



SUSTAINABILITY REPORT

2020



What if the change you are avoiding, is the change that will give you wings? - Unknown

After a complicated 2020 worldwide, we have made a pause for renewal, to appreciate the little things in life and remember good times.

Travel is important, and when we travel, we live our trips three times: when we dream of it, when we live it and when we remember.

It is even more valuable when we travel sustainably; supporting environmental, social and economic development of the places we visit.

With Swiss Travel you can discover Costa Rica in a friendly way with the environment and generating chains that collaborate in the development of many local families.

TOGETHER, LET'S RENEW



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Swiss Travel Team

A message from our President

*This material refers to the contents 102 -14 of GRI 102:
General Contents – Strategy*

2020 was a very challenging year, it brought us a situation never experienced before, but at the same time, it highlighted our ability to adapt to the circumstances as a company to move forward.

We showed that the work with a sustainable approach that we had been developing from long time, in economic, social and environmental focus, has been very well done, allowing the company to survive the strongest waves of the storm, where, unfortunately, many other companies did not make it.

The impact of the Covid-19 pandemic allowed us to enter into a process of analysis and retrospective, which has required us to go back to restructure and take renewing momentum, in order to start again by opening our wings like a butterfly and fly again, with an innovative and modern management approach, adjusted to current market trends.

We put on evidence that Swiss Travel continues and will continue to be a leading company in Costa Rica, offering safe, renovating and different vacation services, capable of exceeding the needs and expectations of our demanding clientele. And we continue to strongly perform preventive sustainable management of economic, social and environmental risks, reducing negative impacts and enhancing positive ones.

As part of that effort, we have been awarded by the Costa Rican Tourism Institute with the Sustainable Tourism Certificate (Elite), one of the most important recognitions that any organization can have in Costa Rica when sustainability and environmental protection are pursued.

In addition, we have the highest level of the Carbon Neutrality certification, provided by the Ministry of Environment and Energy of Costa Rica, for our efforts to reduce the carbon emissions generated by our operation.



We definitely believe that sustainability and tourism together are the way to recover the business. This can generate a vast and positive impact for Costa Rica and the world, so we will continue with our sustainable commitment. Further, more than setting its practice, our commitment has represented for us a management model that identifies risks and that has allowed us to face them, for the long-term continuity of the business.

Emilia Gamboa

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ABOUT THIS REPORT

This material refers to the contents 102-50, 102-51, 102-52, 102-53, 102-53 of GRI 102: General Contents

The objective of this publication is to render accounts to the company's stakeholders on the performance of its positive and negative impacts at a social, environmental and economic level, in relation to the Sustainable Development Goals (SDG).

This summarizes the sustainable achievements generated as part of the strategic planning, certifications, internal and external audits carried out throughout the organization.

This report covers the 2020 management of all our locations: Central Office located in Santa Ana and our Regional Headquarters in Guanacaste and La Uruca transport headquarters. Since 2019, it was agreed to make annual reports to be published in the month of June of the following year, but due to the impact of the Covid-19 pandemic, the launch could not be fulfilled. The goal is for the next few years to complete the launch in June.

SwissTravel creates this Sustainability Report using as a reference the standards of The Global Reporting Initiative GRI (you can consult the GRI standards at this link), a common language for international reports, adaptable to any line of business. This report has not been verified by any entity external to the organization.

In case of any questions about this report, or any of the services offered by the company, please contact sostenibilidad@swisstravelcr.com or (+506) 2282-4898.

You can also find us at www.swisstravelcr.com.



Swiss Travel and the COVID19 Pandemic

The economic impact of the Covid-19 Pandemic on the tourism sector worldwide has been an unprecedented event. According to the UNWTO, the pandemic has left the international tourism sector at the levels it was 30 years ago.

Impact of the pandemic on tourism in 2020

 -74% international tourist arrivals	 International loss of tourism revenue US \$ 1.1 trillion
 International tourism back to 1990 levels	 Estimated loss in global GDP above US \$ 2 trillion
 Loss of international tourist arrivals 1 billion	 100-120 million direct jobs in the sector at risk

Source: https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2021-01/2020_analisis_anual_0.pdf

Status of international tourism before pandemic

 International tourists International tourist arrivals in 2019 (10th consecutive year of sustainable growth)	 Millions of jobs With a high proportion of women (54% of the total workforce) and young people
 Export earnings -3rd most important export sector. -50% of total exports for many developing countries.	 Growth faster than the world economy Tourism is a key sector for many advanced and emerging economies.

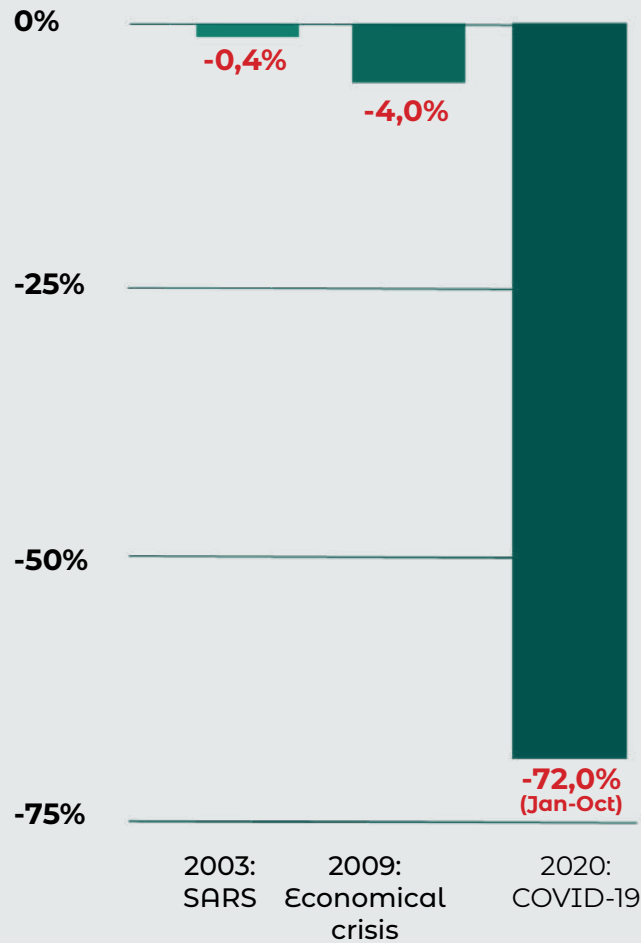
Source: https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2021-01/2020_analisis_anual_0.pdf

Pandemic impact trajectory

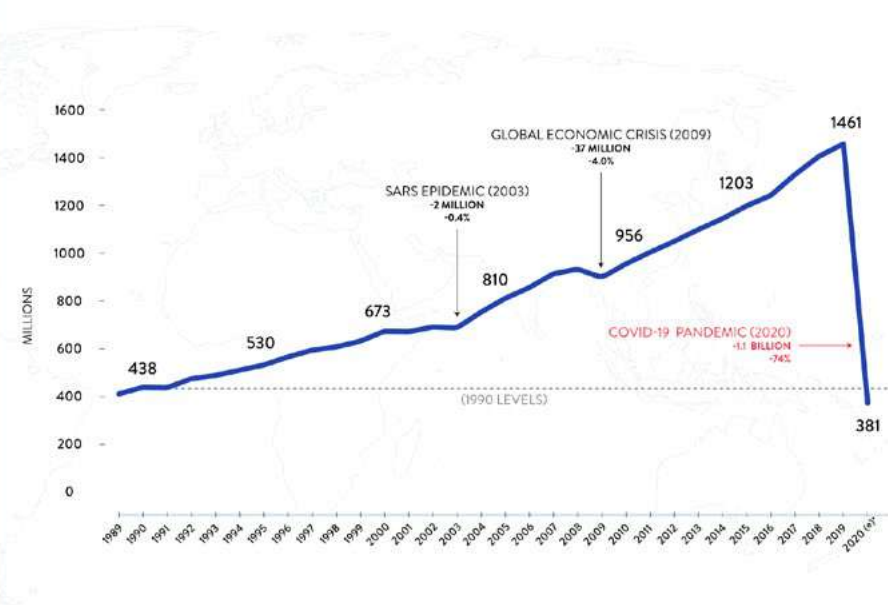
-  **January 23**
Wuhan Confinement
-  **January 30th**
WHO declares outbreak a public health emergency
-  **6th of March**
The first case of Covid 19 is detected in C.R. and it closed maritime, land and air borders as of March 18.
-  **March 11th**
WHO declares outbreak a pandemic
-  **April 20th**
100% of world destinations introduce mobility restrictions
-  **November 1st**
27% of world destinations completely close their borders to international tourism. C.R. opens its air border to all countries. But very few airlines traveled to the country due to the closure of borders in other countries, from there it has been a very slow recovery process.

Source: https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2021-01/2020_analisis_anual_0.pdf

2020: An unprecedented drop in tourism



INTERNATIONAL TOURIST ARRIVALS (MILLIONS)



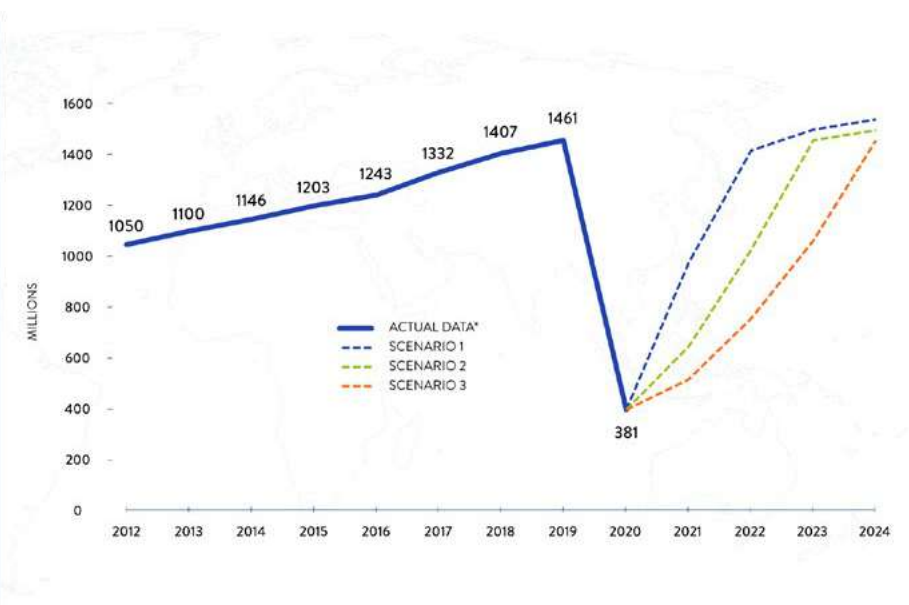
According to UNWTO 2021, experts in the tourism sector do not foresee that international tourism will recover the pre- Covid-19 levels before 2023.

2021-2024 SCENARIOS

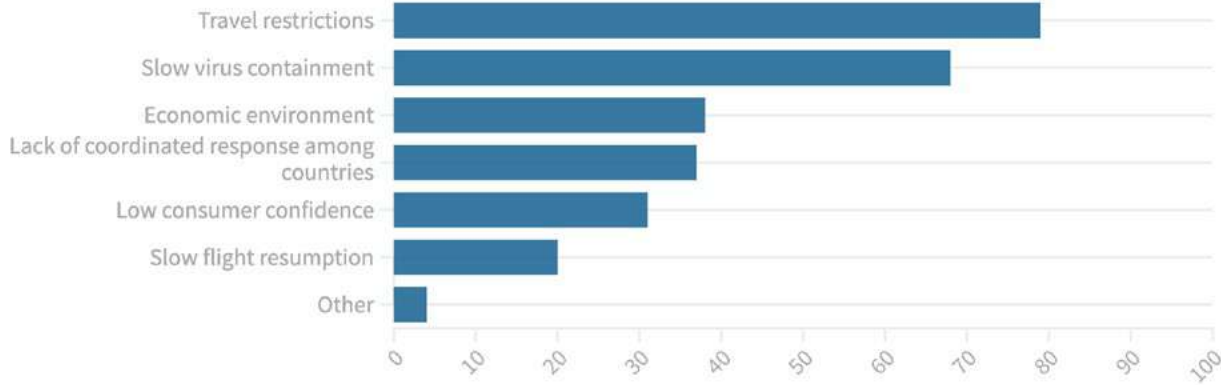
2 TO 4 YEARS TO RECOVER 2019 LEVELS

INTERNATIONAL TOURIST ARRIVALS

* Actual data for 2020 is preliminary and based on estimates for countries which have not yet reported results.



Factors that will influence the recovery process



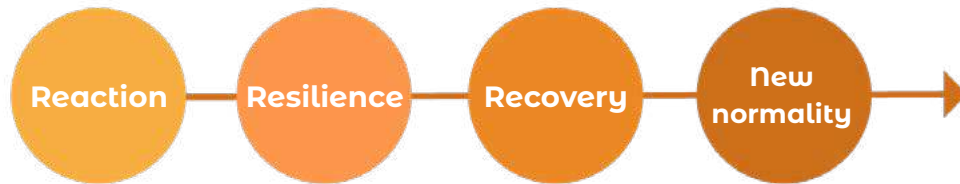
©UNWTO



Swiss Travel Situation

In March 2020, the Ministry of Health reported on the first confirmed imported case of Covid-19 in Costa Rica. From that moment on, Swiss Travel activated its Emergency Plan to deal with the pandemic and thus face its impact on the business.

We established these phases



In 2020, we focused on Reaction and Resilience, to address them; three main lines of action were taken:

- a) Protection of collaborator's health.
- b) Protection of clients' health.
- c) Management of economic resilience.

Internal protocols were developed and set in place for the personnel and clients at destination. Remote working was implemented for positions that allowed it, with the aim of avoiding and reducing infections. In November 2020, the local government granted the certificate "Prevented Workplace against COVID19", additionally, the Safe Travels Seal, from the World Business Council, was obtained.

During the border closure, with clients who were in the country at that time, protocols were developed and activated in conjunction with suppliers, providing them with all the support to coordinate their safe return home.

The economic efforts focused on the renewal of services to keep cash flow, while taking care of our personnel, clients and

providers.

With the closures of airports, seaports and land borders, tourism activity was paralyzed 100% for over eight months in Costa Rica, until September 2020, the reopening of borders began in a phased manner, with the slow return of airlines.

In Costa Rica, there was a 66% decrease of income and 68% decrease in tourist traffic. (Source, ICT statistical data, 2020). Worldwide, the income from tourism activity decreased 90% (UNWTO, 2020).

Internally, Swiss Travel kept its workforce as much as possible during 2020. Due to the extension of restrictions and the advance of the pandemic, the company's revenues decreased 58% in relation to 2019. This caused that, at the end of the year, 49% of the personnel was laid off, and adjustments to expenses and assets were made internally.

Similarly, throughout 2020, the payable dues corresponding to suppliers were paid monthly, so that they too could have income to be able to survive during the closures.

During 2021, efforts were made seeking to recover normal levels in all operations under the new normality, but according to the UNWTO and the Costa Rican Tourism Institute, the recovery will be slow and staggered. Projections indicate that until 2024 our country will receive the same amount of tourist as in 2019.

As per other subjects, continuity was given to material issues worked on since last period (2019), but impact projects in destinations and volunteering had to be stopped, since there was no economic resources to manage them, nor the personnel, added to the sanitary restrictions.

In addition, the sustainability strategy was updated through a Q and A with stakeholders, based on the new reality, but its execution will be for the next few years, during the recovery for a new normality. This report shows the elements executed and prioritized during this period.



Summary of 2020

During 2020, Swiss Travel achieved important breakthroughs under the context of reaction and resilience caused by Covid-19.

ECONOMY



The company kept afloat during over 8 months of some or none tourism activity.



Staff was rapidly adapted to remote work, which previously was being set up by the Information and Technology Department.



Sustainable strategies updates, adapted to the new reality created by the pandemic. For the first time, a poll was made to the company stakeholders.



Management system updates, to its 60%.

SOCIAL



All staff kept its jobs during the first 3 months of the pandemic.



By the end of 2020, 51% of the staff kept its job, (using a part time mode, allowing them to keep their income), the rest 49% was laid off paying all legal settlements at the time of their departure.



\$60 769.53 in salaries to staff were distributed in their local communities



Safe Travel Seal by the WTTTC and the Safe Workplace Seal by local government were achieved thanks to the fast response and creation of safety protocols in all operations and facilities.



\$2500 of investment in health and safety adaptations to facilities and transport units.



\$9,703,227.31 in provider payments, \$6,404,130.02 of this amount were to providers with 66% of national capital.



2411 hours of trainings for staff.

ENVIRONMENTAL



Support in the Stop Animal Selfies Campaign and stronger management on the issue of biodiversity protection



\$41,324.58 Contributions for the national system of conservation areas, through the purchase of tickets.



Production of 125 554.81 kWh of electricity with our facilities solar panels. 59% of the energy required for operations. This was not consumed directly because of the pandemic, 46% of this electricity was donated, and only 17% was consumed directly. The goal was set to decrease consumption by 3% compared to 2019, but due to the impact of the pandemic, the decrease was 47% in electricity consumption. Money savings reached 16% (\$ 16,907.12)



Water consumption decreased drastically in 2020, with a decrease of 72% compared to 2019, which meant a 45% savings, for a total of \$ 2,076.70.



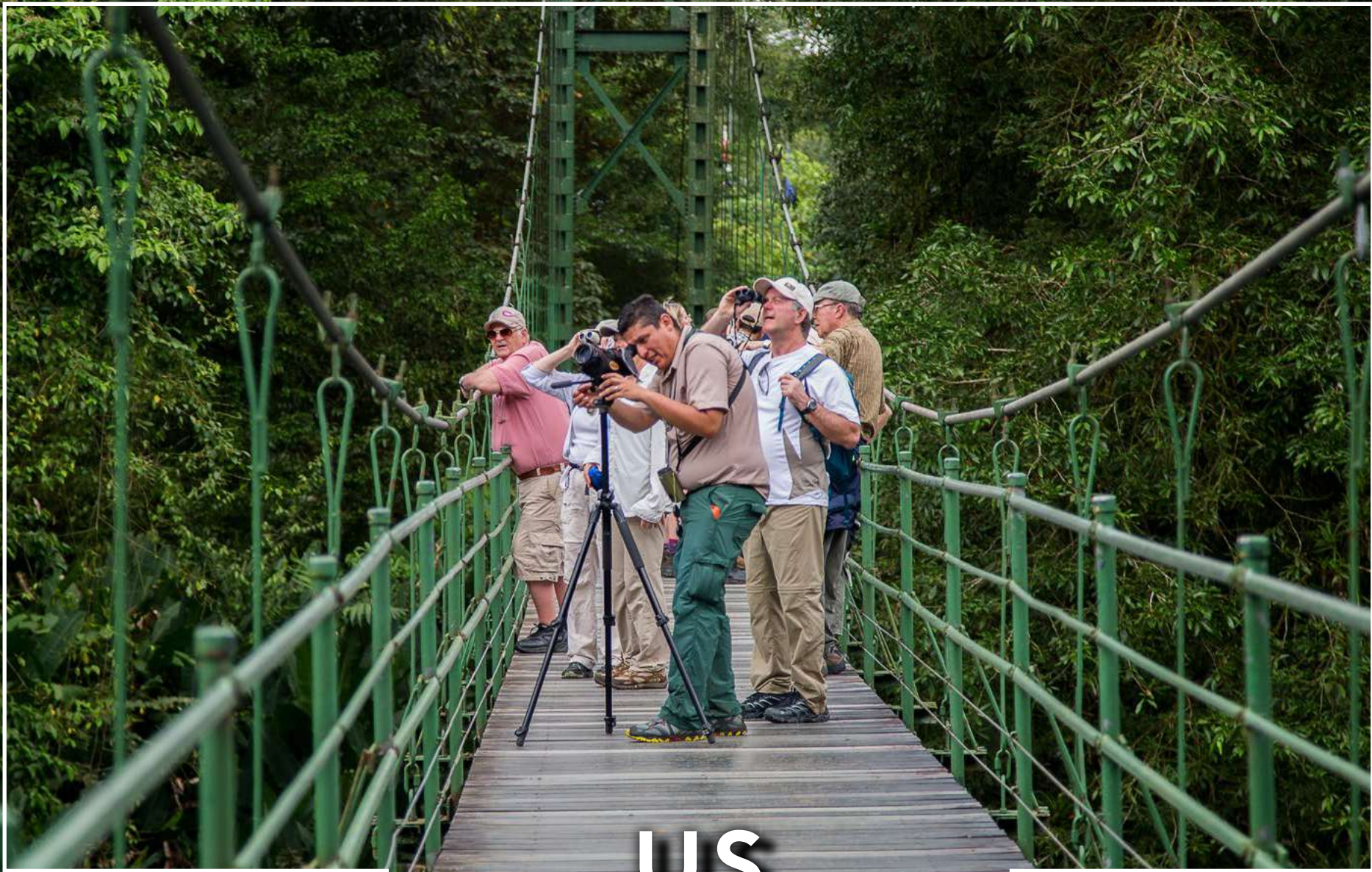
47% reduction in waste was generated compared to 2019, mainly due the impact of the pandemic.



Paper consumption was reduced to 607 reams, 73% less than in 2019. This represented a saving of \$ 2,516.68 and 38 uncut trees.



**“Life is not waiting for the storm
to pass, it is learning
to dance in the rain.”**



US

CORPORATE GOVERNMENT

This material refers to contents 102-14; 102-15 of GRI 102: General Disclosures - Strategy 2016.

Our Corporate Governance is:

- Emilia Gamboa, Our President.
- Patricia Gamboa – Chief Executive Officer and Chief Sales & Marketing Officer
 - Jose Madrigal - Comptroller General
 - Geovanny Salas - Chief Financial Officer
- Luis Diego Hidalgo – Chief Operation Officer
- Melania Rodríguez – Chief Human Resources Officer



OUR TEAM OF COORDINATORS



Allan Zúñiga
IT



Alexander Fuentes
Maintenance



Jeldryn Vargas
Sustainability and Quality



Kit Wan
Operations San Jose



Erick Bejarano
Operations Guanacaste



Lincy Calderón
Product



Maribel Alpizar
Accounting



Maria José Céspedes
Transportation Facilities



Rolando Campos
Sales Director



Betsabé Gomez
Groups



Fabián Quirós
Cruise ships



Daniel Castro
FIT



Esmeralda Espinoza
Local Sales



Laura Carmona
Incentives



Carlos Montero
Marketing



Among the challenges of the 2020 period, the greatest was to seek mechanisms to maintain the organization's cash flow and ensure financial sustainability. The second was health and safety for employees and customers, as well as ensuring income and work for employees as far as possible. Third, taking care of the value chain.

Maintaining payments to suppliers was essential to avoid companies' closure to have tourist services available when the operation was able to return. All this was managed taking into account the constant changes in the environment due to the outbreak of Covid-19 in the country and the world. The company had to overcome these changes, by the establishment of anti-Covid protocols and their enforcement.

When the operation was paralyzed, the environmental impacts that we usually have as a priority decreased significantly. Carbon emissions, waste, water consumption, electricity, wastewater effluent were reduced significantly.

The biodiversity subjects were managed through the participation of conferences and webinars. According to the 2020 World Economic Forum, this is one of the risks and impacts most likely to be lost and is the basis of tourism management in Costa Rica.

On a social level, the challenge and impact was to find a way to ensure the health of employees and customers.

This year was also used to update the sustainability strategy, with a consultation with

interested parties, an exercise never done before, which consolidated the material issues detected not only internally but also from the point of view stakeholders, and associated with the context of tourism during the pandemic.

This strategy was consolidated by the end of 2020, and in 2021, the Strategic Committee will carry out an evaluation to make final adjustments.

Throughout this document, the results and their approach are broken down.

The main goals for next year are:

Ensure the recovery of financial sustainability
Maintain the ethics and transparency of the business that has always characterized the organization.

Promote a safe destination through the rigorous application of protocols, while clients and staff return to offices.

Client management to retain and increase clients through marketing, promotion and diversification of services.

Among the main external risks faced are new outbreaks and mutations of the virus, which may generate new border closures, and others. Among the opportunities that have allowed the continuity of our business are innovation, renewing the business strategy to carry out a metamorphosis, simplify processes, retain customers, and more.

WHERE WE COME FROM

This material refers to the GRI 102-1 content; 102-3; 102-4, 102-5; 102-7; 102-45 of GRI 102: General Disclosures- Organization Profile 2016.

We are a Costa Rican company of tourist services called, Servicios de Viajeros Suiza S.A. the leading company in Costa Rica in the operation of receptive tourism and the design of tourist packages and itineraries. We offer complete destination management, with personalized products for individual travelers, groups, incentives, corporate and cruise travelers.

Our operation and philosophy are oriented towards respect for the environment, development of the communities of our country and the profitability of the business.

Our name comes from our founder, a Swiss man named Adolph Alder, who fell in love with Costa Rica thanks its nature, peace and tranquility, reaffirming the ideology that has given us the name as the Central American Switzerland, reflecting his origins in the name of the company, highlighting the beauties of our country. This is how Swiss Travel Service acquires its identity; we offer life experiences through travel in the Switzerland of the Americas: Costa Rica.

Since 1972, the Swiss Travel team has worked to offer a complete selection of excursions around the country, creating adventure programs aimed at the individual traveler, at specific interest groups, introducing special events, short excursions, incentives, and all kinds of activities to exceed the needs and expectations of our customers.

We are the pioneers since 1978 in day trips for Cruises that visit our ports, both in the Caribbean and in the Pacific. Today we have served more than 500 thousand cruise travelers.

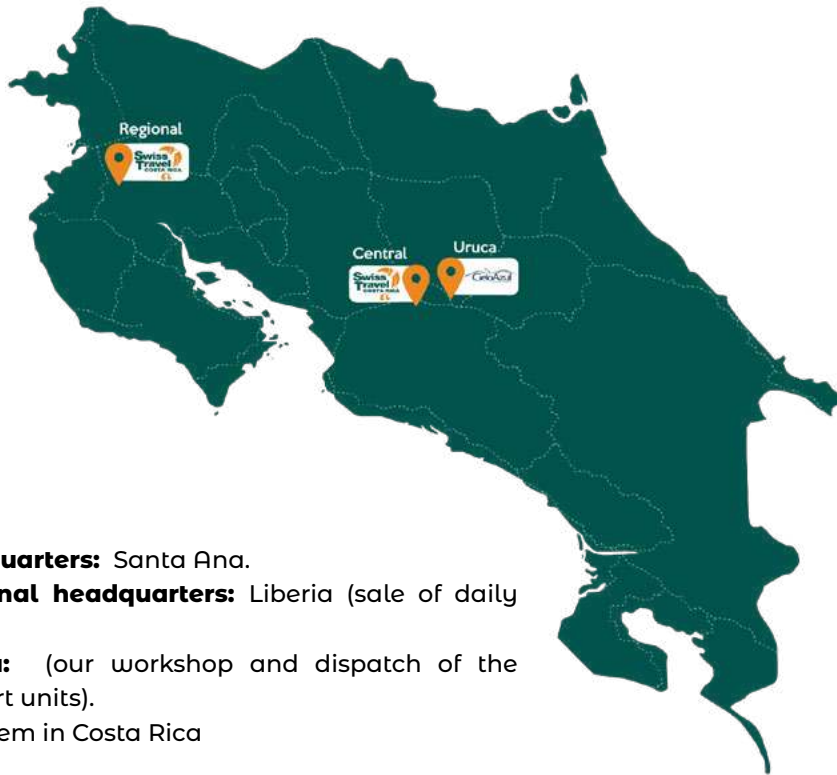
All our staff is dedicated to providing a first-class and quality service, offering our visitors personalized attention and the opportunity to get to know the beauties of the country.

Our organization has facilities in San José, La Uruca and Guanacaste, all which show tourists a vision of our folkloric past embodied in our buildings. We also have the most advanced technological advances and a fleet of buses conditioned to meet and exceed the needs of our customers, making up the largest and most modern fleet in the entire country.

Over 49 years, the Swiss Travel family has worked hard to create an organization capable of providing each of our clients with the experiences they expect and deserve. We work in a way that we convert the expectations of our travelers into our own.



Because of all listed above, Swiss Travel is the best Tourism Operator in Costa Rica



Venues:

- **Headquarters:** Santa Ana.
 - **Regional headquarters:** Liberia (sale of daily tours).
 - **Uruca:** (our workshop and dispatch of the transport units).
- All of them in Costa Rica

ORGANIZATION SIZE

This material refers to the contents GRI 102-7 of GRI 102: General Contents- Organization Profile 2016



49-years experience in tourism management



3 locations in Costa Rica.



Collaborators: **178 at the end of 2020.**



Attraction 660 976 tourists in 2017-2019. An average of **222 343.3 Tourists per year.** Before pandemic



6 Sales Channels: Groups, Corporate, Incentives, FITS, Cruises and Local Sales.



WHAT DO WE DO? SERVICES

This material refers to the contents GRI 102-2 of GRI 102: General Contents- Organization Profile 2016



Tourist Advice: Account Executives, qualified to design itineraries according to customer needs, budget and expectations.

High quality controls, customer service and 24/7 support: ensuring that the hotels, tours and areas to visit meet quality criteria and offering Assistance Service during the customer's stay in the country, 24 hours a day and 365 days a year days of the year, thus guaranteeing the security and tranquility of our clients.

Guided Service: All Swiss Travel guides are bilingual (Spanish and English); some of them are even able to speak French, Italian or German. They have extensive university studies and great knowledge about Costa Rica, its history, culture and natural wealth. Our guides have certifications issued by the Costa Rican Tourism Institute, which guarantees the quality of service that our clients receive.

Transportation: Swiss Travel has one of the largest and most modern fleets of tourism vehicles in Costa Rica. These vehicles range from automobiles for the transport of individual passengers, to minibuses and fully equipped buses for up to 50 passengers. They are equipped with air conditioning, reclining seats, DVD, radio communication systems and some of them even have Wi-Fi. Eight of our largest buses also offer ramps designed for people with limited mobility, and our drivers have received proper training for their care.

Lodging, Tours, Local Air Transport, Water Transport, Theme parties, rallies and others, Environmental and social volunteering: provided by our rigorously selected tourist providers. All these services are made available to the client, in various packages: honeymoon, adventure, and family, among others.

SALES CHANNELS BY TYPE OF CUSTOMER

This material refers to the contents GRI 102-2 of GRI 102: General Contents- Organization Profile 2016



FITs

Specialists in programs for families, honeymooners, friends and independent travelers among others. Design of customized programs and shared programs to the main attractions of the country.



GROUPS

Attention to holiday groups, student groups and special interest groups. Design of customized programs led by highly trained guides.



CRUISES

Logistics and operation in all the ports of the country to attend day trips, embarkation and disembarkation of passengers, pre and post cruise stays. Highly trained staff and extensive experience working together with the most recognized cruise companies in the world.



CORPORATE

Comprehensive solutions for companies established in Costa Rica. Executive transportation, excursions, teamwork activities, corporate event care, food and beverage services among many other services available.



LOCAL SALES

Network of tourist service executives located in the most recognized hotels in Guanacaste, and recently we expanded the service to Los Sueños Marriott in Central Pacific. A wide range of recreational activities is available to hotels guests and general advice during their stay.



INCENTIVES AND MEETINGS

Comprehensive management of incentive trips, coverage throughout the country with personalized design of excursions, theme parties and corporate social responsibility. Logistics and management of meetings and congresses, executive transportation, lodging, recreational activities and selection of the meeting space.

MARKETS

This material refers to the contents GRI 102-6 of GRI 102: General Contents- Organization Profile 2016

Our main markets:



The following behavior changes in travelers due to Covid-19 were detected, and a proposal offer was developed.

Changes in traveler behavior in times of COVID-19

-Short-lived trends or here to stay?-



Closer

Domestic tourism has shown positive signs in many markets since people tend to travel closer. Travelers go for 'staycations' or vacations close to home.



New concerns

Health & Safety measures and cancellation policies are consumers' main concerns.



Get away

Nature, Rural Tourism and Road Trips have emerged as popular travel choices due to travel limitations and the quest for open-air experiences.



Last minute

Last-minute bookings have increased due to volatility of pandemic-related events and the travel restrictions.

Source: https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2021-01/2020_analisis_anual_0.pdf

Changes in traveler behavior in times of COVID-19

-Short-lived trends or here to stay?-



Younger travelers most resilient

Change in demographics:
travel recovery has been stronger among younger segments. 'Mature' travellers and retirees will be the most impacted segments. afectados en esta reactivación.



More responsible

Sustainability, authenticity and local hood:
travelers have been giving more importance to creating a positive impact on local communities, increasing looking for authenticity.

Source: https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2021-01/2020_analisis_anual_0.pdf

Supply chain



ORGANIZATIONAL CHANGES

This material refers to the contents GRI 102-10 of GRI 102: General Contents- Organization Profile 2016

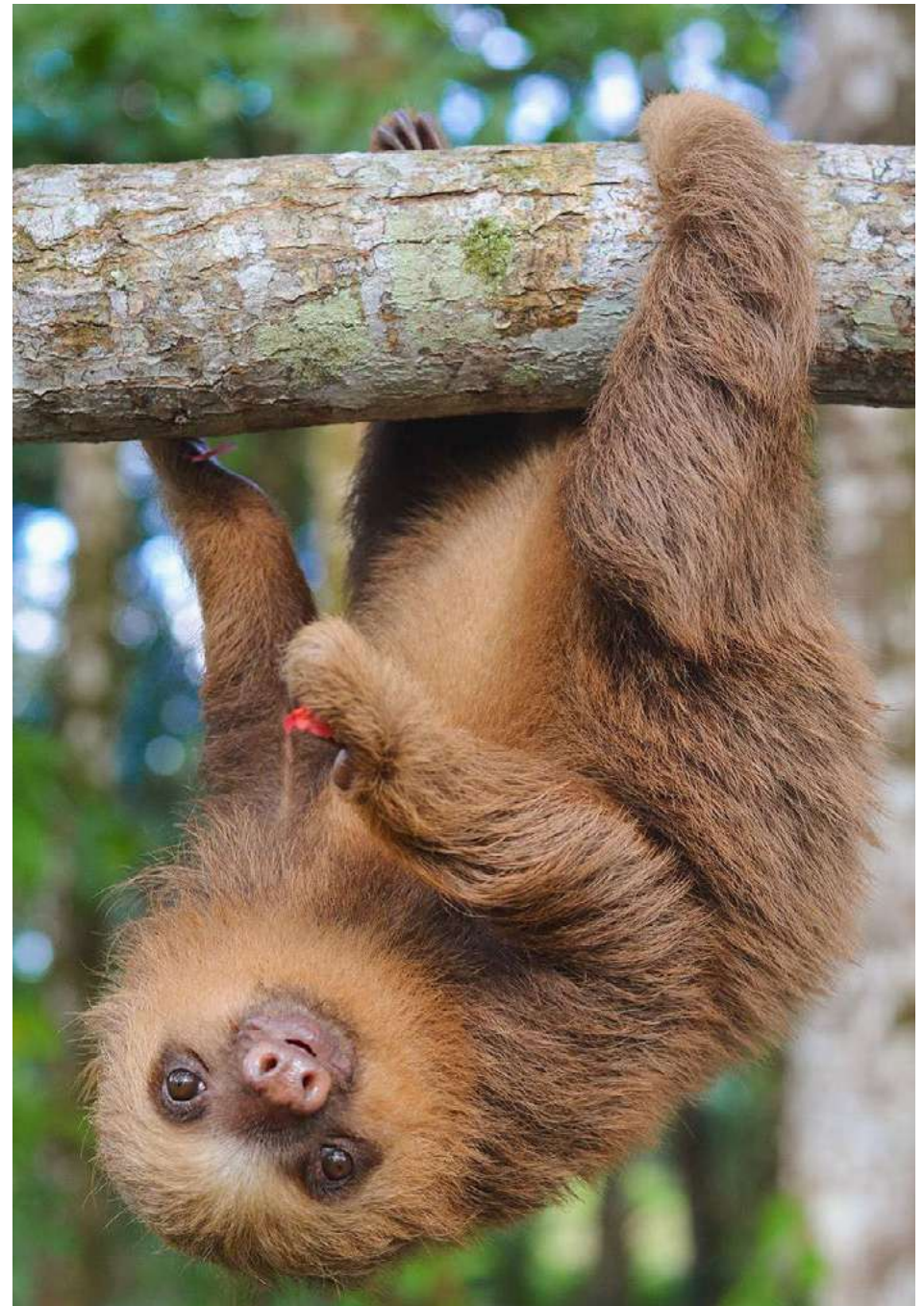
The main changes in the Organization during this period are:

We worked on a metamorphosis to adjust to the new size that the company will really require due to the slow recovery.

1) Amount of Personnel: reduced from 351 collaborators to 178. 51% of the personnel as of January 2020. Great efforts were made to maintain the personnel. During the first three months of the pandemic there were no layoffs. After, a part-time model was implemented. Unfortunately, due to the spread of the pandemic, part of the staff had to be laid off, providing all legal payments and benefits, as a mean to support themselves while they applying to new jobs.

2) Unification of processes: we proceeded to unify areas to work in a corporate way, in all facilities.

3) Remote work implementation: prior to the pandemic, the implementation of remote work was analyzed, and due to the pandemic, the process was accelerated. As a result, during 2020 all staff with positions that allowed remote work were sent home, generating benefits such as eco-efficiency, and influenced other issues that were not previously visualized, such as occupational health.



EXTERNAL BYLAWS - AFFILIATIONS AND ASSOCIATIONS

This material refers to the contents GRI 102-12 and GRI 102-13 of GRI 102: General Contents- Organization Profile 2016

The company is enrolled to:



CERTIFICATIONS



6 stars and 1 green

Bandera Azul Ecológica
COSTA RICA / CAMBIO CLIMÁTICO



Elite level



Higher levels in each certification

CORPORATE FRAMEWORK

This material refers to the contents GRI 102-16 of GRI 102: General Contents - Strategy 2016

Values, principles, standards and norms of conduct

MISSION

“EMPHASIS ON SERVICE”

Exceed customer expectations, delivering the service they want.

VISION







Maintain leadership, based on the growth and continuous improvement of our processes and services, through our values and good sustainability practices.

Sustainable slogan: TOGETHER RENEWING OURSELVES

TOURIST SUSTAINABILITY POLICY

The service emphasis that we provide to customers is backed by a solid Sustainability Management. With this in mind, we continuously improve their satisfaction, taking into account the applicable legislation, pollution prevention and social responsibility in any operation we run, thus achieving the economic success of our company.

VALUES

-  • **Take Risks:** According to how they are identified and being consistent with the mission, vision and objectives of the company.
-  • **Prevention:** Anticipate and plan based on PDCA (Plan, Do, Check and Act) for continuous improvement.
-  • **Teamwork:** Under a single purpose, commitment, involvement, trust, processes and communication.
-  • **Customer Orientation:** We strive to understand the needs of our customers, meet and exceed their expectations.
-  • **Ethics:** We seek the most sincere, honest and professional behavior among our peers and clients.
-  • **Responsibility and Conservation:** We carry out our activities in a responsible manner, based on our principles of sustainability and good practices to ensure business continuity and the conservation of our natural and cultural resources.

Our corporate framework is mandatory for our staff and it is made known to all by different means, such as the process of incorporation into procedures of each area, sustainability report and others. In addition, it is shared with our clients through the official communication channels of the company.

The sustainability policy is reviewed once a year by the Tourism Sustainability Management for its continuous adaptation to the changing environment of the company. In case of changes, it is communicated to the Presidency and General Management for its review, approval and subsequent disclosure to the staff.



PRECAUTIONARY APPROACH

This material refers to the contents GRI 102-11 of GRI 102: General Contents- Organization Profile 2016

Our company has a Sustainable Management System, through which we carry out risk and impact prevention in the environmental, social and economic fields, applying the corresponding actions and thus guaranteeing quality, innovation, safety and protection of our stakeholders, the environment and the continuity of the company.

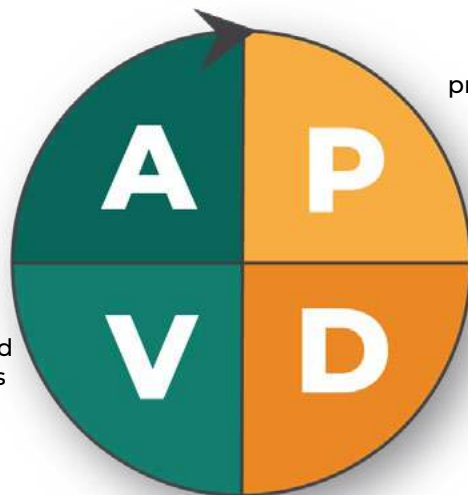
There is constant work by all in the organization, Efforts made in the different processes are due to adequate planning where a series of Strategic Objectives and Tourism Sustainability have been defined, congruent with the raison d'être of the organization and the Tourism Sustainability Policy.

This allows the Corporation to be directed towards customer satisfaction in order to achieve adequate profitability, always contemplating the social, legal and environmental balance.

Through the application of the Deming methodology: Plan, Do, Verify and Act (P.D.V.A) it is possible for the organization to complete work cycles before setting more challenging objectives.

As a continuous improvement evaluation mechanism, Internal Sustainability Audits are carried out periodically to identify findings and opportunities for improvement that allow the Corporation to advance more easily in achieving its reason for being.

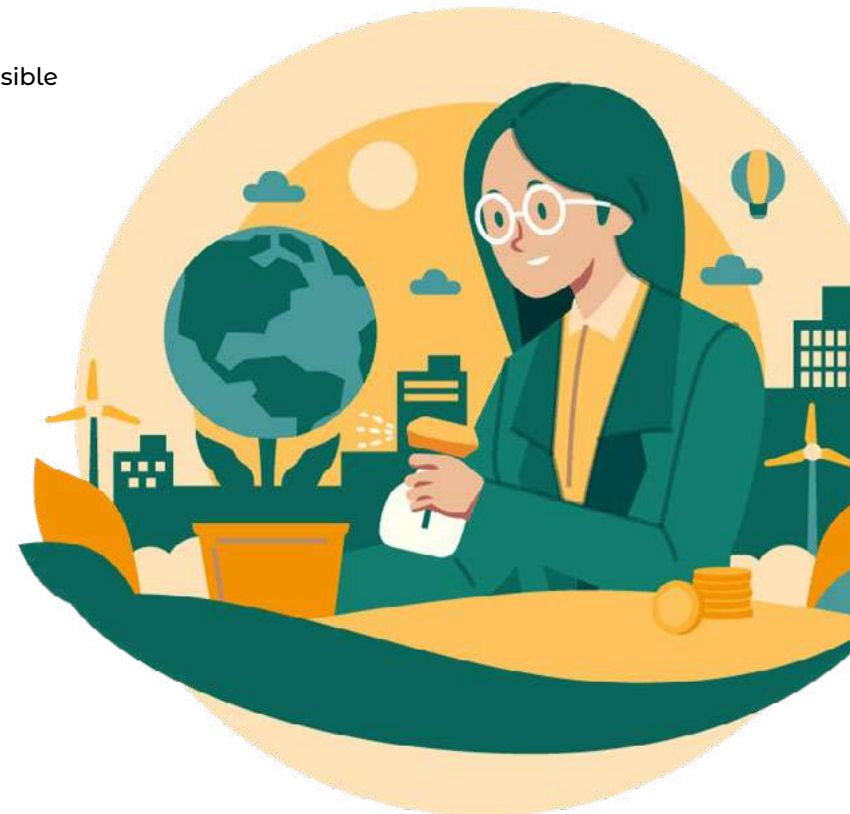
Act: take actions to continually improve process performance



Verify: monitor and measure processes and products.

Plan: establish the objectives and processes necessary to achieve the results.

Do: implement the processes.



ETHICS

This material refers to the contents GRI 102-16 of GRI 102: General Contents- Strategy 2016, GRI 419-1 of GRI 419 Socio-economic Compliance and GRI307-1 of GRI: 307- Environmental Compliance

Ethics dialogue

Our company has a management system, in which the corporate framework is reflected in our Sustainability Manual, which contains a series of sustainable guidelines, operational, clients, legal compliance, socioeconomic, offer, suppliers and supplies and service protocol before the Covid-19 (MAOPSC004).

These guidelines are the basis for working in each area of the company and are reviewed once a year by the sustainability area, to which observations are sent from the various areas or interest groups to consider adjustments, which are communicated internally and externally by official means. Then the adjustment proposal is sent to the Presidency and Management Committee for assessment and approval.

For any communication regarding the corporate framework and sustainable guidelines of the company, you can contact the email: sustainability@swisstravelcr.com

We have an internal audit system to improve individual performance and the performance of the Company in general.

We do not have any breach of laws and regulations in the social, environmental and economic fields during the period of the report.





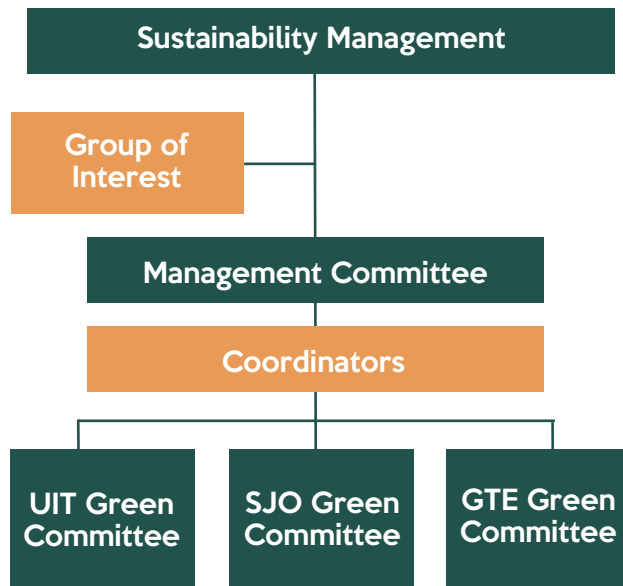
OUR STRATEGY
OUR VISION

GOVERNANCE STRUCTURE

This material refers to the contents GRI 102-18 of GRI 102: General Contents- Governance 2016 and the contents GRI 202-02 of GRI 202: Presence in the market- Proportion of senior executives hired from the local community

Our Corporate Governance has a Management Committee figure made up of the General Management, with Patricia Gamboa, Operative Management, with Luis Diego Hidalgo and Comptroller with Jose Madrigal. The members prepare a Corporate Strategic Plan. 66.6% of the members of the management committee are from the local community of Ciudad Colón and Santa Ana.

With the commitment to sustainable development, we carry out our activities in a Responsible way, based on the principles of sustainability and good practices, to guarantee the continuity of the activity, a socio-economic development and conservation of our natural and cultural resources. We have the following structure in sustainability:



Responsibilities of each area:

Management Committee: is responsible for:

- Establish, implement and maintain the corporate strategic plan, taking into account the client's requirements, the environmental, social and personal component, expectations of growth and profitability.
- Establish a vision, policies and strategic objectives and tourism sustainability consistent with the raison d'être of the organization.
- Approve budget for the execution of the action plan.
- Get each of its members to lead their process by example to develop trust among staff.
- Follow up on the corporate strategic plan.

Sustainability Management: Represented by the General Direction of the Corporation to ensure the implementation of the tourism sustainability management system. It monitors the identification and relates to the stakeholders, based on this, it identifies environmental, social and economic impacts, which are prioritized by the related areas and taken to the management committee together with the proposals for action plans, to have their support in the management, assign budget and it to the coordination. The management committee is responsible for the active participation of the coordinators in each of the processes.

Stakeholders: feed the sustainability strategy with material issues.

Coordinations: They support and monitor the implementation of action plans. They ensure compliance and updating of their procedures, involve their staff in sustainability actions, sustainable policy and others.

Green Committee: Designs campaigns, projects, competitions for internal and external stakeholders in response to the proposed action plans, based on the determined impacts, both positive and negative.

Internal Auditors: The management system is monitored by internal auditors for continuous improvement, and finally the sustainability report is to account the scope of each period.

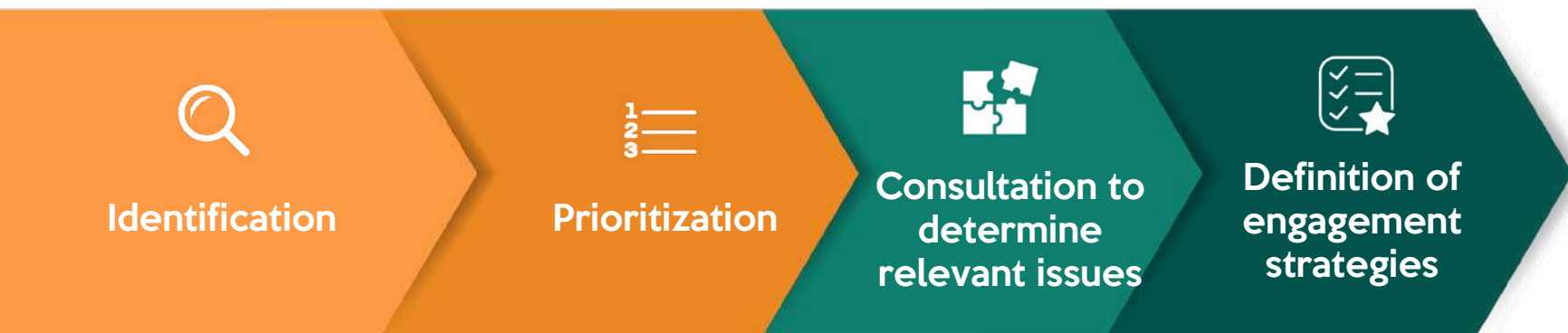
STAKEHOLDERS

This material refers to the contents GRI 102-40, GRI 102-41, GRI 102-42, GRI 102-43 and GRI 102-44 of GRI 102: General Contents- Participation of stakeholders 2016

Swiss Travel stakeholders are individuals or groups that could be significantly affected by the activities, products and services of the organization or whose actions could affect the organization's ability to successfully apply its strategies and achieve its objectives. (GRI Standards, 2016) Which are shown below:



This process is made through:

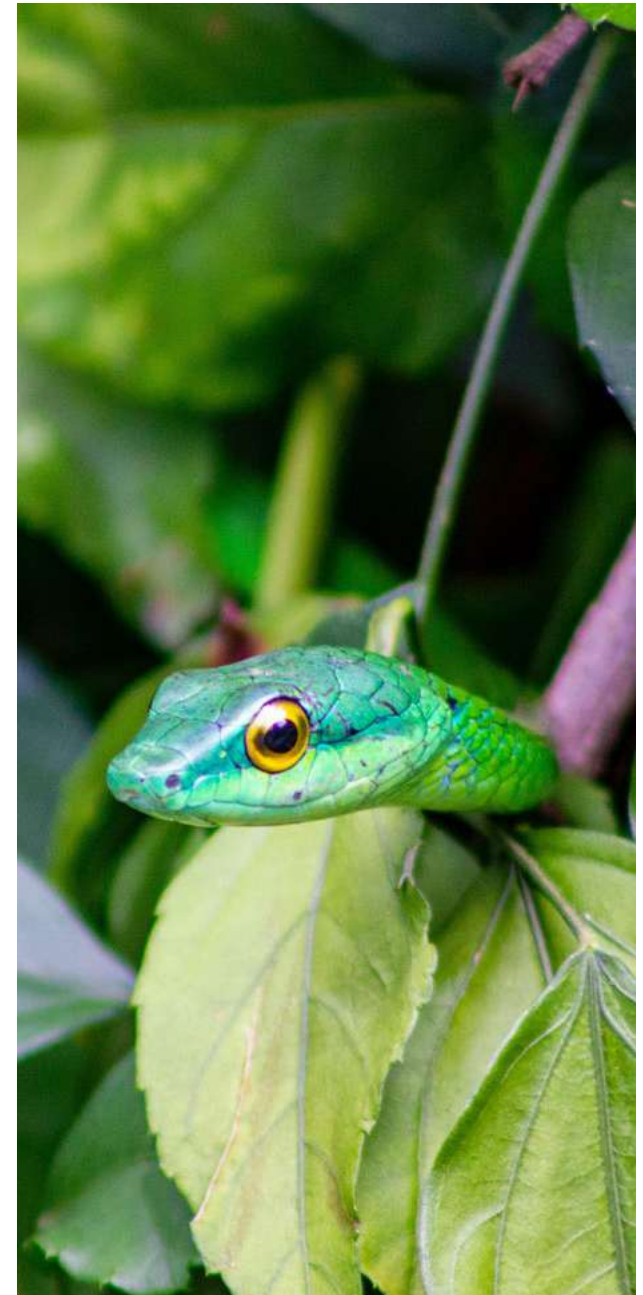
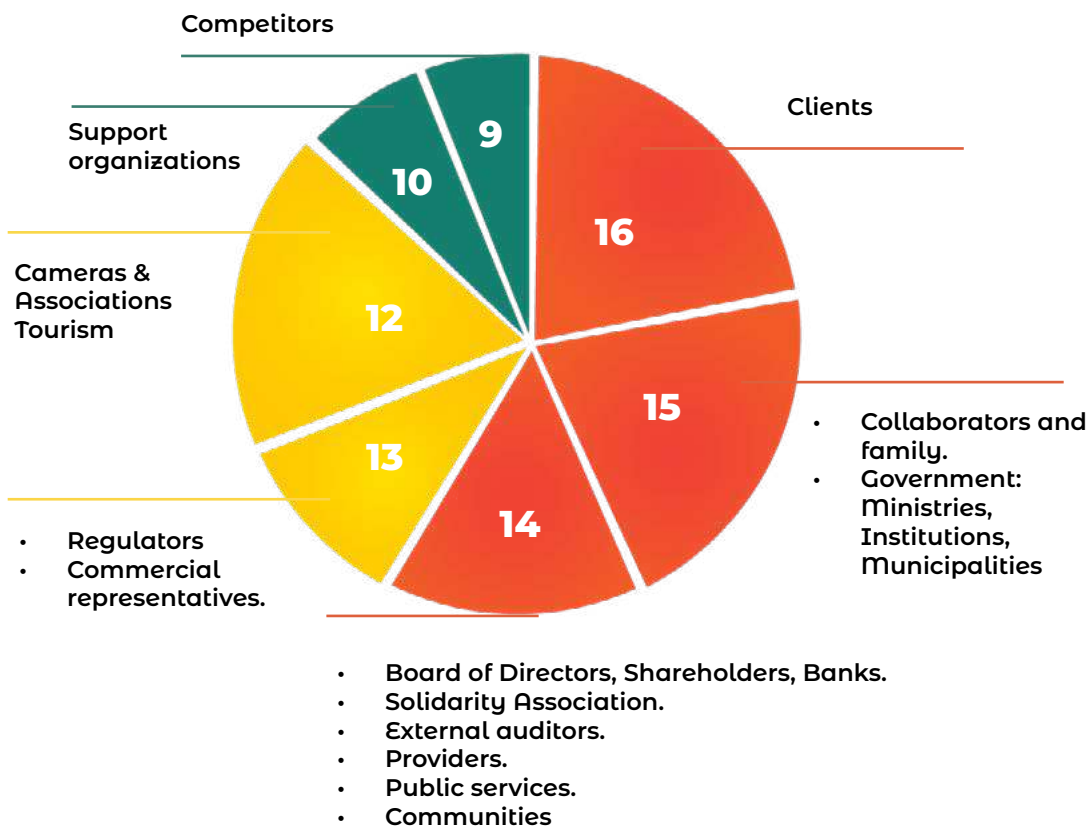


At the end of 2018, we identified our stakeholders by process, determining the actors, individuals and institutions that the company can have an impact on or vice versa. Later we group them by nature to categorize them.

They are prioritized according to the level of proximity with the stakeholders, awareness of the company about them, ability of the interested party to affect the company, responsibility with those interested parties that the company has or may have legal or financial responsibility .

In July 2020, the stakeholder groups and their members were reviewed, the solidarity associations and the media were added as an interested party, the group of auditors name was changed to External Auditors, with a total of 15 interest groups.

Their prioritization is shown below:



Consultation to stakeholders in 2020.

In 2020, a survey of material issues was carried out to stakeholders for the first time in the company's history.

The survey was conducted using Survey Monkey, an internet tool which facilitates the export of data for tabulation. The survey was applied in English and Spanish.

The topics were divided by environmental, social and economic areas. The stakeholder surveyed prioritized each topic on a scale of one to five, with the possibility of repeating the weighting on the topics, in order to not force them to put one or five relevance to a topic, when for them the relevance was different.

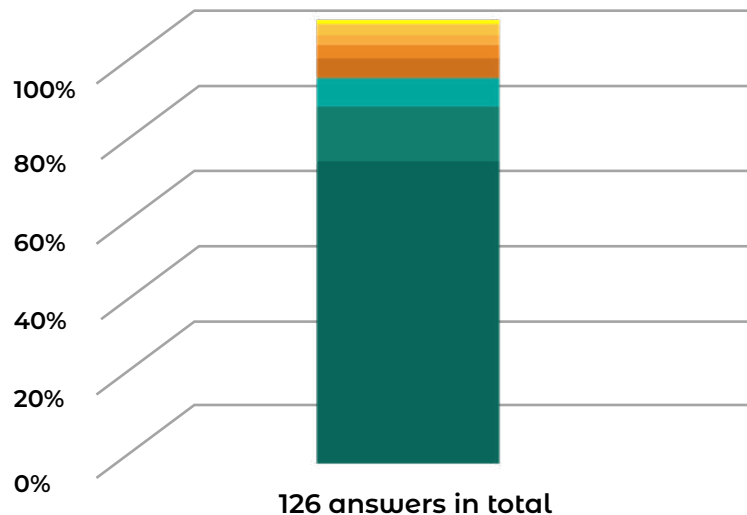
A glossary was designed in English and Spanish, where each topic to be consulted was explained, so in the event that an interested party did not understand a topic, they could use the reference glossary.

The survey was sent with the help of the department executives who directly engage with stakeholders, also collaborated with the follow-up, to achieve the goal regarding the number of responses required by the determined sample.

The application of the survey began on September 25 until October 6 and the collection of responses was closed on October 13.

Graph 1. Stakeholder Consultation, Swiss Travel, 2020

Percentage of responses received by stakeholder group



- Board of Directors
- Public services
- Commercial Representatives
- Government
- Chambers of Tourism and Associations
- Clients
- Providers
- Collaborators



Each stakeholder group is made up of organizations, people, entities and each one of them has relevant categories, for which the highest priority were consulted, for a total of nine interested parties.

On this occasion, the communities had to be left out, since we did not have direct contacts from Development Associations or community leaders who could provide their responses based on the global interests of the community. Additionally, contact was made difficult due to the pandemic and poor internet access in many of the areas.

The Solidarity Association was included as part of the collaborators. Trade Representatives and Tourism Chambers and Associations were also included in the consultation, at the request of the General Management.

From a total population of 371 organizations, a sample of 44 responses in total was determined, but a total of 183 responses were obtained. 33% were eliminated for being incomplete or having marked all the topics as very important, for a total of 123 effective responses, 64% more than the determined sample, which was quite positive.

For stakeholders the most relevant material issues that Swiss should work on are:

Graph 2. Most relevant material topics for Swiss Travel stakeholders, year 2020

Relevant topics for stakeholders

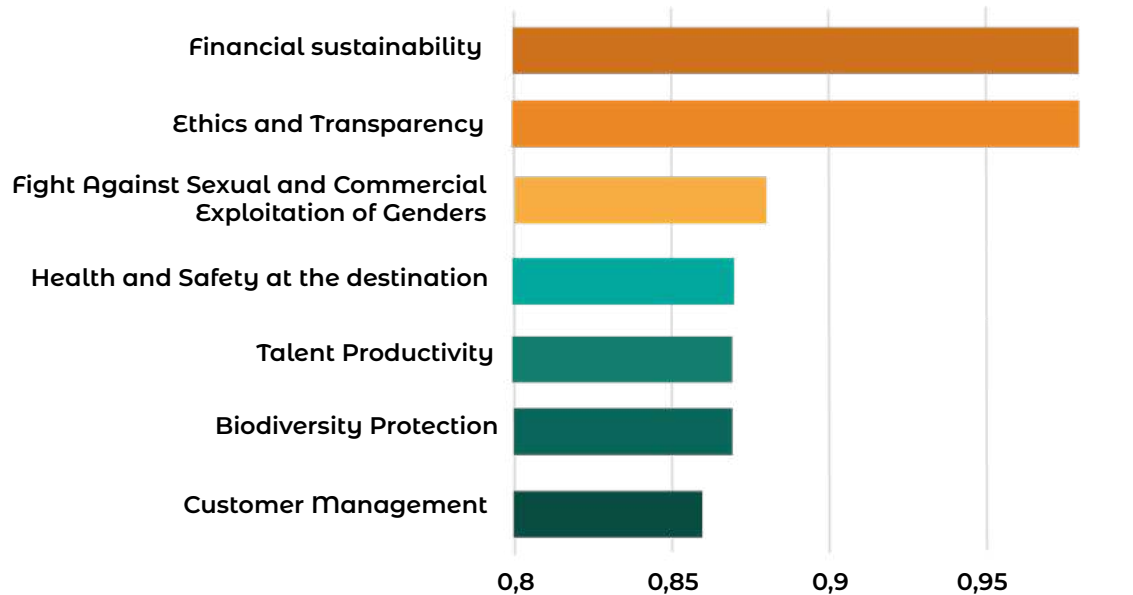


Chart 2. Consultation with Stakeholders

Stakeholder	How we inform you	How we listen to you	Relevant Issues identified by the stakeholders in order of priority	What we have done
Clients	<ul style="list-style-type: none"> Email Sustainability Report Sustainability Website International and National Tourism Fairs Newsletter Social Networks 	<ul style="list-style-type: none"> Email Contact us on websites International and National Tourism Fairs Customer Service Surveys Social Networks WhatsApp 	<ol style="list-style-type: none"> Financial Sustainability Biodiversity and Ecosystem Protection Health and Safety (Covid -19 and security) Customer Management (vivencial experiences) Professional and Personal Development of Employees Cultural Heritage Protection Community Relations Environmental awareness Eco-efficiency (efficient Resources Use) 	<ol style="list-style-type: none"> Strategies for maintaining Cash Flow Support to Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINAE, Acronymsim in spanish) Anti covid protocol in operation and offices Emphasis on service, electric route program and design of experiential experiences (tours) Annual training and development program for our staff Trainings of Cultural Heritage Protection to our staff and financial support to those sites, through client visitation. In 2020, it was not possible to continue with social responsibility programs, but we continued paying communities providers, thus they could continue operations. Annual Training Program for staff and messages to clients Certificate of Tourism Sustainability Elite Level, Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica
Collaborators	<ul style="list-style-type: none"> Email Informative Slates Informative Screens Trainings Sustainability Website Newsletter Sustainability Report WhatsApp Social Networks 	<ul style="list-style-type: none"> Emails and phone lines Staff Meetings Contact us on websites HR Department Green Comitee (execute internal sustainable actions) Social Networks WhatsApp 	<ol style="list-style-type: none"> Financial Sustainability Employment Professional and Personal Development of Employees Eco-efficiency (efficient Resources Use) Ethic and Transparency Biodiversity and Ecosystem Protection Employees Motivation Customer Management Waste Management 	<ol style="list-style-type: none"> We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. Annual training program for staff and growth option Certificate of Tourism Sustainability Elite Level, Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINAE, Acronymsim in spanish) Employee benefits program updated Emphasis on service, innovation and optimization, customer service training Waste Management Program.
Providers	<ul style="list-style-type: none"> Sustainability Report Extranet Email 	<ul style="list-style-type: none"> Meetings Emails and phone lines Contact us on websites 	<ol style="list-style-type: none"> Financial Sustainability Ethic and Transparency Employment Quality Management Employees Motivation Professional and Personal Development of Employees Eco-efficiency (efficient Resources Use) Biodiversity and Ecosystem Protection Waste Management 	<ol style="list-style-type: none"> We continue the payments to our providers during pandemic, Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. Customer Services and Operations Restructuration. Employee benefits program updated. Annual training and development program for our staff Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINAE, Acronymsim in spanish) Waste Management Program.
Communities	<ul style="list-style-type: none"> Sustainability Report Social Network 	<ul style="list-style-type: none"> Email and phone lines Social Network Tour Group of tour guides, drivers sales agents, and product executives. Contact us en sitios web 	This stakeholder has not been consulted	

Board of Directors, Shareholders, Banks	<ul style="list-style-type: none"> Sustainability Report 	<ul style="list-style-type: none"> Emails and phone lines 	<ul style="list-style-type: none"> a) Ethic and Transparency b) Financial Sustainability c) Employment d) Biodiversity and Ecosystem Protection e) Community Relations "f) Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism " g) Health and Safety (Covid -19 and security) h) Environmental awareness i) Eco-efficiency (efficient Resources Use) 	<ul style="list-style-type: none"> a) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency b y c) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. d) We give support to Stop Animal Selfies Campaing of the Enviromental and Energy Governmental Institution (MINAE, Acronysim in spanish) e) During 2020 Community programs were stopped due to pandemic. It is expected to reactivate it, when financial recovery allows it. But, despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded f) We signed the Code of Conduct againts Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. e) Anti covid protocol in operation and offices f) Annual training program for staff and invitations to participated to our providers g) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica
Government - Regulators - Public Services Institutions	<ul style="list-style-type: none"> Email Sustainability Report 	<ul style="list-style-type: none"> Meetings Emails and phones lines Contact us on websites 	<ul style="list-style-type: none"> a) Environmental awareness b) Ethic and Transparency c) Accountability to Stakeholders d) Innovation e) Equity and Women Empowerment f) Community Relations "g) Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism " h) Biodiversity and Ecosystem Protection i) Waste Management 	<ul style="list-style-type: none"> a) Annual training program for staff and invitations to participated to our providers b) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency c) Sustainability reports are prepared annually and sent to our stakeholders, which details all the management of the company of the relevan issues for the stakeholders and the company, related to our sustainability management d) Modality "Work from home" implemented. The rest of the projects were stopped due to pandemic, it is expected to be developed in 2021 onwards. e) We have commercials relationships with local providers and Women entrepreneurs, a broader program should be developed with they when financial recovery allows it. f) During 2020 Community programs were stopped due to pandemic. It is expected to reactivate it, when financial recovery allows it. But, despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded g) We signed the Code of Conduct againts Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. h) We support Stop Animal Selfies Campaing of the Enviromental and Energy Governmental Institution (MINAE, Acronysim in spanish) i) Waste Management Program.
Chambers and Associations	<ul style="list-style-type: none"> Sustainability Report Redes Sociales 	<ul style="list-style-type: none"> Meetings Some or our Personal are members of Board Directors of some Tourism Chambers and Associations. 	<ul style="list-style-type: none"> a) Ethic and Transparency b) Biodiversity and Ecosystem Protection c) Environmental awareness d) Employees Motivation e) Financial Sustainability f) Employment g) Profesional and Personal Development of Employees h) Eco-efficiency (efficient Resources Use) i) Health and Safety (Covid -19 and security) 	<ul style="list-style-type: none"> a) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency b) We support Stop Animal Selfies Campaing of the Enviromental and Energy Governmental Institution (MINAE, Acronysim in spanish) c) Annual training program for staff and invitations to participated to our providers d) Employee benefits program updated e) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. f) Annual training and development program for our staff g) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica h) Anti covid protocol in operation and offices

Organizations of Support or Allies	<ul style="list-style-type: none"> Sustainability Report Social Network 	<ul style="list-style-type: none"> Meetings 	This stakeholder has not been consulted	
Commercial Representations	<ul style="list-style-type: none"> Sustainability Report Social Networks 	<ul style="list-style-type: none"> Meetings Emails and phone lines 	<ul style="list-style-type: none"> a) Financial Sustainability b) Ethic and Transparency c) Biodiversity and Ecosystem Protection d) Productivity and Talent Management e) Community Relations "f) Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism" g) Customer Management h) Environmental awareness i) Eco-efficiency (efficient Resources Use) 	<ul style="list-style-type: none"> a) We implement different strategies to the maintenance of Cash Flow. b) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency c) We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINAE, Acronysim in spanish) d) Pending to be developed in 2021 onwards due to Covid-19, but in 2020 we implemented "work form home" modality, allowing the empowerment and development of ideas from our staff to improve work e) During 2020 Community programs were stopped due to pandemic. It is expected to reactivate it, when financial recovery allows it. But, despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded f) We signed the Code of Conduct against Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. g) Emphasis on service, electric route program and design of experiential experiences (tours) h) Annual training program for staff and invitations to participated to our providers i) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica
Media or Communication	<ul style="list-style-type: none"> Sustainability Report Social Network 	<ul style="list-style-type: none"> Correo Electrónico y Teléfono Social Network 	This stakeholder has not been consulted	
External Auditors	<ul style="list-style-type: none"> Sustainability Report Email and phone lines 	<ul style="list-style-type: none"> Email and phone lines 	<ul style="list-style-type: none"> a) Productivity and Talent Management b) Financial Sustainability c) Ethic and Transparency d) Biodiversity and Ecosystem Protection e) Employment "f) Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism " g) Health and Safety (Covid -19 and security) h) Environmental awareness i) Waste Management 	<ul style="list-style-type: none"> a) Pending to be developed in 2021 onwards due to Covid-19, but in 2020 we implemented "work form home" modality, allowing the empowerment and development of ideas from our staff to improve work b) Strategies for maintaining Cash Flow c) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency d) We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINAE, Acronysim in spanish) e) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. f) We signed the Code of Conduct against Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. g) Anti covid protocol in operation and offices h) Annual training program for staff and invitations to participated to our providers i) Waste Management Program.

This will be implemented until the financial situation allows it, we hope it will be next year.

MATERIALITY

This material refers to the contents GRI 102-46, GRI 102-47, GRI 102-48, GRI 102-49 and GRI 102-50 of GRI 102: General Disclosures - Practices for the preparation of reports 2016

Swiss Travel has identified its environmental impacts since 2006, but in 2020 it carried out its materiality study to align it with its business strategy, taking into account the consultation of interested parties. This study determined in 24 detected topics, of which 10 priority or material topics, and it was done in order to align the company's strategy to the new reality due to the pandemic. Thus, the materiality study is in process of scrutiny by the Strategic Committee, it could have possible adjustments and be implemented in 2021 onwards, as recovery allows. For this reason, this report details the actions company did in 2020 to react to the pandemic, which were carried out focused on three areas:

- a) Protection collaborators' health.
- b) Protection of clients' health.
- c) Economic resilience management.

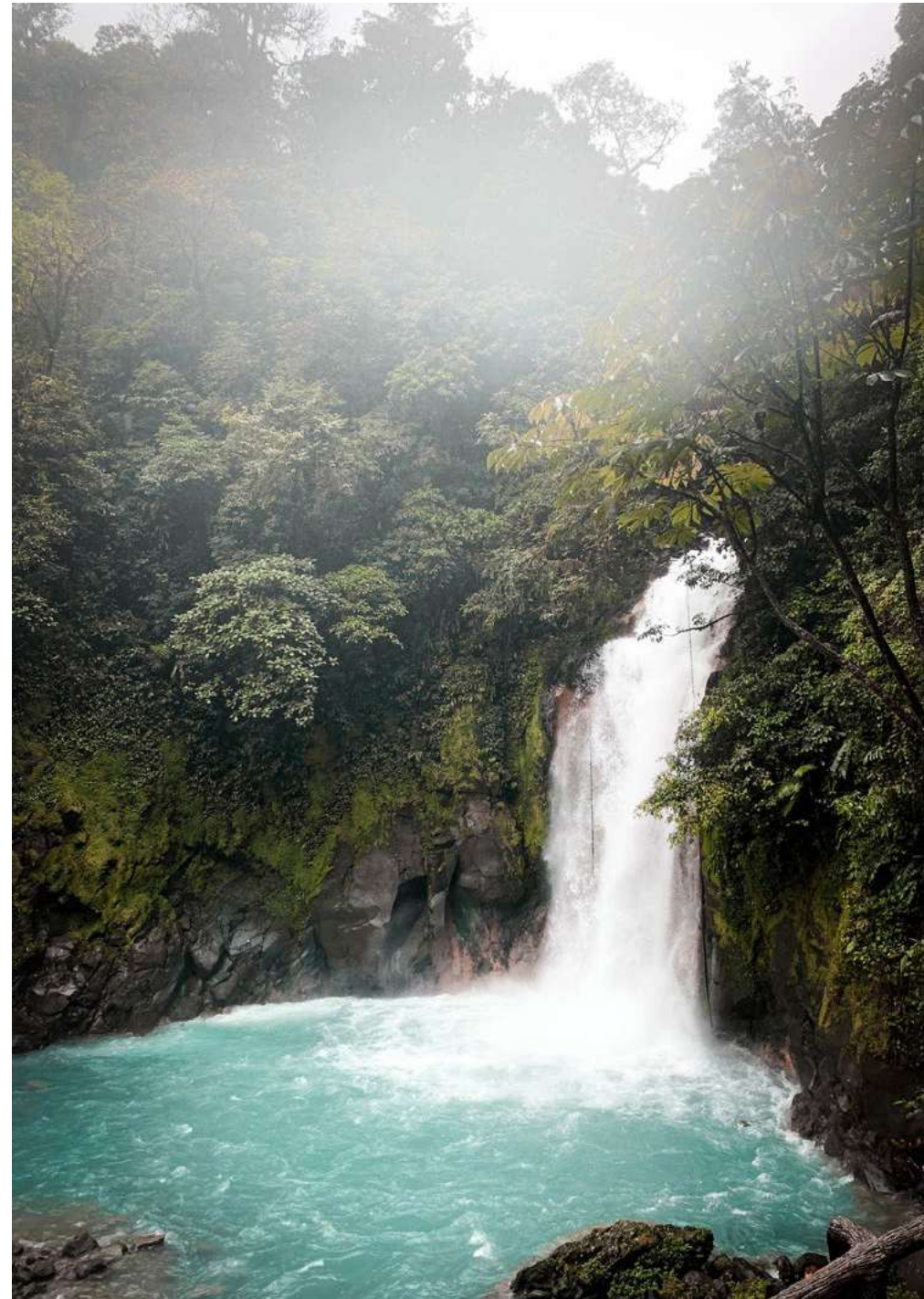
In addition, the material topics worked on since the previous year continued. Destination impact projects, such as volunteering, were put on hold as we did not have the financial resources to manage them, nor the staff, added to the sanitary restrictions.

The time was used to update the sustainability strategy with consultation with interested parties, based on the new reality, but its execution will be for the next few years, whose focus will be the recovery for a new normality.

Thus, what is shown in this report is what could be executed and prioritized.

Additionally, the following topics were worked on:

- a) Protection of wildlife.
- b) Eco-efficiency.



**“Look deeply into
nature and then
you will understand
everything better.”**

Albert Einstein





ECONOMIC

ACTIONS DURING PANDEMIC

The management approach in 2020 was based on reaction and resilience, covering the issue of seeking financial sustainability, due to eight months of revenues reduction of 58% in comparison to 2019. The strategy was focused on maintain the cash flow to take care of the company and our most relevant stakeholders. Next, the detail of actions:

- Decrease in expenses: by adjusting budgets, renegotiating credits with banks and with non-tourist providers to make quotas more flexible.
- Decrease in operating costs: decrease in personnel and join the part-time option approved by the government in accordance with article 3 of Law 8488, National Law of Emergencies and Risk Prevention, of November 22, 2005, when dealing with of a national emergency.
- Continuity of payment of tourist suppliers: payments to our suppliers continued.
- Strategy to recover sales: development of communication protocols and campaigns aimed at clients, for when the borders were opened, to be able to generate that return of markets. We continue in that process.
- Search for credit to give continuity to the business.

Proportion of senior executives hired from the local community: Of the six senior executives, three of them live in communities near our offices, the rest are located in more remote areas, representing 50% of local hiring. It is worth noting that it is a company with national capital.

Economic Benefits of Sustainability Management

Eco-efficiency inside our Offices	
Electricity savings	\$16.907,12
Recycling Sale	\$267
Water savings	\$2.076,70
Paper Consumption	\$2.516,68
Total savings for the period	\$21.500,50

Social and environmental contributions generated by our operation	
Distribution of wealth with payment to tourism providers	\$9.703.227,31
Contribution to the System of Protected Areas by payment of tickets	\$41.324,58
Total wealth distribution	\$9.744.551,89

Note: We generate greater distribution of wealth, but the data share here, is the one with a real traceability.



ENVIRONMENT

OUR ENVIRONMENTAL EFFORTS

This material refers to the contents GRI 103-1, GRI 103-2, GRI 103-3, of GRI 103: Management approach- 2016

At Swiss Travel we know that the environment is an essential asset for life and business development.



In 2020, the Global Sustainable Tourism Council (GSTC) awarded Costa Rica once again for its permanent efforts in the development and consolidation of sustainable tourism, by recognizing within its sustainable standards of evaluation the Certificate of Tourism Sustainability (CST) of the Costa Rican Tourism Institute (ICT).

This recognition increases the international credibility of the CST standard, which is aligned with the universal criteria for sustainable management, environmental protection, pollution reduction, social and economic benefits for the local community, among others. (Garza J. Monday June 29, 2020 02:12 pm <https://www.larepublica.net/noticia/costa-rica-premiada-nuevamente-por-ser-lider-en-turismo-sostenible>)

Swiss Travel, has this certification at the Elite level, the maximum possible, and since the establishment of our company, we have made great efforts to mitigate, eliminate or compensate its impacts on the environment.

We take care of the beauties for which tourists choose Costa Rica as their destination and at the same time, we promote the continuity of current life and future generations.

The management on the environmental pillar during the year 2020 is shown below.

BIODIVERSITY AND ECOSYSTEMS

This material refers to the GRI contents 304-1, 304-2, 302-3, 304-304-4 of Biodiversity 2016

Costa Rica is one of the 20 countries with the greatest biodiversity in the world. With only 51,100 km² of surface area, more than 500,000 species inhabit this small territory, which represents 6 percent of the world's biodiversity. It is estimated that we are the country with the highest number of species per unit area, with 1.8 species per km² (<https://www.dw.com/es/costa-rica-un-peque%C3%B1o-pa%C3%ADs-con-a-grande-biodiversidad/g-50705893>)

Biodiversity plays a very important ecological function in the stability dynamics of ecosystems in the country and is one of the most important tourist attractions in Costa Rica, so its conservation and sustainable use at the local, national and global levels is of vital importance.

According to the 2020 World Economic Forum, there are four fundamental risks in Costa Rica, all of them environmental: extreme weather, failure of climate action, loss of biodiversity and natural disasters.

Reviewing this issue and the result of the investigation of materiality and stakeholders, it's essential for the company to increase its Biodiversity conservation management with an Ecosystem Recovery and Biodiversity Protection plan. This to counteract the negative effects that have accumulated and deteriorated the ecosystems and the quality of life of the human communities, through ecological restoration, rehabilitation and recovery activities.

Taking into account the following:

• **First stage**

1. Identification of species at risk from our operation.
2. Definition, control of load capacities and selection of suppliers.

• **Second stage**

1. Awareness of clients and staff. Many of the effects are generated by ignorance
2. Support for the government campaign Stop Animal Selfies.

In 2021 there will be a specific code of ethics process for suppliers that work directly with wildlife and a free training program for staff and suppliers, plus other companies in the sector and students.



GENERAL BIODIVERSITY MANAGEMENT MODEL

(GRI 304-1, 304- 3 -304-4)

None of our facilities are located in protected areas or areas of great value for biodiversity outside of protected areas, nor does it impact protected habitats. Ecosystems have been restored on the property where the facilities are located. There are indirect impacts due to the visit of our clients to protected areas, reserves, natural sites and the management of suppliers on the use and conservation of biodiversity and ecosystems, which were identified in the matrix of environmental impacts.

SIGNIFICANT IMPACTS OF ACTIVITIES, PRODUCTS AND SERVICES ON BIODIVERSITY

(GRI 304-2)

Chart 5 . Impactos of our operation to Biodiversity	
Activities causing the impacts	Impacts to Biodiversity
* Quantity and behavior of clients visiting different zones of the country, (Carrying Capacity or Limit of Aceptable Change.) * Value Chain (responsible or not) Acquisition of Supplies (types of supplies). * Water consumption. * Consumption of Fuels and Gases. .* Electrical consumption. *Waste Production and Management · Production and Management of Liquid Waste. · Use of Air Conditioners *Tranportation of clients.	Illegal extraction and captivity of wild animals and plants
	Marketing of species or products of flora and fauna prohibited by law
	Artificial feeding (direct or indirect) to wild animals
	Alteration in the behavior of animals by invading their territory
	Impact on flora and fauna due to the decrease in essential goods for life (water, food, air quality, spaces to live)
	Impact on aquatic and marine flora and fauna
	Destruction and contamination of habitat by waste
	Destruction and contamination of habitat by massive tourism in protected areas
	Reduction of sands and alteration of the natural landscape
	Saturation of protected areas by visitation
	Mangrove destruction
	Hit-and-run on Fauna road
	Decrease in juvenile fish species

We do not have direct species affected by our offices, but we do have indirectly due to the visit of our clients to conservation areas and other sites in which they have been affected by human presence.

Next, the list of endangered species in Costa Rica, according to SINAC 2017

Mammals	Birds	
Water Opossum	Limpkin	Black Guan
Giant Anteater	Agami Heron	Wedge--tailed Grass--Finch
Davies's Graybeard Bat	Pinnated Bittern	Peg--billed Finch
Tricolored Big-eared Bat	Least Bittern	Sedge Wren
Forest-Dweling bats	White--fronted Nunbird	Green--and--rufous Kingfisher
Spider Monkey	Black-cheeked Ant-Tanager	Black--crowned Antpitta
Tití Monkey or squirrel monkey	Prevost ´s Ground Sparrow	Strong--billed Woodcreeper
Howler Monkey	Nicaraguan Seed--Finch	Peregrine Falcon
Whiteface Monkey	Red--throated Caracara	Yellow--naped Parrot
Harvester Mouse	Golden--browed Chlorophonia	Ocellated Crake
Otter	Yellow--tailed Oriole	Prong--billed Barbet
Water Rat	Tawny--faced Quail	Blue--and--gold Tanager
Underwood Rat	Green Macaw	Sulphur--rumped Tanager
Cauzel	Red Macaw	Mangrove Hummingbird
Margay	Unspotted Saw--whet Owl	Lattice--tailed Trogon
Yaguarundi	Black--thighed Grosbeak	Black--faced Solitaire
Puma, Montain lion	Jabirú	Rock Wren
Jaguar	Turquoise Cotinga	Tawny--chested Flycatcher
Manigordo o Ocelote	Bare--necked Umbrellabird	White--facedWhistling--Duck
Manatee, sea cow	Great Jacamar	Black--cheeked Ant--Tanager
Tapir	Masked Yellowthroat	Harpy eagle
	Turquoise Cotinga	Crested eagle
	Three--wattled Bellbird	

Reptiles	Amphibians	Flora
Monteverde Lizard	Alerquín Frog (4 species)	Orquid (33 species)
Oxacan Spiny Tailed Iguana	Toad	Orquid Tricopilia
Rufous Spiny lizard	Holdridge Toad	Notylia spp (All species)
Tuberculated Leaf-toed Gecko	Golden Toad	<p>More detail of the list with scientific names in the following link: https://www.conagebio.go.cr/Conagebio/public/documentos/legislacion/Directrices/Resolucion92.pdf</p>
Black-tailed wormsnake	Tree Frog	
Forest pygmy snake	Leaf litter frog (9 species)	
Striped pygmy snake	Poisonous Frog	
Leatherback sea turtle	Salamander (12 species)	
Green Turtle	Horned frog	
Hawksbill sea turtle	Dermophis gracilior (3 species)	
Loggerhead turtle		



We have two ways to control it:

a) Biodiversity Carrying Capacity

Our Sustainability Manual establishes operating guidelines, where the company has different services, such as groups, incentives, individuals and cruises, and each of the processes must ensure quality and safety criteria, including respect for load capacities and limits set for vulnerable sites.

We adjust the load capacities according to our internal policies, minimizing impacts as much as possible.

Each of our operations services has its own individual manual, establishing the load capacity accordingly for visiting natural or cultural sites for each tour type.

Two or more guides are used for groups of 15 to 25 pax, according to each manual, taking into account quality of service and protection of the visited sites.

As an example, Sensoria and Mistico sites have a restriction of 15 pax per guide, in this case, another guide is assigned when groups are larger.

1

Identification of vulnerable areas:

Sales Area: must send annually the most visited sites and number of visitors and types of activities carried out. In the same way, the guides and drivers collaborate who constantly visit the areas, in relation to biological impacts.

2

Analysis of vulnerable areas

Sustainability area analyzes the effects generated in each area involved, categorizes and chooses the three main risk areas, taking into account the load capacity of the sites or the limit of acceptable change of the community. Generates report to Corporate Directors with the adjustments to be made, with specific deadlines, representation of costs for the company, among others.

3

Marketing Area

It must make adjustments to search for an alternative product if required to alleviate the carrying capacity of saturated sites and promote the recovery of ecosystems.

4

Monitoring and Control

Carry out by the sustainability area of the priority areas to analyze the recovery status and consider reopening that product in the service offering.

b) Management of a plan for the protection and conservation of forbidden or threatened species to reduce impact, which includes the following:

- Identify the different suppliers that use wild species in their daily operations.
- Identify the level of interaction Rescue Centers offer of interaction with wild species.
- Make sure that all providers or Rescue Centers that work with wild species have all the permits established by regulatory entities.
- Identify the actions that can be carried out for the conservation and protection of forbidden or threatened flora and fauna species.
- Motivate internal and external personnel to carry out actions for the conservation and protection of prohibited or threatened flora and fauna species.
- Training our guides to raise awareness and take care that clients are not affected and that they do not affect biodiversity in the same way.
- Behavioral advice is provided to customers in their welcome pack to support conservation actions.
- We have an inventory of autochthonous and exotic species in our facilities gardens for their control and protection, which is constantly updated.

Restoration projects and promotion of the sustainable use of biodiversity developed in 2020



a) Stop Animal Selfies Campaign

Stop Animal Selfies is a campaign created by the Government of Costa Rica through the Ministry of Environment and Energy (MINAE) and in collaboration with civil society organizations and tourism companies.

Swiss Travel is the first Tour Operator to commit to this initiative to raise awareness about the negative impacts of selfies and photographs that show direct contact with wild animals. This initiative looks to protect both wildlife and tourist from associated risks, also to avoid the capture of wild animals and in captivity.

Some of these risks are:

- **Animal risk:** cruelty, stress, suffering, transmission of human diseases to the animal.
- **Loss of biodiversity:** looting of wild populations, loss of natural behaviors and ecological functions.
- **Risks for Tourists:** risk of contracting diseases, animal attacks.
- **Loss of environmental capital and work sources.**

Studies have shown that these practices are cruel to animals and risky for humans:

- How to do wildlife tourism right, National Geographic 2019 <https://www.nationalgeographic.com/travel/article/how-to-do-wildlife-tourism-right>
- Suffering unseen: The dark truth behind wildlife tourism, National Geographic 2019 <https://www.nationalgeographic.com/magazine/article/global-wildlife-tourism-social-media-causes-animal-suffering>
- Exclusive: Instagram Fights Animal Abuse with New Alert System, National Geographic 2017 <https://www.nationalgeographic.com/animals/article/wildlife-watch-instagram-selfie-tourism-animal-welfare-crime>
- A study published by the World Animal Protection (2017), carried out worldwide, places Costa Rica in the number 7 position in the world in photographs and selfies in direct contact with wild animals.

This should not happen:

Source: World Animal Protection y <https://stopanimalselfies.org/>

So How to take ethical photos and selfies with wildlife?

We invite you to visit places where animals live and take all the photographs you want, as long as you respect their natural behaviors and do so at a safe distance, to take care of yourself and protect wild animals.



The natural behavior of a wild animal in the presence of humans is to move away, flee or keep a safe distance from the person. Forcing him to stay close to people or attracting him with food causes stress, suffering and disrupts its natural behaviors. Keep a safe distance when observing them in their natural habitat or in zoos and sanctuaries.

To be part of the campaign, travelers take a selfie with a toy animal and post their photo on social media with the phrase “I don’t hurt animals for a selfie” and the hashtag **#StopAnimalSelfies**. Costa Rica is one of the few countries in the world with a regulation that prohibits this type of practice; its law declares wild animals as public domain property, protected by the state. Wildlife is of national interest, the heritage of all Costa Ricans and part of their natural treasure. Over 64% of the people who visit Costa Rica carry out activities directly related to ecotourism, one of the main sources of income and jobs.

Knowing and appreciating a wild animal in its habitat expressing its natural behaviors is an appropriate form of environmental education. If the animal is in captivity, its management should be as similar to its habitat as possible, allowing the animal to hide or get away from the tourist if it wishes.

The observation of the fauna must be done in a respectful way, admiring the nature of the species and its peculiarities; this can support the protection of species and help their conservation, if it is carried out properly.

Boosting the satisfaction of tourists, fostering a significant experience that makes them more aware of environmental problems and encourages the decision to adopt sustainable tourism practices, is one of the pillars of the tourism model of our country.



1- Reject tours that allow you to take a selfie while hugging or holding a wild animal.



2- Observe the Fauna in a calm, respectful way and at a safe distance, do not chase the animals.



3- Respect the freedom of wildlife, never catch, manipulate or remove them from their habitat, it is dangerous for you and compromises the life of the animals and in Costa Rica it is a crime.



4- Respect the behavior and protect the health of wildlife, never feed them, attract them with food or sounds.



5- If for any reason the wild animals are in captivity, do not enter their enclosures, do not touch, hug, feed or manipulate them.



6- Help them return to nature. Animals in the process of recovery to be released should not be exposed to people, it eliminates their chances of returning to nature, do not pay for this type of activity.



7- Book wildlife viewing experiences with a responsible tour operator.



8- Share this code of ethics with family, friends or other tourists who want to visit Costa Rica.

Source: <https://stopanimalselfies.org/>



Source: <https://stopanimalselfies.org/>



**“The sustainability
about ecology,
economy and equality.”**

Ralph Bicknese

Swiss Travel has been a strategic ally of the private sector as a promoter of the campaign. At the end of 2019, we supported with our guides to disseminate the campaign at the Juan Santamaría and Daniel Oduber Airports, in addition to disseminating the campaign on our social networks and email to reach customers and staff.

In 2020 we support as disseminators with:

- **Swiss Travel, Minae and Canaeco Alliance**, in 2020, these organizations created an alliance to sensitize more companies in the tourism sector by providing educational programs.



- **Exhibition of the Stop Animal Selfie Campaign by Swiss Travel at the World Travel Mart 2020 international tourism fair.** Talks given during the “Building Better - Significant Changes for Wildlife in Tourism” convention. This panel focused on showing meaningful actions that the industry can take to manage wildlife tourism responsibly. Reducing the demand for entertainment with Wildlife and increasing a genuine and friendly experience with animals, planet and people.

Panel Q&A



Dr Louise de Waal
Campaign Manager
Blood Lions



Rob Lott
Policy Manager
WDC



Dylan Walker
CEO
World Cetacean Alliance



Jeldryn Vargas
Sustainability Manager
Swiss Travel Costa Rica



Mikel Freemon
Head of Animals & Natu
Airbnb

- **Interview with England’s Euronews to promote Stop Animal Selfies campaign:** <https://www.euronews.com/living/2021/01/25/stop-the-selfie-photos-with-monkeys-may-be-driving-illegal-pet-trade>

- **Stop Animal Selfies in Airports Campaign:** November 2019. Our guides invited tourists from the Juan Santamaria and Daniel Oduber airports to take pictures with toy animals as part of the campaign and taught them how to enjoy and take ethical selfies or photos with animals.



Bryan Gómez Mora está aquí:
Aeropuerto Internacional Juan Santamaría.
 2 min · Alajuela · 🌐

En los últimos años, los animales salvajes se han visto afectados gracias a la creciente tendencia por obtener un selfie en contacto con la fauna silvestre, ocasionando así, daños a nivel físico y mental en dichos animales. Estas prácticas (cruelles) deben ser erradicadas pues afectan uno de los tesoros mejor guardados del país, su biodiversidad!
#stopanimalselfies #swisstravelcostarica



Swiss Travel Costa Rica
 Publicado por Juan Mora [?] · 1 de noviembre · 🌐

Be part of the change! ... Just take a selfie with a stuffed wild animal that you have on hand.
 "I don't abuse wild animals for a selfie!"
 🚫 #stopanimalselfies 🚫

Swiss Travel Costa Rica
 Agencia de viajes

Enviar mensaje



- **Inclusion of the Code of Ethics in the Welcome Packages for the clients.**

First results of the campaign in this link <https://www.youtube.com/watch?v=fwwyg5cmQ8w>

For more info, visit: <https://stopanimalselfies.org/>

b) Financial support to the National Park System

Chart 7. Number of Tickets Purchased to National Parks	
National Park	Entrance Fee paid in dollars
Entrance Fee Cahuita National Park	\$1.769,23
Entrance Fee Carara National Park	\$6,78
Entrance Fee Rincon de la Vieja National Park	\$31,64
Entrance Fee Irazu Volcano National Park	\$27,12
Entrance Fee Poas Volcano National Park	\$4,52
Entrance Fee Arenal Volcano National Park	\$7.927,50
Entrance Fee Cahuita National Park	\$1.001,88
Entrance Fee Carara National Park	\$6.140,90
Entrance Fee Irazu Volcano National Park	\$355,95
Entrance Fee Manuel Antonio National Park	\$2.205,76
Entrance Fee Marino Ballena National Park	\$149,16
Entrance Fee Marino Las Baulas National Par	\$56,50
Entrance Fee National Park for Guide	\$697,16
Entrance Fee Poas Volcano National Park	\$3.996,60
Entrance Fee Rincon de la Vieja National Park	\$1.107,40
Entrance Fee Tenorio Volcano National Park	\$2.048,69
Entrance Fee to Los Quetzales National Park	\$120,00
Entrance Fee to Refugio de Vida Silvestre Gandoca-Manzanillo	\$1.290,73
Entrance Fee Tortuguero National Park	\$11.424,30
Fundecodes - Entrance Fee Palo Verde National Park	\$962,76
Grand Total	\$41.324,58

During the period of this report, 6435 clients contributed \$41 324,58 to the conservation of the System of Protected Areas of Costa Rica, with the purchase of tickets to National Parks.

c) Ecological restoration in our facilities

Restoration Plan - Ecosystem Protection and Sustainable Use of the Property where Swiss Travel San José is located.

At the time of the purchase of the property it was weeds and swamp terrain type, with little semi-deciduous flora, dedicated to sheep and turkeys farming, under the name "Pavilandia".

From the design and construction of the offices, the protection of the present flora and fauna was taken into account.

During the 26 years that the company has been operating in this property, a process of restoration and protection of the ecosystem has been carried out, which is why we now have greater forest coverage and a large wildlife resource within our facilities, in harmony with our operations .

During this process, those in charge of maintenance have reforested with species from the area, in addition they have carried out planting activities of fruit trees with the participation of staff. The last planting was carried out in 2019.

According to the research of the biologist and ecologist Wilbert Sibaja, a high level of restoration has been reached.

All the restoration carried out allows us to currently have fruit trees, timber, herbs and others, which have functioned as habitat and food for many species of animals, such as birds, iguanas, snakes, frogs, porcupines, among others.



OTHER EFFICIENCY MATTERS

- ATMOSPHERIC EMISSIONS

This material refers to GRI contents 305-1; 305-2; 305-3; 305-4; 305-5; 305-6; 305-7 of Emissions 2016

One of our main impacts to the environment is the emission of greenhouse gases from our customers' transportation.

In 2018 we began the process of tracking the carbon footprint generated by Swiss Travel in all operations in our locations. Once measured, we identified the reduction actions and subsequently, compensate our emissions.

In that year, the Ministry of Environment and Energy (MINAE) awarded us with the Carbon Neutrality for the first time, through an audit of INTECO (Costa Rican Institute of Technical Regulations), the local office of the International Organization for Standardization (ISO).

The National Carbon Neutrality Program 2.0 has an international approach by the Costa Rican Accreditation Entity, which accredits national entities to validate and verify GHG. One of those accredited verifiers is INTECO, through the INTE ISO 14064-1:2006 and INTE B5:2016 standards and the recommendations of the Intergovernmental Panel on Climate Change (IPCC), GHG Protocol.

After measuring the 2018 footprint, we achieved the Carbon Neutrality Plus certification in 2019, the highest level of this certification.

To achieve this certification, the company managed to reduce its carbon footprint by 5.65% (from the 5% requirement), also for being part of Greencloud's "Ecolégiate" program, in which five schools in our influence area receive training courses for a year.

In 2020, an extension was requested to the annual External Audit entity, due to the economic impact generated by the Covid-19 pandemic. This audit will now be held in 2022. Meanwhile, we kept the Plus level and kept measuring the footprint and carrying out reduction actions.





“Think globally, act locally”

Rene Dubois

ELECTRICAL POWER






This material refers to the contents 302-1 / 302-2 / 302-3 / 302-4 of Energy 2016

Electrical Power sources

Swiss Travel has three power sources.

- **Instituto Costarricense de Electricidad:** Costa Rica added its sixth consecutive year with over 98% of renewable electrical power generation.

- **Solar panels:** 486 panels in total: 312 in Guanacaste, 174 in La Uruca, contributing with renewable energy and become more self-sufficient. These were installed in mid and late 2019.

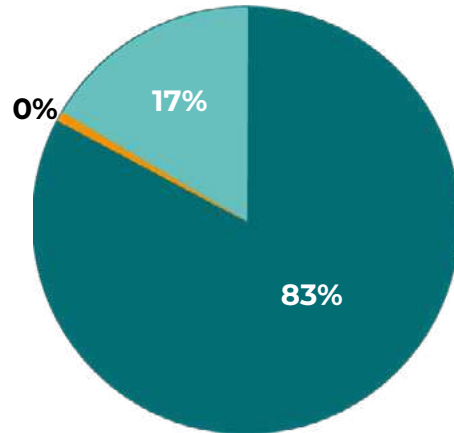
	Water	71.91%
	Wind	12.65%
	Geothermal	14.64%
	Biomass	0.51%
	Sun	0.08%
Subtotal		99.79%



- **Electric generator:** used in cases of power outages for short periods. Fuel powered.

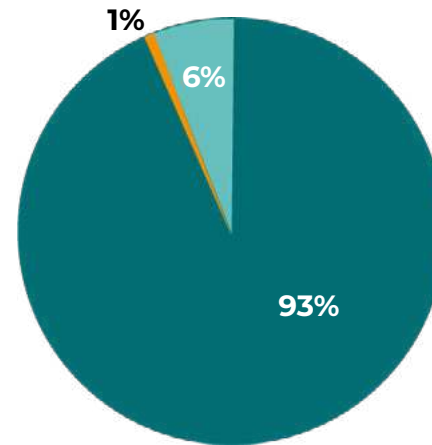


Graph 5. Swiss Travel 2020 Energy Sources Percentage Comparison



- Source ICE/CNFL
- Solar panel
- Power plants source

Graph 6. Swiss Travel Energy Sources Percentage Comparison 2019



- Source ICE/CNFL
- Solar panel
- Power plants source

As seen in graph 5, in 2019, year that the solar panels were installed, the power they produced supplied 6% of the electricity used by the company, the power plant generated 1% and the remaining 93% of energy was obtained from the electricity company of Costa Rica.

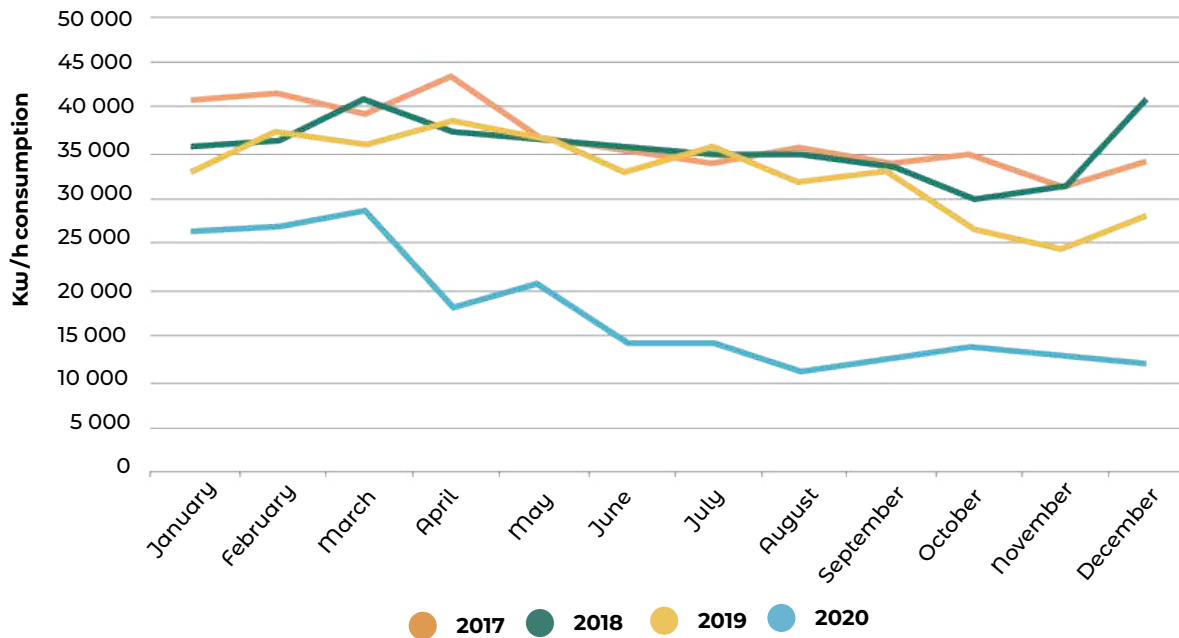
In 2020, the energy provided by solar panels increased to 17%, 11% more. The power generator only generated 0.32%.

ELECTRICAL CONSUMPTION

Chart 13. Comparison of Consumed Electricity and Amounts Paid Years 2017 to 2020

Month	Consumption kw						Amount Paid					
	2017	2018	2019	2020	2019 vrs 2020	%	2017	2018	2019	2020	2019 vrs 2020	%
ICE/CNFL Source	441.501,00	423.143,00	371.956,00	176.089,00	1.412.689,00	-53%	\$(0,53)	\$101.629,17	\$102.268,91	\$92.507,02	\$40.536,26	-56%
Power Electrical Generators Source	2.703,62	3.754,6	2.111,61	670,08	9.239,91	-68%	\$(0,68)	\$1.493,33	\$1.163,69	\$1.890,73	\$2.589,29	37%
Solar Panels	n/a	n/a	25.027,0 0	35.757,83	60.784,83	43%	0,43	n/a	n/a	\$10.865,05	\$47.819,41	340%
Energy Total	444.204,62	426.897,60	399.094,61	212.516,91	1.482.713,74	-47%	\$(0,47)	\$103.122,50	\$103.432,60	\$105.262,79	\$90.944,96	-14%

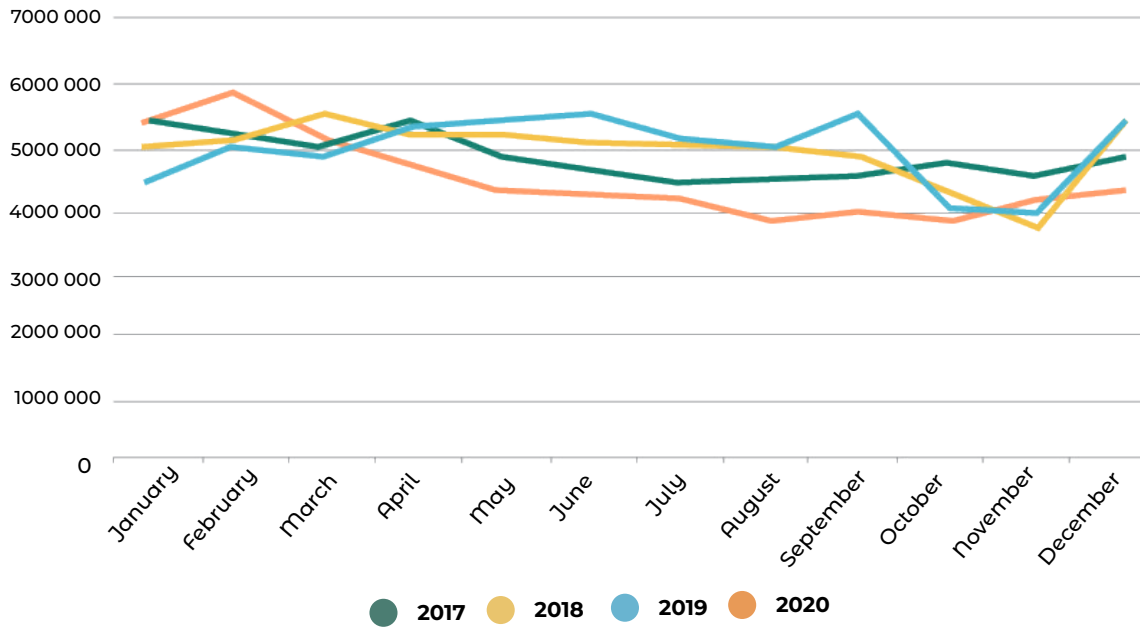
Graph 7. Comparative Monthly Electricity Consumption in Kw / h, years 2017-2020



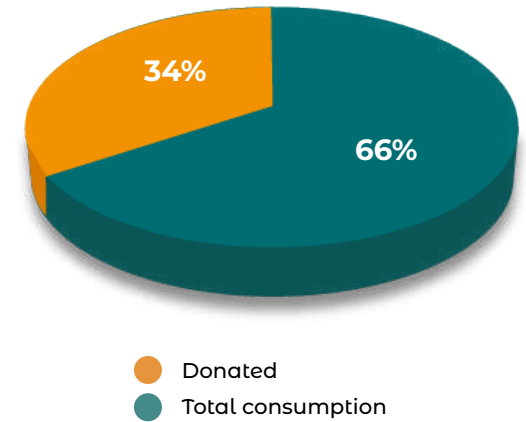
Due to the impact of the Covid-19, our staff spent around eight months working remote, resulting in a 47% decrease in electricity consumption compared to 2019, for 187247.19 kWh not consumed. This represents the annual consumption of 67 families made up of four people. (According to ICE data, a family consumes 234kwh).

As shown in graph 7, electricity consumption in the first three months of the year was 23% lower than in 2019, which corresponds to internal savings management, but the remaining 24%, maintained during the year, occurred due to the impact of the pandemic and the implementation of teleworking.

Graph 8. Comparative consumption of Total Energy consumed vs donated, years 2019 and 2020



Graph 9. Comparative Total Energy Consumption of Electricity Companies CR vs Consumed of Panels years 2019 and 2020



With the installation of panels, with savings of 16%, for a total of \$ 16,907.12 dollars, as shown in graph 8.

Solar Panels

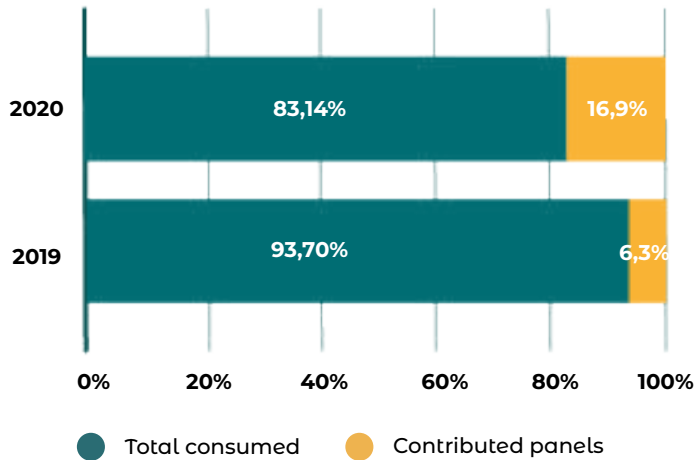
These provide power to our facilities in Guanacaste and La Uruca.

Chart 14. Total Production of Panels vs Energy Consumption and Donation years 2019 and 2020			
Year	Pannels Energy Production	Total Energy Consumption	Donation
2019	52.276,0	47.184,0	1.597,0
2020	125.554,81	67.450,29	57.864,53
Total	177.830,81	114.634,29	59.461,53

From \$34,613.37 dollars paid in two years for having the panels, \$ 11,768.55 worth of energy was donated. This energy donated is injected into the electricity supply network, to be used by Costa Rican families. The 34% savings percentage was due to the decrease in operations and because the staff worked remotely during 2020.

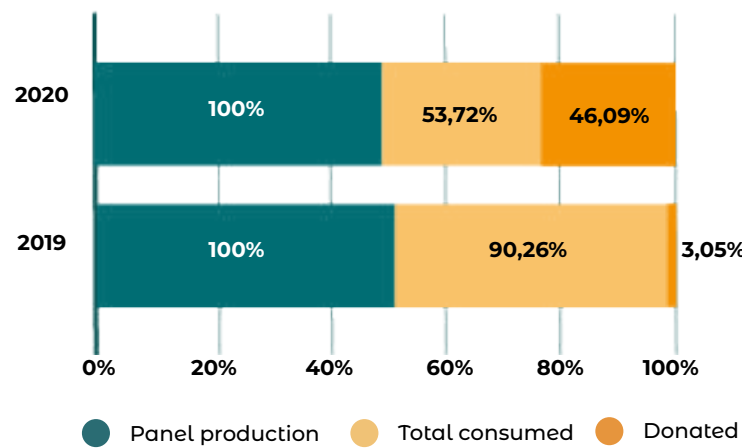
In graph 14, during two years a total of 117,830.81 kwh of energy was produced, the company consumed 66%, and donated 34%, (graph 9).

Graph 10. Comparative Total Energy Consumption of Electricity Companies CR vs Consumed of Panels years 2019 and 2020



Graph 10 does not count production, shows general consumption, including the San Jose headquarters (it does not have panels). Also shows how the direct energy consumption of the panels increased in 2020, going from 6% to 17%, that is, 11% more.

Graph 11. Comparison of Total Energy Consumption of ICE vs. Consumed of Panels (including that returned by ICE) and Donated years 2019 to 2021



This graph shows how internal electricity consumption decreases drastically and, at the same time, the percentage of donated energy increases significantly.

We hope there will be a recovery in the use of the energy produced in 2021, upon reaching a greater operating movement.

CONSUMPTION EFFICIENCY PER PERSON. Not detailed. In 2020, staff only spent three months on site, a completely different scenario from 2019.



REDUCTION ACTIONS

The goal was to decrease 3% compared to 2019, but due to the impact of the pandemic, the decrease was 47%.

Change of bulbs:

this project started in 2014 by changing fluorescent lights for LED light, during 2020 only two 23w compact fluorescent lights were changed, which represented a saving of 27kwh per year. From 2014 to 2020, there is an accumulated savings generated by this project of 4880kwh.

Personnel training:

€ In 2020 we were able to train 31 people from our team.



*The major impact for this decrease in consumption was the pandemic and for the same reason no additional actions were taken.

Customer awareness:

through our tour guides, information on web pages, welcome packages, news, give awareness to our customers about the efficient use of electricity on their trip, and make travelers that are more aware.

Constant Maintenance:

The greatest impact for this decrease in consumption was the pandemic and for the same reason no additional actions.

WATER

This material refers to the contents 303-1 / 302-2 / 303-3 of Water 2016

Water at our headquarters comes from two sources: well and provided by the Instituto Costarricense de Acueductos y Alcantarillados (AyA, Spanish acronym), which largely supplies the country with drinking water.

Each headquarters is supplied as follows:

Table 16. Type of Water Sources by location

Table 16. Type of Water Sources by location	
Santa Ana Headquarters	AyA+Well
Guanacaste Regional Office	Well
Cielo Azul- Uruca Transportation Office	AyA+Rainwater

In the case of Santa Ana, the water comes from deep underground wells, under MINAE concession under file 8207-p, assigned flow 1.02 liters per second and Guanacaste, under File 9703-P assigned flow 0.60 l/ s. in the same property (See permissions in annexes).

There is no impact on any source for communities, biodiversity or wild areas. The company pay fees established by MINAE for the water use concession of the Water Law, Organic Law and Forestry Law:

Table 17. Consumption by source at the Swiss Travel Corporate level in m3 years 2017-2020

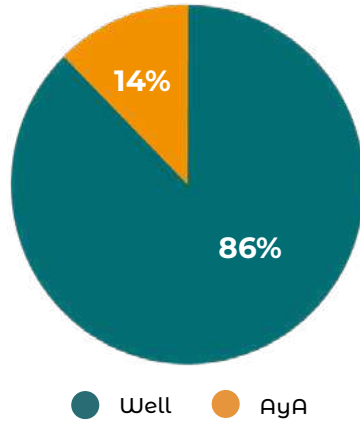
Year / Source	Well	AyA	Total	2019-2020 Difference	%	2019-2020 Difference	%
2017	13.534	1.610	15.144	(10.922,88)	-72%	(11.302,77)	-75%
2018	13.505	2.500	16.005				
2019	13.961	1.563	15.524				
2020	3.613	608	4.221				
Total	44.613	6.281	35.750				

Due to the pandemic, water consumption decreased drastically in 2020, 72% in relation to 2019 and 75% in relation to 2017, widely exceeding the established annual goal of 1%. This meant a savings of 45% in the payment of the bill for water consumption, for a total of \$2,076.70.

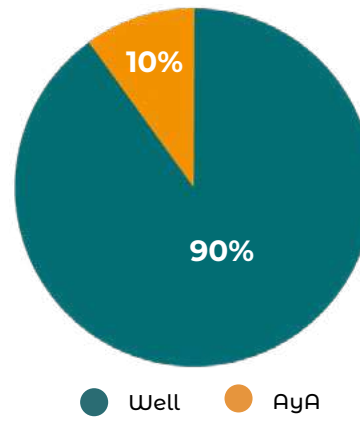
Consumption comes mainly from sanitary services, dining room, transport washing, transport workshop, rooms for staff and maintenance of infrastructure-gardens, but in 2020, as a large part of the remote working personnel and decreased operation, consumption also decreased.



Graph 12. Corporate Comparison of Well Water Consumption vs AyA, year 2020



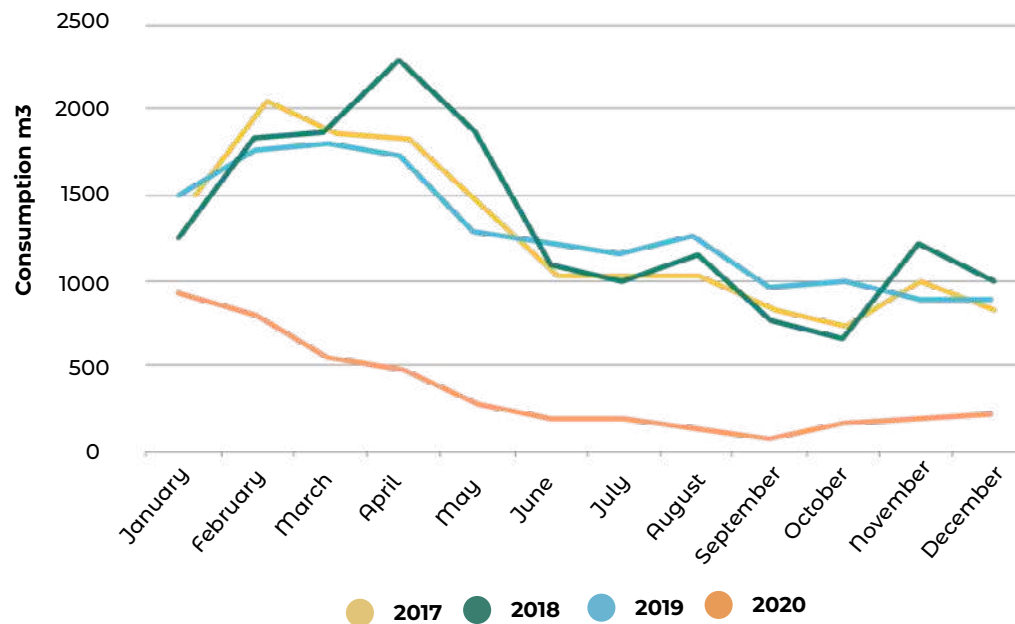
Graph 13. Corporate Comparison of Well Water Consumption vs AyA, year 2019



As seen in the graphs, water is mainly consumed from wells. In 2020, we had 4% a larger consumption from AyA compared to 2019, due to wells maintenance.



Graph 14. Comparative Monthly Corporate Water Consumption in Cubic Meters AyA and Well of Swiss Travel 2017-2020



Graph 14 shows the comparative monthly consumption per year.

It shows how consumption fell due to the pandemic and also how in January, February and March 2020 there was greater efficiency in the use of the resource, since consumption was lower compared to the same period of previous years.

Compared to 2019, those three months represented a decrease of 54%, as rain increased during said months.

REDUCTION ACTIONS

• RAINWATER COLLECTION SYSTEM

The company has a rainwater collection system in La Uruca. The system consists of pipes on the roofs of buildings and three tanks with a total capacity of 15,000 m³ of water, which covers approximately 155% of daily use while it rains; otherwise, covers 105%.

Grand monthly total: 8494 m³ per day, annually an average of 2,549.2 m³ would be an average of 300 washing days and quantity of washes per unit per month.

Supply of rain tanks in the rainy season: 1 month and 24 days approximately.

Unit Type	Liters per Wash
Hiace	8 liters
Coaster	7 liters
Senior	9 liters
China Bus	9 liters
Volare	9 liters
Bus	22 liters

Unit Type	Liters per Wash
Hiace	8 to 56 Liters
Coaster	7 to 49 Liters
Senior	9 to 63 Liters
China Bus	9 to 63 Liters
Volare	9 to 63 Liters
Bus	22 to 154 Liters

Unit Type	Liters per Wash
9 units Hiace	2016
8 units Coaster	1568
1 unit Senior	252
1 unit China Bus	252
2 units Volares	504
5 units Bus	3080

Since in 2020 the operation dropped drastically and cleaning of the transport units was not required.

Reduction Actions



• INTELLIGENT IRRIGATION SYSTEM FOR GARDENS:

The company has an intelligent irrigation system, which has been programmed so that the irrigation of green areas is carried out at best times, taking into account the irrigation zones by type of soil and vegetation.

sensor detects a certain degree of humidity or rain, it deactivates the irrigation.

In winter the hours are shortened and the humidity sensor is still active. This system allows a saving of up to 12 cubic meters per day. It is activated daily according to weather conditions.

In summer works at 1 a.m., 3 a.m., 5 a.m. and at 7 p.m., all rounds end at 7:40 a.m. The system has a humidity and rain measuring sensor, so when the



• MAINTENANCE:

Part of the reduction actions is the maintenance of the water system, wells, pumps, leaks and others, which carries out the maintenance process, to ensure the quality of the water and also to avoid waste. It is done daily.



• LABELING OF COMMON AREAS TO

ENCOURAGE SAVINGS: bathrooms, hand washing area, dishes and others.

WASTE WATER

This material refers to the contents 306-1 Water 2016

The following table shows the types of wastewater generated in our offices, detailing the sources and the treatment provided:

Chart 21. Types of sources, wastewater and treatment by site

Location	Source	Waste Water Type	Daily flow	Type of treatment
San Jose	Bathrooms	Ordinary	10.5m3 daily	Swiss Travel San Jose's wastewater is treated by an on-site treatment plant. These flow ranges require us to present operational reports every six months. In 2020, we only present the first semester operative report, the Misnistry of Healths approved us not to present the second semester operative report, because there were no discharges of wastewater in this period, due to the impact of the Covid-19.
	Dinning Room			
	Rooms			
Uruca Transport Building	Workshop	Special	4.18 m3 daily	This headquarters produces domestic and special wastewater from the workshop. The former are discharged into a septic tank and are managed by Sahuco, company authorized by the Ministry of Health of Costa Rica. The second ones go through a system of grease traps, desander, polishing tank (with papyrus plants), and then they are discharged to rainwater tanks for reuse in washing units. In the same way, water analyzes are carried out on the latter for being dangerous waters. But in 2020, due to low water consumption, the Ministry of Health approved us not to present operational reports this year.
	Bathrooms offices and transport units	Ordinary		
	Mobile washing			
	Dinning Room			
	Rooms			
Guanacaste	Bathrooms	Ordinary	22.28 m3 daily	It generates Domestic Wastewater and special waters (there is no workshop, only minor jobs such as changing tires and oil) which go through different grease traps and are discharged into a Septic Tank, it is managed by the authorized manager Santa Cruz Septic Services, when the septic tank warrants it.
	Dinning Room			
	Kitchen			
	Rooms	Special		
	Mobile washing	Ordinary		
Notes			Method used: 2007 - 730 Scope 55 of Gazette 55 of march 19, 2007: 80% of water for daily consumption.	Additional information of waste water treatment can be found in pages 55-52 of last sustainability report

Santa Ana and La Uruca facilities require the submission of operational reports to the authorities. Just one was submitted in 2020 due the decrease of the operations, as there was no residual waters to report:

Chart 22. Semiannual analysis of routing samplings form December 5th 20219 to June 11th 2020							
Routing Samplings							
Date day/ month/Year	Sampling #	Day	Flow l/s	Temp. oC ± 0.1	S. Sed. ml ± 0.1	PH ± 0.01	Flow m3/day
10/12/2019	1	Tuesday	0,339	23,0	0,0	7,00	29,280
20/1/2020	2	Monday	0,679	23,7	0,0	7,00	58,666
28/1/2020	3	Tuesday	0,171	22,7	0,0	7,00	14,774
Sum (Σ)			1,189	69,4	0,0	21,0	102,720
Average (x)			0,396	23,1	0,0	7,0	34,240
Standard Deviation (±)			0,259	0,5	0,0	0,0	25,029
Maximun			0,655	23,6	0,0	7,0	59,269
Minimun			0,137	22,6	0,0	7,0	9,211

Chart 23. Semiannual analysis of routing samplings Santa Ana Headquarters from July 2020 to December 2020						
Routing Samplings						
Sampling		Flow l/s	Temp. oC ± 0.1	S. Sed. ml ± 0.1	PH ± 0.01	Flow m3/day
1	July	0,000	0,0	0,0	0,00	0,000
2	August	0,000	0,0	0,0	0,00	0,000
3	September	0,000	0,0	0,0	0,00	0,000
4	October	0,000	0,0	0,0	0,00	0,000
5	November	0,000	0,0	0,0	0,00	0,000
6	December	0,000	0,0	0,0	0,00	0,000
Sum (Σ)		0,000	0,0	0,0	0,00	0,000
Average (x)		0,000	0,0	0,0	0,00	0,000
Standard Deviation (±)		0,000	0,0	0,0	0,00	0,000
Maximun		0,000	0,0	0,0	0,00	0,000
Minimun		0,000	0,0	0,0	0,00	0,000



ND. No Discharges due to the closure of facilities due to COVID.

Personal in Tele work.

There is a small amount of water leaving the WWTP for brief moments due to the use of facilities by Security Officers and maintenance personnel who work part time.

The water that reaches the lagoon is lost through evaporation. There is no discharge in the creek. It is practically dry.

Chart 24. Semiannual analysis of routing samplings Uruca Office from October 2019 to March 2020

Routing Samplings						
Sampling		Drinking water month m3	Temp. oC \pm 0.1	S. Sed. ml \pm 0.1	PH \pm 0.01	Flow m3/day
1	October	97	20,9	0,0	7,08	2,587
2	November	129	21,0	0,0	7,12	2,587
3	December	137	22,6	0,0	6,93	2,587
4	January	105	20,8	0,0	7,38	2,800
5	February	102	23,1	0,1	7,48	2,800
6	March	105	22,8	0,0	6,89	2,800
Sum (Σ)		675,0	131,3	0,1	42,88	16,160
Average (x)		112,5	21,9	0,0	7,15	2,693
Standard Deviation (\pm)		16,3	1,1	0,0	0,24	0,117
Maximun		128,8	22,9	0,1	7,39	2,810
Minimun		96,2	20,8	0,0	6,91	2,576



SIGNIFICANT DIESEL SPILLS

This material refers to the contents 306-4 of Water 2016

No spillage from the diesel tank to report during this period. The company has an internal protocol to follow in case of spills.

Bodies of water affected by water spills and / or runoff

This material refers to the contents 306-5 of Effluents and waste 2016

In San Jose only, after the treatment provided to the water, its discharged to Quebrada Copey, within the parameters established by the Ministry of Health in the Declaration of Discharges, File 4871-V OF May 22, 2018. An Environmental Fee for Discharges is paid in accordance with Executive Decree 34431-MINAE-S Regulation of the Environmental Canon for Discharges.

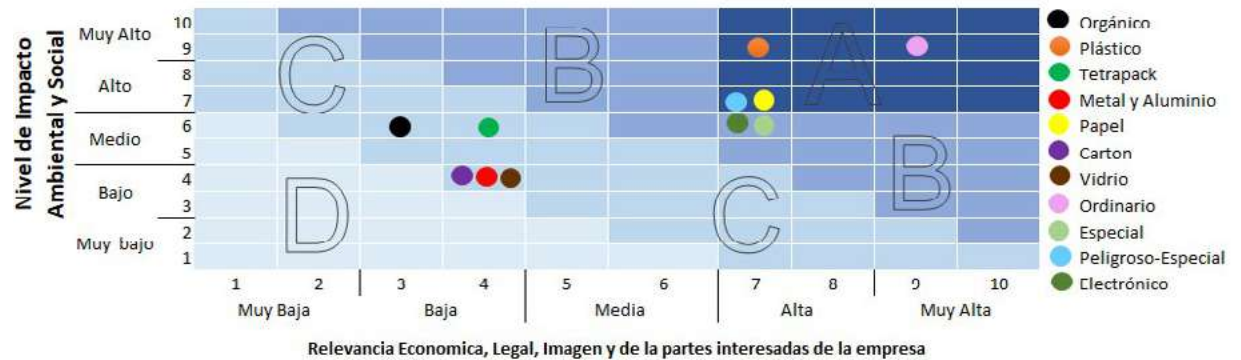
RESIDUES

This material refers to the contents 306-5 of Effluents and waste 2016

“The best waste is the one that is not generated”

At Swiss Travel we manage waste, eliminating or reducing as much as possible since the purchase process, by reusing or repairing and discarding only when the cycle has been completed, providing responsible treatment with managers authorized by the Ministry of Health.

The following is the composition of the waste generated



Ordinary waste, plastic and paper, hazardous and special waste from Cielo Azul, and other waste generated by the maintenance process, are given priority in their treatment, due to its environmental, economic and social impact.

Those with the least impact are cardboard, glass, aluminum and metal, due to their low consumption and ease of treatment. These are processed with an authorized waste manager.

The waste from the processes is collected and taken to the collection centers in our headquarters, to later be properly dispatched with authorized managers.

More details of the entire process on page 54 of the 2018 - 2019 report.



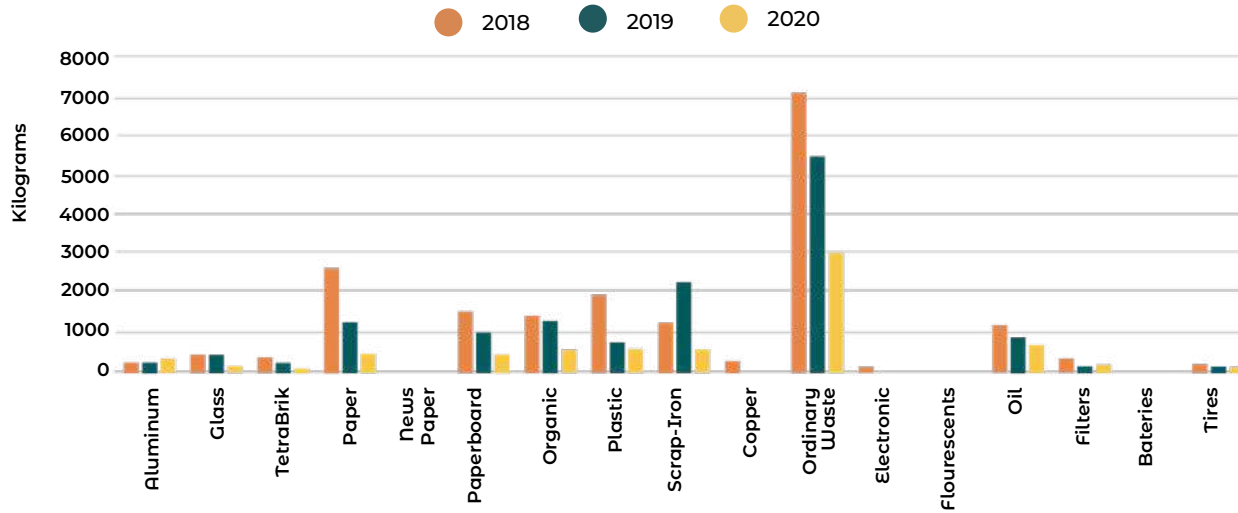
In 2020:

Chart 25. Corporative Control of Solid Waste in kilograms generated years from 2017 to 2020												
Year	Recoverable										Non Recoverable	Special
	Aluminum	Glass	TetraBrik	Paper	News Paper	Paper board	Organic	Plastic	Scrap-Iron	Copper	Ordinary Waste	Electronic
2018	205,5	409,0	341,5	2623,0	25,0	1501,0	1393,0	1953,5	1216,0	244,0	7103,8	111,0
2019	201,0	398,0	202,0	1226,0	0,0	965,0	1282,0	720,5	2268,0	0,0	5441,0	0,0
2020	311,9	134,0	52,0	435,0	0,0	472,0	539,0	591,0	530,0	0,0	3337,0	0,0
Total	1185,5	1781,6	815,5	11410,2	59,0	4453,6	4651,0	6501,2	5946,8	2176,8	19466,8	284,0
% increment or reduction	55%	-66%	-74%	-65%	---	-51%	-58%	-18%	-77%	---	-39%	---

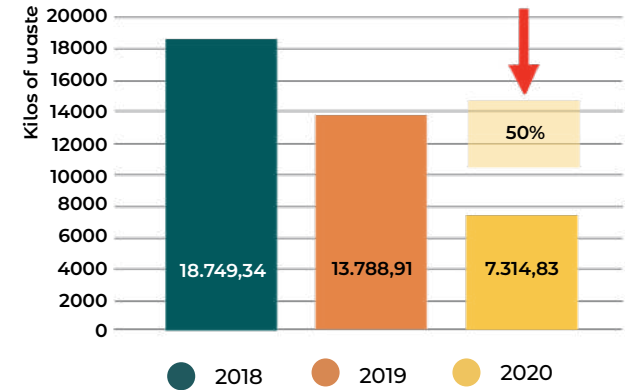
Chart 25. Corporative Control of Solid Waste in kilograms generated years from 2017 to 2020						
Year	Dangerous					Total
	Flourescents	Oils	Filters	Bateries	Tires	
2018	0	1171	284	0	168	18.749,34
2019	0	856	111	20	98	13.788,91
2020	0	671	148	9	85	7.314,83
Total	75,0	4611,3	833,0	29,0	509,0	64.789,44
% increase or decrease 2020 vs 2019	---	-22%	33%	-55%	-13%	-47%



Graph 16. Amount of Waste at the Corporate Level from 2018 -2020 by type of material in kilograms

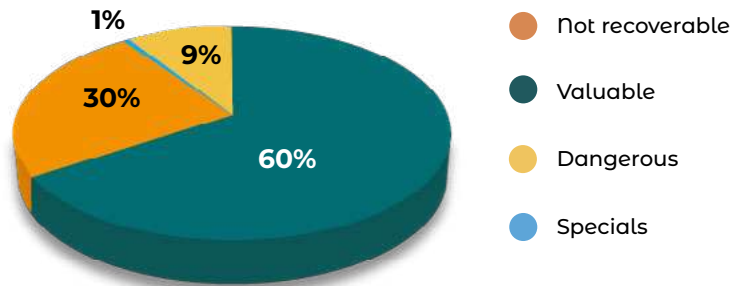


Graph 17. Amount of Waste at the Corporate Level in total per year 2018 to 2020 in kilograms

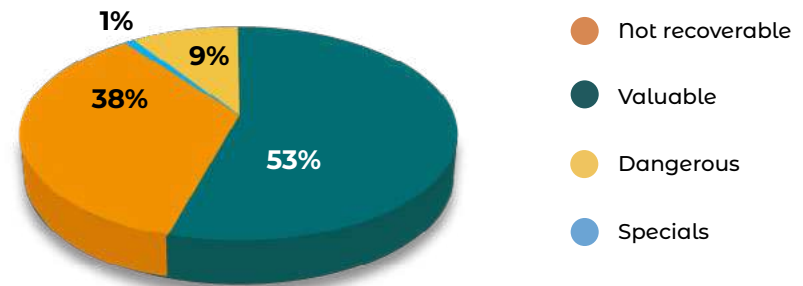


Compared to 2019, there was a 47% reduction in waste. Between 2019 and 2018, the reduction was 26%. In the case of plastic, in 2020 it was reduced 18%, compared to 2019. The accumulated reduction reaches 70% compared to 2018. Ordinary waste decreased 39% in 2020, for a cumulative reduction of 53% since 2018.

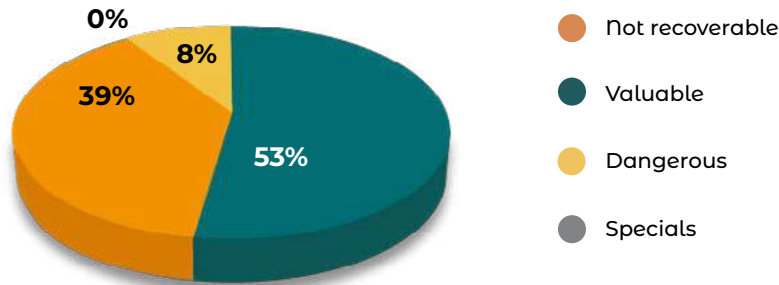
Graph 17. Control generated by Swiss Travel Corporate, total years 2018-2020



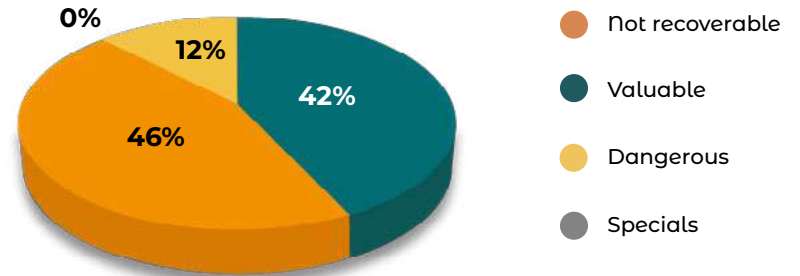
Graph 18. Control of Waste generated by Swiss Travel Corporate, total year 2018



Graph 19. Control of Waste generated by Swiss Travel Corporate, total year 2019



Graph 20. Control of Waste generated by Swiss Corporate Travel, total year 2020



In four years of waste documentation, 60% has been recoverable waste, 30% ordinary waste, 9% dangerous waste (mainly from our transport units) and 1% of special waste such as electronics.

Graph 18, 19 & 20 show that from 53% of recoverable waste in 2018 and 2019, we managed 42% in 2020. Ordinary waste was 39% in 2019 to 46% in 2020, a 7% increase, showing that we have to work on improvements in 2021, as there was not a correct separation of waste.



Control consumption of paper or reams.

Table 26. Comparative consumption Reams				
Month	2017	2018	2019	2020
January	140	139	97	69
February	91	83	89	54
March	106	106	89	53
April	90	72	98	0
May	75	60	70	2
June	38	30	51	11
July	82	68	58	10
August	73	58	36	1
September	67	52	75	1
October	35	65	50	0
November	94	71	45	10
December	154	70	70	10
Annual total	1045	874	828	221

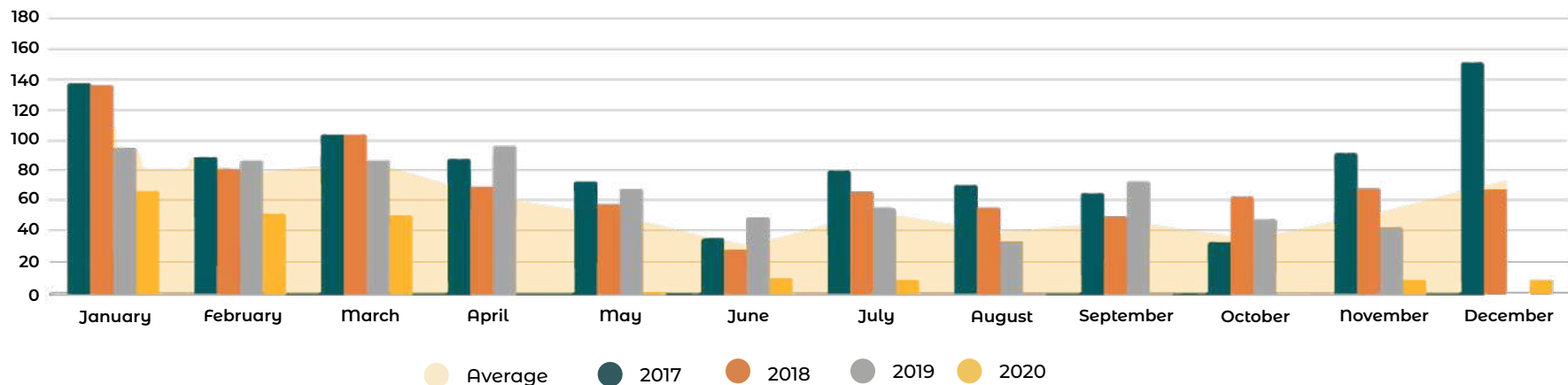
A reduction of 607 reams was achieved, for a 73% less compared to 2019 and represented a saving of \$2516.68.

The normal reduction behavior of the years 2019 and 2017 was 21% or 217 reams, which reflects that the direct impact of the pandemic increased savings by 52%, that is 390 reams. The 607 reams not consumed in 2020 represent 38 trees not cut.

According to the Forest Without Borders Organization, 22 trees are required to supply the oxygen demand of one person per day, based on this data, we generate oxygen for 1 person in a day and a half. (<https://bosquessinfronteras.com/cuantos-arboles-necesita-un-humano-para-sobrevivir/>)

On the other hand, according to the Aqua foundation, a mature tree absorbs approximately between 10kg and 30kg of CO2 per year, the 38 trees that were saved captured an average of 0.38 tonnes of CO2 in one year, taking the base of 10 kg. (https://www.fundacionaquae.org/wp-content/uploads/2016/04/infografia_oxigeno.pdf)

Graph 21. Comparative Consumption of Reams 2017 to 2020 Swiss Travel



Actions to reduce paper consumption

- **Paperless**, a digital filing cabinet for all client files, in this way reservations, confirmations and other client information should not be printed, in a shared way and thus all the personnel involved can have access.
- **Shared folders** where various documents can be stored and shared between processes.
- **Environmentally friendly printers:** to print on both sides, in an economical version, saving electricity, and also provides a monthly report of impressions made, amount of CO2 emitted and trees required for those impressions (this control was not used for reams since paper is used for other tasks than just printing).
- **Smart Flow Documents documentation system:** our management system is stored, procedures without the need to print and with access to all personnel to facilitate their use.

Printing on both sides, reuse of printed paper, elimination of signatures and non-relevant information from emails to reduce paper consumption.

- **Implementation of electronic invoicing at the country level:** established by the government of Costa Rica, the need to print invoices was significantly reduced, and currently the approval of digital invoices and digital payments.

- **Information to guides and drivers:** the corresponding information is digitally delivered to each client.

Dona Tapa Project collaboration

Dona Tapa is a national project of the Costa Rican Accessible Tourism Network, which seeks to collect the largest amount of plastic bottle caps, which will later become one of the main products to build access ramps to beaches for people with disabilities.

Since 2018 Swiss Travel began supporting this program and in 2020 we were able to deliver 194.89 kilos of tapas, as part of the Santa Ana Environmental Alliance.

Swiss Travel is one of the venues where donations of plastic caps can be delivered.



Santa Ana Environmental Alliance members

We are members of the Santa Ana Environmental Alliance, a group of local companies that develop destination-level projects in environmental matters. In addition, they are all members of the Blue Flag Program.



The Sustainability Manager is the representative of the company in this group. Within the results of 2020, five trainings on environmental matters were carried out, where we reached a total of 92 people, we trained three new companies. They were followed up to deliver the PBÆ Climate Change report in 2021.

Volunteering could not be carried out due to the impact of the pandemic.



ENVIRONMENTAL COMPLIANCE

This material refers to the contents 307-1 of Effluents and waste 2016.

We have no breach of laws and regulations.





PERSONAL

OUR PEOPLE

This material refers to the contents of GRI 102-7 on Size of the organization, 102-8 on Information about employees and other workers, 102-41 on Collective Bargaining Agreements or Collaborators Association, 404-1-2 Training and education, 404-2 Employee Skills Enhancement Programs and Transition Assistance Programs 2016

Impact of Covid: Health and Safety at work and support during the pandemic

Measures taken to face the impact of the pandemic on business.

Efforts articulated to respond to the impacts identified.

Our sustainable commitment is also directed to our staff, who are the ones who make possible the quality of the services provided to our clients. Human resource management is one of the fundamental elements of our commitment to social responsibility.

At the beginning of the pandemic, reaction actions were focused on:

• Guarantee the well-being of the collaborators: In March and during all 2020, the personnel were sent to work remotely for 100% of the positions that



allowed it. The hours and days of the personnel who could not work remote were adjusted, following the provisions

indicated by the government.

• Managing the workforce towards a remote work style: before the pandemic, the company was analyzing the option of applying remote working with the software needed for communication



between collaborators and office equipment have been implemented. There are still elements of improvement, to make it more efficient.

For example, determining the conditions of the team to work at home, in-depth training on the use of Microsoft 365 tools for the ease of collaborators, and continuing to look for mechanisms that increase the agility of teleworking and virtuality.

The current virtuality mechanisms have allowed meetings between processes in a simpler way, and the ease of imparting training on all sites, among many other benefits.



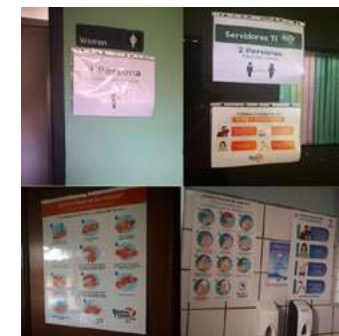
• Office set up to reduce risk of contagion: We developed a protocol for reducing contagion in offices and

in their operations. Equipment like sinks at the entrance of each building, alcohol and cloths for cleaning in each area, max capacity per area and labeling on hand washing protocol, sneezing, use of a mask, and staff training were part of this protocol.

For the efforts made, the Municipality of Santa Ana delivered a security seal for compliance with national health protocols.

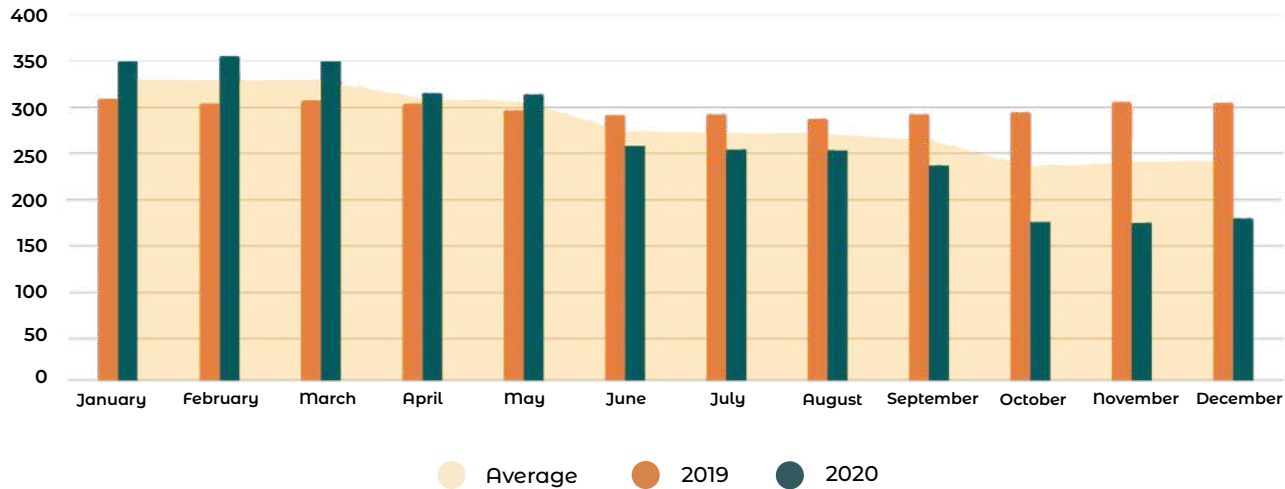
During the pandemic, these were the resilience actions taken:

• Keep the staff as long as possible: staff that had to be laid off, all legal payments were made.



EMPLOYMENT

Graph 22. Comparison of Total Personnel by Month



By 2020, the company had a staff of 351 persons. Once the pandemic was declared, all efforts were made to keep staff during the year. Unfortunately, 49% had to be laid off. First group in March, then two other groups in May and September, as shown in the graphic.

All legal lay off payments were made to the laid off staff, and opportunity to be rehired was given once the situation improved.

2020 closed with a staff of 178, 51% less. The remaining staff was changed to part-time work, as approved by Costa Rica's Labor Department to companies affected due the impact of the pandemic.

Swiss Travel lost over 58% of its income.

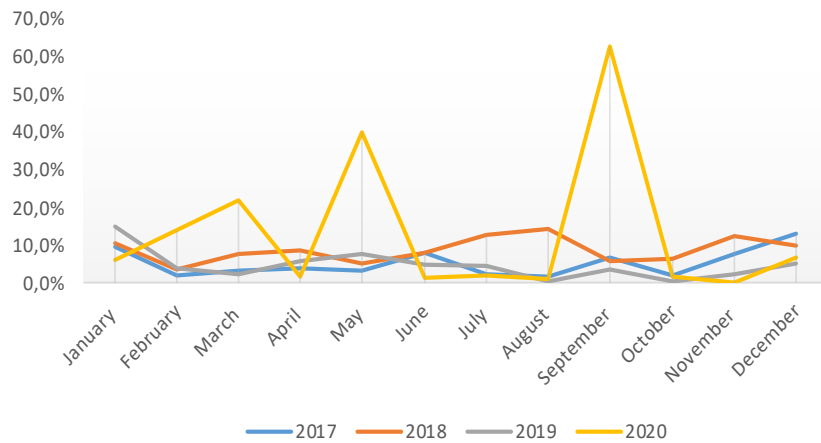


Staff turnover

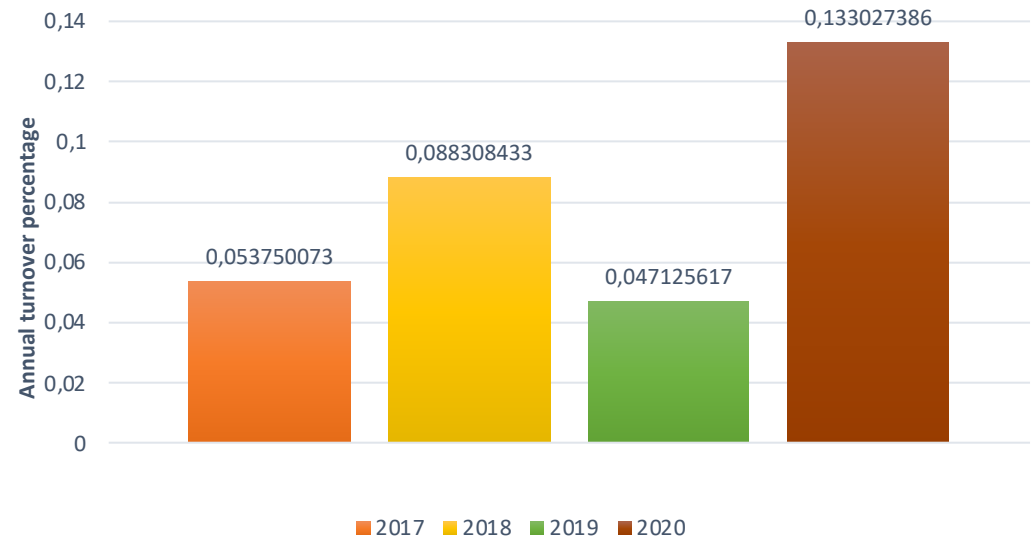
Graphs 23 and 24 show that 2019 turnover was reduced to 4.7%, the lowest amount compared to previous years. Between 2017 and 2019, the highest reason for turnover was due to resignation, with a very low ratio in relation to all personnel.

In 2020, turnover increased due to the impact of the pandemic, turnover reached 13.3%, the main reason for which was the dismissal of personnel. It is expected that, with the increase in revenues during the next period, personnel can be rehired in the process of returning operations to normal.

Graph 23. Comparison of monthly staff turnover, from 2017 to 2020



Graph 24. Annual staff turnover comparison



Graph 25. Comparative Swiss Travel Annual Personnel Turnover by type of departure from 2017 to 2020

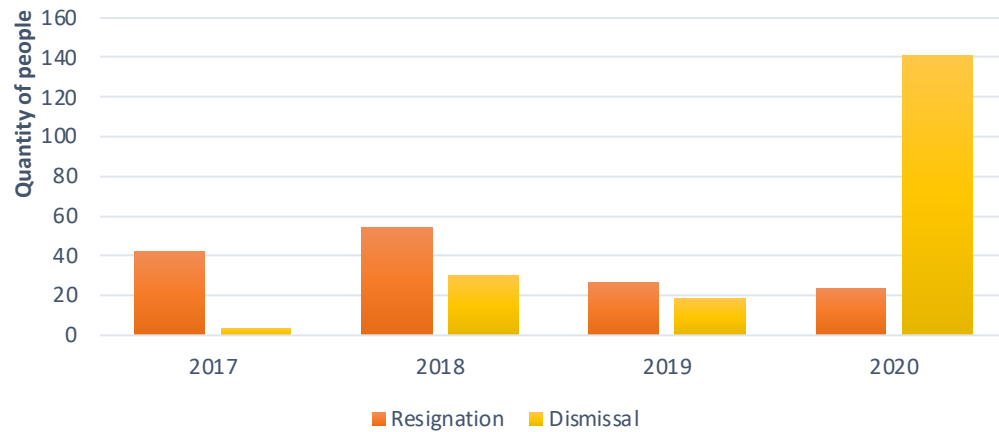


Chart 28. Percentage of turnover by age groups

Year	% Turnover	Percentage by age			
		% Staff from 18 to 24 years old	% Staff from 25 to 34 years old	% Staff from 35 to 44 years old	% Staff older than 45 years old
2019	4,7%	8%	36%	30%	26%
2020	13,3%	9%	32%	34%	25%

The graph above shows the turnover of staff by age groups, the group with the highest incidence of turnover is between 25 and 34 years old, precisely because it is the group with the largest number of people than the company, followed by the group of 35 to 44 and then by the group over 45 years old.

Chart 29. The total number of full-time or part-time employees							
Type of working day	Jornada completa			Jornada medio tiempo			
Year/Gender	Men	Women	Total	Men	Women	Total	Total
2019	101	68	169	0	0	0	169
2020 to March	107,3	67,3	174,6	0	0	0	174,6
2020- from April to December 2020	0	0	0	72,44	50,5	123	123

Graph 29 shows how in 2020, we had a cut of full and a half days. In April 2020, all staff were full time and due to the pandemic we had to go part-time.

New employee hires and staff turnover

Journeys

GRI 401-1

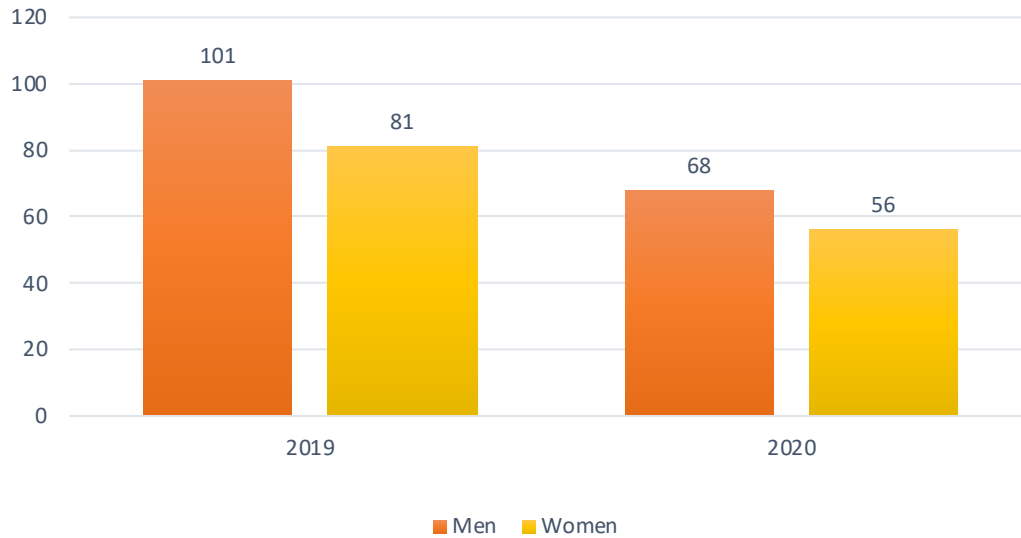
Chart 30. Hiring per year									
Year	Hiring San Jose								
	Hiring per Gender		Hiring per Age				Total Amount of Hirings	Average of Personal	% Hirings
	Female	Male	Ages from 18 to 24	Ages from 25 to 34	Ages from 35 to 44	Ages older than 45			
2017	11	22	6	16	9	2	33	163	20,25%
2018	24	18	4	18	7	3	42	171	24,59%
2019	17	23	10	23	8	2	43	169	25,43%
2020	5	8	6	4	2	1	13	137	9,49%

During 2020, only 13 people could be hired in the Santa Ana office, the Guanacaste data is not present since the indicator was not carried.

Of those 13 people, ten were hired in the first three months of 2020 and the remaining three in December 2019. It can be seen how the hiring stopped due to the economic impact of the Covid19 pandemic.

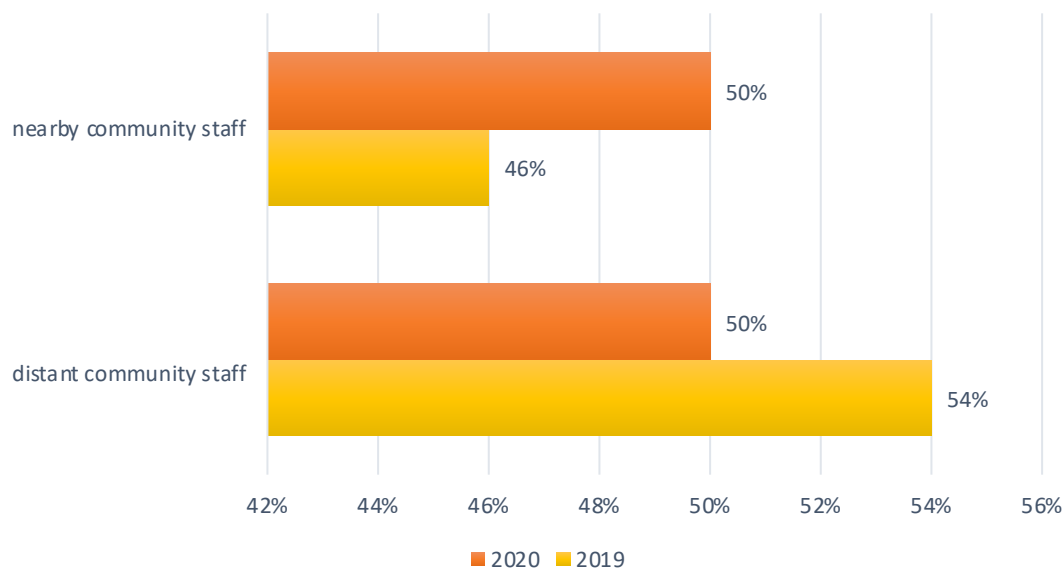
Between 2017 and 2019, 63 men and 52 women were hired, considering gender balance. In certain positions, such as drivers, there are very few profiles of women, although positions are opened, sometimes applications do not arrive.

Graph 26. Number of employees by permanent employment contract and by sex, years 2019 vs 2020



Type of staff locality

Graph 27. Comparison comparison by place of residence of staff

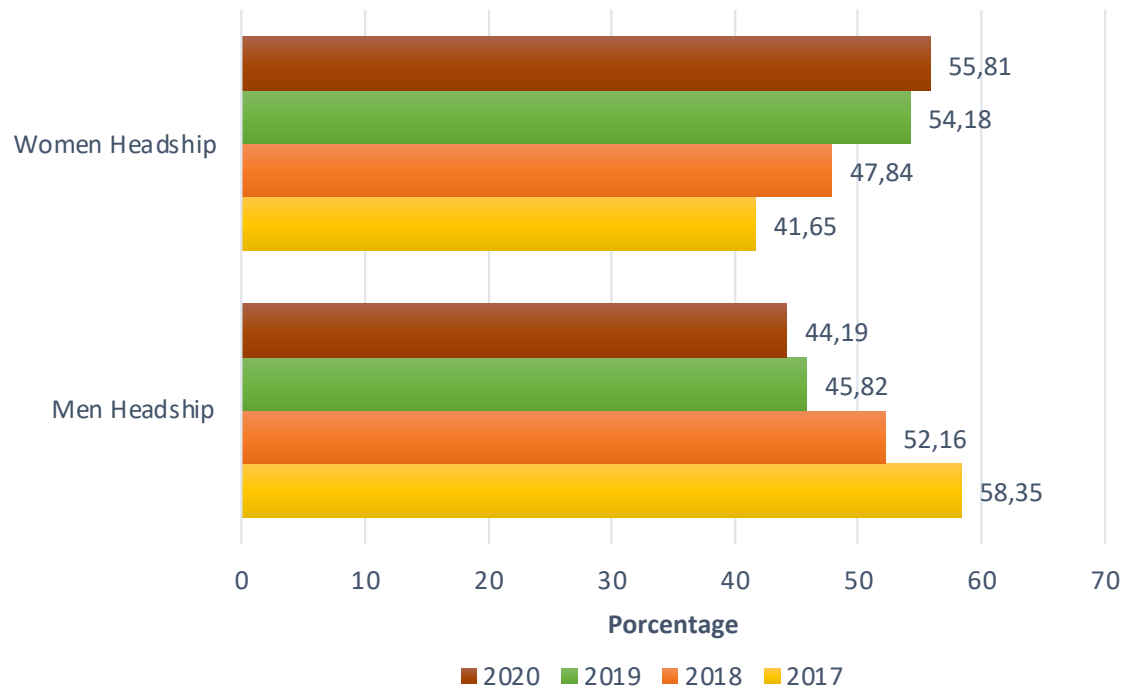


The personnel from nearby communities went from 46% to 50% in 2020, for an increase of 4%, the same amount that the personnel living in distant communities decreased (4%), to achieve the balance of personnel from both types of communities.

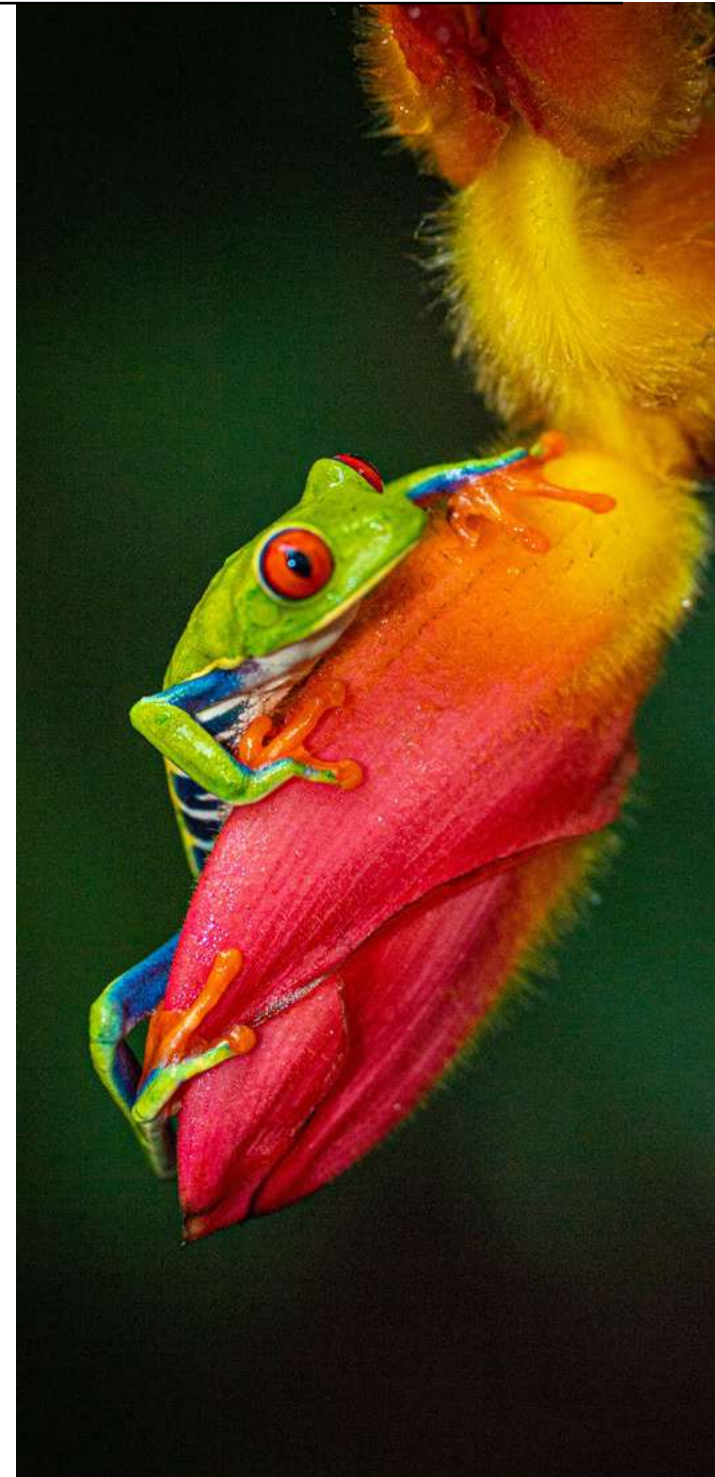
The economic contribution of the company for the local development of these communities, reflected through the salary to employees.

In 2019 reached a total of \$ 122,708 and in 2020 it represented \$ 60,769.53, despite being in a global economic crisis in the tourism sector, the company complied with salary payments.

Number of personnel by gender.
Graph 28. Percentage comparison men headship vs women headship



The previous graph shows how, year after year, the percentage of women and men in leaderships was balanced. Currently, the percentage of women in leadership positions is higher than that of men. This percentage was unbalanced because of the pandemic, but work is being done to recover the balance.



• Staff training

• Food support for personnel with greater economic risk.

Durante la llamada temporada cero de la pandemia, la empresa se enfocó en mantener la mayor cantidad posible del personal laborando, pero adicionalmente se apoyó a los colaboradores en mayor riesgo con donaciones de alimentos, como forma de apoyo durante la reducción de jornadas laborales a la mitad.



A greater number of trainings were structured, virtually, for employees during this time, in relation to quality, customer service, finances, and sustainability, among many others.

Chart 31 Training hours per year, number of trained personnel and training hours per employee.

Training Hours									
Corporate									
Year	Month	Training hours	Total Number of People Trained	% Training hours per employee	Year	Month	Training hours	Total Number of People Trained	% Training hours per employee
		Total					Total		
2019	January	0	0	0,00	2020	January	826	58	34,87
	February	2	17	0,12		February	620	57	31,31
	March	8	47	1,42		March	81	63	1,29
	April	5	18	0,28		April	9	25	0,36
	May	37	162	0,41		May	86	135	1,53
	Jun	90	276	0,53		Jun	200	55	5,18
	July	79	176	0,87		July	143	131	2,80
	August	28	97	0,68		August	206	366	5,18
	September	41	120	0,64		September	74	209	3,54
	October	145	99	5,80		October	77	266	3,05
	November	0	0	0,00		November	78	169	2,90
	December	0	0	0,00		December	11	34	1,04
	Average	36,13	84,33	0,90		Average	132,06	130,67	7,8

A total of 2,411 hours of training with a monthly average of 130 people trained, and an average of 7.8 hours per person per month in 2020.

There was an 81% increase in training hours compared to 2019, thanks to the decrease in workloads in the absence of operations, in which time was used with training of personnel in areas of customer service, quality, environmental and social issues, tourist product, among others.

• **Activities to reduce stress:**

The pandemic generated a lot of stress worldwide, therefore, we took actions and among the staff virtual recreational activities were organized for them, some were: yoga classes, dance classes, cooking classes, hydroponics, among many others.



CLASES DE YOGA

- Fechas: 07 DE AGOSTO
- Duración: 40 MINUTOS
- Hora: 8.00 AM A 8.40 AM
- Instructor: Claudia Huls

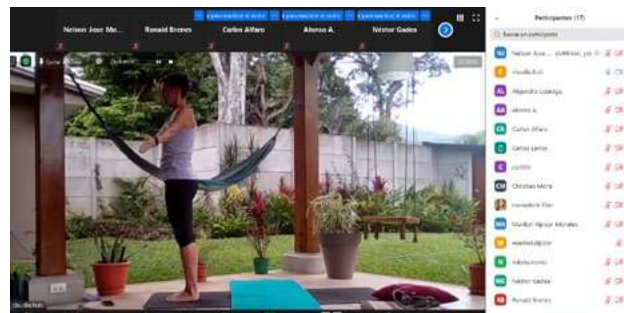
PARA INSCRIPCIONES DA CLICK EN ESTE LINK
<https://doodle.com/poll/ucm3cywqm4qwnptv>



HIDROPONIA Y HUERTAS CASERAS

- Fechas: 13 DE OCTUBRE
- Duración: 1 HORA
- Hora: 10.00 AM A 11.00 AM
- Instructor: MARCO RAMIREZ

PARA INSCRIPCIONES DA CLICK EN ESTE LINK
<https://cutt.ly/Bf0G5Lh>



• **Other activities**

All had to be carried out under the virtual modality due to the pandemic.

• **2020 anniversary:**

We celebrated 48 years of tourism experience, with an activity called: II Tournament of Virtual Swiss Gladiators, through the Kahoot platform, in order to promote teamwork among collaborators through the activity.



• Costa Rica's Independence Activities:

in commemoration of 199 years of independence of Costa Rica.



• Mother's and Father's Day activity



• Christmas festival

RRHH INFORMA

Felicidades a:
Yendry Rojas Salazar (Producto)

Ganadora de la Trivia Día de la Independencia Costa Rica

Igualmente felicitar a Elieth Vasquez Aguilar (Ventas Locales GTE) por el segundo lugar y Jose Duarte Solís (Mercadeo) por el tercer lugar

Trivia Día de la Independencia Costa Rica		
Elieth ventas	Yendry Rojas S.	Jose Duarte
7536 8 out of 12	8162 9 out of 12	7201 8 out of 12



• Benefits for staff

This material refers to contents 401-2 of Staff Benefits 2016.

- Staff Association

The company has two associations of collaborators, Asewiss and Asecaz and 96% of the personnel are members. Staff have the following benefits:

- Loans as available in savings with the association, with lower interest than those given by the banks,
- Access to product fairs for Christmas, Mother's Day, among others, with financing from the association.
- Employer contribution of the unemployment, administered by the association. In the event of employment termination, regardless of the reason for leaving, the employee takes all the savings made and the employer's labor contribution.
- Christmas Savings. (Asewiss)
- Financial support in the event of the death of relatives of the first degree of consanguinity, or spouses.
- Agreement with Fundación Vida for the rebate and payment of funeral plans
- Participation and financing in organized fairs.
- Vouchers, salary advances, among others.
- Others.



Chart 32. Number of Associations of Collaborators

Names of Associations of Collaborators	ASESWISS					
	ASECAZ					
Location	Santa Ana		Uruca		Guanacaste	
Detail/Year	2019	2020	2019	2020	2019	2020
Annual Average of Collaborators		136	44	34	122	90,75
Quantity of Collaborators members of the Association		131	44	34	122	90,75
Average of Collaborators in Association		96%	100%	100%	100%	100%



- New benefits - beginning in 2020

- **Personal Days:** according to the number of years that the employee has been working for the company.
- **Birthday half day off:** all employees of the corporation can make use of the enjoyment of this half day off.

- Other benefits



Use of swimming pool and soccer field.



Rooms for our tour guides, drivers and other personnel who finish working very late.



Agreements with health providers.



Payed days: When an employee marries, a child is born (in the case of males) or a family member dies in the first degree of consanguinity (parents, spouse, children, siblings), the company will grant them leave with salary for three days.



Parking



Special rates with suppliers, at their discretion and granting (after having completed one year of work)



In the event of the death of a relative in the second degree of consanguinity or affinity: the company will grant the collaborator, leave with pay only to attend the funeral, the collaborator must return to work, or coordinate with their boss to make up the time if needed to be absent the rest of the day.



• Health and Safety at Work

This material refers to the contents of GRI 403-1 on Representation of workers in formal worker-company health and safety committees, GRI 403-2 Types of accidents and accident frequency rates, professional diseases, lost days, absenteeism and number of deaths due to work-related accident or occupational disease 2016

Occupational Health Committee and Brigade

Committed to the safety of our staff

Occupational Health is a pillar for the proper functioning of organizations, its prevention principles contribute to a healthy organizational culture, to the improvement of the quality of life and to the increase in the effectiveness of the different teams. It also promotes safer, comfortable and healthier workplaces.

The World Health Organization (WHO) defines occupational health as a multidisciplinary activity that promotes and protects the health of workers. This discipline seeks to control accidents and illnesses by reducing the risky conditions present in the workplace.

In our company we have an occupational health office, in addition to an occupational health committee duly registered with the Occupational Health Commission.

Said committee meets monthly to review risks, accidents that have occurred or could occur in order to carry out improvement actions to reduce said risks.

Active pauses:

During working hours, staff has a 15 minute break to perform stretches, relaxation and eye resting exercises. This program started in San Jose headquarters, with the vision to expand to the other facilities.

BENEFITS OF ACTIVE PAUSES

- Stress reduction.
- Aids with posture and routines.
- Releases muscle and articulation stress.
- Promotes blood circulation.
- Helps with posture.
- Aids with concentration.
- Reduces risks of job related diseases.
- Improves work performance.



Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of deaths due to occupational accidents or occupational diseases

Chart 33. Accident Rate			
Rate/year	Nov 2017-Oct 2018	Nov 2018-Oct 2019	Nov 2019-Oct 2020
Number of accidents occurred	11	6	1
Lost days	1279	86	3
Frequency	152	86,77	13,85
Gravity	2,48	1,24	0,04
Incidence	35,83	20,62	3,32
Average Duration	16,27	14,33	3

KPI		Detail
Frequency Rate	No. Accidents / No. Worked Hours *1,000,000	For every 1.00.00 hours worked, there are "X" number of accidents
Gravity Rate	Days lost due to disability/ No. Worked Hours. X 1000	For every 1000 hours worked, "x" number of working days are lost
Incidence Rate	No. Accidents /No. Workers *100	For every 100 exposed people there are "x" number of accidents
Average Duration Rate	No. Disability Days / No. Accidentes	For each accident that occurs, an average of "x" of business days is lost

As the table shows, the number of accidents that have occurred have decreased in these four years, going from eleven cases to a single case at the end of the period. The pandemic affected these results, because the staff was at home, reducing the risks to which employees are exposed.

Among the highest occupational risks that we have are:

- Stress on the road from driving a vehicle and that caused by traffic congestion.
- Desk work: Ergonomic due to bad posture.
- Exposure to non-ionizing radiation, burns, heat stroke.
- Affections to the musculoskeletal structure due to over efforts, luggage loading, helping customers.
- Work at heights: warehouses, building maintenance, gardening, washers, mechanics and staff in our transport body shop.
- Gardening Maintenance: risk of cuts with machines.

In 2020, Covid 19 infected ten staff members, all outside the office, nor related to the operation. There were no personnel deaths from this cause.

Involvement of Collaborators in reducing environmental and social impacts Sustainable Homes

We annually train and accompany our collaborators to join the Blue Flag Sustainable Homes program, expanding the action of carrying out sustainable practices not only within the company, but also extending it to the homes of staff: the real change begins at home.

During the year, they measure elements such as water consumption, electricity, waste generation, fossil fuels, and incorporate environmental and social criteria for sustainable purchases. They compare it with previous year, in order to seek a reduction or efficient consumption.



Green Committee

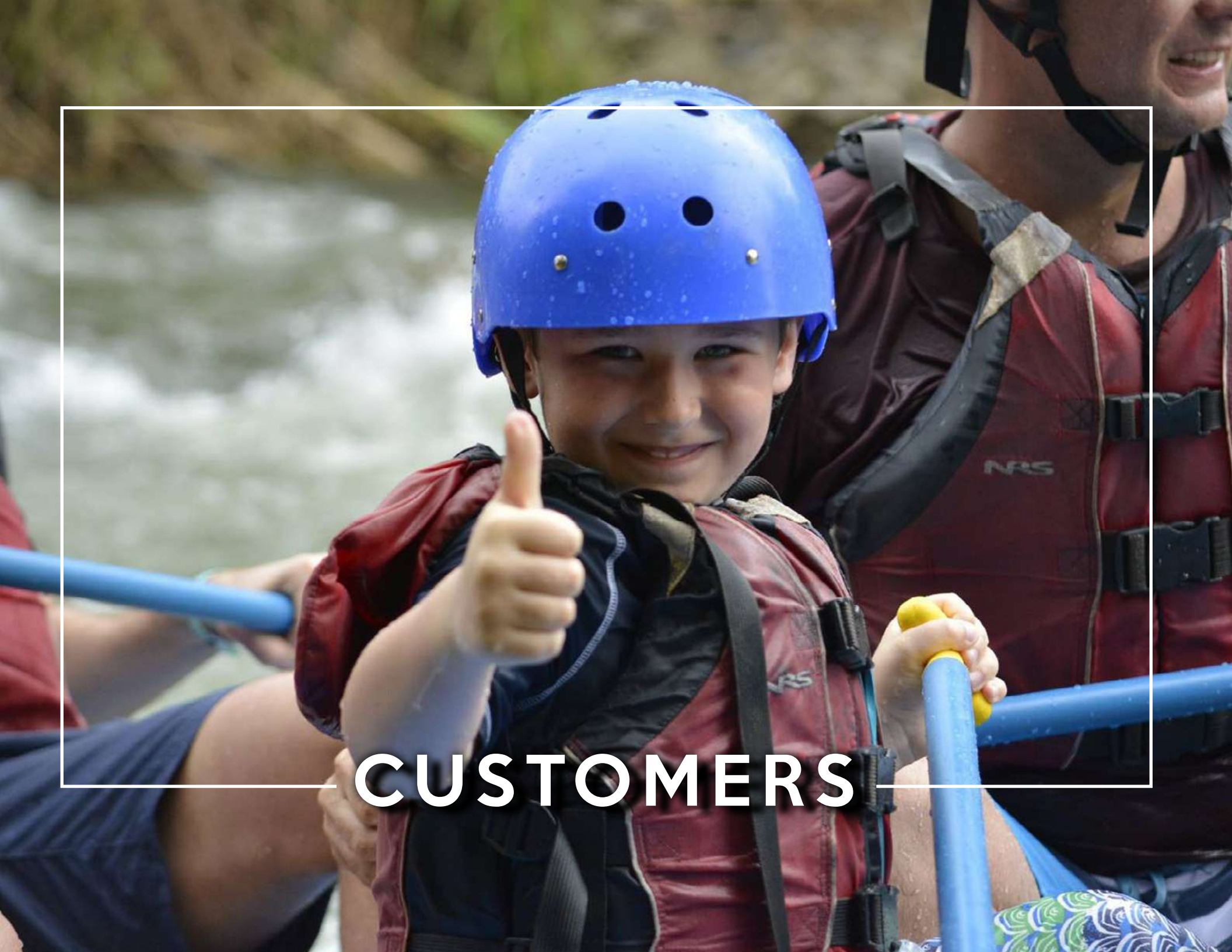
In the company we have a work team per headquarters, which plan strategies to sensitize our stakeholders, mainly staff, on various sustainability issues and be aligned with the corporate strategic plan.



- Labor Legal Compliance

We comply with all Costa Rican legal regulations.





CUSTOMERS

OUR CLIENTS

This material refers to the contents GRI 406 of Non-discrimination accessible tourism, 418: Customer privacy, 410 of Practices regarding security 2016.

1.1 Actions taken as reaction to the pandemic

During 2020 our actions in relation to clients focused largely on complying with the protocol and adaptations to ensure a safe trip, with actions such as:

- **Constant communication:** since the beginning of the pandemic, we managed the departure of clients who were in the country and wanted to return to their homes, and then we were constantly communicating changes in the situation, entry requirements, opening of flights, among others.



- **AntiCovid Protocol:** We developed an Anticovid protocol to minimize the risk of contagion in our operations. We trained our staff and produced a video so that said protocol was known to our clients. <https://www.youtube.com/watch?v=i3kXlx3lHFk&t=5s>

Costa Rica has 14 protocols: for transportation, hotels, different types of tours and events.



In addition, our guides and drivers are constantly taking care of the protocols both en route and at destinations to ensure compliance with our suppliers.

Reminder of hand washing protocol, sneezing is included in the welcome packs.

For all these actions and the monitoring in its application, we obtained the Safe Travels Seal of the World Travel and Tourism Council (WTTC in English).



Siguiendo nuestro compromiso de hacer su visita a Costa Rica una experiencia de viaje segura, hemos cumplido con todos los requisitos necesarios para recibir el sello Safe Travels del Consejo Mundial de Viajes y Turismo (WCCT en inglés).

Swiss Travel obtuvo este sello gracias a sus esfuerzos en adaptarse a la nueva normalidad, con estrictos protocolos de higiene y seguridad para el personal, clientes e instalaciones, siguiendo los lineamientos establecidos



¡Estamos más que preparados para recibirlos!

Conozca más de nuestros protocolos en el video de abajo.

En caso de más preguntas, no dude en contactar a su ejecutivo de cuenta o por correo electrónico a

info@swisstravelcr.com.



- Negotiation of cancellation policies with suppliers:

The year 2020 was full of constant changes in sanitary measures to prevent the spread of the disease.

For this reason, the cancellation was negotiated with the providers without penalty to clients who could not travel or due to the sanitary restrictions of transfer, capacity and others established by the Ministry of Health.

The option to reschedule the visit without penalty was negotiated with the majority of suppliers, so that the economy would be reactivated with a subsequent visit, and the supplier companies and customers would not be affected.

A strong campaign was carried out for clients to reschedule their visit and not cancel it. 90% of critical suppliers for the operation agreed.

- Safe Transport Companies:

During 2020 we were also working on road safety with training for our drivers and we achieved the Bronze level of the Cosevi Road Safety Program (Road Safety Council), for the reduction of road accidents.



Management

- Safety and Insurances

We have protocols for external emergency care and general civil liability policies No. 0201RCG000227403 and umbrella 0201RCU000033903, in force.

- Quality

We ensure our quality through the company's internal management system, based on the continuous improvement approach, for which we carry out internal audits.

We have Operations departments, which provide 24-hour support to customers during their stay in the country and customer service to support travelers after leaving the country, if required.

- Veracity of the information provided to clients

For Swiss Travel, compliance with the service and quality of all the tourist attractions that we offer is very important, for which we guarantee that the content of the promotional material and our offers comply with the standards offered.

- New offers for trips

We have at our disposal a new way to discover Costa Rica, reducing emissions in transport, using a completely electric vehicle, the BMW I3, with 350 km of autonomy, equivalent to 2000cc (combustion vehicle).

It is built with 95% recyclable materials and the remaining 5% corresponds to reusable materials. The battery can be reused for solar energy storage and the remaining carbon fibers can be reused in the production process.

Discover the Puerto Viejo de Limón area by sharing with the indigenous community of Kekoldi. Follow the path enjoying the Sarapiquí area and learn about the incredible organizational structure of ants at Hotel la Quinta, then enjoy the beautiful view of the Arenal volcano In the La Fortuna area. Follow the path to relax to the sound of the waves at Manuel Antonio beach and end your tour in San José.

The electric route is designed to recharge the vehicle at night during your stay at the hotel. If necessary, the vehicle can be recharged at any other point between destinations, thanks to the extensive network of charging points throughout the country.

Preview: https://www.youtube.com/watch?v=wTmuS7Y_M7o

Episode 1: <https://www.youtube.com/watch?v=kf9dnPJFvrg>

Episode 2: <https://www.youtube.com/watch?v=fxr-an936E&t=48s>





We also have our mobiles available for the transfer of groups, with reduced emissions to the atmosphere by 95%, thanks to its Euro V engine.

This engine reduces pollutant emissions thanks to its AdBlue technology, which is a high-purity urea-based, which reduces the emissions of nitrogen oxides (NOx), generating water vapor and small amount of CO₂, thus reducing pollution to the environment.

Education And Awareness

Tips to become a sustainable traveler

Swiss Travel is a socially and environmentally responsible company, certified by the Costa Rican Tourism Board through the Sustainable Tourism Certificate.

We would like to invite you through the following tips, to become a responsible traveler while in Costa Rica.



- **Participate in the local culture of Costa Rica and its traditions.** Learn about and respect the Costa Rican lifestyle, customs and laws.



- **Save water during your trip, good examples are** tell the hotel staff that you do not need to change your sheets every day; take short showers and turn off the faucet when brushing your teeth.



- **Save energy:** turn off all lights and appliances, and turn down the heat or air conditioning, when you leave your room.



- When taking a tour or doing activities within the protected areas, **follow all the recommendations made by your tour guide and / or staff of the area.** These are intended to protect you and the environment.



- **Whenever possible, buy local products.** This contributes to the communities you visit.



- **Avoid buying items made from endangered animal parts** such as shells, feathers, bones, and woods.



- **Use products that respect the environment,** those whose contents or containers are biodegradable, reusable or at least recyclable and preferably without excessive packaging.



- **Do not feed wild animals.** This food can harm animals, make them dependent on unnatural food sources and, over time, alter their natural role within the ecosystem.



- **In case you need to dispose of any items, find the appropriate container** or ask your tour guide about the best way to do it.



- Swiss Travel signed the Code of Conduct **against commercial sexual exploitation of minors.** If you see or suspect activities of this type or use of illegal substances, please inform our collaborators or local authorities

Behavior Tips in Indigenous and Vulnerable Communities

We share this information with you since within your itinerary you will have the opportunity to visit an indigenous community or with very characteristic cultural or social features that must be taken care of. This in order that you enjoy the experience to the fullest and the community can also enjoy your visit.

1- Respect their way of being: they usually have their own dialect, way of conducting themselves, expressing themselves, working, dressing, food, sometimes even their own government. Enjoy knowing them, learning from them, but respect them.

2- Intellectual property: they usually have very own and striking cultural manifestations, masks, dances, games, art, and others. These are aspects of their culture with a meaning deeply rooted in their identity. If they offer the option of acquiring a product made by them, buy it, support them, consult its meaning, but do not try to reproduce it. They are cultural aspects that belong to them.

3- Enjoy knowing them: their cultures are very different and unique from your own, enjoy knowing them, but do not discriminate.

4- If you have any questions: consult your guide, any questions you have about any cultural or experiential aspect of the community visited.

5- Let's take our waste: try not to take disposable items, or generate a lot of waste in these communities, sometimes they have a poor waste collection system and if we leave them our waste we increase the problem. Better take the waste with you and deposit it in the correct containers in our transport units or in the next hotel you visit. We have a government-endorsed waste treatment system.



Costa Rica Essentials Newsletter

Every month, we publish our newsletter, available both by email and on our "What's Up!" website.



Here you can find the most updated information about:

- Updates in Costa Rica's tourism industry
- Monthly deals and promotions
- News from the company and sustainability

Tell us your experience

For Swiss Travel it is important to get to know your travel experience or commercial relation with us. Contact us for any feedback you have through these polls:



Until the end of 2020 we began to make these polls, so there is no data prior this year.



PROVIDERS

OUR PROVIDERS

This material refers to the contents GRI 308-1: Environmental Evaluation GRI 414-1 GRI 413-2 Social evaluation of suppliers New suppliers that have passed evaluation and selection filters in accordance with environmental and social criteria

During 2020, the greatest effort made in relation to suppliers was:

- **Continued payment to suppliers:**

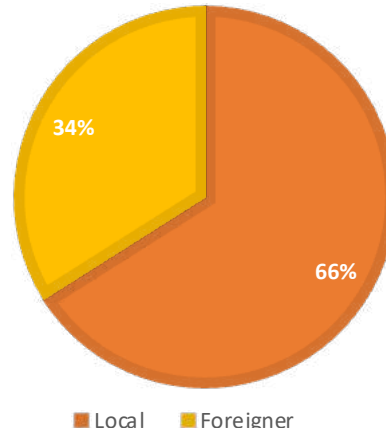
The value chain is a fundamental part of our company, it is made up mostly of small and medium tourism entrepreneurs. Despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded.

During the year we achieved the payment of \$ 2,973,657.58, the totality of accounts payable that we had with suppliers.

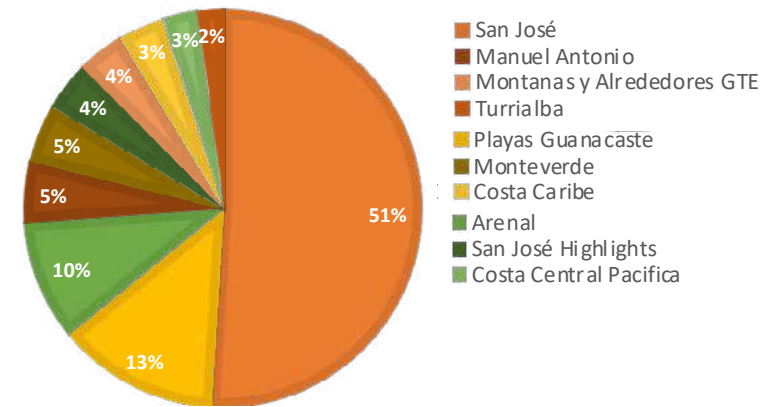
Size of the value chain

Amount of local vs international providers

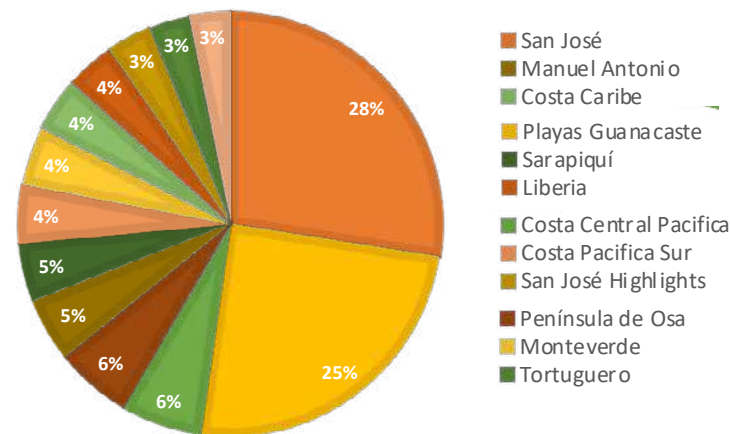
Graph 29. Comparison in percentage of suppliers of national capital vs foreign capital used by the company during 2020



Graph 30. Comparison in percentage of suppliers of national capital used by the company during the years 2020



Graph 31. Comparative in percentage of providers of foreign national capital used by the company during the years 2020



The company has a total of 949 tourism providers, 66% national or national capital and 34% international capital, so our operation is contributing greatly to the development and continuity of large, medium and small national companies.

Chart 34. Amount of sales generated to national and foreign suppliers in thousands of dollars

Year	Total Sales to Providers	Income generated to national Providers	Difference	Percentage	Income generated for foreign suppliers	Difference	Percentage
2017	\$19.707.114,62	\$12.218.411,06			\$7.488.703,56		
2018	\$22.206.066,24	\$13.767.761,07	\$1.549.350,00	13%	\$8.438.305,17	\$949.601,62	5%
2019	\$22.904.224,70	\$14.200.619,31	\$432.858,25	3%	\$8.703.605,39	\$265.300,21	1%
2020	\$9.703.227,31	\$6.404.130,02	-\$7.796.489,29	-55%	\$2.817.817,21	-\$5.885.788,18	-26%

\$22,904,224.70 paid to our suppliers in 2019. In 2020, decreased by 58%, due to the impact of the pandemic. Likewise, the payment of outstanding payments continued for a total of \$9,703,227.31 total, of which \$6,404,130.02 were for national capital suppliers and the remaining \$2 817 817.2 1,011,043.58 for foreign capital suppliers, an important amount taking into account the 58% decrease in income in the company.

There was a decrease of 55% less for local suppliers and 26% less for suppliers with foreign capital.



- **Constant communication with suppliers:** we have had constant communication with our suppliers, in relation to the elaboration of procedures, cancellation policies and sharing our protocols to reduce the risk of contagion.



Estimados socios comerciales:

Reciban un cordial saludo esperando se encuentren bien.

Como empresa responsable con nuestros clientes, socios comerciales y nuestro personal, nos vemos comprometidos a hacer un llamado a todos ustedes, nuestros colegas del sector turismo, ante la situación provocada por el coronavirus (COVID-19) presente en nuestro país.

Les informamos que a partir de hoy y hasta diciembre 2020, hemos activado nuestro protocolo Corporativo de Prevención y Manejo de Enfermedades, en el cual se establece nuestra posición y políticas de flexibilidad y empatía ante eventuales cambios en reservaciones y posibles cancelaciones del viaje de nuestros clientes en común, producto de la situación mundial actual y para la cual les solicitamos su apoyo con las siguientes políticas.

Para nuevas reservaciones:

NO se penalizarán cancelaciones hasta siete (07) días antes del ingreso de los clientes. En caso de cambios, no aplicarán penalidades siempre y cuando viajen dentro de los doce (12) meses posteriores al levantamiento de la alerta amarilla establecida por el Ministerio Salud.

Para reservaciones existentes:

NO se penalizará por el cambio de itinerarios a fechas posteriores. Solo en caso de haber diferencia de tarifas, el cliente deberá cubrir el monto adicional.

Agradecemos de antemano todo el apoyo que nos puedan prestar para el bienestar de todos nuestros clientes y en general de la industria.

Estamos seguros que vamos a salir adelante en conjunto siguiendo al pie de la letra los lineamientos del Ministerio de Salud para disminuir el contagio de enfermedades:

- Informarse por los canales oficiales.
- Educar en el correcto lavado de manos.
- Implementar el protocolo de tres y extremidades.
- Correcto uso de alcohol en gel.
- Alternativas de saludos sin contacto.

Ante cualquier consulta acerca de estas políticas, puede escribir a nuestra Gerente de Producto Lincy Calderón al correo lincy.calderon@swisstravelcr.com o al teléfono +506 2282-4898, Ext 1148.



Estimados proveedores,

Como parte de los esfuerzos para retomar poco a poco la normalidad en nuestra industria, los contactamos hoy para recordarles la importancia de actualizar la Extranet de Swiss Travel.

A partir de ahora, sus empresas podrán subir sus protocolos de seguridad e higiene a esta herramienta.

Esta información será utilizada por nuestros agentes de ventas en la promoción de sus productos y servicios y como una forma de generar confianza en los viajeros que esperamos que nos visiten muy pronto.

A continuación les indicamos como ingresar a la Extranet Swiss Travel:

1. Visite el sitio web <http://extranet.swisstravelcr.com/> e ingrese sus datos
2. Una vez dentro del sistema, haga clic en la tabla "Documentos".



Protocolo Corporativo de Seguridad

Estimados amigos socios comerciales,

Les enviamos el [Protocolo Corporativo](#) que ha adoptado Swiss Travel y su empresa hermana Eventos del Sol para garantizar la seguridad de nuestros colaboradores, proveedores y clientes, respecto a las medidas adoptadas en virtud del COVID-19.

Este protocolo se estableció basado en las recomendaciones que hiciera el Ministerio de Salud para los Servicios Turísticos y está sujeto a hacerle ajustes de acuerdo con lo que nos indiquen las autoridades competentes.

Los instamos a establecer sus protocolos, seguir las recomendaciones de las autoridades de salud y a comunicar e insistir con sus colaboradores en los protocolos de lavado de manos, estornudos y saludo, evitando en lo que sea posible la contaminación y diseminación del virus.

Les pedimos que si se presentara alguna situación con alguno de nuestros clientes seguir las recomendaciones establecidas en este documento y comunicar a nuestros departamentos de Entrega de Servicios y Operaciones sobre cualquier situación que se presente.

Les solicitamos NO enviar ni guías, ni conductores ni colaboradores en general que se encuentren con cuadro de gripe o similar, a brindar servicios al cliente de ninguna índole.

Muchas gracias por la atención a la presente.

Saludos cordiales

[Descargue el protocolo aquí](#)

Supplier selection process

Tourism

The Negotiation and Contracting procedure establishes the steps to be taken for the negotiation and contracting of new suppliers, as well as the renegotiation of rates with existing suppliers. This procedure ensures that suppliers comply with and commit to compliance with all legal, economic, cultural, social and environmental provisions.

FPDSC001 Supplier Contracting Requirements Form

This format consists of a series of requirements (legal, permits, patents, policies, etc.) which suppliers must keep up to date in order to establish business relationships with us and once they meet these requirements and are already our suppliers, they must keep them updated. Among these requirements that are requested from suppliers are sustainability documents, for example: The tourist declaration and certification of the CST. There are requirements by type of provider.

FPDSC007 Supplier Contract Format

The supplier contract is a legal agreement of both parties, in which rates are negotiated annually with new and existing suppliers. The supplier contract informs our business partners about our sustainability policy and they commit to comply with the sustainable tourism laws in Costa Rica. There are contracts by type of provider.

Tourism Sustainability Guidelines

As a result of the inclusion of Tourism Sustainability

as a transversal axis within the administrative management of the company and based on our Sustainability policy, general guidelines have been identified and established that should be included as work axes in each of the Processes, which guarantees that Tourism Sustainability is present in the different activities carried out within the company. Which are shown below:

Suppliers and Supplies

Contracts with clients and suppliers are established through a negotiation process between the parties involved, reaching a collaborative and balanced consensus where the acceptances of all its clauses are consensual and of mutual benefit to the parties involved.

Special attention will be given to meeting the requirements of quality in service and safety, good sustainable practices, laws and regulations, food safety, respect for people and institutions and the integrity of its operation.

As far as possible, priority will be given to those providers that hold an operation with sustainable approach or with guidelines similar to those of Swiss Travel. Otherwise, the corporation will try to promote suppliers to include sustainable practices and quality of service (if required), to expand the multiplicative effect of sustainable practices and to participate effectively in the provision of services,

including the promotion of Community Rural Tourism.

- Extranet

The Swiss Travel Extranet is the official portal to promote and update provider's products through our Online Tariff. If you still do not have access, request your password and do not miss the opportunity to sell your products. If you already have it, make sure to keep it up to date!

If you require information about its use, you can contact Lincy Calderon lincy.calderon@swisstravelcr.com

- Código de Conducta Contra la Explotación Sexual y Comercial de Menores de Edad

Swiss Travel signed the Code of Conduct against Sexual and Commercial Exploitation of Minors. We condemn and sanction any exploitative conduct, in any of its forms, especially the sexual and commercial exploitation of girls, boys and adolescents, associated with travel and tourism.

We have zero tolerance for sexual and commercial exploitation of children and adolescents in travel and tourism activities. In Costa Rica, sexual harassment, child prostitution, and the consumption of illegal substances are crimes punishable by law.

The company signed the Code of Conduct to contribute the fight against these practices and has a complaint protocol for these cases.

The management and the company is committed

to reaffirm and keep all our collaborators trained, emphasize to all our clients and suppliers the mandatory compliance with our national legislation, especially to Law No. 7899 and Law No. 8590.

Swiss Travel declares the commitment to combat and report any indication of sexual and commercial exploitation of children and adolescents in travel and tourism activities, which under no circumstances will be promoted in written or electronic media.

We extend this commitment to clients, staff and suppliers, through labeling on mobiles, websites, contracts with suppliers, brochures and others.

During 2020 we were able to train 33% of the staff (100 people) in the month of May that the training was given and there were no complaints to the PANI.



Además de la línea confidencial

800-8000-645.

el OIJ cuenta con el Whats App:



8800-0645

dsex-comunicaciones@poder-judicial.go.cr





ANNEXES

GRI content index

GRI Standard		Standar Number	Content	Item	Page
GRI 102: GENERAL CONTENTS 2016	Organization profile	GRI 102-1	Organization name's	Our company	1 y 17
		GRI 102-2	Activities, brands, products and services	Our company	19 - 20
		GRI 102-3	Headquarters location	Our company	18
		GRI 102-4	Location of operations	Our company	18
		GRI 102-5	Property and legal form	Our company	19
		GRI 102-6	Markets served	Our company	21
		GRI 102-7	Organization size	Our company	18
		GRI 102-8	Information about employees and other workers	Personal	18, 78-85
		GRI 102-9	Supply chain	Our company	21
		GRI 102-10	Significant changes in the organization and its supply chain	Our company	15
		GRI 102-11	Precautionary principle or approach	Our company	26
		GRI 102-12	External initiatives	Our company	23
		GRI 102-13	Membership of associations	Our company	23
	Strategy	GRI 102-14	Statement from senior executives responsible for decision-making	Generalities	3
		GRI 102-15	Main impacts, risks and opportunities	Generalities	16
		GRI 102-16	Values, principles, standards and norms of conduct	Our company	24, 26, 29
	Governance	GRI 102-18	Governance structure	Our company	14 -15
	Participation of Stakeholders	GRI 102-40	List of stakeholders	Vision	30 to 36
		GRI 102-41	Collective bargaining agreements	Vision	31 to 36
		GRI 102-42	Identification and selection of stakeholders	Vision	32 to 36
		GRI 102-43	Approach to stakeholder participation	Vision	33 to 36
		GRI 102-44	Key issues and concerns mentioned	Vision	34 to 36
	Reporting practices	GRI 102-45	Entities included in the consolidated financial statements	Generalities	----
		GRI 102-46	Definition of the contents of the reports and Coverage of the topic	Vision	36
		GRI 102-47	List of material topics	Vision	36
		GRI 102-48	Restatement of information	Vision	36
		GRI 102-49	Changes in reporting	Vision	5

GRI Standard		Standar Number	Content	Item	Page	Omisión
GRI 102: GENERAL CONTENTS 2016	Reporting practices	GRI 102-50	Period covered by the report	Generalities	5	
		GRI 102-51	Date of the last report	Generalities	5	
		GRI 102-52	Reporting cycle	Generalities	5	
		GRI 102-53	Contact point for questions about the report	Generalities	5	
		GRI 102-54	Declaration of preparation of the report in accordance with GRI standards	Generalities	5	is a report with reference to GRI
		GRI 102-55	GRI content index	Annexes	106	
		GRI 102-56	External verification	----	----	it was not done

GRI 103 MANAGEMENT APPROACH 2016	Management Approach	GRI 103-1	Explanation of the material topic and its Boundary	Vision	36, 29	
		GRI 103-2	The management approach and its components	Vision	36, 29	
		GRI 103-3	Management approach evaluation	Vision	36, 29	

GRI Standard		Standar Number	Content	Item	Page	Omisión
Economic	GRI 201- Economic Performance	GRI 201-1	Direct economic value generated and distributed	Economic	40	
		GRI 201-2	Financial implications of climate change	---	---	has not developed
		GRI 201-3	Obligations of the defined benefit plan and other retirement plans	---	---	has not developed
		GRI 201-4	Financial assistance received from the government	---	---	does not apply
	GRI 202 Presence in the market	GRI 202-1	Ratio of standard entry-level salary by sex versus at the local minimum wage	Economic	---	has not developed
		GRI 202-2	Proportion of senior executives hired from the local community	Economic	40	
	GRI 203 Indirect Economic Impacts	GRI 203-1	Investments in infrastructure and supported services	Economic	40	
		GRI 203-2	Significant indirect economic impacts	Economic	40	
	GRI 204 Practices acquisition	GRI 204-1	Proportion of spending on local suppliers	Economic	21	
	GRI 205 Anti-corruption	GRI 205-1	Operations evaluated for risks related to corruption	---	---	has not developed
		GRI 205-2	Communication and policy training and anti-corruption procedures	---	---	has not developed
		GRI 205-3	Confirmed Corruption Cases and Actions Taken	---	---	no cases
	GRI 206 Unfair competition	GRI 206-1	Legal actions related to unfair competition and monopolistic practices and against free competition	---	---	does not apply

GRI Standard	Standar Number	Content	Item	Page	Omisión	
Enviroment	GRI 301 Materials	GRI 301-1	Materials used by weight or volume	---	---	does not apply
		GRI 301-2	Recycled supplies	---	---	does not apply
		GRI 301-3	Reused products and packaging materials	---	---	does not apply
	GRI 302 Energy	GRI 302-1	Energy consumption within the organization	Environment	58 to 63	
		GRI 302-2	Energy consumption outside the organization	Environment	---	has not developed
		GRI 302-3	Energy intensity	Environment	58 to 63	
		GRI 302-4	Reduction of energy consumption	Environment	58 to 63	
		GRI 302-5	Reduction of the energy requirements of products and services	Environment	58 to 63	
	GRI 303 Water	GRI 303-1	Water extraction by source	Environment	64 to 66	
		GRI 303-2	Water sources significantly affected by water withdrawal	Environment	64 to 66	
		GRI 303-3	Recycled and reused water	Environment	64 to 66	
	GRI 304 Biodiversity	GRI 304-1	Operations centers owned, leased or managed located within or next to protected areas or large areas value for biodiversity outside protected areas	Environment	44	
		GRI 304-2	Significant impacts of activities, products and services in biodiversity	Environment	44	
		GRI 304-3	Protected or restored habitats	Environment	47 - 55	
		GRI 304-4	Species that appear on the IUCN Red List and on lists national conservation areas whose habitats are in areas affected by operations	Environment	45 - 46	
	GRI 305 Emissions	GRI 305-1	Direct GHG emissions (scope 1)	Environment	56	Emissions are in the process of being calculated, the pandemic delayed the calculation due to a reduction in personnel, as soon as the calculation is finished, it will be included in the report.
		GRI 305-2	Indirect GHG emissions when generating energy (scope 2)	Environment	56	
		GRI 305-3	Other indirect GHG emissions (scope 3)	Environment	56	
		GRI 305-4	Intensity of GHG emissions	Environment	56	
		GRI 305-5	Reduction of GHG emissions	Environment	56	
		GRI 305-6	Emissions of substances that deplete the ozone layer (ODS)	Environment	56	
GRI 305-7		Nitrogen oxides (NOX), sulfur oxides (SOX) and others significant air emissions	Environment	56		

Environment	GRI 306 Effluents and Waste	GRI 306-1	Water discharge according to its quality and destination	Environment	67 to 69	
		GRI 306-2	Waste by type and disposal method	Environment	70 to 75	
		GRI 306-3	Significant Spills-DIESEL	Environment	70	
		GRI 306-4	Hazardous waste transportation-DIESEL	Environment	70	
		GRI 306-5	Bodies of water affected by water spills and / or runoff	Environment	70	
	GRI 307: Environmental Compliance	GRI 307-1	Non-compliance with environmental legislation and regulations	Environment	26 and 73	
	GRI 308 Environmental Assessment	GRI 308-1	New providers that have passed evaluation filters and selection according to environmental criteria	Providers	103	
		GRI 308-2	Negative environmental impacts in the supply chain and measures taken	Providers	103	

GRI Standard		Standar Number	Content	Item	Page	Omisión
Social	GRI 401 Employment	GRI 401-1	New employee hires and staff turnover	Personal	78 - 81	
		GRI 401-2	Benefits for full-time employees who are not give part-time or temporary employees	Personal	88	
		GRI 401-3	Parental leave	---	---	does not apply
	GRI 402 Company worker relations	GRI 402-1	Minimum notice periods for operational changes	Personal	78	
	GRI 403 Health and safety at work	GRI 403-1	Representation of workers in formal committees worker-health and safety company	Personal	90 - 91	
		GRI 403-2	Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of deaths due to occupational accident or illness professional	Personal	90 - 91	
		GRI 403-3	Workers with high incidence or high risk of diseases related to their activity	---	---	It has not been developed
		GRI 403-4	Health and safety topics covered in agreements formal with unions	---	---	does not apply there is no union
	GRI 404 Training and education	GRI 404-1	Average hours of training per year per employee	Personal	85	
		GRI 404-2	Programs to improve employee skills and transition assistance programs	---	---	has not developed
		GRI 404-3	Percentage of employees receiving periodic evaluations performance and professional development	---	---	has not developed
	GRI 405 Diversity and Equal Opportunities	GRI 405-1	Ratio of base salary and remuneration of women in front of men	Personal	84	The indicator as such is not incorporated, it must be developed but the promotion of gender equality in high positions is shown
	GRI 406 Non-discrimination	GRI 406-1	Content 406-1 Cases of discrimination and corrective actions taken	---	---	has not developed
GRI 407 Freedom of association and collective bargaining	GRI 407-1	Operations and suppliers whose right to freedom association and collective bargaining could be at risk	Personal	88		
GRI 408 Child labor	GRI 408-1	Operations and suppliers with significant risk of cases of child labor	Providers	92 to 101		

GRI Standard		Standar Number	Content	Item	Page	Omisión
Social	GRI 409 Forced or compulsory labor	GRI 409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	Providers	104	
	GRI 410 Security practices	GRI 410-1	Security personnel trained in policies or procedures of human rights	Customers	94 - 95	
	GRI 411 Rights of indigenous peoples	GRI 411-1	Cases of violations of the rights of indigenous peoples	---	---	No complaints, indicator should be developed
	GRI 412 Assessment human rights	GRI 412-1	Operations subject to reviews or impact assessments on human rights	---	---	Has not developed
		GRI 412-2	Employee training in policies or procedures on human rights	---	---	Has not developed
		GRI 412-3	Significant investment agreements and contracts with clauses on human rights or subject to evaluation of human rights	---	---	Has not developed
	GRI 413 Local communities	GRI 413-1	Operations with the participation of the local community, impact evaluations and development programs	Providers	100 - 102	Due to a pandemic, community projects could not be continued
		GRI 413-2	Operations with significant negative impacts - real and potentials - in local communities	Providers	100 -102	Due to a pandemic, community projects could not be continued
	GRI 414 Social evaluation of suppliers	GRI 414-1	New suppliers that have passed selection filters according to social criteria	Providers	100 - 103	
		GRI 414-2	Negative social impacts in the supply chain and measures taken	Providers	100 - 103	
	GRI 415 Public policy	GRI 415-1	Contribution to political parties and / or representatives	---	---	does not apply
	GRI 416 Health and safety of customers	GRI 416-1	Assessment of the impacts on health and safety of the categories of products or services	Customers	94 - 95	
		GRI 416-2	Cases of non-compliance related to health impacts and security of product and service categories	Customers	94 - 95	
	GRI 417 Marketing and labeling	GRI 417-1	Requirements for product information and labeling and services	---	---	does not apply
		GRI 417-2	Cases of non-compliance related to the information and the labeling of products and services	---	---	does not apply
		GRI 417-3	Cases of non-compliance related to communications of marketing	---	---	does not apply
GRI 418 Customer privacy	GRI 418-1	Substantiated claims regarding violations of customer privacy and loss of customer data	Customers	94 - 95		
GRI 419 Socioeconomic Compliance	GRI 419-1	Breach of laws and regulations in the social and economic sphere	Our company	24		

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