument, live values such as discipline, commitment and camaraderie. This band has more than 10 years of experience, so we seek to contribute with cultural initiatives and the rescue of our traditions.

We integrate into the community as a neighbor committed to different actions in favor of sports, health, cultural identity and the care of our golden citizens, the elderly people.



SPORT

We sponsor the Children’s Basketball School, the “El Caminante” Goalkeeper School, as well as the Beach Volleyball School. We donated uniforms for children and youth, positively impacting more than 90 athletes from La Fortuna.

GOLDEN CITIZENS

We support our seniors, who with their work and wisdom have made Fortuna what it is today. The Atardecer Group brings together more than 100 elderly people from the communities that make up La Fortuna de San Carlos.

We donated a cart to transport food, facilitating the attention of the elderly in daytime activities. We also sponsored them with 60 t-shirts and gave them a special gift at the Christmas Party.

LIVING THE PATRIOTIC FERVOR

The rescue of our cultural traditions is part of what we seek to transmit through our participation in the community. Therefore, we support the activities that take place on September 15 “Independence Day”, like the traditional parade and community breakfast, where we join other companies at 6:00 a.m. to celebrate and share the national holidays with the community.

Likewise, during these celebrations we support other cultural groups, which decorate the festivity with typical dances from different countries, music and joy. That is how we sponsored the International Dance Festival in Couples of the “Pasión Cultural” Group.



SYNERGIES WITH A PURPOSE



“TOGETHERNESS CREATES STRENGTH”

This phrase reflects the importance of interweaving joint projects between companies and institutions, to positively impact our environment. Hence, Hotel Tabacón develops programs and actions, always hand in hand with other organizations, creating synergies and cohesion for sustainable development.



Alianza Empresarial por la Sostenibilidad de la Fortuna invita:

CHARLA

“Atención al cliente con discapacidad”

Dirigida por Conapdis

📅 Jueves 27 de octubre, 2022

🕒 3:00 p.m

📍 Hotel Arenal Manoa, salón de eventos

¡Un destino sostenible, es un destino inclusivo!





ALLIANCE OF COMPANIES FOR SUSTAINABILITY

A sincere interest in a sustainable destination

Strategic alliances, without a doubt important to achieve our objectives, are a daily goal for everyone in Tabacón and in the same fundamental way as they are a reciprocal win-win process.

Therefore, in 2018 we started an Alliance of Companies for Sustainability in La Fortuna, guided by the importance of uniting to work for the external impact objectives that the certification exposes us; but aiming to covering the objectives of each of the companies that integrated it. The founders of this Alliance, representatives of the sustainable objectives of their companies:

- Tabacón Thermal Resort and Spa
- Lomas del Volcán Hotel
- Místico Park
- ADIFORT-PBAE La Fortuna

This year we resumed activities to follow up on the initial objective, the external impact of our companies and a more sustainable destination. After the closures due to the Covid-19 pandemic, the team changed and we incorporated new members of great support.

- Tabacón Thermal Resort and Spa
- Lomas del Volcán Hotel
- Místico Park
- Sky Adventures
- Arenal Observatory Lodge
- Arenal Manoa Hotel
- Arenal Volcano National Park, SINAC-MINAE
- Las Colinas Hotel

BONDS THAT TRASCEND

Within the alliances developed we can mention our link with the Arenal Volcano National Park, to promote joint volunteering, training in environmental matters and the participation of the hotel in the actions and celebrations held by the Arenal Huetar Norte Conservation Area. We also participated in the Commemoration of the Juan Castro Blanco National Park, one of the main sources of pure water in the Northern Area.

We also highlight the joint work with the Worthy Fire Department (La Fortuna), with whom we worked during 2022 on training our brigade members in first aid and strengthening capacities for proper emergency care.



DEVELOPMENT OF ARENAL DESTINATION

Through the Arenal Chamber of Tourism and Commerce, we continue to contribute to the progressive reactivation of the Arenal Destination, through advocacy actions, promotion of the destination, training, security and sustainability.

One of the main actions is the Comprehensive Destination Management Plan, requested by the Arenal Chamber of Tourism and Commerce. Coordinated under the methodology proposed by the ICT, as well as the annual promotional event “October Thermal” and Expo Arenal 2022.



LET’S DO THIS!

For Tabacón, as a responsible company and as an active member of the community of La Fortuna, leaving a positive footprint through sustainable development has been a mission we have been working hard on since the beginning. In addition to other actions, volunteering by our collaborators has been a way to put “hands to work”, full of energy, solidarity and honest service towards our environment, our people and their wellbeing.

Inculcating this in our employees is so important that every year we seek their involvement, as far as possible, in environmental and social activities both internally and in the locality and region.



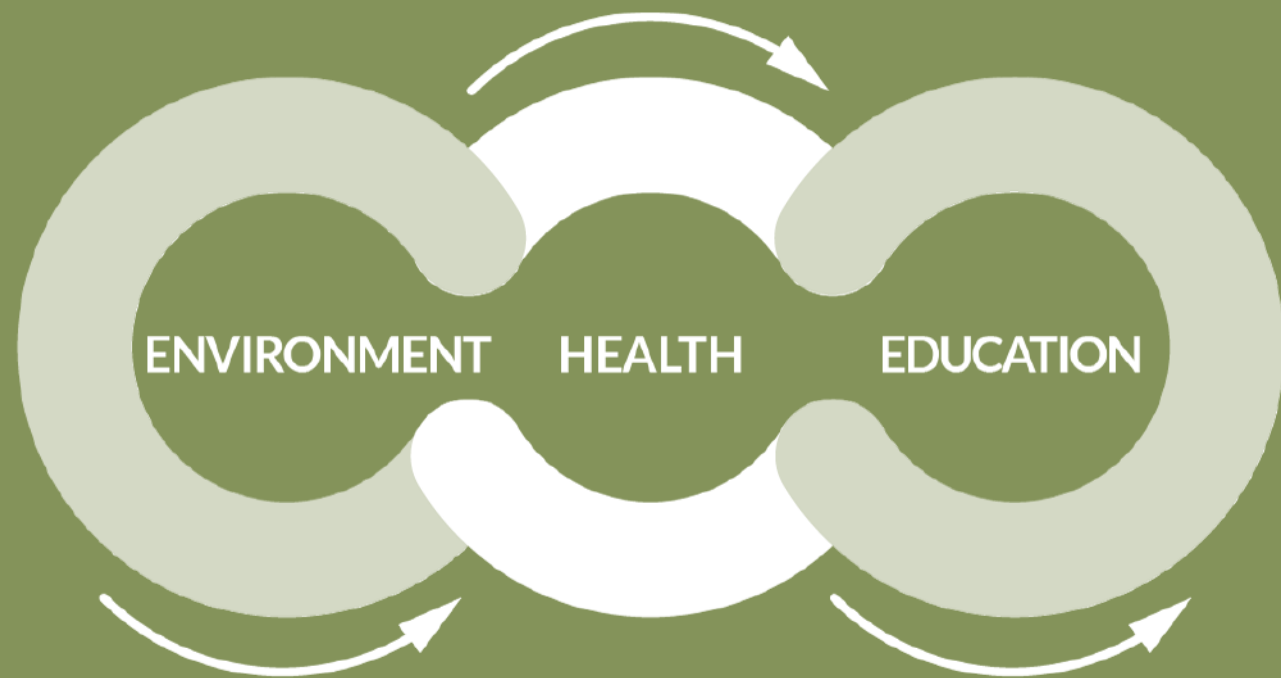
VOLUNTEERING

Volunteering in figures

BEING THE CHANGE WE WANT TO SEE IN THE WORLD



ACTION AREAS





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THERMAL RESORT & SPA

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