2022 Sustainability Report





A new dawn heralds a fresh beginning, brimming with opportunities and new forces – this encapsulates the essence of 2022 for Swiss Travel, marking a pivotal phase post the challenges posed by the Covid-19 crisis and its profound impact on the tourism sector.

This year served as a window for introspection, allowing us to meticulously analyze our present standing and chart a course for the future as a company. Amidst this reflection, we delved into the profound significance of sustainable commitment, recognizing the imperative role it plays in our journey forward.

Celebrating our 50th anniversary marked a significant milestone, a testament to the visionary spirit of our founders and the unwavering dedication of our suppliers and staff. This accomplishment fills us with immense pride and fortitude, inspiring us to continue delivering top-notch services to our clients, thus retaining our status as pioneers in the Costa Rican tourism landscape.

This report symbolizes the inception of a new era for us, one that propels us to forefront sustainable tourism initiatives in Costa Rica, cementing our commitment to responsible and impactful practices.

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Swiss Travel Team.



Sustainability Report Swiss Travel 2022

And Reality



Differentiating elements

Confidence Experience Trajectory nalisn 6 S O **Quality of Service** Productivity Knowledge ma 0 Π

ŋ Stability

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Efficiency

Renown

CULI

Teamwork

Back



Contents

Generalities

About this report	5
Swiss Travel and the COVID19 Pandemic 2022	6
Main achievements during 2022	7
A message from our president	8
A message from our General Manager	9
Main challenges and opportunities	10

About Us

Who we are	12
History of our name	13
Headquarters and company size	14
What do we do?	15
Canales de Venta por tipo de Cliente	16
Supply chain	17
Corporate framework	18
Affiliations and associations	19
Precautionary approach	21

Our Strategy

Governance	23
Our team of coordinators	24
Risponsabilities of each Area	25
Participation of Interest Groups	26
Materiality	27
Sustainable Strategy	28

Sustainability Report Swiss Travel 2022

Economic

Financial Sustainability	30
Economic Impacts	31
Ethics and Transparency	32

Clients

Health and Security	34
Road Safety Program	35
Quality Services	36
Sustainable Deals	37
Education and awareness	39
Tips to visit Indigenous and Vulnerable Communities	40

Proveedores

Sustainable value supply chain	42
Wealth distribution	43

Community

Protection of children and adolescents	45
E- Mentores	46
Action in communities	47
Youth Employability Alliance	48

Personal

Our People	50
Other themes	51
New Hires	52
Benefits for collaborators	53
Health and security	54

Environmental

Biodiversity Protection Stop Animal Selfies Restoration and Conservation of Ecosystems Ecosystem Conservation Projects Other Non-Material Important Topics 2021 Footprint in Detail 2022 Footprint in Detail Reduction Action Solar Panels Efficiency of consumption per person Waste Water	57 60 61 62 63 64 65 66 69 70 72
Efficiency of consumption per person	70
Waste Water	72
Waste	73
Paper Consumption	75
Electronic Waste Campaign	76
Involvement of employees in environmental management	77

Anexos

Stakeholder Communication	79
Material Topics Impacts and Risks	82
Sustainability Plan 2021-2025	85
Contribution to SDGs	89
List of Endangered Species in Costa Rica	90
GRI Content Index	91



About this report

Swiss Travel or Servicios de Viajeros Suiza S.A, is a receptive travel agency that offers tourism services throughout Costa Rica. For the fourth consecutive year, Swiss Travel has created this Sustainability Report to be accountable to the company's different interest groups.

Here you can find our report on performance of positive and negative impacts at a social, environmental and economic level and its relationship with the Sustainable Development Goals (SDGs), established by the United Nations.

The sustainable achievements generated as part of sustainable strategic planning are also summarized, as well as the certifications received and internal and external audits carried out throughout the organization.

This report covers the management of the year 2022 (January to December) of our central office located in Santa Ana, our transportation headquarters in La Uruca and our regional headquarters in Liberia, Guanacaste.

This sustainability report was prepared under the standards of The Global Reporting Initiative GRI 2021, a common international reporting language, adaptable to any line of business. This report has not been verified by any external organization. (you can consult the GRI standards in this link).

If you have any questions regarding this report or the company's services, please write to jeldryn.vargas@swisstravelcr.com or call (506) 2282 4898, or visit swisstravelcr.com.





Swiss Travel **during 2022**

Reaction

Resilience

Swiss Travel Action Plan after the impact of COVID-19

Reaction and Resilience

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



Recover

Tourism worldwide

According to data from the UNWTO:

- More than 900 million tourists made international trips in 2022 (Double from 2021)
- 63% less than in years before the pandemic
- All regions of the world recorded increases in the numbers of international tourists.

2023 Projections

International tourist arrivals could increase between 80% and 95% of pre-pandemic levels.

Factors:

- Movements in the economy
- Asia-Pacific travel recovery
- Ukraine Russia Situation

(Source: UNWTO Barometer January 2023)

Behavior in Costa Rica

• 2,349,537 tourists entered the country by air, land and sea (1 million more than in 2021)

• 90% (2,117,960) arrived by air

Normal

New

• The country recovered 3 out of every 4 tourists (75%) compared to years before the pandemic.

(Source: Costa Rican Tourism Institute, 2023)

2022 Swiss Travel

According to 2022 accounting report.

Recovery of 82.49% of sales compared to 2019.

The number of clients served in 2022 represented 90% of those received in 2019.

Fundamental actions:

- Customer loyalty.
- Rehiring staff and training new staff to face a strong 2022 peak season.
- Continuation of the sustainable strategy through projects and preparation of information for external audits that could not be carried out in previous years.





2022 **Main Achievements**



• 749 trees planted among collaborators and clients to recover ecosystems.

- 69% of national capital tourism providers.
- 99.63% of income generated to suppliers (\$20,228,760.80 dollars) recovered.
- 46 suppliers trained in sustainable matters.
- \$63,261.34 savings due to Eco-efficiency.
- "Building a Dream" Program of the Business Alliance for Development (AED) for 100% of personnel trained in the protection of children and adolescents, 14 companies and ten suppliers: 23 children and ten young people from surrounding communities.
- Tourism Training Program for thirteen Community Rural Tourism ventures for 44% in income recovered in communities near our headquarters, through salaries for collaborators in these communities, (\$68,856.7, in relation to 2019).
 - 31 hours of staff training.
 - \$66,680.90 to purchase tickets to the national system of conservation areas
 - 36.02 tons of CO2 reduced annually thanks to the Reduction Actions Program. 530.46ton CO2e accumulated between 2017 and 2022.
 - 811.74 tons of CO2 less in emissions (1608.9 tons of CO2 in 2017 to 797.16 tons of CO2e in 2022).
 - 22% less water consumption compared to 2019.
 - 38% less electricity consumption compared to 2019.
 - 53% reduction in waste generation compared to 2019. Historical reduction of ordinary waste going to landfill to 67% less than 2019. 73% of waste did not go to landfill.













Message from Our President

2022 was a year that I wanted to live because of all its events after the positively to the destination. pandemic. This year we were able to experience a new beginning as a company, with new opportunities and with the celebration of our 50 years We are very proud to share with you this new achievement of 50 years of of creating dreams for our clients. operation.

Since the founding of Swiss Travel, our goal has been to offer services Being a sustainable company is not easy; but we certainly believe that capable of exceeding the needs and expectations of our demanding seeking sustainability is the effort we must make to preserve our planet. clientele and we are proud to continue doing so with the support of 50 We believe that together sustainability and tourism are the path to a better years of operation. tomorrow.

Now we do it with a new horizon, new forces, always hand in hand with sustainability as the transversal axis of our organization.

In recent years we have followed up on our sustainable strategy, which has focused on minimizing, eliminating or offsetting the negative impacts of our operations, while enhancing the positive impacts.

After two difficult years, we must highlight the fact that we have maintained our sustainable commitment as part of our DNA, a fact that has given us the drive to move forward in complex times.

Our differentiating element has been to create trips that contribute positively and sustainably to the destination.

Every travel package we create is analyzed to measure its social, environmental and economic impact, while seeking to reduce its carbon, energy and water footprint, and respect local communities.

We give priority to suppliers that follow this sustainable philosophy, and we promote it among our business partners, clients, collaborators, and through education programs. We promote sustainability in the communities where we operate and beyond, involving our business partners, clients, and staff, so that our clients' journey contributes

Emilia Gamboa

President







Message from our General Manager

In a company committed to the environment, such as Swiss Travel, close connection with our suppliers and their financial sustainability, as sustainable development is the axis of all our work, keeping in mind that well as raising awareness regarding quality and good practices, which would allow us to keep the same direction that has always guided our our actions, no matter how small, affect our environment. operations.

This is why the proper management of our positive and negative impacts is essential to contribute to the healthy development of the communities 2022 was also a favorable year to resume the renewal of our certifications, where we operate, the protection of the environment and long-term in order to maintain our leadership position in sustainable, destination and business continuity. offer matters.

From General Management and all departments, part of our contribution is 2022 was a year of challenges, but at the same time of great opportunities, to implement sustainable strategy and assign annual budget for their which allowed us to continue being leaders in the DMC's market in Costa Rica, both in terms of sustainability and quality. execution, which are measured with our indicators and their results are made known in our annual Sustainability Report.

After several years of crisis, currently our short-term vision is to maintain stability and seek financial growth, while we continue to promote our country as a safe destination.

We continue working on social issues such as the protection of children and young people against the sexual and commercial exploitation of minors. Likewise, we continue forward with the clear objective of offering services that exceed expectations every day and seeking continuous improvement with the quality that characterizes us, not only internally, but also with our suppliers, strengthening their selection based on compliance with quality and sustainability.

All of this, hand in hand with transparency, to ensure through innovation the contribution to the comprehensive development of the communities where we operate, environmental protection and guarantee the long-term continuity of the company. These have been priority issues to manage, because of the study carried out by Swiss Travel both internally and with stakeholders.

Our objective during 2022 was to maintain those actions regarding sustainability, through raising awareness among our staff, maintaining a Patricia Gamboa

General manager





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Challe and po

Face a positive wave of clients by the end of 2022 with fewer personnel to carry out tasks and new personnel with less experience and in the training process.

Execution of various projects that could not be executed in previous years due to lack of budget, personnel, restrictions, among others.

Ensure that our suppliers resume the good practices carried out before the pandemic, reduced by the limitations throughout the tourism sector.

Search for technological changes to optimize processes.

Opportunities

Emergence of alliances with public and private institutions and non-governmental organizations for the management of community impact projects.

Greater loyalty with our clients, given the positive way in which the company faced the crisis with the opportunity for new business

Development of essential projects for the company with a very limited

Digital working.

budget.



the second





Who we are?

Swiss Travel Services S.A. is the leading company in Costa Rica in the operation of incoming tourism and the design of travel packages and itineraries, offering complete destination management, with personalized products for individual travelers, groups, incentives, corporates 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 history

Since 1972 we have worked to offer a complete selection of excursions around the country, creating adventure programs aimed for the individual traveler, specific interest groups, introducing special events, short excursions, incentives, and all types of activities to exceed the needs and expectations of our clients.

Throughout over 50 years, the Swiss Travel team has worked intensely to create an organization capable of providing each of our clients with the experiences they expect and deserve. We make our travelers' expectations into our own.

History of our name

A Swiss man fell in love with Costa Rica because of its nature, peace and tranquility. This is how Swiss Travel Service acquires its identity.





History of our name

We began operations.

- Focus on Sustainable
 Tourism Management
- Support and request to ICT for sustainable certification

1972 1973-1995

1995-1997

- 1973 Jungle Train SJO Limón
 1976 First charter flight
 1977 First Cruise
 1983 First travel and incentives trip
 1985 Cielo Azul is born
 1995 Begins operations in Guanacaste

Acquisition of PBAE -Climate Change

2010

2015

Launch of the First Sustainability Report

*****CANAECO:** Cámara Nacional de Ecoturismo y Turismo Sostenible

·····

AED: Alianza Empresarial para el Desarrollo.

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Headquarters and size of the organization



Reporte de Sostenibilidad Swiss Travel 2022



50 years in tourism management



Work force: 205 people (average 2022).

Six sales markets: Groups, Corporate, Incentives, FITS, Cruises and Local Sales





What do We do?

Tourism Consulting:

Qualified account executives to design itineraries according to the needs, budget and expectations of clients.



Guide service:

We have bilingual guides (Spanish / English) and guides who are fluent in French, Italian and German. They have extensive university studies and great knowledge about Costa Rica, its history, culture and natural wealth, all certified by the Costa Rican Tourism Institute.

High quality controls, customer service and 24/7 support: :

We ensure that the hotels, tours and areas to visit meet quality criteria and we help during the client's stay in the country, 24 hours a day, 365 days of the year, guaranteeing the safety and tranquility of our clients.



Land Transportation:

We have one of the largest and most modern fleets of tourism vehicles in Costa Rica. From cars for the transportation of passengers, to fully equipped minibuses and buses. Eight large units have ramps for people with limited mobility and our drivers have received appropriate training to care for them.

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individual





Accommodation, tours, local air transportation, water transportation, theme parties, environmental and social volunteering: provided by our rigorously selected tourism providers. All these services are made available to the client, in various packages: honeymoon, adventure, family, among others.





Sales channels by customer type

FIT'S:

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



GROUPS:

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



CRUISE SHIPS:

Logistics and operation in all ports of the country for the care of one-day excursions, and embarkation disembarkation of passengers, pre- and post-cruise stays. Highly trained staff and extensive experience working together with the most shipping recognized companies in the world.

CORPORATE:

Comprehensive solutions for companies. Executive transportation, excursions, team building activities, corporate events, food and beverage services among many other services are available.

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LOCAL SALES:

Network of tourist service executives located in the most recognized hotels in San José, Guanacaste and the Central Pacific. Wide range of recreational activities available to hotel guests and general advice during their stay.





INCENTIVES AND MEETINGS:

of incentive trips, coverage lodging, recreational activities







Markets

Our main markets are:

North America, European Union, United Kingdom and Latin America.



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Supply Chain

Market research, the Marketing and Sales Management area determine the client's

Research and product development proceeds to search for the service to build it into a tourism product.

Supply Chain

Product area signs contracts with

suppliers design travel packages to be offered through the various **Sales Channels**.

Wholesalers or retailers offer our services to the final customer or tourist who enjoys their vacation discovering the beauties of Costa Rica.

Our suppliers, distributed throughout the country, are a fundamental element in our value chain, since they facilitate 90% of the services we provide and create the experience, so it is important to ensure the quality of the service and the correct management of the impacts they can generate.

69% of our suppliers are of national investors, distributed throughout the country. Payment to suppliers in 2022 reached \$20,228,760.80 dollars.

- Guides
- Tour Operators
- Transport

- National Parks
- Hospitality





Corporate Framework

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.

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, considering the applicable legislation, pollution prevention and social responsibility in any operation we run, thus achieving the economic success of our company.

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 every 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.

Prevention:

Anticipate and plan based on PDCA (Plan, Do, Check and Act) for continuous improvement.

Take Risks:

According to how they are identified and being consistent with the mission, vision and objectives of the company.







Affiliations and Associations

Company is part of:







Certifications:

Tourism Sustainability Certificate

(CST): national standard created by the Costa Rican Tourism Institute and recognized by the Global Sustainable Tourism Council (GSTC). Swiss Travel has been part of this certificate since 2006 and currently has the highest level, "Elite" certification. The company is evaluated every two years.

Carbon Neutrality: created with the goal of being an emissions-free country by 2050. We currently have the highest category of this certification, "Plus" level. This is an annual certification.

Climate Change Category: we

minimize the risk caused by the effects of climate change. For the seventh consecutive time we have received the highest level of 6 stars and one green (for involving collaborators in obtaining the Sustainable Homes Flag). It is evaluated annually.

Biodiversity Category: to develop actions for the conservation, restoration and sustainable use of biodiversity. In 2022 we managed to obtain the highest level of this 5-star category.

Blue Flag Program: Voluntary national program with the purpose of seeking conservation and development. From this program Swiss Travel has the Flags:

Safe Company Program: focused on guiding companies to detect their risks at the road safety level. We currently have the highest level.







Precautionary Approach

Our company has instituted a robust Sustainable Management System, meticulously designed for risk and impact prevention across environmental, social, and economic domains. This system is underpinned by a series of strategic actions, ensuring the delivery of quality, innovation, safety, and the safeguarding of our stakeholders, the environment, and the company's ongoing continuity.

The entire organization actively engages in ongoing efforts, demonstrating a commitment to meticulous planning. Within this framework, we have defined a set of Strategic Objectives and Tourism Sustainability initiatives, aligned with the organization's core values and the Tourism Sustainability Policy. This strategic alignment facilitates the Corporation's unwavering commitment to customer satisfaction while concurrently achieving optimal profitability, maintaining a delicate balance across social, legal, and environmental spheres.

Implementing the Deming methodology – Plan, Do, Verify, and Act (PDVA) - empowers our organization to successfully complete work cycles before ambitiously setting and achieving more challenging objectives. This cyclic approach ensures a dynamic and responsive organizational culture, fostering continuous improvement and adaptability.

Act:

Take actions to continuously improve the performance of processes.

Check:

Perform the tracking and measurement of processes and products.

> As a continuous evaluation mechanism for improvement, Internal Sustainability Audits are periodically carried out to identify findings and improvement opportunities that allow the Corporation to move more easily towards achieving its raison d'être.

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Plan:

Establish the objectives and processes necessary to achieve the results.

Do: Implement the processes.







STRATEGY

"Sustainability, as part of our strategy, generates value, seeks the quality of the services offered, benefits our stakeholders and environmental protection. We achieve this with planning, actions, verifications and making our sustainable commitment known." Sustainable Guidelines.





Governance Structure

Structure and composition of the highest governing body

The company has a board of investors, who are informed of progress in sustainability for decision-making. Additionally, the company has the following corporate governance, led by General Management.

- Emilia Gamboa: President.
 Pioneer businesswoman in tourism.
 50 years of experience in tourism.
- 2. Patricia Gamboa: General Manager/Director of Marketing and Sales.
 40 years of experience in tourism.
- 3. Luis Diego Hidalgo: Director of Operations.
 17-year experience in tourism.
- *4. José Madrigal*: Operational Controller.
 28-year experience in tourism.
- 5. Geovanny Salas: Financial Director.25-year experience in tourism.
- 6. Melania Rodríguez: Director of Human Resources.
 18 years of experience in human resource management.





Coordination Team



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Alexander Fuentes Maintenance



Jeldryn Vargas Sustainability and Quality



Kit Wan Operations



Erick Bejarano Operations



Maribel Alpízar Accounting



Maria José Céspedes Transportation Unit



Rolando Campos Sales Director



Betsabé Gómez Groups



Daniel Castro FIT



Esmeralda Espinoza Guanacaste Sales



Laura Carmona Incentives



Carlos Montero Marketing and Incentives





Emerging from our robust Corporate Governance framework is the Management Committee, a key decision-making body composed of three integral components: General Management, led by Patricia Gamboa; Operational Management, spearheaded by Luis Diego Hidalgo; and the Comptroller's Office, overseen by Jose Madrigal. This team collaboratively formulates the Corporate Strategic Plan, steering the company towards its envisioned objectives.

66.6% of its members hail from the local communities of Ciudad Colón and Santa Ana, fostering a deep connection with the areas we serve.

Guided by the principles of sustainability, our activities are conducted responsibly, adhering to industry best practices. This approach ensures not only the continuity of our business operations but also promotes socioeconomic development while actively contributing to the preservation of our invaluable natural and cultural resources.

At the sustainability level we have the following structure:



The Sustainability Area:

- 1. Studies the impacts or material issues that the company's operation generates environmentally, economically and socially, considering the consultation of interested parties.
- 2. Prepares a work plan and budget that is presented to the Strategic Committee for analysis, adjustment and approval.
- 3. The coordination of each area executes the plans created from the results to achieve sustainable objectives.
- 4. All actions receive support from the Green Committee, made up of company employees.

Responsibilities of each area:

Management Committee: is responsible for:

- profitability.
- with the organization's reason for being.
- Approve the budget for the execution of the action plan.
- Follow up on the corporate strategic plan.

Sustainability Management: represents the General Management to ensure the implementation of the Tourism Sustainability Management System.

Identifies and relates to interest groups, to recognize environmental, social and economic impacts, which are prioritized to create action plans that will be presented to the Management Committee and once approved, executed by the process coordination.

The Management Committee is responsible for the active participation of the coordinators.

Audiences of Interest: They feed the sustainability strategy with material topics.

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

Green Committee: Designs campaigns and projects for internal and external stakeholders in response to action plans, adapting to impacts, both positive and negative.

Internal Auditors: nitor the management system for continuous improvement, and finally the sustainability report accounts for the scope of each period.

Establish, implement and maintain the corporate strategic plan, taking into account client requirements, the environmental, social, personal component, growth expectations and

Establish a vision, policies and strategic and tourism sustainability objectives consistent

Get each of its members to lead their process to develop trust among staff.





Commitments and Policies

Our commitment is to promote responsible and sustainable tourism.

In our management system, the corporate framework includes the Sustainability Manual, which contains a series of general, operational, customer, legal compliance, socioeconomic, supply, supplier and supply sustainable guidelines (MAOPSC004), which are based on our Sustainability Policy, in favor of the economy, society and environment.

Diligence and ethics

These base guidelines are reviewed annually by the sustainability area, where observations are made from the various areas or interest groups and presented to the Presidency and the Management Committee for their assessment and approval.

For questions regarding the corporate framework and sustainable guidelines, contact us at jeldryn.vargas@swisstravelcr.com

To manage our impacts, risks and material issues, the Preventive Corrective Actions Procedure is used, in which situations are detected through reports from collaborators, process managers and/or interested parties, and researched to create and execute action plans.

We have an internal audit system to improve individual and company performance.

Participation of interest groups

Grphic 2. Relevant topics for stakeholders

Financial sustainability

Ethics and transparency

Fight against the sexual and commercial exploitation of minors

Destination safety and health

Talent productivity

Biodiversity protection

Customer management

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In the last consultation, carried out in 2020, the following topics emerged



Further details on page 35 of the 2021 Report.

The organization seeks that participation of interest groups is beneficial to obtain responses. Any feedback can be provided through various available channels, detailed in Annex 1 of this document, along with 2022 achievements according to the interests of each interested party.







Materiality

Swiss Travel's sustainable strategy and relevant topics to work on as follows:



In 2020, the Sustainability Strategy was created for 2021 - 2025 period, with a materiality study to align it with the business strategy (see previous diagram).

This begins with the analysis of the environment in which the company is operating, identifying real and potential positive or negative impacts, considering the level of severity, frequency of appearance and quantity.

From this analysis came the topics consulted to the most relevant stakeholders through a survey, with space to incorporate additional topics and to prioritize all the indicated topics.

From 24 topics obtained, ten were prioritized by the interested parties and the Management Committee. See annex with the material topics of our strategy with their respective impacts and risks.



For details on materiality, impacts and risks, see Annex 2. F objectives and their advance, see Annex 3.



	Торіс	Company Importance	Stakeholders Importance	General Grade
EC-1	Financial sustainability	92%	98%	95%
EC-8	Ethics and transparency	90%	98%	94%
EC-2	Destination safety and health	90%	87%	88%
S-1	ESCNNA and Human trafficking	84%	87%	86%
EC-5	Customer management	80%	86%	83%
EC-4	Quality management	88%	75%	82%
EC-6	Sustainable Supplier Management	90%	90%	81%
EC-7	Crisis Management	82%	77%	80%
A-1	Biodiversity and Ecosystem Protection	67%	87%	77%
S-2	Personal and Professional Development of Employees	76%	75%	76%
S-8	Occupational Health	76%	70%	73%
S-4	Talent Productivity	59%	87%	73%
S-5	Employee Retention	59%	85%	72%
EC-3	Innovation	57%	82%	69%
A-3	Management of Liquid and Solid Waste	73%	64%	68%
EC-9	Accountability Performance Indicators	59%	73%	66%
S-3	Employee Motivation	59%	73%	66%
S-6	Community Engagement	55%	73%	64%
A-4	Greenhouse Gas Emissions	69%	56%	62%
S-7	Protection of Cultural Heritage	67%	57%	62%
S-9	Employment Opportunities and Tourism Offer for People	55%	66%	61%
A-2	Efficient Use of Resources	51%	70%	60%
A-5	Resource Awareness	16%	76%	46%
S-10	Gender Equity and Women's Empowerment	12%	70%	40%



Our Sustainable Strategy:



10 priority topics were divided into planet, people and bussiness areas, and seven axis with their action plans, objectives, risks, goals, indicators and advances (see Annex 2). They align to the following Sustainable Development Goals:

These align with the Sustainable Development Goals (SDGs) that directly contribute to the strategy:

- SDG 8 Decent work and economic growth
- SDG 3 Good health and well-being
- SDG 12 Responsible consumption and production
- SDG 9 Industry, innovation and infraestructure
- SDG 15 Life on land
- SDG 5 Gender equality

See Annex 4 for details on how we approach these goals



Sustainability Report Swiss Travel 2022



ECONOMIC

"Our commitment is to push socioeconomic development of our country, giving priority to national capital goods and services and social equity for the best distribuition of profits possible". Sustainable Guidelines.



Financial Sustainability

Financial Sustainability seeks the profitability of the company in the long term, maintaining liquidity, increasing sales, intelligently reducing costs and increasing profits for shareholders, while enhancing positive impacts, such as the generation of employment and income for communities, which contributes to the country's GDP.

The goal by 2025 is to recover and exceed the sales of 2019.

We do this through:

- Increased income through customer recovery.
- Strategy to recover sales with visits to clients, national capital company. participation in fairs and others.
- Proper cash flow management:
- Low budget work approach, annual projected cash flow, weekly review with management.
- Search for investment initiatives that improve banking returns.
- Cost reduction: analyzing cost structure, increasing efficiency.

Economic performance

In 2022 we achieved the following in relation to 2019:

• Recovery of 82.49% of sales.

- Reduction in cost structure by 2.37%.
- Ebitda margin improved by 4.1%.

Leadership and market participation

Ratio of the standard initial category salary by sex: there is no difference in salaries between men and women, and they are above the salary established by law. The range is the same for both sexes.

A proportion of senior executives hired from the local community: six senior managers, three of them live in communities surrounding our offices, the remainder are in distant areas, representing 50% of local hires. It is worth noting that it is a national capital company.

4.1.2 Internal economic benefits of sustainable management

Table 5. Intern

Parameter/Ye

Electricity say

Recycling sa

Water saving

Maximization customer transportation

Paper consu savings

Total:

Note: for all years, water, electricity, and paper savings were obtained by comparing with the year 2019, which was the normal year of operation. Money saved by route maximization is a new indicator for the year 2021.

Through our Eco-efficiency program, we achieved savings of \$63,261.34 during the year 2022, less than the year 2021 due to the recovery process. Even so, the savings are greater than in 2019, leaving out the issue of maximization, an indicator that was not taken in that year.



ernal Economic Benefits obtained from Eco-efficiency Actions					
Year		Amount in d	Iollars		
Tear	2019	2020	2021	2022	
savings	\$250,82	\$16.907,12	\$13.711,28	\$131,97	
sales	No aplica	\$267,00	\$277,77	No aplica	
ngs	\$0,82	\$2.076,70	\$3.884,40	No aplica	
on of					
ion routes	No aplica	No aplica	\$28.518,64	\$61.462,42	
umption	\$672,39	\$2.516,68	\$2.734,80	\$1.666,94	
	\$924,03	\$21.767,50	\$49.126,88	\$63.261,34	







4.1.3 Indirect economic impacts

4.1.3.1 Investments in infrastructure and supported services

Table 6. Capital Investments that Generate Benefits (CapEx)		
Acquisition of equipment and information technology systems	\$5.410,64	
Acquisition of operational aquatic equipment assets: kayaks, bicycles, among others	\$5.970,02	
Improvements in office infrastructure	\$21.319,83	
Investment in a fuel station in Uruca	\$79.344,93	
Purchase of other types of assets	\$27.888,86	
Total CapEx	\$139.934.28	

4.1.3.2 External economic impact

Significant indirect economic impacts

Our social responsibility is to generate positive economic impacts through various means such as:

- Payment to suppliers. This allows the development of national SMEs, as well as the index of social progress.
- Contribution to the protection system of natural areas of Costa Rica For the conservation of national flora and fauna of protected areas for payment of

environmental services.

detected impacts.

Comprehensive socioeconomic development is promoted through tourism, which contributes to the Social Progress index of various areas of the country. See Table 6 for more details.

Table 7. External Economic Impact	
Social and Environmental Contributions per Operation	
Details	Amount in dollars
Wealth distribution through payments to to tourism suppliers Contribution to the Protected Areas	\$20.228.760,80 \$66 680,90
System through entrance fees	
Total wealth distribution	\$20.228.760,80

Note: We generate a greater distribution of wealth, but the data shows that we can provide real traceability.

69% of the total amount of payment to suppliers corresponds to suppliers with national capital.

foreign suppliers, which generate employment in the country, thereby contributing to The significant indirect negative impacts at an economic level are not measured or identified; it is an exercise that we must develop in greater depth.

Community development. Through various projects in the management of







Material Theme Ethics and Transparency

Ethics is part of our corporate values with which we achieve our profitability, maintain our leadership, credibility and reliability, are accountable to our stakeholders and are socially responsible.

The company has policies for the management of ethics and transparency, reflected in the Sustainability Manual and the Internal Human Resources Policies Manual, but a document focused on this topic must be prepared. In 2022, the Ethics and Anti-Corruption Manual was not prepared, this has been scheduled to be done during 2023. The management is carried out but without documentation.

Swiss Travel is a private company that complies with all applicable legislation.

All our financial statements are audited by a legally constituted accounting auditing firm that is changed every four years for transparency and credibility of the partners and the banking system. The auditing company is chosen by the General Management, the Financial Director and the Comptroller's Office. In 2022 our financial statements were audited by Grant Thornton Audi Costa Rica.

We comply with all legal obligations and 2022 closed with tax payments up to date.

In 2022, and in previous years, there were no lawsuits or legal actions against the company related to unfair competition, monopolistic practices, or against free competition.

Sustainability Report Swiss Travel 2022

4.2 Crisis Management

This task has not been able to be managed due to the impact of the pandemic, a reduction in staff and due to attention to other priority tasks, such as the expansion of risk management.



CLIENTS



"Our commitment is to make our visitors happy with vacation experiences that exceed their expectations in every aspect. At the same time, we promote social responsibility and environmental protection in the areas we operate." Sustainable Guidelines.

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5.1 Health and Safety

Our company works so that tourists visit a healthy and safe country. Our national health system is exemplary, and Costa Rica is one of the safest countries in the region.

Our Sustainability Manual has guidelines that seek the security of the services that clients receive, with responsible suppliers, strategies to promote a safe destination, advice, insurance policies and participation in initiatives such as the Tourism Safety Committee of the National Chamber of Tourism.

Safe, quality trip

We have external emergency response protocols and general civil liability policies No. 0201RCG 0002274 04 and umbrella 02 01 RCU 0000339 04.

Our operations department provides support and customer service to clients during their stay in the country 24 hours a day and after leaving the country.

In 2022 some members of our staff participated in the Seminar on "Tourist Security as a key to success" created by the Canatur Tourism Security Commission.

Sofia Network

Our sustainability department staff was trained in 2022 on the Sofia Network Program, created by the Costa Rican Tourism Institute (ICT).

This program promotes gender equality, security practices for entry and the pleasant stay of female tourists. It was born within the framework of an institutional support agreement between the Costa Rican Tourism Institute (ICT) and the National Women's Institute (INAMU). It is closely linked to Sustainable Development Goal No. 5, which seeks gender equality to

Sustainability Report Swiss Travel 2022

build a peaceful, prosperous and sustainable world.

The SOFIA NETWORK represents a network of companies, people and communities committed to generating trust for all tourists who visit our country, sharing the value of equality to create the best travel experience and a safe stay. (Source: ICT, 2022).

Membership in the program will begin in 2023. During 2022, we carried out the training process and started to create an action plan, evidence of compliance, and indicators to be part of the network.









Road Safety Program

users." Road Safety Policy

we visit.

The risk factors detected in order of priority are:

- Status of the road infrastructure in charge of the government
- Work organization (transfer assignments to each driver)
- Driving as an activity
- Traffic intensity
- Weather conditions
- Other drivers

These factors are managed through:

- Road Safety Policy and Occupational Health Committee
- Driving professionals with extensive experience

- "Swiss Travel is committed to establishing traffic accident prevention mechanisms and to promote road safety for all staff, clients and other road
- In 2022 we received the Gold level of the Safe Companies Program of the National Road Safety Council (COSEVI), focused on the development of management plans and policies to reduce and mitigate road risks.
- Swiss Travel has a fleet of 24 transport units in 2022, so we must seek the safety of our drivers, clients, tour guides and people from the communities

- Strict preventive and corrective maintenance of transport units
- Constant monitoring of drivers and training in road safety and others
- Inclusion of road safety in the driver evaluation
- Speed limits according to the speed allowed in each zone
- Projection of road safety with the rest of our staff and in communities



Graph 6. Accidents by insurance company from 2017 to 2022.





Despite the number of transportation services provided, the accident rate is low, and the downward trend continues, evidencing the effectiveness of the commitment assumed by the company (graph 6).



We responsibly manage the safety of our clients, collaborators and population on the road.

Travel with quality services

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

Sustainability Report Swiss Travel 2022

Tell us your experience

It is very important to know your travel experience or business relationship with us. Contact us by completing the survey below or contact your sales agent.

Veracity of the information provided to clients

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

5.2 Other non-material topics worked on **5.2.1 Wholesale and retail customer management**

During 2022, we gave support to clients in their promotion and sales strategies for our services, through five virtual meetings with wholesalers in the United Kingdom, two educational seminars, visits and participation in eight international fairs.

2023 will be at the following fairs:

- FITUR
- ITB
- LATA EXPO
- WTM

- SEA TRADE MIAMI
- SEA TRADE EUROPE
- FCCA
- IMEX

In case of any specific service interest, do not hesitate to contact us, we are here to guide you in the formation of your tourist offer.




Our sustainable offers

All our vacation packages include sustainable elements. We create experiences to learn about culture, nature and leave a positive mark on the destination, highlighting the following:

Package for people with disabilities:

San José, Tortuguero, Arenal and Playa Hermosa.

This package offers facilities for the total enjoyment of visitors in the midst of natural destinations that offer sensory experiences that will give tourists an unforgettable experience.

This includes a beach destination with retractable walkways for people in wheelchairs, built with recycled plastic through the **Donatapa** campaign of the Accessible Tourism Network, supported by Swiss Travel. There are currently thirteen accessible beaches in the country.

Deposit plastic drink lids in our mobile trash cans to support this initiative.

In the **REAL TRAVEL** smartphone application, you can find the information of the accessible beaches of Costa Rica. There are changing facilities included in Tamarindo and Playa Panamá, Guanacaste.



Sustainability Report Swiss Travel 2022





Costa Rica Eco Friendly

Travel with an electric car through Costa Rica, reducing your footprint.

Eleven nights. San José, Puerto Viejo de Limón, Sarapiquí, Arenal Volcano and Manuel Antonio.

Leaving a cultural mark

Seven nights San Jose & Arenal Volcano

Among others.

Ask your sales agent. All packages can be customized according to the client's needs.





Sustainability Report Swiss Travel 2022



5.2.3 Leaving a positive mark

We have a series of social and environmental impact projects in which visitors can get involved to leave a positive mark when traveling to Costa Rica.

Within the options we have:

- Offset the emissions of your flights with *Neutralflight*.
- Offset your water footprint by making your trip Zero Water Consumption.
- · Plant a tree and contribute to the recovery of ecosystems with *Footprint of the Future*.
- Contributes to children from different communities in Costa Rica through *Pack for a Purpose*.

- Contribute to the creation of natural routes in the urban community of Costa Rica with *Naturbanas*.
- Supports *medical missions in indigenous* communities.
- Contribute to the beautification of *parks in local* communities.
- Interventions in communities to protect children from sexual and commercial exploitation of minors, through education programs.
- Among others.

More information in this link. Customers can contact their sales agents to support any of these projects.

2022 Results

Contribution to Huella del Futuro: A client donated 200 trees that were planted by CODEFORZA (Forest Development Commission of San Carlos), an organization that benefits 147 people in the community and creates 31 green jobs.

All donations made by tourists are directed entirely to each organization.





5.2.4 Education and awareness

Tips to become a sustainable traveler

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 to 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

Sustainability Report Swiss Travel 2022

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.



Costa Rica Essentials monthly newsletter

We send a monthly newsletter with updated information on offers, promotions, tourism news and company sustainability.

If you have any topic of interest or questions, you can contact your sales advisor.





39

Code of ethics for cruelty-free wildlife photography

Tips to visit Indigenous and Vulnerable Communities

We share this information as 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.

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.

Intellectual property: they usually have their very own 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.

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

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

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. 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.







to visit Costa Rica.

Sustainability Report Swiss Travel 2022

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

2- Observe the Fauna in a calm, respectful way and at a safe distance, do

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.

Book wildlife viewing experiences with a responsible tour operator.

8- Share this code of ethics with family, friends or other tourists who want



Fuente: https://stopanimalselfies.org/



40

SUPPLIERS

"We give priority to acquiring products, goods and services produced locally, and to those suppliers that maintain an operation with a sustainable approach. The company, according to available resources, will guide suppliers to include sustainable practices and/or quality of service, in order to expand the multiplicative effect of Sustainable Tourism." Sustainable Guidelines.



7.1 Sustainable value chain management

99% of Swiss Travel's services are provided by suppliers, which is why we have a robust contracting process to guarantee quality in the client experience, the protection of everyone's natural assets and the development socioeconomic and healthy of the communities where we operate.

They are the ones who generate impacts on society, the environment, and the economy together with clients, our guides and others. See Annex 2 for details of the positive and negative impacts.

Real Impacts (positive)

- Chains and generation of new offer
- Rescue of Costa Rican idiosyncrasy through activities or dishes
- Protection of biodiversity.
- Economic contribution to the development of the country

Real Impacts (negative)

- Emissions of greenhouse gases
- Depletion of the ozone layer
- Artificial feeding (direct or indirect) of wild animals
- Alteration of animal's behavior, due to territory

- Waste generation
- Resource consumption

Latent risks

Economic and quality risks: the service provided does not meet expectations and the quality desired.

Operational risks: suppliers do not manage their services adequately.

Reputation and legal risks: damage to the image and business continuity due to poor management by suppliers in which Swiss Travel is compromised as a third party responsible. Risk of working with suppliers without a sustainable approach.

Social: Labor practices, impacts on the community, migrant workers, sexual exploitation of minors, risk insurance for clients and collaborators, human rights, emergency plan. Food safety, quality of service, consumer data protection, safety in facilities, emergency plan, equipment maintenance, risk and crisis management, quality of services.

Environmental: Impact on biodiversity, capacity in visited areas, waste management, wastewater management, incorrect management of hazardous and solid waste, generation of emissions.

Management Methods

We have a strict set of guidelines for selecting suppliers, and product development and research,

actions.

To promote the sustainable development of suppliers, we developed a program called Grow Together with Swiss, based on a value chain risk matrix and development of sustainable products.

Its objective is to manage risks, impacts and enhance opportunities, with training that seeks to work with the largest number of suppliers committed to sustainability and thus enhance positive impacts in communities, such as the distribution of wealth.

Sustainability Report Swiss Travel 2022

which allows us to manage latent risks in advance. Additionally, suppliers are subjected to evaluation to know their progress and take the necessary

Graph 3. Percentage Comparison of National Capital Suppliers vs. Foreign Capital Suppliers used by the company during the year 2022.



Graph 4. Percentage Comparison of National Capital Suppliers vs. Foreign Capital Suppliers used by the company during the year 2022.



Note: The areas with the largest number of We have a total of 942 tourism providers. national capital suppliers are included. There are also suppliers in these other areas: Turrialba, Arenal and surroundings, Nicoya Peninsula, surroundings of Carara National Park, Liberia, Río Celeste, Cartago and surroundings, Chirripó and surroundings, Caribbean and surroundings, Puntarenas.

69% are from national capital and 31% from international capital, so our operation is contributing greatly to the development and continuity of large, medium and small national companies, distributed throughout the country (see graph 3 and 4).







Wealth Distribution

In 2022 we recovered 99.06% of the money paid to suppliers and increased the distribution of wealth for suppliers of national and foreign capital (see table 8).

	ty of sales generated t reign suppliers in thou		
Year	Total sales to suppliers	Income generated for national suppliers	Income generated for foreign suppliers
2019	\$20.302.643,52	\$14.008.824,03	\$6.293.819,49
2020	\$7.919.705,66	\$5.464.596,90	\$2.455.108,75
2021	\$6.561.980,88	\$4.527.766,81	\$2.034.214,07
2022	\$20.228.760,80	\$13.957.844,95	\$6.270.915,85

Both are important for the development of the country, supporting the index of social progress in job creation and others for the comprehensive development of the communities where we operate.

In 2022 we gave support to our suppliers in terms of sustainability, quality and offer:

Training for suppliers on sustainable topics:

- Blue Flag Program
- Tourism Sustainability Certificate
- Sustainable Management System
- Alliance with Canaeco

Ten training sessions were given on occupational health topics, first aid, emergency plans, waste, management systems, accessible tourism and the Code of Conduct against the sexual and commercial exploitation of minors in Tourism.

Volunteering:

- Tree sowing
- Collaboration with Chepe se Baña
- A total of 24 suppliers participated, with a total of 55 collaborators.

Second edition of the Training Program in Ethical Tourism with Wildlife.

In 2022, eight suppliers completed the training process, a cumulative total of 22 suppliers and 16 companies in the sector, for an advance of 3% towards the goal.

Supplier selection process

The Negotiation and Contracting Procedure establishes the steps to be taken for the selection, 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 fulfilling all legal, economic, cultural, social, and environmental provisions.

Format:

Contracts with clients and suppliers are established through a negotiation process between the involved parties, reaching a collaborative and balanced FPDSC001 consensus where the acceptances of all its clauses Supplier Contracting Requirements are agreed upon and mutually beneficial for the parties involved. Special attention will be given to compliance with quality requirements in service and safety, This format consists of a series of requirements (legal, sustainable good practices, laws and regulations, food permits, patents, policies, etc.) that suppliers must safety, respect for people and institutions, and the have up to date in order to establish commercial integrity of their operation. To the extent possible, relationships with us. Once these requirements are priority will be given to those suppliers that maintain an met and the suppliers become part of the company, operation with a sustainable focus or with guidelines they must keep them updated. Among these similar to those of Swiss Travel; otherwise, the requirements requested from suppliers are corporation will try as much as possible to develop sustainability documents such as the tourism suppliers to include sustainable practices and quality declaration and CST certification. There are of service (if required), in order to expand the requirements by type of supplier. multiplying effect of sustainability incorporation and effectively participate in service provision, including the promotion of Community Rural Tourism. Therefore, within its quality requirements, it requests social and environmental standards from its tourism

FPDSC007 Supplier Contract Format:

The supplier contract is a legal agreement between and non-tourism suppliers, as evaluation criteria. both parties, in which rates with new and existing suppliers are negotiated annually. The supplier contract informs business partners of our Swiss Travel signed the code of Conduct against the sustainability policy and commits them to comply with Sexual and Commercial Exploitation of Minors. sustainable tourism laws in Costa Rica. There are contracts by type of supplier.

Tourism Sustainability Guidelines:

As a result of the inclusion of Tourism Sustainability as a cross-cutting axis within the company's We have zero tolerance for the sexual and commercial

Sustainability Report Swiss Travel 2022

Sustainability policy, general guidelines have been identified and established that must be included as working axes in each of the Processes. This ensures that Tourism Sustainability is present in the different activities carried out within the company.

Suppliers and Supplies:

We condemn and sanction any exploitative behavior, in any of its forms, especially the sexual and commercial exploitation of girls, boys and adolescents, associated with travel and tourism.

administrative management and based on our exploitation of children and adolescents in travel and

We share the guide for the actions of tourism companies by the ICT link in this https://www.ict.go.cr/es /sostenibilidad/codigo-d e-conducta.html



tourism activities and against forced labor. By signing our contracts, the suppliers agree not to promote this type of practice, since it is a serious offense that warrants termination of the contract if evidence is found.

We invite you to continue training and executing your protocols, if you do not have a protocol, we can support you.







COMMUNITY

"Contributing to the socioeconomic development and well-being of the communities in which we operate is one of the company's social responsibility commitments." Sustainability Guidelines



6.1 Protection of children and adolescents - sexual and commercial exploitation of minors in tourism

Swiss Travel is committed to responsible tourism management, which includes zero tolerance of sexual and commercial • Protocol exploitation of minors.

The company executes guidelines that closely follow the activity of suppliers and in the event of any suspicious activity, the protocols are activated, filling the complaints with the authorities.

Real impacts

Currently the real positive impacts are:

Through the policy in the supplier contract, the training of staff, communities, children and adolescents is promoted so that they know the dangers and report if they are at risk.

Potential negative impacts:

The occurrence of a case in which a minor is 7899. and Law No. 8590. damaged affecting the reputation and image of the company.

Management methods

- Policy against sexual and commercial exploitation of minors
- Senior management commitment

- Code of Conduct
- Internal and external training (staff-suppliers)
- Supplier and customer contracts
- Complaint protocol

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 to the fight against these illegal activities and has a reporting protocol.

We are committed to reaffirming and keeping all employees trained, with annual reviews, clauses in our clients' and suppliers' contracts, and mandatory compliance with our national legislation, especially Law No.

Swiss Travel declares its commitment to combat and report any signs of sexual and commercial exploitation of children and adolescents in travel and tourism activities.

Under no circumstances will Sexual and Commercial Exploitation of Minors be promoted in written or electronic media. We extend this commitment to clients, staff and

suppliers, through signage on mobile phones, websites, contracts with suppliers, pamphlets and others.

We act at the community level to make known how to report or proceed if a situation of this type is observed.

Sustainability Report Swiss Travel 2022

























In 2022, Swiss Travel was the first tour operator to sign the E-Mentores Code created by the Paniamor Foundation (NGO that protects children and adolescents). We trained twelve employees in the program. Four of them are currently E-Mentor agents after successfully completing the training process.

Its goal is to empower boys, girls, young people, parents and teachers to safely use technology and the internet. E-Mentors is part of our efforts as members of the Code of Conduct.







Our E-Mentor agents conducted training in two communities.

- Pedagogical and Technological Training Center of the National Technical University of Liberia, held by collaborator lvette Méndez Granados, with ten young participants.
- Santa Ana Brazil School, covering a total of 23 fourthand fifth-year students.

Sustainability Report Swiss Travel 2022

Our goal is to train 300 children from the communities of Guardia in Liberia, Santa Ana, Limón and Guararí de Heredia, so the program will continue in the coming years.

We also train suppliers through the alliance and sponsorship provided by Swiss Travel to the National Chamber of Ecotourism and Sustainable Tourism (CANAECO), in support of its educational program. A total of 24 companies participated, of which ten are Swiss Travel suppliers.



Clients are provided with a welcome package, which includes the country's and the company's commitment to protecting children and adolescents from sexual and commercial exploitation. All our staff is trained every year.

In 2022 there were no reports to the authorities about suspicious cases.







46

6.2 Other topics

Action in communities

Empowerment 6.2.1 of capabilities in communities

6.2.1.1 Dream Builder Women Entrepreneurs Program



employment In 2022, entrepreneur women in the canton of Mora received training and support, in alliance with the Municipality of Mora and the Business Alliance for Development (AED).

> The Dream Builder program at the University of Arizona, implemented by AED, is an online business school to learn how to build a business plan or strengthen the existing one and opt for seed capital.

> 23 entrepreneur women from Mora and surrounding areas participated and seven of them completed the process.

6.2.1.2 Training program to strengthen rural tourism ventures in the canton of Mora.

In alliance with the Municipality of Mora, close to our Headquarters in Santa Ana, we carried out a training program to strengthen rural tourism ventures in the area that incorporate local cultural and socio-productive products and services, so that they learned to direct their businesses.

Between May and September 2022, two-hour sessions were held by specialists from our company to certify the participants together with the Municipality of Mora.

Topics covered understanding tourism activity, tourists, customer service, quality, cost management, legal and fiscal requirements, marketing, presentation of offers, sustainability in business, ethical and responsible use of biodiversity, among others. In total thirteen rural tourism entrepreneurs participated.

through training.



¿A QUIÉN VA D



We joined UCR Headquarters of Guanacaste to promote the certification of local guides among ecological tourism students.

Sustainability Report Swiss Travel 2022

6.2.1.3 Support for youth employment

a. Promotion of tourism guide certification

CAPACITACIÓN VIRTUAL INTENSIVA **EMPRENDIENDO TURISMO RURAL**

IRIGIDO?	TIEMPO DE INVERSIÓN
llo Económico Idad de Hora, Iravel Costa	 2 sesiones por mes; de mayo a septiembre. 1 hora y media por sesión.
s ejecutando le turismo Hora, a la	REQUISITOS
ntensiva imo Rural".	• Acceso a internet. • Computadora o celular.
e en el link	de esta publicación
	LIMITADO -

Ecological Tourism students from the University of Costa Rica-Liberia Campus.

Students were taken to the Santa Rosa National Park along with two of our most experienced guides who gave a talk on what it means to be a entrepreneurs. This project remains active and will guide and the importance of tourism.

They learned about the requirements requested by the ICT to certificate local guides, and a tour was carried out in the park, specifically on the Indio Desnudo and La Casona trails, where our guides interpreted the trail, giving advice for a good guiding service and delivered educational material.

The objective was to show the different branches in which they can work. We will continue with these workshops with the UCR in the coming years.

Barra Honda Guides Association

We work with the Barra Honda Guides Association, an organization that has certified and non-certified guides. This group received a talk like the one given to the UCR students, with the additional participation of young people from the local community.

Our guides explained challenges they face, and experiences were exchanged, also the importance of the certification and its requirements, seeking that young people who are not members of the association seek to integrate and get certified as local guides.

Subsequently, they entered the Barra Honda National Park where they showed examples of good guide practices.

The Guide's Association is being monitored and supported in different processes, such as the training on the acquisition of civil liability insurance policies, during training for rural tourism continue in the coming years.









b. Alliance for Youth Employability in Costa Rica.

Since 2020 we have joined the Alliance for Youth Employability in Costa Rica, created by the Business Alliance for Development (AED), the Konrad Adanauer Foundation, the Chamber of Industries of Costa Rica and the National Learning Institute, to promote development of vocational technical education and training programs in dual modality, in order to promote mechanisms in the country for generating employment for the country's young population.

According to INEC data, for the first quarter of 2022 this is the population with the highest unemployment (330,227) and many are unable to finish their studies. In this way, through a working group created by AED, and financing from the Nestlé company, we work together to promote capabilities and skills that generate decent job opportunities for young people in the country.

In 2021, INNOVATON was developed to promote youth entrepreneurship with seed capital, 440 applications were received and there were four winners. In 2022, support was provided to the Dual Training advisory and promoter commission, which included a manual of key messages for various audiences, definition of a graphic line, updating of frequent queries and creation of a recognition seal for entities participating in dual training.

More details of the achievements in the attached letter from AED point 3. The alliance will continue to work for the coming years.



c. Intern Program

The company has a program for interns from technical colleges, universities, the National Learning Institute (INA) and others; so that students can finish training in the company and put into practice what they have learned, with the possibility of hiring in case of good performance and the company's need for hiring.

6.2.2 Support in community risk management

We support the Municipality of Santa Ana in its Emergency and Risk Management Commission, with the aim of contributing to the safety of the community.

Through this alliance, we updated emergency plans by participating as volunteers in drills at the Lagos de Lindora School as judges in their execution.

Support was also provided in meetings of the Emergency Commission and in the application of the Municipality's Riesgolandia game, in the Jorge Volio and Álvarez de Santa Ana schools.

Its purpose is for students to identify risk factors in their school and place where they live and the adaptation actions that can be carried out to reduce that risk, among others.

cases.

Sustainability Report Swiss Travel 2022

n 2022 we receive ten interns, exceeding the number of students received in 2019 (see graph

We have made our offices available to the municipality to function as a shelter in emergency

Graph 7. Number of interns in the company from 2019 to 2022.













"The company offers its employees the opportunity for personal and professional development, according to the company's possibilities, promoting innovation and motivation. Employment is promoted in an equitable manner and without discrimination, providing fair remuneration and benefits according to the level of effort, type of position and current legislation." - Sustainability Guidelines



Our people

- We celebrate 50 years of generating benefits for the country and focused on the development of different types of skills. stakeholders.
- Staff schedule increased to full-time and remote work was established, three days in the office and two at home during high season, and three days at home and two in the office during low season.
- 2022 closed with a 23% increase in personnel compared to the previous year.

8.1 Personal and professional development of collaborators

To become a leading tourism company in Costa Rica, development of personal and professional growth of staff was worked on, to give the best conditions for employees and their families.

Actual and potential impacts (positive and negative)

Among the potential impacts we have:

- Enhance personal and professional development capabilities of collaborators
- Increase staff motivation
- Improve productivity and innovation

Management methods

The company has tools to detect the training needs of its staff, investigating from each department coordination, analyzing the needs, the staff's profile and the evaluation of the personnel.

Based on these needs, the annual training matrix was established

In 2022, the training was mostly virtual, using input from the same staff to develop it. This is an area that is expected to be strengthened more broadly during 2023.

GRI 404: Training and teaching

The data shown below corresponds to the annual training program

Table 26. Programs to improve employee skills				
Annual Training Plan	The main objective is to improve the efficiency of workers so that they contribute to and achieve productivity and personal development indices. This plan covers all company personnel.			
Induction Program	The induction program familiarizes the new employee with the company and colleagues, its culture, history, policies, and internal manuals.			

All staff members of the corporation.

To new employees joining the company.

Table 27. Training Hours per year, number of trained personnel

							Training	Hours			Ν
		Total	Total Number				0	Bender	Job Cate	egory	
Year	Months	Training Hours	of People Trained	Year	Months	Total	Men	Women	Operational	Administrative	
	January	0	0		January	0	0	0	0	0	
	February	2	17		February	0	0	0	0	0	
	March	8	47		March	0	0	0	0	0	
	April	5	18		April	0	0	0	0	0	
	Мау	37	162		Мау	6	30	23	13	40	
စ	June	90	276	2	June	6	12	34	0	46	
201	July	79	176	2022	July	6	20	25	8	37	
	August	28	97		August	3	8	16	0	24	
	September	41	120		September	1	3	5	0	8	
	October	241	99		October	4	17	17	0	34	
	November	0	0		November	5	7	10	0	17	
	December	0	0		December	0	0	0	0	0	
	Total	529,50	1.012,00		Total	31	97	130	21	206	

*Note: the 2019 table does not show data by gender and position category, since in that year the indicator was not tracked this way.

In 2022, a total of 31 hours of training were provided in Of them, 97 were men and 130 women. It was a low which 206 people participated (this number counts year in training hours due to the financial and recovery personnel who participated in more than one training) process. (see previous table).

In 2023, it is expected to increase training hours gradually as the operation allows.







8.2 Other topics

Employment

Graph 22.

Total Personnel Comparison by Month 2019-2022



December 2022 closed with 232 people, 23% more than the previous year and 75% of personnel **Personnel turnover** in 2019.

The annual average staff was 205 people in 2022, 145 in 2021 and 300 in 2019.

Note: the correct figure for the final number of personnel for 2021 is 145 and not 202 as indicated in the previous report.

Table 28. Percentage of Staff Turnover by Age Group						
Year	% Turnover	% Personnel aged between 18 and 24 years	% Personnel aged between 25 and 34 years	% Personnel aged between 35 and 44 years	% Personnel aged over 45 years	
2019	2,4%	10,30%	36,73%	26,90%	26,07%	
2020	6,1%	3,80%	35,45%	28,26%	32,49%	
2021	6,8%	3,10%	30,46%	30,53%	35,91%	
2022	6,5%	4,37%	29,99%	27,58%	38,06%	

Sustainability Report Swiss Travel 2022

Graph 23.

Comparison of monthly staff turnover Corporate 2017 to 2022



Graph 24.

Annual Staff Turnover Comparison Swiss Travel year 2017 to 2022



In 2019, staff turnover reduced to 2.3%, the lowest amount compared to previous years, but due to the impact of the pandemic, staff turnover increased drastically in 2020 and 2021, reaching 6.76%.

In 2022, turnover was reduced to 6.47%, with 80% due to resignations (graph 23 and 24).

The highest percentage of turnover occurred in the age group over 45 years old, followed by personnel between 25 and 34 years old (table 28).

The increase in turnover is due to the impact of the pandemic. It is expected to reduce and maintain it in the coming years.





New hires

Table 29. Number of Hires per Year

Table 30.

				Hires	from all branches			
	Hires by Gender		Hires by Age Group)S			Total Number	Average Total Annual
Year	Female	Male	aged between 18 and 24 years	aged between 25 and 34 years	aged between 35 and 44 years	aged over 45 years	of Hires	Employees
2021	16	30	5	19	10	12	46	145
2022	49	57	24	48	17	17	106	205

During the entire year 2022, 106 people were hired due to the of 18 and 24 years. increase in the movement of operations. This represented 51.75% of the annual staff average.

Of that total, 49 were women and 57 men. There was a greater hiring of personnel aged between 25 and 34 years, followed by the group

The year 2022 has been the year with the highest hiring of personnel since 2019.

Number of personnel by schedule and contract

Total employees by full-time or part-time status Full-time Part-time Total Year/ Gender Men Women Total Men Women Men 198 102 300 0 0 198 102 2019 0 2020 119 117 236 119 117 0 0 0 30 43 29 2021 43 73 72 86 5 82 2022 203 2 122 121 1 8 1

In 2022 we had two people hired part-time due to the type of work they do, unrelated to the pandemic (table 30). All staff in 2022 were under an indefinite contract.

Number of staff from nearby and distant communities to the company offices Graph 25: Comparison of Staff from Nearby and Distant Communities



Sustainability Report Swiss Travel 2022



men	Total
)2	300
7	236
9	145
3	205







Staff **benefits**

1. Employee Association: The company has two employee 2. Personal Days: according to seniority. associations, Aseswiss and Asecaz

Table 31. Staff in solidarity associati	ons			
Details/ Year	2019	2020	2021	2022
Total annual average number of collaborators	300	236	145	205
Number of collaborators in the Association	243	204	122	178
Percentage of collaborators in Association	81%	86%	84%	87%

87% of the staff is member (table 31). Members have access to:

- Loans as available in their savings, with lower interest than banks. 9. PTOs: Three-day PTO for marriage, newborn child (in the case of
- Access to product fairs for Christmas, Mother's Day, and others, with financing.
- Employer contribution of severance pay, managed by the Association. In the event of termination of employment, regardless of the reason, the employee takes all the savings made and the employer's labor contribution.
- Christmas Savings. (Aseswiss)
- Financial support in the event of the death of first-degree relatives, or spouses.
- Agreement with Fundación Vida for discounts on funeral plans.
- Vouchers, salary advances.
- Others.

- **3.** Half day off on birthdays for all employees.
- **4.** Swimming pool and soccer field in company facilities.
- 5. Discount agreements with health providers.
- 6. Parking spaces.
- 7. Special rates with suppliers, at their discretion and granting (after having completed one year of work)
- 8. Lodging rooms for our tour guides, drivers and other staff.

men) or death of a first-degree relative (parents, spouse, children, siblings).

In the event of death of a family member in the second degree of consanguinity or affinity: the company will grant the employee paid leave only to attend the funeral; the employee must return to work, or coordinate time reposition.







Health and Safety at Work

Committed to the safety of our staff

Occupational health is a vital pillar for the proper functioning of organizations. Its prevention principles contribute to a healthy organizational culture, the improvement of the quality of life and the increase in the effectiveness of the different teams.

It promotes safer, more comfortable and healthier workplaces, providing the knowledge required to improve decision-making.

In our company we have an occupational health office and an Occupational Health Committee registered with the Occupational Health Commission.

This commission meets monthly to review the risks, accidents that have occurred or could occur, to execute improvement actions.





San José

Geovanny Salas President/ Financial

Jeldryn Vargas CSO Member/ Sustainability

Andreas Melchior CSO Member/ Sales Management

Melania Rodríguez CSO Member/ Human Resources

Armando Villegas CSO Member/Eventos del Sol

Alexander Fuentes CSO Member/ Maintenance

María José Céspedes CSO Member/ ITU Member

Robert Herrera CSO Member / Eventos del Sol

Guanacaste

Erick Bejarano President/Operations

Esmeralda Espinoza Secretary/ Operations

José Miguel Sobrado **CSO Member/ Maintenance**

Iveth Méndez CSO Member/Operations Member

Martín Vargas CSO Member /Accounting

Diego Lara CSO Member /Maintenance Member



Sustainability Report Swiss Travel 2022

Active breaks

During the day we have 15 minutes in the morning and afternoon to do stretching, relaxation, eye refreshing exercises, among others.

Benefits of active breaks

It reduces stress.

Table 32.

• Promotes the change of postures and routine.

Accident rate and occupational diseases

Rate of accidents that occurred

Index/year	Nov 2018-Oct 2019	Nov 2019-Oct 2020	Jan-Dec 2021	Jan-Dec 2022
Number of accidents that occurred	12	1	11	18
Lost days	270	3	71	124
Frequency	176,75	14	75	386.13
Gravity	3,98	0,0	0,5	2.66
Incidence	4	3,3	8,0	8.78
Average duration	22,5	3	6	6.89

Indicators		Details
Frequency index	# accidents / # hours worked *1,000,000	For every 1,00,00 hours worked, "X" number of accidents occur
Severity index	Days lost due to disability/ # hours worked. x 1000	For every 1000 hours worked, "x" number of work days are lost
Incidence rate	# accidents /# workers *100	For every 100 people exposed, "x" number of accidents occur
Average duration index	# days of disability / # accidents	For each accident that occurs, an average of "x" working days is lost.

• Releases joint and muscle stress.

- Stimulates and promotes circulation.
- Improves posture.
- Promotes the ability to concentrate.
- Reduces risk of occupational disease.
- Improves job performance.





54

During 2022 more accidents were filed compared to previous years, with a total of 18, 7 more than in 2021. This was a total of 124 days lost, 44% more than in 2019. There's an evident decrease compared to 2019, but an increase with respect to 2020.

The accident rate in the company is very low, as is the level of severity.

Accidents of 2022

The accidents in 2022 mostly occurred at the company's facilities, two on transport units and one on the way home. Of them, the largest number were administrative staff. The cause of these situations was repetitive movements in the office, which implies making a greater effort to take active breaks, followed by crashes against moving objects, which have already been adjusted, followed by traffic accidents (two with minimal impact and generated by third parties), followed by over-effort in lifting suitcases, which implies refreshing the practice of proper lifting of loads and finally falls due to foot sprains. (see graphs 27, 28 and 29)



Graph 29. Types of Accidents

Sustainability Report Swiss Travel 2022





ENVIRONMENT

"The company is committed to the ethical and responsible use of biodiversity and denounces the extraction and possession of endangered species (flora and fauna), the direct or indirect artificial feeding of wildlife, direct contact and illegal trafficking of species. We have internal mechanisms for the preservation of biodiversity according to current regulations, involving all interested parties" - Sustainability Guideline



Material Theme Protection of Biodiversity

The environment is an essential asset for tourism, conservation management with a plan for the and the balance of the planet. Therefore, its proper recovery of ecosystems and protection of management is one of our fundamental pillars, and biodiversity. we are focused on compensating, eliminating or minimizing the impacts of our operation.

We address the material issue of biodiversity negative effects of climate change, the protection, subsequently other environmental issues that are already institutionalized as non-priorities will be addressed so that our stakeholders know their progress.

9.1 Biodiversity Protection

Costa Rica one of the 20 countries with the operation (transport service) (see graph 9). greatest biodiversity in the world. With only 51,100 km2 of surface, more than 500,000 species live here, representing six percent of global biodiversity. It is estimated that it is the country with the highest number of species per unit area, with 1.8 species per square kilometer1.

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

According to the World Economic Forum's 2022 Global Risks Report, the loss of biodiversity occupies number three, surpassed by issues of climate change, failure in climate action and extreme weather2.

Considering this report and the results of the investigation of materiality and interested parties, it is essential for the company to develop

Through ecological restoration, rehabilitation and recovery activities, we seek to counteract the deterioration of ecosystems and the quality of life in human communities.

9.1.1 Positive and negative impacts (actual and potential)

The direct impacts of our offices and direct

The rest are indirect impacts that have the potential to be generated by our value chain, clients and other actors, whose management is important to ensure the conservation of biodiversity and the continuity of tourism.

9.2 Management Form

The use of biological resources by the company was identified, impacts and risks were detected and added into our Management System. These have their corresponding policy and guidelines, with support for the operation.

There is a management plan for the protection, conservation and sustainable use of biodiversity.

Table 9. Significant Impacts of Company Operations on Biodiversity

- areas of the of tours or s
- Supplier ma
- (types of sup
- Water consi
- Fuel and ga
- Electricity co
- managem
- managem
- Use of air co
- Ground tra

You can see the list of endangered species in Costa Rica according to SINAC: in Annex 5.

Sustainability Report Swiss Travel 2022

ausing	Impacts on biodiversity			
	Actual - Direct Impacts		Potential Indirect Impacts	5
	+	-	+	-
sits to different country, navior, and type ervices. nagement ovided by them). of supplies pplies). umption. s consumption. and nt of solid waste. and nt of liquid onditioning. sportation of	<text><text><text><text></text></text></text></text>	<text><text><text><text><text></text></text></text></text></text>	Recovery of habitats and species through ethical management of tourism on biodiversity. Strengthening Costa Rica's conservationist image and tourist destination. Promotion of socio-economic development of communities; biodiversity provides essential services for human well-being. It gives us oxygen, food, clothing, and health, among others.	 Wild neonatal animals found in urban, suburban, and even rural areas. Wild animals entering human vital spaces (such as raccoons foxes, bats, squirrels, monkeys, birds, frogs, turtles, among others). Illegal extraction and captivity of wild animals and plants. Commercialization of species or products of flora and fauna prohibited by law. Alteration in animal behavior due to the impact on flora and fauna caused by the decrease in essential life goods (water, food, air quality, living spaces). Destruction and/or affectation, habitat pollution by poorly managed waste. Destruction and outbreak of diseases in two-way (zoonosis and anthropozoonosis). Wild fauna kept in captivity with feeding problems, inappropriate behaviors, without veterinary supervision by providers. Tourists or guides aggress and harass wild fauna as a mechanism to bring them closer to people.

1.Source Garza J. June 29, 2020 02:12 pm

https://www.larepublica.net/noticia/costa-rica-premiadanuevamente-por -ser-líder-en-turismo-sostenible)

2.World Economic Forum. The Global Risks Report 2022 17th Editionp age. 14

https://www3.weforum.org/docs/WEF_The_Global_Risks_Report_2022 .pdfhttps://www3.weforum.org/docs/WEF_The_Global_Risks_Report_2 022.pdf



57

9.2.1 Bio Swiss **Protection of biodiversity**

Identify uses of biological resources by the company

Diagram 1.



The company uses biological resources in two On land: None of our facilities are in protected ways:

areas or zones of high biodiversity value and they

do not impact protected habitats. Work has been done on these lands to restore the original ecosystems.

Sustainability Report Swiss Travel 2022

Projects

Project: Self-Sufficiency of Native Ornamental and Forest Plants for Garden Maintenance through Greenhouse Cultivation and Composting

Reuse of Wood from Fallen **Branches or Trees**

Project: Reduction of Paper Consumption

Tourism Training Project

Project: Support Campaign Stop Animal Selfies and Illegal Trafficking

garden maintenance and in the acquisition of identified in the environmental impact matrix. supplies that come from biological resources by the supply area (for example, paper uses non-conventional cellulose so as not to affect the forest cover).

We have direct and complete control of the facilities, since their management is incorporated into the sustainable maintenance and supply management system.

The resource use projects on the property are:

- Self-supply for ornamental and forest plants
- Gardens with control of invasive species
- Use of branches or trunks of fallen trees.

The properties are home to naturally attracted wildlife, such as birds, reptiles and others that find healthy habitats to live in. They are rarely observed, but sometimes interaction is generated for different reasons (birds falling from their nests, animals entering facilities, etc.). In these cases, good practices recommended by CONAGEBIO are applied. Staff training is an upcoming project.

It is important to mention that the company does not acquire, consume, exhibit, interact, sell, or commercialize wild species and this is prohibited by our internal policy.

Operations: interaction with biodiversity:

There are indirect impacts due to the visit of our clients to protected areas, reserves, natural sites. Additionally, suppliers manage their own use and

On the property, biological resources are used for conservation of biodiversity and ecosystems,

For the purchase of souvenirs by our clients, the company raises awareness not to acquire products and by-products from protected flora and fauna.

In both cases the company does not have complete control. This is included within the company's sustainable management system, defining the roles of each internal area involved.

Tourists are made aware of ethical behavior with wildlife, illegal trafficking and others, make responsible use of nature, report illegal trafficking and support the Stop Animal Selfies campaign.





Tema Material Protection of biodiversity

Our approach

- Providers:
- a. Identify suppliers that work with wildlife species in their operations.
- b. Visit priority to areas where biodiversity can be seen in its natural state. If requested, law sanctioned wildlife sanctuaries or zoos are offered.
- c. We work with providers complying with the permits established by regulatory entities, supporting them in the care of wild species.
- d. These sites are monitored to verify that they are not promoting negative interactions with biodiversity.
- e. Suppliers that engage in negative interactions are reported. Most cases are feeders, which are negative for wildlife.
- f. Supplier awareness and training
- Personnel:
- a. Training and awareness for our guides and clients.
- Motivate staff to carry out actions for the conservation and protection of prohibited or threatened species of flora and fauna.

Clients:

a. behavioral advice provided to clients within their welcome package to support campaigns, among other conservation actions.

b. Species at risk due to our operation. There are no species directly affected in our offices, but they are indirectly affected by our clients' visits to conservation areas and other sites where other tourists visit, which affect biodiversity due to human presence

Find the list of species at risk in Annex 2

9.2.1.1 Training program for suppliers and staff

In 2022, the second part of the Training Program on Biodiversity Protection was launched, in alliance with CONAGEBIO-MINAE and CANAECO, to raise awareness in ethical and responsible wildlife enjoyment.

The program held workshops for five months, to carry out a diagnosis and action plan to minimize or eliminate negative impacts and enhance positive ones

We gave support in planning, presentation of the program, the development of a diagnostic tool, its action plan, certificate arts, and provide the facilities and lunch for the program's launch and closing.

CANAECO supported as moderator of the sessions, communication with the participating companies and CONAGEBIO with the specialists who gave the talks.

33 companies from various communities around the country were part. This project generates a positive impact at the country level for the protection of biodiversity in tourism companies and will continue to be carried out in the coming years.

Results of the year:

• 42% of trained collaborators (65 people).

- 5% of Providers trained
- 16 sector companies.

Thanks to this program, we achieved the Blue Biodiversity flag with the highest level of 5 Stars.



Sustainability Report Swiss Travel 2022

PROGRAMA DE CAPACITACIÓN "La contaminación por desechos sólidos aumenta el efecto negativo sobre la vida silvestre, causado, reducción de poblaciones, disminución de ecosistemas naturales entre otros daños" CONSERVACIÓN Y MANEJO SOSTENIBLE DE LA BIODIVERSIDAD EN EL SECTOR TURISMO Programa de Capacitación Conservación y Manejo Sostenible uestro programa gratuito facilitará herramientas para de la Biodiversidad en el Sector Turismo. Pronto más detalles! Inscripciones al correo ministracion@canaeco.org ORGANIZAN MINAE CONAGEBIC







9.2.1.2 Stop Animal Selfies **Campaign Support**





Stop Animal Selfies was 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.

To take part on the campaign, visitors shoot a selfie with a toy animal and post their photo on social media using the phrase "I don't hurt animals for a selfie" along the hashtag #StopAnimalSelfies.

Costa Rica is one of the few countries in the world with regulations that prohibit this type of practices and legislation that declares wild animals as a public domain property protected by the State, a heritage of all Costa Ricans and part of its natural treasure.

Over 64% of people who visit Costa Rica carry out ecotourism, one of the main sources of income.

Swiss Travel was the first Tour Operator to commit to this initiative, raising awareness about the negative impacts of direct contact with wild animals, to protect biodiversity and tourists from possible risks from contact with animals.

This campaign was added to Swiss Travel's Training Program in 2022 we incorporated the campaign into the Training Program on the Protection of Biodiversity, we also took the campaign to staff and participated in conferences presenting the campaign.











9.3 BioSwiss **Ecosystem Conservation and Restoration**

This is how we promote the conservation of natural ecosystems:

Diagram 2. Management of Protection, Restoration, and Sustainable Use of Ecosystems at Swiss Travel



Sustainability Report Swiss Travel 2022

64% of native species in gardens and 50 trees planted in Guanacaste.

\$66,680.90 contributed to the National System of Conservation Areas through ticket purchases, which conserves the ecosystem of these sites. An increase of

200 trees were planted by CODEFORZA (Forest Development Commission of San Carlos) in Arenal, benefiting 147 women and men through a customer donation.

500 trees planted in the hills of Santa Ana and 3.2 tons of waste collected during the annual cleanup at Puntarenas Beach.

To promote conservation, we manage providers allow higher volume. For the operations and properties where national parks and city tours, we apply we are located.

In our properties, we focus on the We have a 15-25 passenger range, restoration of the forest area and eco with one or two guides, to provide a efficiency to avoid risks in the basic quality service while protecting visited resources in the community.

In our operations, we have guidelines to follow in vulnerable areas where clients visit, taking in to account the capacities in each site, working with sustainable providers and supporting conservation and recovery of ecosystems.

Additionally, we offer our own environmental projects to support these efforts.

Capacity in natural areas

Our Sustainability Manuals has operation guidelines for groups, incentives, individuals and cruise ships, where each manager takes care of quality and safety criteria, including the following of capacity limits in natural or cultural sites visited by travelers.

We adapt to our providers capacities accordingly, and also reduce our capacities to reduce impacts, in case our internal policies.

areas.





Ecosystem Conservation Projects in 2022

749 trees planted, which function to create biological corridors, habitats and food for local biodiversity.

North Pacific Marine Ecosystems Restoration Project

This project in the Tempisque Conservation Area, with support from Costa Rica University and FUNDECODES, seeks to improve the health of marine-coastal ecosystems by creating a lab located in the Iguanita National Wildlife Refuge.

It also seeks to generate infrastructure for scientific personnel and develop an environmental education and ecotourism program, aimed at visitors to the park and the local community.

The coral reefs of the North Pacific are being strongly threatened, with only 5% in existence, severely affecting their function in the ecosystem and the economic activity of the area, such as fishing and tourism.

Generating a controlled and scientific assisted succession mechanism is essential for the restoration of these coral ecosystems, grass meadows and mangroves and increasing their resistance to climate change.

The Iguanita National Wildlife Refuge is strategic to develop this project as it is an area of high ecological importance and a site of high tourist activity.

Swiss Travel is the first private sector tourism company to support the project as part of our sustainable strategy, first by managing a meeting of local companies and suppliers to assess feasibility and present data to the Rural Development Institute for financing.

14 company representatives participated in the activity, to whom SINAC and UCR staff presented the project and explained its potential for ecological and tourist benefits.

The project is awaiting financing approval to begin the non-invasive construction phase, while it will continue with volunteers in whatever the project requires from 2023 onwards.

Complaint protocol

If you observe any situation against the protection of biodiversity or ecosystems, you can report the case to us or file your complaint with the Integrated System for the Processing of Environmental Complaints (Sitada) https://www.sitada.go.cr/ public complaints/ingreso_denuncias.aspx

You can anonymously report and add the corresponding evidence to the report.

You can also file your complaint by calling toll-free at 1192, or at 2257 1839 ext 212, 2233 0356 ext 212 If immediate response is required, call 9-1-1 In 2022, we filed two reports of situations of possible illegal trafficking.

Sustainability Report Swiss Travel 2022

















9.2 Other non-material issues managed 9.2.1 Eco eficiency

Real and potential impacts (positive and negative)	Since Carbo
See Annex 2.	Envir by the
Management Approach	Our a entitie

Our goals are:

- Be a zero waste company in 2040.
- Be a nationally and internationally recognized carbon positive company by 2040
- Be water positive in 2040 internally
- Be self-sufficient in energy with renewable sources, to contribute to the supply of this resource in the rest of the communities in the country.
- Contribute to the proper management of wastewater.

e 2018, we have actively participated in the National oon Neutrality Program, administered by the Ministry of ronment and Energy (MINAE), subject to rigorous scrutiny ne Accreditation Entity of Costa Rica.

adherence to national standards is verified by accredited entities such as INTECO (Costa Rican Institute of Technical Standards), the local representative of the International Organization for Standardization (ISO). INTECO employs the INTE ISO 14064-1: 2006 and INTE B5: 2016 standards, aligning with recommendations from the Intergovernmental Panel on Climate Change (IPCC) and its GHG Protocol.

Furthermore, the company has offset a total of 6,566 tons of Since committing to carbon neutrality, the company has Currently, we hold the Plus level of Carbon Neutrality, signifying implemented various initiatives resulting in a remarkable CO2e over the past four years. This not only covered the our commitment to managing and mitigating a more extensive emitted footprint but also made an additional positive reduction in the emitted footprint. In 2017, the company's carbon spectrum of emissions while actively promoting the program footprint stood at 1608.9 tons of CO2e, which has significantly contribution towards environmental sustainability. among stakeholders. decreased to 797.16 tons in 2022. This represents a substantial reduction of 881.74 tons (50.45%) over the six-year period, as How did we do it? illustrated in Graph 8.

In 2022, we conducted a thorough audit of our carbon footprint measurements for the years 2021 and 2022. This delayed measurement, attributed to the pandemic's impact, requires a one-year lag in the assessment process.

Footprint Measurement

a. Gas Emisions

The company's significant environmental impact stems from the emission of greenhouse gases during client transportation services.

To address this, in 2018, we initiated a comprehensive carbon footprint assessment for Swiss Travel operations across all our headquarters. This evaluation considers all emission sources, extending beyond transportation, and involves the implementation of an emissions reduction plan with the ultimate goal of minimizing environmental impact.

Graph 8. Comparison of Emissions Generated by Swiss Travel for the years 2017, 2019, and 2022.



Table 11. Comparison o	of emissions 2017 to 2022 (Emissio	on intensity).	
Year	Emissions	Reductions	Compensations
2017	1608,9	121,88	1608
2018	1518,1	128,35	1522
2019	1458,1	153,9	1461
2020	520,6	64,58	631
2021	388,01	25,25	389
2022	797,16	36,02	955

This reduction can be attributed to three key factors: the influence of the pandemic and subsequent recovery measures, a deliberate reduction in the vehicle fleet, and targeted emission reduction initiatives.

Throughout these six years, the cumulative total emitted footprint reached 6290.87 tons of CO2e. Thanks to the proactive reduction measures implemented, a total of 530.46 tons of CO2 equivalent were prevented from being emitted during the management of the carbon footprint.

As part of our commitment, we measure and monitor our emission sources.

Emission-causing gases generated in our operations:



The applied methodology involves calculations based on the official factors provided by the National Meteorological Institute (IMN) for the period 2017 to 2020, as well as reference data from the Intergovernmental Group of Experts on Climate Change (IPCC) in 2005, and adheres to the guidelines established by the Greenhouse Gas Protocol.







2021 **Detailed footprint**

Table 12. Emi	ssions 2021							
Emission Type	Metodology	Source	Amount	Measure Unit	C02*(t)	CH4*(t)	N20*(t)	TOTAL (t C02e)
	GHG-IPCC	Diesel (transport)	128.647,80	Liters	336,16	0,40	6,14	342,70
	GHG-IPCC	Gasoline (catalizer)	9.682,00	Liters	21,6	0,18	0,85	22,63
	GHG-IPCC	Gasoline (comercial/institutional)	377,00	Liters	0,84	0,00	2,83E-03	0,85
Directs	GHG-IPCC	Diesel (power generator electriciy)	524,00	Liters	1,37	0,00	3,97E-03	1,38
	GHG-IPCC	Lubrication Process	597,99	Liters	0,31	0,00	n/a	0,31
	GHG-IPCC	Indsutrial Waste Water (descarga a ríos)	100,54	kg.DQO-N	0,05	0,00	n/a	0,26
	GHG-IPCC	Indsutrial Waste Water (aerobic reactor treatment)	1222,32	kg.DQO-N	0,19	0,00	n/a	0,19
	GHG-IPCC	Domestic Waste Water (septic tanks treatment)	62,00	People	0,00	5,61	n/a	5,61
Total of Direct Emissi	ons tCO2e 373.93							
Directo	GHG-IPCC	R-410A	3,26	Pounds	2,55	n/a	n/a	2,55
Directs	GHG-IPCC	R134A	3,50	Pounds	2,06	n/a	n/a	2,06
Total of Direct Emissi	ons (leaks) tCO2e 4.	61						
Total of Direct Emissi	ons tCO2e 378.75							
lu dine et		Electric Energy	470.050	laude	6.04		* /o	
Indirect	GHG-IPCC	Electric Energy	172.656	kwh	6,91	n/a	n/a	6,91
Total of Indirect Emis	sions tCO2e 6.91							
Significative Indirect	GHG-IPCC	Solid Waste (Landfill)	2.155	kg.	n/a	2,35	n/a	2,35
Total of Indirect Emis	sions tCO2e 2.35							
TOTAL TONS EMMITE	D CO2e 388.01							















2022 **Detailed footprint**

Table 13. Em	issions 2022							
Emission Type	Metodology	Source	Amount	Measure Unit	C02*(t)	CH4*(t)	N20*(t)	TOTAL (t C02e)
	GHG-IPCC	Diesel (transport)	276.440,46	Liters	722,34	0,86	13,20	736,40
	GHG-IPCC	Gasoline (catalizer)	13.056,00	Liters	29,13	0,25	1,15	30,53
	GHG-IPCC	Gasoline (comercial/institutional)	643,00	Liters	1,43	0,00	4,41E-03	1,43
Direct	GHG-IPCC	Diesel (power generator electriciy)	988,49	Liters	2,58	0,00	7,48E-03	2,59
	GHG-IPCC	Lubrication Process	1.640,11	Liters	0,85	0,00	n/a	0,85
	GHG-IPCC	Indsutrial Waste Water (descarga a ríos)	125,81	kg.DQO-N	0,06	0,00	n/a	0,06
	GHG-IPCC	Indsutrial Waste Water (aerobic reactor treatment)	1.213,96	kg.DQO-N	0,19	0,00	n/a	0,19
	GHG-IPCC	Domestic Waste Water (septic tanks treatment)	85,00	People	0,00	7,73	n/a	7,73
Total Direct Emission	ns tCO2e 779.99							
D :	GHG-IPCC	R-410A	5,46	Pounds	4,27		<i></i>	4,27
Direct	GHG-IPCC	R134A	0,55	Pounds	0,32	n/a	n/a	0,32
Total Direct Emission	ns (leaks) tCO2e 4.60	D						
Total Direct Emissio	ns tCO2e 784.99							
Indirect	GHG-IPCC	Electric Energy	208.515	kwh	8,34	n/a	n/a	8,34
Total Inirect Emissio	ns tCO2e 8.34							
Significative Indirect	GHG-IPCC	Solid Waste (Landfill)	3.512	kg.	n/a	3,83	n/a	3,83
Total Emissiones Ind	lirect Significatives t	CO2e 3.83						
TOTAL TONS EMMIT	ED CO2e 797.16							









Reduction Actions

Deduction

Table 14. Reduction Action	IS					
Action	2022 (tCO2e)	2021(tCO2e)	2020 (tCO2e)	2019 (tCO2e)	2018 (tCO2e)	2017 (tCO2e)
Solar panels	3,95	2,377	0.478 * Jan/ Feb/ Mar 2020	1.719 *started nov 2019		
Installation of new air conditioners	1,6	1,6	0,36	9,24		
Maximizing routes with our vehicles: service programming	9,52	9,75	23,29	45,28	71,7	105,91
Eco-friendly mobiles	18,99	10,52	40,09	93,42	49,21	
Using air recovery to avoid gas emissions into the atmosphere	there was no gas refill	there was no gas refill	there was no gas refill	there was no gas refill	there was no gas refill	12,72
Valuable waste that is reused or recycled, does not go to the landfill	1,88	0,94	0,36	4,21	7,41	3,25
Changing flourescent lighting fixtures for LED lighting.	0,105	0,0878	0,00574	0,0413	0,02	
Total:	36,02	25,25	64,58	153,9	128,84	121,88



Sustainability Report *Swiss Travel* 2022

Total cumulative reduction 530.46 Tons of CO2e







b. Energy

Energy sources

We derive our energy from three distinct sources:

- Costa Rican Electrification Companies: As of 2022, an impressive 99.3% of Costa Rica's energy was sourced from renewables, according to the ICE Renewable Energy Report 2022.
- Electrical Plant: Employed in cases of service outages for short periods, this backup system utilizes fuel to ensure uninterrupted service.
- Solar Panels: A total of 339 solar panels are strategically installed, with 165 situated in our Guanacaste offices and 174 in our La Uruca offices. This installation serves a dual purpose: contributing to the utilization of renewable energy and fostering self-sufficiency.

Note: In previous reports, an incorrect total of 486 panels was indicated. This figure represents the anticipated total for a

second-phase project in Guanacaste. Graph 9. Percentage Comparison of Energy Presently, there are 339 operational panels in Sources for Swiss Travel from 2019 to 2022 place.





Furthermore, the use of our power plant experienced a noteworthy decrease, down by 1% compared to 2019 and a more substantial 7% reduction when compared to 2021. This underscores our commitment to a greener and more Looking back to 2019, we have substantially reduced our dependence on the national electricity grid, dropping from 86% to a mere 69% in 2022. This sustainable energy portfolio.



Sustainability Report Swiss Travel 2022

accounted for the remaining 2%. This signifies a commendable 91% of our electricity being sourced from renewable means.







Consumption by source

Table 15. Electricity cons	umed by sourc	e type in kWh from	m 2019 to 2022					
Source Type / Year	2019	2020	2021	2022	Difference 2022 vs 2019	%	Difference 2022 vs 2021	%
SourceICE/CNFL	349.799,00	144.444,53	146.579,32	175.298,64	(174.500,36)	-50%	28.719,32	20%
Source Power Plants	10.405,99	17.072,32	20.097,91	5.355,99	(5.050,00)	-49%	(14.741,92)	-86%
Solar Panels	47.083,00	67.450,29	56.468,71	72.044,88	24.961,88	53%	15.576,17	23%
Total amount of energy	407.287,99	228.967,15	223.145,94	252.699,51	(154.588,48)	-38%	29.553,57	13%

The calculation of the energy produced by the Table 15 and Graph 10 show that the company Gr panels has changed in relation to previous years to consumed 38% less than in 2019 and increased C have a more accurate data, which implies a consumption by 13% compared to 2021. In relation correction. For this calculation, technical to 2019, this 38% represents 154,588.48 kWh, datasheets, plant capacity to generate energy, and which represents the annual consumption of 43 the percentage of office installations covered by families of four people each. (According to ICE the plant are being used. It is important to note that data in 2020, a family consumes an average of 300 the data shown is the highest average kWh per month). consumption that could be generated. This is because there are no meters, as the investment is high and the consumption per plant is very low.

 10. arison of /ears 2017
2017
2018
2019









Solar **Panels**

Performance Evaluation of Solar Panels at Guanacaste and Uruca Headquarters.

Table 16.	Total panel production versus en	ergy consumption and donat	ion from 2019 to 2022.	
Total prod	uction vs consumption and donatio	n		
Año	Panels Productions	Total consumption	Donated	
2019	52.276,0	47.083,0	1.698,0	
2020	125.554,81	67.450,29	57.864,5	
2021	136.317,74	56.468,71	79.849,0	
2022	116.957,80	72.044,88	44.002,0	
Total	431.106,35	243.046,88	183.413,59	





With the recovery of our operations, we've maximized the total production of the solar panels in 2022, as detailed in Table 16 and Graph 11. Of 2022 showcased the most efficient data in terms of the energy generated, 62% is utilized within our facilities, while the remaining 38% is contributed to the national electricity grid, providing power to

homes across Costa Rica.

electricity consumption generated by the panels in our offices when compared to 2021 and 2022. 2019 is excluded from this comparison since it



marked the project's initiation in different months at both headquarters.

Despite lower panel production in 2022 due to climate conditions, their use for office consumption increased, signaling a strategic focus on further enhancing this utilization in the years to come.

In line with our reduction actions, we had set a goal to reduce electricity consumption by 20% during the period 2021-2025, relative to the base year 2019 (4% annually). This objective was met primarily due to the impact of the pandemic and implemented reduction measures. In 2012, the company consumed 38% less than in 2019 and experienced a 13% consumption increase compared to 2021, driven by the recovery process.

The cumulative reduction from 2021 to 2022 reached an impressive 83%, surpassing the goal by 63%, attributed to the pandemic's effects on our operations. Looking ahead to 2025, new goals will be established, with 2024 as the new base year, aiming for operational behavior similar to that of 2019.

Sustainability Report Swiss Travel 2022

Ongoing maintenance of the electrical system to ensure optimal performance.

enhance customer providing include awareness guidance and information upon arrival through our guides, along with advice for responsible travelers included in their welcome packages, and regular updates through various communication channels.



Employee awareness programs, with 34 team members trained in 2022.



Implementation of LED lighting in Santa Ana: 61 lights were replaced in 2022, resulting in a significant savings of 7,516.8 kWh. Since 2014, a total of 341 luminaires have been changed, leading to an accumulated savings of 21,692.16 kWh by 2022.



Introduction of a plan to transition to more energy-efficient electronic equipment, emphasizing products with an energy efficiency seal.



Air conditioner replacement plan: 85% of the equipment has already been upgraded, yielding an average saving of 39,287.31 kWh.









Consumption efficiency per person

c. Water

Table 17.	Electricity Consum	ption Efficiency Ratio in	Kilowatts per Emplo	oyee 2017-2022	
Electricit	ty consumption effic	iency ratio in Kilowatts	per employee 2017-2	022	Т
Year	Annual average staff	Annual average consumption per person	Monthly average per person	% 2022 vrs 2019 % 2022 vrs 202	1 R
2017	288	1532,989583	127,7491319		
2018	299	1436,070234	119,6725195		
2019	292	1.359,18	113,265411		
2020	262	808,76	67,40	-11,2% -9%	
2021	153	1.327,11	110,59		
2022	205	1206,553756	100,5461463		

Graph 12. Monthly Consumption per Person 2019 vs. 2021 and 2022 in KWH



Table 18. Typ

Types of wa

Central Head

Regional Offi

Transport Off Cielo Azul- Ur

In Santa Ana, the water is extracted from adversely impact communities, biodiversity, or the underground wells under MINAE concession file surrounding wilderness. 8207-p, with an assigned flow rate of 1.02 liters per second. Similarly, in Guanacaste, the well under Both wells adhere to MINAE-established fees for file 9703-P is utilized, boasting an assigned flow water use concessions in accordance with the rate of 0.60 l/s. Water Law, Organic Law, and Forestry Law.

Importantly, the

Table 1	9. Consumpti	on by Source	at Corporate	Level (in m3) y	ears 2019-2	022	
Efficier	Efficiency ratio of electricity consumption in kilowatts per employee 2017-2022						
Year	Well	AYA	Total	Difference 2022-2019		Difference 2022-2019	
2019	13.961	1.563	15.524				
2020	3.613	608	4.221				
2021	6.136	792	6.928	-3.347	-22%	5248,6	35%
2022	9.525	2.652	12.177				
Total	33.235	5.615	38.850				

Despite consuming more electricity in 2022 than in 2019, the efficiency in reducing consumption was 2021, the consumption per person was more 11.2%. efficient, with a reduction of 9%. Compared to

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The water supply at our headquarters is sourced from wells and Acueductos y Alcantarillados de Costa Rica (AyA), a major provider of drinking water for the country.

pes of water sources by location					
ter sources by location	on				
lquarters in Santa Ana	Acueductos y Alcantarillados (AYA) + Well				
ice in Guanacaste	Well				
fice in Iruca	Acueductos y Alcantarillados (AYA)+ Rainwater				





Despite a 35% increase in water consumption in 2021 (2,707.1 m3) compared to the previous year, attributed to the resumption of in-person work, full-time shifts, and operational recovery, there was an overall 22% decrease in consumption compared to 2019 (3,347 m3) in 2022 (see table 19).

The primary water supply predominantly originates from wells, with the AyA public service contributing 22% in 2022, following the acquisition of a percentage of the local aqueduct (ASADA) to meet staff consumption.

utilization of thes	e wells	does	not
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Graph 14. Water Consumption Behavior in Cubic Meters Swiss Travel per month 2017-2022

Graph 14 visually depicts the monthly subsequent resurgence towards 2022, while consumption comparison across different years, consistently remaining below 2019 consumption highlighting the decline during the pandemic and levels.

Table 20. Ave

Unit Type

Coaster

Senior

Volaris

Bus

Buseta Chir

Table 21. Co

Unit Type

Coaster

Senior

Volaris

Bus

Buseta Chir

Hiace

Hiace

Unit Type
Hiace
Coaster
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Buseta Chi
Volaris
Bus

Reduction Actions

Rainwater collection system

We have implemented a rainwater collection system at the La Uruca headquarters. This system, comprising three tanks with a total capacity of 15,000 m3, collects rainwater from building roofs. This capacity covers approximately 155% of daily usage during rainfall and, otherwise, provides the equivalent of 105% coverage.

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erage consumption				
Liters per Wash				
	8 liters			
	7 liters			
	9 liters			
a	9 liters			
	9 liters			
	22 liters			

nsumption per daily wash				
	Liters per Wash			
	8 a 56 liters			
	7 a 49 liters			
	9 a 63 liters			
na	9 a 63 liters			
	9 a 63 liters			
	22 a 154 liters			

Table 22. Consumption per monthly wash Liters per Wash 2016 liters 1568 liters 252 liters 252 liters 504 liters 3080 liters

Smart Irrigation System for Gardens: Our company employs an intelligent irrigation system meticulously programmed to optimize water usage in green areas.

The scheduling is strategically designed to coincide with periods when water absorption by plants is most beneficial, factoring in specific irrigation zones based on soil type and vegetation.

During summer, the system operates at 1 a.m., 3 a.m., 5 a.m., and 7 p.m., with all cycles concluding at 7:40 a.m. The system integrates a measuring sensor capable of deactivating irrigation upon detecting a predetermined level of humidity or rain. In winter, the operating hours are adjusted, but the humidity sensor remains active. This technologically advanced system facilitates daily activation in response to prevailing weather conditions, yielding substantial savings of up to 12 cubic meters per day.

- *Maintenance:* As part of our comprehensive reduction measures, regular maintenance is conducted on the water system, wells, pumps, and other components. This meticulous maintenance process ensures the continued quality of water and serves to prevent any potential waste resulting from leaks or system inefficiencies.
- Labeling of Common Areas to Encourage Savings: To promote a culture of water conservation, we have implemented the labeling of common areas. This initiative involves staff training and includes valuable water-saving tips for our customers, thoughtfully presented in welcome packs.







d. Waste

water

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

Table 23. Types of Sources, Wastewater, and Treatment by Location						
Location	Source	Type of wastewater	Daily flow	Treatment type		
San José	BathroomsCafeteriaRooms	Ordinary	10.5m3 daily	Swiss Travel San Jose wastewater is treated by an on-site treatment plant. Operational reports are presente semiannually. Second 2020 report was not presented due to approval by the Ministry of Health, since there wer no discharges, due to the impact of Covid.		
Uruca	 Workshop Office and mobile bathrooms Vehicle wash Cafeteria Rooms 	Special Ordinary	4.18 m3 daily	Domestic and special workshop wastewater. The first are discharged into a septic tank and are managed b Sahuco, a manager authorized by the Ministry of Health. The second ones go through a system of grease an oil traps, sand trap, polishing and pumping tank, zeolite filter, activated carbon, until they reach a septic tanl Likewise, laboratory analyzes are carried out on the latter because they are special waters, ensuring that the come out in adequate conditions according to the parameters established by the Ministry of Health.		
Guanacaste	 Bathrooms Cafeteria Kitchen Rooms 	Ordinary Special	22.28 m3 daily	Here, domestic wastewater and special wastewater are generated (there is no workshop, only minor tasks suc as tire and oil changes), which pass through different grease traps and are discharged into a septic tank. It i managed by Septic Services Santa Cruz, an authorized service provider, when the septic tank requires it."		
submission of oper requirement, accord conducted at the entrance and exit.	erational reports is a biannual prompanied by laboratory tests with water treatment system's Ministry of the system's matrices were timely matrices were timely matrices.	Santa Ana, following the water treatment occurred duri ocess, effluent discharges into Copey Creek thin parameters meticulously defined by the inistry of Health, as stipulated in Discharge eclaration File 4871-V dated May 22, 2018. We lhere to the environmental canon for discharges, aking the necessary payments in accordance th Executive Decree 34431-MINAE-S which efficiency. T	d of safety, we implement an internation conduct regular training sessions for esponsible for diesel management periodic inspections and routines are rigorously carried out to tank's integrity and operational	For more information on wastewater treatment, please see pages 51 to 52 of the 2021 report.		

against potential spills and underscores our

commitment to environmental responsibility.

results submitted, reflecting positive acknowledged by the Ministry of Health. The certification process for wastewater quality, overseen by the Ministry of Health, is diligently carried out on an annual basis.

with Executive Decree 34431-MINAE-S, which efficiency. This proactive approach safeguards regulates the Environmental Canon for Discharges.

Handling of Significant Diesel Spills:

Bodies of Water Management:

While our facilities include a diesel tank, no spills



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72
e. Waste

We implement effective waste management practices, aiming to minimize the overall waste footprint through strategies such as reuse, repair, and disposal only when the entire lifecycle has been completed. Our approach involves responsible treatment carried out by authorized managers approved by the Ministry of Health.



The breakdown of the waste generated is as follows:

Ordinary waste, plastic and paper from all headquarters and hazardous and/or special waste generated by Cielo Azul and the maintenance process, have priority in their treatment due to their environmental, economic and social impact.

The lowest impact waste is cardboard, glass, aluminum and metal, due to its low consumption by the organization and its ease of treatment.

The waste from the processes is collected and taken to the collection centers at our headquarters, and then appropriately dispatched to authorized managers (See pages 53 and 54 of the 2018 – 2019 Report).

Waste Generation Trends in 2022:



Table 24. Corporate Control of Solid Waste in Kilograms, years 2019-2022

Year	Recoverable r			Non- recoverable Specials				Dangerous								
	Aluminum	Glass	Tetra Brik	Paper	Cardboard	Organics	Plastic	Ordinary Waste	Electronics	Scrap- Iron	Copper	Tires	Fluorescent	Oils	Filters	Ordinary Waste
2019	201,00	398,00	202,00	1.226,00	965,00	1.282,00	720,50	5.441,00	-	2.268,00	-	232,00	-	856,41	111,00	20,00
2020	307,90	118,00	52,00	435,00	435,00	539,00	551,00	3.077,00	-	530,00	-	85,00	-	670,93	148,00	9,00
2021	74,00	87,00	25,00	212,00	381,00	31,00	231,00	1.561,00	126,00	173,00	3,00	70,00	14,50	437,35	808,00	2,00
2022	45,45	197,00	47,00	756,00	444,50	755,00	686,00	1881,00	445,00	237,70	-	132,00	15,00	676,29	299,00	37,00
Total	628,35	800,00	326,00	2.629,00	2.225,50	2.607,00	2.188,50	11.960,00	571,00	3.208,70	3,00	519,00	29,50	2.640,98	81.366,00	68,00
% increase or																
decrease 2022 vs 2019	-77%	-51%	-77%	-38%	-54%	-41%	-5%	-67%		-90%		-43%		-21%	169%	85%
% increase or decrease 2022 vs 2021	-39%	126%	88%	257%	17%	2335%	197%	15%	253%	37%	-100%	89%	3%	55%	-63%	1750%

In 2022, the company generated and effectively managed 6,568.94 kilograms of waste. This represents a 53% reduction compared to 2019 and a 55% increase from 2021, attributed to reduced operations in the preceding year. The waste generated in 2022 is 6% less than in 2020, reflecting efficient waste management practices (see Table 24 and Graph 15).

Graph 16.







-53% 55%



Graph 18 showcases a historic reduction of 67% in landfill-bound ordinary waste in Graph 18. 2022 compared to 2019.

The second most generated waste, paper, saw a 37% reduction compared to 2019, owing to the implementation of digital billing, reducing the need for paper printing.

The third most generated waste includes engine oil filters from transport units, managed responsibly by Multiservicios Ecológicos, an authorized waste manager for this category.



In 2022, recoverable or recyclable, special, and hazardous waste constituted 73% of the company's waste generation, a 3% increase from 2021. Non-recoverable waste accounted for 27.34%, representing a 3% reduction compared to 2021, showcasing improved waste management.

Collaborator-Contributed Valuable Waste

Our collaborators are encouraged to utilize the collection center for bringing in their recoverable waste. The accounting of this initiative began in 2021, as illustrated in Graphs 19 and 20.

Graph 19 Waste brought by staff from their homes in 2022



Graph 17. Comparison by type of waste years 2019 -2021 and 2022



Over the years, the total generation of non-recoverable waste has decreased, while the proper management of recoverable, special, and hazardous waste has increased (refer to Graph 17). The organization aims to achieve zero non-recoverable waste by the year 2040.

Sustainability Report Swiss Travel 2022

The waste they bring the most are: glass, cardboard, plastic and scrap metal.



As depicted in the preceding graph, the volume of recoverable and special waste brought in by collaborators has remained consistent in 2021 and 2022. It is imperative to persist with educational initiatives aimed at driving the percentage of non-recoverable waste down to zero.







Paper **Consumption**

Table 25. Comparative ream consumption							
Year	Quantity of Reams						
2017	1030						
2018	861						
2019	842						
2020	215						
2021	169						
2022	310						

Graph 21. Consumption of reams in units from 2017 to 2022



In 2022, paper consumption witnessed a significant reduction of 532 reams, marking a remarkable 63% decrease compared to the base year of 2019. This reduction not only reflects a positive environmental impact but also resulted in a cost saving of \$1,666.94.

The 532 reams of paper not utilized in 2022 equate to the preservation of 31 trees, based on the standard conversion of 17 reams to one felled tree (Source: Mi Parque Foundation, 2022).

According to the Bosque Sin Fronteras Organization, it takes 22 mature trees to fulfill the

2: Source: https://bosquessinfronteras.com/cuantos-arboles-necesita-un-humanoparasobrevivir/ 3: Source: https://www.fundacionaquae.org/wp-content/uploads/2016/04/infografia_oxigeno.pdf)

Paper consumption reduction actions

• Paperless System and Digital Archive: Implementing a paperless system with a digital archive for customer data eliminates the need for printing reservations, confirmations, and other documents. This not only facilitates seamless sharing among personnel but also significantly reduces paper consumption.

•Shared Folders for Efficient Document *Management* The use of shared folders enhances document storage and collaboration across various processes within the organization.

printers are environmentally conscious, providing monthly reports on print volume, associated CO2 emissions, and the corresponding number of trees required. While not factored into the calculation of

Furthermore, considering information from the Aqua Foundation, a mature tree absorbs approximately between 10kg and 30kg of CO2 per year. Assuming that the 31 trees saved are mature, they could have collectively captured an average of 0.31 tons of CO2 in one year, utilizing the base figure of 10 kg per tree. This highlights the tangible environmental benefits stemming from our conscious paper use reduction efforts.

> During 2022, a caps collection campaign was conducted at our headquarters in collaboration reams, as company paper serves additional tasks, with the Santa Ana Environmental Alliance, this feature promotes transparency and resulting in the collection of 357.87 kilograms of awareness. caps, with Swiss Travel contributing 24 kilograms across all its locations.

•Smart Flow Documents: The Smart Flow **Environmentally Friendly Printers:** Our Documents system ensures efficient digital At the communal level, Swiss Travel serves as a management of shared procedures within the designated cap collection point for the project. company.

• Electronic Invoicing: has significantly reduced

Sustainability Report Swiss Travel 2022

daily oxygen demand of a single person. Based on this insight, our paper use reduction translates to generating oxygen for an equivalent of 24 people in one day.



the need for paper invoices. Currently, the approval of payable invoices is seamlessly conducted through digital channels.

• Digitized Information for Guides and Drivers: Guides and drivers receive essential information digitally, minimizing the reliance on printed materials.

Additional Measures: Utilizing double-sided printing.

Mindful use of printed paper, including the elimination of unnecessary signatures and non-relevant information from emails, contributing to a further reduction in paper consumption.

Communal Waste Collection Campaigns:

In 2022, Swiss Travel actively participated in a bottle cap collection campaign to support the "Donatapa" program of the Costa Rican Accessible Tourism Network. The initiative transforms plastic bottle caps into beach access ramps for individuals with disabilities, promoting waste reduction and reuse. Since 2018, Swiss Travel has consistently backed this project.



Costarricense de Turismo Accesible con su campaña Donatapa, que mediante el rampas de accesibilidad para personas discapacitadas.



Electronic Waste Campaign

Throughout this timeframe, two electronic waste collection initiatives were conducted in collaboration with our staff and the local community. These campaigns were executed in partnership with companies affiliated with the Santa Ana Environmental Alliance and Quantium, a specialized electronic waste management firm.

Swiss Travel actively participated as a collection point for the campaign, contributing to the overall collection of 945 kilograms of electronic waste, effectively managed by Quantium.





Santa Ana Environmental Alliance Members:

Swiss Travel proudly stands as a member of the Santa Ana Environmental Alliance, a coalition of companies dedicated to developing local destination-level environmental projects. Each member is actively involved in the Blue Flag Program (PBAE). Jeldryn Vargas, the Sustainability Manager at Swiss Travel, serves as the company's representative within this influential group.

Highlights from our endeavors in 2022 include the successful recruitment and training of a new company into the Alliance. Ongoing efforts involved comprehensive follow-up activities, leading to the submission of the PBAE Climate Change report in 2021. Additionally, eleven training sessions on environmental matters were conducted, contributing to the collective knowledge and commitment of the alliance members.

To address environmental concerns and foster a sense of community responsibility, two impactful volunteer days were organized. The first involved a beach cleaning initiative in Puntarenas, aimed at preserving ecosystems and raising awareness about waste generation. The second event centered on planting 500 trees on slopes prone to landslides. This tree-planting initiative focused on climate change adaptation and the promotion of biological corridors. Impressively, a total of 17 organizations and personnel from various companies actively participated in both events. These endeavors underscore our shared commitment to environmental stewardship and community engagement within the alliance.

(9)

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Sustainability Report Swiss Travel 2022





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Staff involvement in environmental management

Hogares Sostenibles

Every year, we empower and guide our team members to join the Blue Flag Sustainable Homes program. This initiative extends the practice of known as the Green Committee. These teams sustainable living beyond the workplace, strategically plan initiatives to raise awareness encouraging collaborators to eco-friendly practices in their homes.

We believe that real change starts at home. Throughout the year, participants measure key elements like water consumption, electricity usage, waste generation, and fossil fuels, while incorporating environmental and social criteria into their sustainable purchasing decisions.

The data obtained are then compared with the previous year's behavior, aiming for a reduction in resource consumption or more efficient usage. Currently, we celebrate the achievement of having a collaborator who has earned this prestigious award.



Green Committee

Within our organization, dedicated work teams are established at each headquarters, collectively implement among our stakeholders, particularly internal staff, about various sustainability issues that align with the corporate strategic plan.





Volunteering

Annually, we organize volunteers with a focus on environmental issues to actively contribute to the materialization of our sustainability goals.

In 2022, our volunteers dedicated 25 hours to environmental efforts, engaging 41 collaborators in beach cleanups at Puntarenas and Playa Grande (near Tamarindo). This collective effort resulted in the collection of 3.7 tons of waste, which was responsibly treated by authorized managers.

Additionally, we planted 550 trees in Santa Ana

and Guanacaste, conducted educational talks in schools, and provided training to 75 second-cycle children on waste management and sustainable purchasing. These impactful initiatives demonstrate our commitment to making a positive environmental impact and fostering a culture of sustainability within our community.



Sustainability Report Swiss Travel 2022





Environmental compliance

We have no breach of legislation and regulations.





ANNEXES



Communication with stakeholders



Stakeholders	How we let them know?	How do we listen to them?	Relevant Topics	What we have done
Clients	 Email Sustainability Report Sustainability Website International Fairs/Trade Shows Newsletter "Connected" Social Media 	 Email Contact us on websites International fairs Service surveys Social media WhatsApp 	 a. Financial Sustainability b. Biodiversity and Ecosystem Protection c. Destination Safety (Covid and security) d. Customer Management (experiential experiences) e. Personal and Professional Development of Employees f. Cultural Heritage Protection g. Community Engagement h. Environmental Awareness i. Efficient Resource Use 	Strategies for sales recovery and growth. Support for Minae in the Stop Animal Selfies program and our policies, Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Support for country security through participation in the National Chamber of Tourism of Costa Rica, addressing these issues for t protection of the national interest tourist. Emphasis on service, electric route program, and experiential experiences. Annual staff training program and growth option. Training and client visits to these sites. Support for their conservation and importance. Community support programs where clients can get involved in various ways. Annual staff training programs and messages to clients. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program Climate Change Category.
Employees	 Email Boards Screens Workshops Website Newsletter: La Voz del Tucán Sustainability Report WhatsApp Social Media 	 Email and phone numbers All-staff or department meetings Contact us on websites Human Resources Department Green Committee Social media WhatsApp 	 a. Financial Sustainability b. Staff Retention c. Personal and Professional Development of Employees d. Efficient Resource Use e. Ethics and Transparency f. Biodiversity and Ecosystem Protection g. Employee Motivation h. Customer Management i. Integrated Waste Management 	Strategies for sales recovery and growth, staff returned to full-time and rehiring commenced. Annual staff training program and growth option. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program Climate Change Category. Maintenance of internal and sustainable policies, audits and management system, and communication to ensure ethics and transparency. Support for Minae in the Stop Animal Selfies program and our policies, Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Employee benefits program. Emphasis on service, innovation, and optimization, customer service training. Waste Management Program.
Government regulators oversee public services	EmailSustainability Report	 Meetings Email and phone numbers Contact us on websites 	 a. Environmental Awareness b. Ethics and Transparency c. Accountability to Stakeholders d. Innovation e. Gender Equality and Women's Empowerment f. Community Engagement g. Commercial Sexual Exploitation of Minors and Human Trafficking h. Biodiversity and Ecosystem Protection i. Integrated Waste Management 	Annual staff training program, invitations to suppliers, Sensitization communications to suppliers and clients. Maintenance of internal and sustainable policies, audits and management system, and communication to ensure ethics and transparency. Sending of annual sustainability reports, detailing all company management on topics of interest to stakeholders. Personal training program to develop innovation, with increased emphasis on this topic in the coming years. We have national capital and women suppliers. Training program for women entrepreneurs through AED. Community support programs where clients can get involved in various ways. We are part of the ICT and Paniamor Code of Conduct Program. E-Mentors Signature for safe technology use for children and adolescents, providing constant training. Support for Minae in the Stop Animal Selfies program and our policies, Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Waste Management Program.
The Board of Directors, investors, and banks.	Sustainability Report	Email and phone numbers	 a. Ethics and Transparency b. Financial Sustainability c. Employee Retention d. Biodiversity and Ecosystem Protection e. Community Engagement f. Commercial Sexual Exploitation of Minors and Human Trafficking g. Destination Safety and Health h. Environmental Awareness i. Efficient Resource Use 	Maintenance of internal and sustainable policies, audits, and management system, and communication to ensure ethics and transparency. Strategies for sales recovery and growth; staff returned to full-time, and rehiring commenced. Support for Minae in the Stop Animal Selfies program and our policies, Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Community support programs where clients can get involved in various ways. We are part of the ICT and Paniamor Code of Conduct Program. Signature of E-Mentors for safe technology use for children and adolescents. Support for country security through participation in the National Chamber of Tourism of Costa Rica, addressing these issues for th protection of the tourist. Annual staff training program, invitations to suppliers, sensitization communications to suppliers and clients. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program Climate Change Category.

ANNEX 1

Sustainability Report Swiss Travel 2022



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Communication with stakeholders



Stakeholders	How we let them know?	How do we listen to them?	Relevant Topics	What we have done
External Auditors	Sustainability ReportEmail and phone	Email and phone	 a. Talent Productivity b. Financial Sustainability c. Ethics and Transparency d. Biodiversity and Ecosystem Protection e. Employee Retention f. Commercial Sexual Exploitation and Trafficking of Minors g. Destination Safety and Health h. Environmental Awareness i. Integrated Waste Management 	 Employee training for productivity enhancement. Listening and process reduction. Strategies for sales recovery and growth. Maintenance of sustainable internal policies, audits and management system, and communication to ensure ethics and transparency. Support for MINAE in the Stop Animal Selfies program and our policies. Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Strategies for sales recovery and growth; staff returned to full-time and rehiring commenced. We are part of the ICT and Paniamor Code of Conduct Program. Signature of E-Mentors for safe technology use for children and adolescents. Support for country security through participation in the National Chamber of Tourism of Costa Rica, addressing these issues for the protection of the tourist. Annual staff training program, invitations to suppliers, sensitization communications to suppliers and clients. Waste Management Program.
Suppliers	 Sustainability Report Extranet Email 	 Meetings with suppliers Trade show Email and phone Contact us on websites 	 a. Financial Sustainability b. Ethics and Transparency c. Employee Retention d. Quality Management e. Employee Motivation f. Personal and Professional Development of Employees g. Efficient Resource Use h. Biodiversity and Ecosystem Protection i. Integrated Waste Management 	Strategies for sales recovery and growth. Maintenance of sustainable internal policies, audits, and management system, and communication to ensure ethics and transparency. Strategies for sales recovery and growth; staff returned to full-time and rehiring commenced. Restructuring of the Customer Service department to increase quality. Employee benefits program. Annual staff training program and growth option. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program. Support for Minae in the Stop Animal Selfies program and our policies. Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Waste Management Program.
Public Services	EmailSustainability Report	 Email and phone "Contact us" on websites 	 a. Sostenibilidad Financiera b. Productividad del Talento c. Ética y Transparencia d. Protección de Biodiversidad y Ecosistemas e. Explotación sexual y comercial de menores de edad y trata de personas f. Innovación g. Mantener el personal h. Gestión Integral de Residuos i. Uso Eficiente de Recursos 	Strategies for sales recovery and growth. Employee training for productivity enhancement. Listening and process reduction. Maintenance of sustainable internal policies, audits, and management system, and communication to ensure ethics and transparency. Support for Minae in the Stop Animal Selfies program and our policies. Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. We are part of the ICT and Paniamor Code of Conduct Program. Signature of E-Mentors for safe technology use for children and adolescents. Personal training program to develop innovation, with increased effort in this area in the coming years. Strategies for sales recovery and growth; staff returned to full-time and rehiring commenced. Waste Management Program. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program.
Sales Representatives	Sustainability ReportSocial Media	MeetingsEmail and phone	 a. Financial Sustainability b. Ethics and Transparency c. Biodiversity and Ecosystem Protection d. Talent Productivity e. Community Engagement f. Commercial Sexual Exploitation and Trafficking of Minors g. Customer Management h. Environmental Awareness i. Efficient Resource Use 	Strategies for sales recovery and growth. Maintenance of sustainable internal policies, audits, and management system, and communication to ensure ethics and transparency. Support for Minae in the Stop Animal Selfies program and our policies. Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Employee training for productivity enhancement. Listening and process reduction. Community support programs where clients can get involved in various ways. We are part of the ICT and Paniamor Code of Conduct Program. Signature of E-Mentors for safe technology use for children and adolescents. Emphasis on service, electric route program, and experiential experiences. Annual staff training program, invitations to suppliers, sensitization communications to suppliers and clients. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program.

ANNEX 1

Sustainability Report Swiss Travel 2022



Communication with stakeholders



Stakeholders	How we let them know?	How do we listen to them?	Relevant Topics	What we have done
Chambers and Associations	Sustainability ReportSocial Media	 Meetings Presence in Board Meetings 	 a. Ethics and Transparency b. Biodiversity and Ecosystem Protection c. Environmental Awareness d. Employee Motivation e. Financial Sustainability f. Employee Retention g. Personal and Professional Development of Employees h. Efficient Resource Use i. Destination Safety and Health 	Maintenance of internal and sustainable policies, audits and management system, and communication to ensure ethics and transparency. Support for MINAE in the Stop Animal Selfies program and our policies, Ethical Wildlife Tourism Training Program. First Receptive Tourism Agency in the country with Blue Flag Biodiversity Category. Annual staff training program, invitations to suppliers, sensitization communications to suppliers and clients. Employee benefits program. Strategies for sales recovery and growth, staff returned to full-time and rehiring commenced. Annual staff training program and growth option. Tourist Sustainability Certificate Elite Level and Blue Flag Ecological Program. Support for country security through participation in the National Chamber of Tourism of Costa Rica, addressing these issues for th protection of the tourist.
Communities	Sustainability ReportSocial Media	 Email and Phone Social Media Guides, drivers, sales staff, product "Contact us" on websites 	It has not been consulted	
Media	 Sustainability Report Social Media 	 Email and Phone Social Media 	It has not been consulted	
Support Organizations and Allies	Sustainability ReportSocial Media	• Meetings	It has not been consulted	

ANNEX 1

Sustainability Report Swiss Travel 2022



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Material Issues Impacts and Risks



Mate		Impacts	
mater	rial Issues	Actual impacts	Potential (many indirect)
EC-1	Financial sustainability	 Participation of rural communities in the services provided. Job creation in the communities where it operates. Income generation for the community and contribution to the country's GDP. Maintaining liquidity. Decreasing operating costs. 	 Economic dependence on tourism Increase in the cost of basic inputs Affectation of people's quality of life due to a decrequality, living spaces)- Displacement of the local population and loss of e
EC-8	Ethics and transparency	 Increased credibility.+ Customer loyalty.+ Accountability.+ Sense of personal belonging.+ Stakeholder engagement.+ 	Decrease in credibility
EC-2	Security and health at the destination	 Increased security.+ Support for increased health security.+ Protocols and promotion of a safe destination.+ 	 Increase in crime Increase in the consumption of illegal substances Risk of accidents to clients and the community, su Increase in diseases such as Covid or others Displacement of the local population due to insec
S-1	ESCNNA and human trafficking	 Protection of children and adolescents.+ Development opportunities for children and adolescents.+ 	 Prostitution and commercial sexual exploitation of Prostitution and commercial sexual exploitation of Displacement of the local population due to a neg Human trafficking Personnel from the personal sector or suppliers facrimes
EC-5	Customer management	 Customer satisfaction and loyalty.+ Contribution to positioning Costa Rica as a tourist destination.+ Job creation.+ Linkages and generation of new offerings.+ 	 Loss of customers due to lack of innovation and c
EC-4	Quality management	 Satisfied customers.+ Internal process sluggishness Automation and simplification of processes.+ Accurate and precise information.+ 	 Delays or dissatisfied customers Increased risk of customer loss Increase in productivity.+ Increase in cost effectiveness.+ Decrease in cost risk.+

ANNEX 2

Sustainability Report Swiss Travel 2022

	Risks
a decrease in essential goods (water, food, air ss of economic resources	 Market Loss Risks: a) Risk of Decreased Wholesalers Due to Crisis, Decrease in Operating Airlines, Tighter Budgets from Clients. Financial Risks: b) Risk of Financial Continuity Disruption Due to Pandemic Impact, Risk in Government Decisions and Openings, R of the Airport Due to Virus Spread. Risk of Maintaining High or Non-competitive Prices Not Adjusted to Current Customer or Coresibilities, Service Cost Increase Due to VAT Inclusion. Bubble travel may increase costs. Fraud Risk: c) Risk of Unnecessary Expenses and Theft Crimes Through Personal Credit Cards or Customer Payments. Credit Access Risk: Lack of Attractive Financial Data for Credit Access to Maintain Cash Flow. Operational Risks: Risk of Loss of Offer Due to Supplier Bankruptcy, Hindering Final Offer to Customers.
	 Economic Risks: Loss of sales due to reputational damage and monetary losses due to employee theft. Reputation Risk: Image damage, business continuity, due to mishandled issues or legal non-compliance. Legal Risks: Risk of lawsuits for corrupt or unethical conduct.
ances nity, such as assaults, femicides, among others rs insecurity	 Economic Risk: Economic impact if there is an increase in COVID cases or other diseases, or if there is a situation affecting safety. Operational Risk: In resolving security situations. Legal Risk: Given the risk of increased cases, or clients or staff infected due to incorrect management of protocols, there is a risk of employee death, and risk of lawsuits if unable to demonstrate proper implementation and monitoring of protocols both internally suppliers, or any lawsuit due to customer dissatisfaction and tourist safety concerns regarding criminal activity. Reputation Risk: There is a risk of company reputation being affected if any cases of COVID transmission linked to the company or tharise, especially if the client dies as a result or due to criminal activity affecting tourists. Past events such as femicides at the nation assaults on tourist buses can also impact reputation. While these incidents may not directly involve the company, they can affect sa communication management is not handled well, can damage the company's image and reputation in the long term, hindering recovery efforts. Social Risk: In case of COVID cases or criminal activity, company income is affected families. There may be resistance from cor to receive clients due to COVID fears, highlighting the need for community engagement regarding Swiss Travel protocols and s protocol development.
tion of minors tion of adults a negative environment liers facilitating the commission of these types of	 Economic Risk: Decrease in sales if a case were to occur, as it would affect the company's reputation. Legal Risk: According to article 168 of the penal code: the owner, manager, or person in charge of the company who promotes or the sexual and commercial exploitation of minors will be disqualified from engaging in commerce for a period of three to ten years. Reputation Risk: The greatest risk is if the issue is promoted by an employee, exposing the company to scandals and diminishing its ultimately affecting sales and reputation. Social Risk: Complete disruption in the development of a minor's life.
and other factors	 Market Risks: Risk of losing customers due to poor quality management and decrease in competitiveness and differentiating factor decrease in available wholesalers due to the impact of the crisis. Economic Risks: Decrease in income due to lack of competitiveness and differentiation in current market trends. Risk of strong viri in countries of markets we depend on. Risk if there is no strong and clear communication strategy. Risk of sales due to low customer Service quality may be affected or dissatisfaction may arise, affecting the company's economy due to destination saturation acc capacities established by the Ministry of Health. Risk of having high prices compared to competitors that do not align with the finance.

• **Reputation Risk:** Quality deterioration and decreased company image.

of potential customers.

- Market Risks: Loss of customers due to poor quality management and decreased competitiveness.
- Economic Risks: Decrease in income due to reduced purchases from potential customers, covering compensations for errors from personnel or suppliers, failure in internal communication with the supplier affecting customer service, delay in purchase order shipments due to workload, difficulty in communication during emergencies.



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Material Issues **Impacts and Risks**



	Mata	rial Issues	Impacts	
	Mate		Actual impacts	Potential (many indirect)
	EC-6	Sustainable Supplier Management	 Economic contribution to the country's development. + Linkages and generation of new offerings. + Greenhouse gas emissions Ozone layer depletion Preservation of Costa Rican idiosyncrasy through activities or dishes. Artificial feeding (direct or indirect) of wild animals due to ignorance. + Alteration in animal behavior due to territorial invasion Protection of biodiversity through proper tourism management 	 Soil contamination by waste. + Illegal extraction and captivity of wild animals and plants. + Commercialization of species or products of flora and faun Impact on flora and fauna due to the decrease of essential living spaces) Habitat destruction and pollution by waste. + Habitat destruction and pollution by mass tourism in protection Decrease in forested areas and alteration of the natural larter Saturation of protected areas by visitation Destruction of mangroves Impact from water contamination, turbidity, and/or tributarie Decrease in water flow and groundwater Increase in noise and vibrations Commercialization of pieces of archaeological and cultural Destruction of archaeological heritage Looting of artifacts
	EC-7	Crisis Management	 Resilience.+ Decrease in income losses. + 	Increase in income losses.
Priority	A-1	Biodiversity and Ecosystem Protection	 Living with urban wildlife (includes a wide range of neutral, negative, and positive situations that should be analyzed separately) Wild animals entering human living spaces (such as raccoons, foxes, bats, squirrels, monkeys, birds, frogs, turtles, among others) Protection of biodiversity through responsible tourism management - training for suppliers, staff, and tourists.+ Costa Ricans benefit from responsible tourism in our territory, economically benefiting families, businesses, and related services. Additionally, tourists reflect a satisfaction with Costa Rica's biodiversity.+ Roadkill 	 Wildlife neonates found in urban, suburban, and/or rural areas Responsible wildlife tourism activity has an economic impact on Costa Riprotected wilderness areas Illegal extraction and captivity of wild animals and plants Commercialization of species or products of flora and fauna prohibited by Impact on flora and fauna due to the decrease of essential goods for life (Habitat destruction and pollution by waste Habitat destruction and pollution by mass tourism in protected areas Decrease in forested areas and alteration of the natural landscape Saturation of protected areas by visitation Destruction of mangroves Transmission and outbreak of diseases in both directions (zoonosis and a Wildlife kept in captivity with SINAC permits but with poor management (f of veterinary supervision) by suppliers Tourists or guides harass and assault wildlife as a means of bringing then Alteration in animal behavior due to territorial invasion Artificial feeding (direct or indirect) of wild animals Increase in noise and vibrations Decrease in water flow and groundwater Impact from water contamination, turbidity, and/or tributaries Soil contamination by waste.

ANNEX 2

Sustainability Report Swiss Travel 2022

Risks

Economic:

- Impact on reputation and image: If any of the clients experience dissatisfaction, poor service, accidents, or illness, they may expose the company to other potential clients or social media. Additionally, if any of the companies in the value chain fail to meet social, environmental, and economic parameters, Swiss Travel could be affected as an anchor company; this is part of extended responsibility.
- Decrease in economic income for the company: Due to issues of poor image, loss of trust, problems with suppliers, and unfair operating practices.
- Loss of customers due to: food safety issues provided by suppliers, risk of anti-competitive and unethical behavior, as other tourism operators, hotels, tours, etc., may offer products and services at lower prices than the company.

nd plants. +

ra and fauna prohibited by law. -

of essential goods for life (water, food, air quality,

m in protected areas.

natural landscape.

or tributaries.

ind cultural heritage.

Environment:

• Tourism and supply providers may cause problems such as pollution of water resources, soil, and air, as well as waste generation and noise. If not properly managed, the company could become complicit in inappropriate practices. Additionally, they may be involved in issues affecting wildlife, ecosystems, biodiversity, among others, which does not give a good image regarding the sustainable tourism offered by the company or align with its business model.

Legal:

• Possibility of lawsuits against the company for legal breaches, problems with lack of policies, security in the services used, service quality, etc.

Social:

- Closure of access to public places due to supplier issues, causing delays with clients and other suppliers.
- Possible breaches of labor practices by different suppliers. This could depend on the size, location, and formality of the companies, despite their legality.
- Promotion of sexual exploitation of minors and trafficking; as some hotels may facilitate the reception of minors as companions of clients or others, or have people working under inhumane conditions or under obligation. Therefore, the company must be vigilant of these inappropriate practices.
- Risk of affecting vulnerable groups such as indigenous peoples and communities, due to the carrying capacity of these destinations or the impact that clients or other suppliers may have on communities, or even disrespect for their customs and way of life.
- Promotion of discrimination due to lack of accessible tourism, as many places may not comply with Law 7600.
- Physical risk to clients due to insecurity of facilities, equipment, or transportation, impact from mass tourism, etc. This could cause temporary or permanent disabilities and even the death of clients.
- Operational Risks: Increase in workload and possible delays in tasks due to unforeseen events.
- Economic Risks: Cancellations, increased compensations for delays and inconveniences in their itinerary, wear and tear of the company's policies..

t on Costa Rican society, especially for families living near

prohibited by law.goods for life (water, food, air quality, living spaces).-

oonosis and anthropozoonosis).anagement (feeding problems, inappropriate behavior, lack

f bringing them closer to people.

- Economic Risk: Risk of loss of sales due to not observing wildlife or due to requests for refunds.
- Operational Risk: Risk of wear and tear from product search, as unable to find wildlife in usual sites due to tourism pressure. Risk of loss of biodiversity and species extinction: animals: cruelty, stress, suffering, loss of natural behaviors, and ecological functions such as pollination, reproduction.
- Legal Risk: Legal risk due to health impact on clients from direct contact with animals that may cause diseases or the risk of being attacked. • Externalities: Health risks: difficulty in designing medicines, as 50% of them are produced with materials from nature. Exacerbation of climate change: Terrestrial and marine biodiversity capture 5.6 gigatons of carbon per year: equivalent to 60% of global emissions caused by humans. The collapse of this ecosystem could release 3 billion tons of carbon, equivalent to France's emissions for 27 years.
- Food risk: Decline in pollinator species on which 50% of agricultural production depends.
- Risks in indigenous communities: Decrease or extinction of indigenous communities that depend 100% on biodiversity.





Material Issues Impacts and Risks



	Mata	rial Issues	Impacts	
	water	rial issues	Actual impacts	Potential (many indirect)
Priority	S-2	Labor practices	 Enhancement of skills.+ Job creation in the communities where it operates.+ Income generation for the community.+ Gender equality.+ Personal and professional development of employees.+ Increase in employee motivation.+ Improvement of productivity.+ Adequate health and safety conditions at work.+ 	Long working hours
	A-3	Management of liquid and solid waste	 Generation of income for communities and projects for proper waste management.+ Generation of awareness among staff, community, and personnel about waste reduction and its proper management.+ Generation of plastic bottles to provide water to customers 	 Impact from contamination of bodies of water, turb Impact on flora and fauna due to the decrease of e living spaces) Destruction and contamination of habitats by wast Soil contamination by waste. Contamination in the inhabitants Impact on the quality of life of people due to the de quality, living spaces) Destruction and contamination of habitats by mass Destruction and contamination of habitats water s
	A-4	Eco-efficiency - emissiones	 Greenhouse gas emissions Increase in noise and vibrations Depletion of the ozone layer Impact on flora and fauna due to the decrease of essential goods for life (water, food, air quality, living spaces) Impact on aquatic flora and fauna Decrease in carbon footprint. + 	 Increased extreme weather events affecting people Destruction and contamination of habitats and wate
	S-11	Active participation in local communities	 Job creation and income generation.+ Generation of development opportunities.+ Strengthening of capacities to reduce social problems such as ESCNN, drugs, prostitution.+ Perception that tourism does not bring income to the community 	 Rising costs for the community due to tourism
	A-10	Eco-efficiency- Water	 Ensuring water availability for the business and communities.+ Ensuring the quality of water for the business and of the wastewater generated in compliance with national regulations.+ Protection of aquifers with reforestation projects.+ 	 Impact from contamination of bodies of water, turb Decrease in water flow and groundwater
Relevant	A-10	Eco-efficiency- Water	 Ensuring water availability for the business and communities.+ Ensuring the quality of water for the business and of the wastewater generated in compliance with national regulations.+ Protection of aquifers with reforestation projects.+ 	 Impact from contamination of bodies of water, turb Decrease in water flow and groundwater
Emerging	EC-3 S-7 S-9 S-10	Innovation Protection of cultural heritage Employment opportunities and opportunities for people with disabilities Equity and empowerment of women		

ANNEX 2

Sustainability Report Swiss Travel 2022

	Risks
	 Economic Risk: Increased expenses due to severance payments, selection and hiring processes if staff turnover rises. Impact on que customer service may gradually lead to decreased sales, reduced competitiveness, and could potentially lead the company into situation. Reputation Risk: Within the industry, if it becomes known that Swiss Travel is unattractive in terms of staff management and only inefficient personnel, it may hinder the company's ability to grow and innovate in terms of quality with clients, leading to decreased s loss of customers. Social Risk: Talented, positive personnel who wish to propose and advance may become discouraged and leave, leading to an increase staff turnover. Total decrease in income for employees' families due to workforce reductions. Operational Risk: Increased workload and possible delays in tasks due to seeking replacements in case staff resigns from the company
turbidity, and/or tributaries e of essential goods for life (water, food, air quality, waste n the community affecting the health of its ne decrease of essential goods (water, food, air mass tourism in protected areas iter sources, by waste.	 Water Resource Contamination Risk: Oil spills due to maintenance of transportation units and reduced water resources for wash transportation. Additionally, contamination can occur due to human waste from offices and other sources. Air Pollution Risk: Impact on the ozone layer and emission of greenhouse gases due to the operation of transportation units, huma cleaning products, and others. Soil Contamination Risk: Soil contamination due to human waste, water treatment, fuel change, and other practices. Flora and Fauna Affection Risk: Destruction and contamination of habitats by waste and alteration in animal behavior due to the investing the territory by transportation units and organization facilities. Social Health Risk: Community contamination affecting the health of its inhabitants; such as emissions of pollutant gases transportation units, cleaning products, oil spills, and others. Economic Risk: Impact on the quality of life of people due to the decrease of essential goods such as water, air, and others.
eople's health, income, and others I water sources by waste	 Climate emergency, biodiversity loss, extreme climate variability, floods, impact on tourism, decrease in water sources, hurricanes others, which in the medium term may make it impossible to continue tourism activity and life on the planet.
	 Social Risk: Communities with low social progress indices that create a negative experience for the customer and also do not promo development, thus affecting business continuity.
turbidity, and/or tributaries	 *Economic Risk: Increase in costs due to payment for services, affecting budget and cash flow, in the case of excessive consump leak. *Flora and Fauna Risk: Impact on flora and fauna due to decreased water sources or water quality. *Risk of Water Resource Loss: Decrease in water flow and groundwater; which may affect the availability of this resource for the co operation. Social Risk: Impact on the quality of life of communities, as the quality or quantity of water resources may be reduced due to the mana of tourism suppliers.
turbidity, and/or tributaries	 *Economic Risk: Increase in service costs, leading to expense cuts in sectors such as electrical system maintenance. *Air Risk: Emission of greenhouse gases produced by the daily operation of air conditioners and refrigerators, leading to in temperatures due to global warming. *Flora and Fauna Risk: Impact on flora and fauna due to decreased essential goods, as there is an increase in river dredging for e production, affecting flora, fauna, and communities. *Social Risk: Impact on the quality of life of the community if electricity consumption increases, climate change affects electricity genera the accessibility of this resource. It is a very low risk that may materialize due to the actions of all industries in the country, but it is because the risk exists.



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Sustainability Plan 2021-2025



Table 3. Detailed Table of Material Issues Management Strategy												
Material Theme	Aspirations	Program Name	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach - Outcome mechanism	Affected Stakeholder			
Financial Sustainability	Achieving financial results surpassing those of 2019.	Financial recovery	Sales volume	Recover and surpass the sales of 2019	Areas of Sales and Marketing	4 years	Strategic Financial Plan	Performance Indicators Report	Board of Directors and Employees, Suppliers, Communities, Customers			
Ethics and Transparency	Maintaining the level of trust and transparency positioning of the company.	Swiss Ethical and Transparent	 Number of staff, trained partners Efficiency of reporting channels 	 Achieve 100% staff training Ensure that the perception of channel efficiency scores a 5 	Human Resources	3 years	Internal Policies, MAGSSC001 Sustainability Manual, and Code of Ethics	Performance Indicators Report	Employees			
Security	Maintaining the feeling of trust and security in customers.	Security and health	 Number of customers received Number of campaigns 	 Match the number of customers received in 2019 Launch 1 security campaign 	 Areas of Sales and Marketing Human Resources 	5 years	MAOPSC004 Protocol for Transportation Services, Transfers, Activities, and Excursions, and Customer Safety Tips, guidelines for supplier hiring. External Impact Project: Red Sofia and Canatur Safety Committee"	Performance Indicators Report	Employees, Customers, Suppliers			
Fight against Sexual and Commercial Exploitation of Minors and Human Trafficking.	Being a leading tourism company in actions to protect childhood and adolescence in tourism.	Protecting childhood and youth	 Number of trained staff Number of suspected cases detected Number of external impact programs conducted Number of trained and contracted suppliers Number of children trained in the E-Mentors program 	 Conduct at least 1 training per year. Ensure that staff report any suspicious cases. Implement 1 continuous external impact campaign or program. Train 20% of suppliers. Train 300 children in the E-Mentors program in the communities where we operate with social risk. 	 Sustainability Human Resources Product 	5 years	"MAGSSC020 Internal Protocol Code of Conduct Against Sexual and Commercial Exploitation of Minors. External Impact Project: E-Minors and Community Interventions"	Performance Indicators Report	Communities, Employees, Suppliers, and Customers			
Customer Management	Maintain a high level of quality and customer service provided to our clients.	Emphasis on service	 Number of customers received Number of responses to satisfaction surveys 	 Exceed the number of clients received in 2019. Achieve a 55% feedback rate from customers. 	Sales and MarketingMarketing and Operations	5 years	Customer Service Procedure - Mission, Vision, Sustainable Policy, and Quality Guidelines, Customer Service, Offer and Operation of MAGSSC001 Sustainability Manual	Performance Indicators Report	Customers, Suppliers			
Quality Management	Maintain a high level of quality and customer service provided to our clients.	Quality management	 Number of audited processes Number of processes with acceptable rating 	 Achieve auditing of 100% of the company's processes. Ensure that critical processes achieve a score of 90% or higher in the last audit of the strategy period. 	 Sustainability Controller's Office Human Resources (HR) Audit Team 	5 years	PCOSC003 Corrective and Preventive Actions Procedure, PCOSC002 Internal and External Audit Procedure, and Mission, Vision, Sustainable Policy, and Quality Guidelines, Customer Service, Offer, and Operation of MAGSSC001 Sustainability Manual	Performance Indicators Report	Customers, Employees			

ANNEX 3

Sustainability Report Swiss Travel 2022





Material Theme	Aspirations	Program Name	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach - Outcome mechanism	Affected Stakeholder
Sustainable Supplier Management	Engage with the highest number of sustainability-committed suppliers and generate the greatest community impact through the hiring of local suppliers.	Grow Alongside Swiss	 Number of risks in the value chain Percentage of sustainable tourism suppliers Percentage of suppliers of national vs. foreign capital Number of sales generated from national suppliers 	 Maintain an updated risk matrix Maintain and increase the current percentage of sustainable suppliers versus non-sustainable ones - Provide sustainability training to all new suppliers Maintain supremacy of national capital suppliers Recover and surpass the amount of money generated towards local suppliers in 2019 	 Sustainability Product Management Supply Chain 	5 years	PPDSC002 Negotiation and Contracting Procedure, FPDSC006 Guidelines for Negotiating Swiss Travel Tourism Products, Operating Guidelines from MAGSSC001 Sustainability Manual	Performance Indicators	Stakeholders
Crisis Management	Be a company with a high level of resilience for business continuity.	Crisis Management	 Effectiveness of crisis communication Number of cancellations Amount in thousands of dollars lost due to cancellations or schedule adjustments Direct economic losses due to damage to sales operations to customers and company infrastructure. 	 Achieve a rating of "very good" for crisis communication management. Ensure that the number of cancellations is less than or equal to 10% of confirmed reservations for the month. Ensure that the amount is less than or equal to \$10 of sales made in the month. Ensure that losses do not exceed \$10,000 and have a climate change adaptation plan in place by the end of the period. 	 Sustainability Operations Communication Occupational Health Committee 	5 years	External Emergency Protocol, Crisis Management Manual (in progress)	Performance Indicators	Board of Directors and Employees, Suppliers, Communities, Customers
Biodiversity and Ecosystem Protection	Be leaders in sustainable tourism management for the conservation of biodiversity in the country.	 BioSwiss - Biodiversity Protection BioSwiss - Restoration and Sustainable Use of Ecosystems 	 Number of employees trained Number of suppliers trained Number of customers or individuals reached with the Stop Animal Selfies campaign Number of evaluations conducted on suppliers Sales of tickets to national parks Number of trees planted 	 Train 100% of the staff. Train 30% of the suppliers. Support the Stop Animal Selfies campaign with customers. Evaluate 100% of active suppliers as Wildlife Sanctuaries for Swiss Travel. Recover the annual contribution to conservation areas for customer visits. Plant 2000 trees for ecosystem restoration and to mitigate the risk of climate change. 	 Sustainability and Research & Development Sustainability - Sales Areas 	5 years	Bioswiss Biodiversity and Ecosystem Protection Plan, Capacity Management Policy for Tours and Number of Pax, Tourist Behavior Tips, Guide and Driver Manual, Reporting Mechanisms, among other elements that safeguard biodiversity. Mission, Vision, Sustainable Policies, and Quality, Customer Service, Offer, and Operation Guidelines of the MAGSSC001 Sustainability Manual. External Impact Project: Footprint of the Future Biological Corridor and Ecosystem Reforestation, Naturbanas Routes.	Performance Indicators	Employees, Customers, Suppliers, MINAE (Ministry o Environment and Energy), National Parks.

ANNEX 3

Sustainability Report Swiss Travel 2022



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Table 3. Detailed Table of Material Issues Management Strategy									
Material Theme	Aspirations	Program Name	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach - Outcome mechanism	Affected Stakeholder
Personal and professional development of employees Occupational health	To be one of the leading tourism companies in Costa Rica with the best conditions for employees and their families.	Labor Practices	 Number of training sessions provided Percentage of staff participating Number of accidents occurred Number of HHTs (Hazard Hunt Tours) in the month Days lost due to disabilities 	 Achieve providing 80% of the identified training needs. Achieve 85% staff participation in training sessions. Maintain a low accident rate. 	 HR (Human Resources) HR and Occupational Health Committee" 	5 years	Internal policies and procedures of Human Resources Internal policies and procedures of Occupational Health	Performance indicators	Colleagues and family
Waste	To become a zero-waste-to-landfill company by 2040.	Eco-efficiency	 Number of waste generated Number of eco-friendly products 	 Reduce by 4% annually. Replace at least 1 product per year. Reuse 100% of organic waste generation. 	SustainabilitySupply Chain	5 years*	Waste Management Policy and Manual. We have a collection center for the proper disposal of each type of waste, with each manager authorized by the Ministry of Health.	Performance indicators	Collaborators, suppliers, customers
CO2e Emissions	To become a nationally and internationally recognized carbon-positive company by 2050.	Eco-efficiency	 Quantity of emitted emissions Quantity of emissions offset and reduced by customers 	 Reduce by 4% annually, 20% by the end of the period. Achieve 10% customer participation. 	 Sustainability, Transportation Unit Sustainability, Marketing and Sales 	5 years*	Emissions Reduction through the Carbon Neutrality Management System, in which sources are monitored, controlled, and the reduction action plan is executed. Neutralflight Program, emissions-free vacations.	Performance indicators	Collaborators and customers
Water	To become water positive internally by 2040.	Eco-efficiency	 Quantity of water consumed Quantity of customers offsetting their water footprint 	 Reduce by 4% annually, 20% by the end of the period. Achieve a 10% customer participation rate. 	 Sustainability and Maintenance Sustainability, Marketing, and Sales 	5 years*	The company has its sustainability policy through which it commits to managing the environmental, social, and economic impacts it generates. There is an efficiency plan for water use, which involves implementing preventive and corrective actions, allocating resources for proper management of the water resources used in the company and its daily operations, periodically evaluating it to minimize environmental, social, and economic impacts, as well as ensuring its proper final treatment, complying with current regulations and strengthening the environmental culture among the company's personnel, which will lead to promoting sustainable development within the organization. Water footprint program is part of the water use efficiency plan."	Performance indicators	Employees, suppliers, and customers

ANNEX 3

Sustainability Report Swiss Travel 2022



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Table 3. Detailed Table of Material Issues Management Strategy									
Material Theme	Aspirations	Program Name	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach - Outcome mechanism	Affected Stakeholder
Wastewater	Greater reuse of wastewater in the operational processes of our company.	Eco-efficiency	 Amount of COD (Chemical Oxygen Demand) in wastewater Amount of reclaimed wastewater 	 Maintain it within the standards set by the Ministry of Health Reuse 15% of the wastewater generated during the reporting period 	 Maintenance Maintenance and Sustainability 	Constant 5 years*	Maintenance procedure and internal policies for wastewater management. We have a treatment plant and septic tanks for the treatment of these waters.	Performance indicators	Communities - Customers Employees and Family - Regulators such as MINAI and Ministry of Health
Energy	To self-supply ourselves with renewable energy sources and ensure efficient consumption, to contribute to the energy supply in the rest of the country's communities.	Eco-efficiency	 Amount of energy consumed Amount of energy consumed from solar panels 	 Reduce by 4% annually, 20% by the end of the period. Consume 90% of the energy generated by the panels. 	SustainabilityMaintenance	5 years*	Plan for efficient electricity use. The company has its sustainability policy through which it commits to managing the environmental, social, and economic impacts it generates. There is an energy efficiency plan in place, which identifies energy sources, consumption by location, consumption reduction actions such as changing lighting, policies on the use of air conditioning, and education for both staff and clients.	Performance indicators	Communities - Customers - Employees and Family - MIN/
Local community development	To be a highly recognized company nationally and by our clientele for fostering socioeconomic and environmental development, while reducing the impacts that could affect the communities in which we operate.	Social responsibility	 The operations with significant negative impacts – real or potential – on local communities Number of social impact projects Number of beneficiaries Percentage of operations with local community participation programs 	 1 annual communal benefit project starting from 2023, addressing pandemic impacts, to generate benefits and foster closer ties with communities most visited by our company (e.g., Limón), aiming to enhance our image and reputation positively in the communities where we operate. Develop an annual communal benefit project, focusing on empowering women in the community. 	 Sustainability and Sales Areas 	3 years* from 2023	Beautification Project for Customer Engagement, Responsibility Plan, Sustainability Manual. External Impact Project: Pack for a Purpose, Sifais, Medical Missions, Beautification of Parks in Local Communities, Youth Employment.	Performance indicators	Communities

ANNEX 3

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Contribution to Sustainable Development Goals (SDGs)



Cuadro 4. Cuadro Contribución a ODS A global goal that Swiss SDG`s **Country indicator** "Number of Goals" Content Travel can contribute to 3 SALUD Y BIENESTAR Support research and development of vaccines and Ensure healthy lives and medicines for communicable promote well-being for all at 13 Goals No indicator _/w/♥ and non-communicable all ages. diseases that primarily affect developing countries. PRODUCCIÓN Y CONSUMO RESPONSABLE Promote sustainable Achieve sustainable consumption and production 11 Goals management and efficient No related indicator α patterns. use of natural resources. Proportion of women and girls aged 15 years and older who have experienced physical, sexual, or Eliminate all forms of 5 IGUALDAD DE GÉNERO psychological violence inflicted by a violence against all women current or former intimate partner in Gender Equality: Achieve and girls in the public and the past 12 months, disaggregated Ø gender equality and 9 Goals private spheres, including by form of violence and by age. empower all women and Proportion of women and girls aged trafficking and sexual girls. 15 years and older who have exploitation, and other types experienced sexual violence inflicted of exploitation. by someone other than an intimate partner in the past 12 months, disaggregated by age and location of incident. Take urgent and significant action to reduce habitat degradation, halt Promote sustainable use of biodiversity loss, protect threatened species, and prevent their extinction. terrestrial ecosystems, combat desertification, halt Number of threatened species 12 Goals Adopt urgent measures to end and reverse land by type of species. poaching and trafficking of protected degradation, and halt flora and fauna species and address biodiversity loss. illegal demand and supply of wildlife products.

ANNEX 4

Country status	Swiss Travel's aspiration	Indicator	Measurement of the indicator	Goal	Term
As of November 14, 2020, there were: 123,223 confirmed cases and 1,546 deaths.	Supporting the country's strategies to protect the health of tourists and communities from infectious diseases such as COVID, through the implementation of internal protocols and those of our suppliers, and supporting campaigns to increase civil security in the country (against crime).	Incidence rate of new Covid diagnoses in the company.	Monthly	Achieve a monthly positive case rate of less than 5%.	2 years
Data not available.	Contribute to our value chain by promoting sustainable tourism production at the destination.	Number of suppliers certified in CST, PBAE, and CN.	Annual	Increase the total number of sustainable suppliers the company already works with by 5%.	5 years
The percentages of women aged 18 and older who were victims of physical and sexual violence by men with whom they have not had an intimate relationship, during the last 12 months, were obtained in 2003 with the first Survey on Violence against Women (EVCM), conducted by the Center for Women's Studies (CIEM) of the University of Costa Rica. 4.3% of women over 18 years old were victims of physical violence, and 1.1% of sexual violence, perpetrated by men with whom they have not had an intimate relationship, incidents that occurred in the last 12 months.	Contribute to the country's efforts to reduce cases of violence against minors.	Number of trained personnel Number of suspected cases detected in operation Number of complaints made to authorities	Annual Monthly Monthly	Train 90% of the staff. Initiate the establishment of a baseline year regarding the measurement of suspected cases. Initiate the establishment of a baseline year regarding the demands made by the company to authorities.	5 years
The species considered threatened are those classified according to the IUCN categories as critically endangered, endangered, and vulnerable. The threatened species in Costa Rica increased by 112 species in just one year. There were reported 228 threatened species in 2015, and 340 species were reported for 2016, representing an increase of almost 49%.	Promote within our value chain an ethical approach to wildlife for the long-term sustainability of the tourism business and the protection of biodiversity, leading to positive impacts on the health and economy of the local communities where we operate.	The total number of species listed on the IUCN Red List and in national conservation lists whose habitats are affected by the organization's operations, by level of extinction risk. Number of suppliers that can be worked with and signatories of the code. Number of assessments conducted on suppliers. Number of trained personnel. Number of trained suppliers. Number of clients or individuals reached through the Stop Animal Selfies campaign via information delivery in welcome packages and social media.	Annual	To have identified threatened species affected by the operation of tourist attractions to manage actions subsequently. Offer at least 1 alternative tour of this type in the main destination areas for clients with responsible suppliers. Evaluate 100% of active suppliers as rescue centers for tourist attractions. Train 90% of the staff. Train 60% of the suppliers. Campaign reaching 100,000 people.	5 years





List of species in danger of extinction in Costa Rica



Annex 5. List of endangered species in Costa Rica

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

ANNEX 5

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	
Black-tailed wormsnake	Tree Frog	
Forest pygmy snake	Leaf litter frog (9 species)	More detailed list with scientific names can be found at the following link:
Striped pygmy snake	Poisonous Frog	https://www.conagebio.go.cr/Conagebio/ public/documentos/legislacion/Directric
Leatherback sea turtle	Salamander (12 species)	es/Resolucion92.pdf
Green Turtle	Horned frog	
Hawksbill sea turtle	Dermophis gracilior (3 species)	
Loggerhead turtle		











GRI Index

GRI 1: Fundamentals 2021

GRI Standard	Content		Page
General Contents			
GRI 2: GENERAL CONTENTS 2021	 2-1 Organizational details 2-2 Entities included in the sustainability reporting 2-3 Reporting period, frequency, and point of contact 2-4 Information update or Information restatement 2-6 Activities, value chain, and other business relationships 2-7 Employees 2-9 Governance structure and composition 2-11 Chair of the highest governance body 2-12 Role of the highest governance body in overseeing management of impacts 2-13 Delegation of responsibility for management of impacts 2-14 Role of the highest governance body in sustainability reporting 2-16 Communication of critical concerns 2-17 Collective knowledge of the highest governance body 2-22 Statement on sustainable development strategy 2-23 Commitments and policies 2-24 Embedding commitments and policies 2-25 Processes for remediating negative impacts 2-26 Mechanisms for seeking advice and raising concerns 2-27 Compliance with legislation and regulations 2-28 Membership in associations 2-29 Approach to stakeholder engagement 2-30 Collective bargaining agreements 		1, 5, 12,14,17 5 5 5 51,67 11-17. 14,51,52 23,24,25 23 25 25 25 25 26 23 8 9 18, 26 25,26 5, 26 26 19 26-79 26
		Material Topics	
GRI 3: Material Topics 2021	3-1 Material topics determination process 3-2 List of material topics		26,28,82-89 26,28,82-89
Financial Sustainability			
GRI 3: Material Topics 2021 GRI 202 - Market Presence GRI 203: Indirect Economic Impacts GRI 204: Supply Chain Practices 2016	3-3 Management of Material Topics 202-2 Proportion of senior executives hired from the local community 203-1 Investments in supported infrastructure and services 203-2 Significant indirect economic impacts 204-1 Proportion of spending on local suppliers		30 30 31 31 31 31







GRI	Sustainability Report Su	wiss Travel 2022
Index GRI 1: Fundamentals 2021		
GRI Standard	Content	Page
Ethics and Transparency GRI 3: Material Topics 2021	3-3 Management of material topics	32
GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption 205-2 Communication and training on anti-corruption policies and procedures 205-3 Confirmed incidents of corruption and actions taken	32
GRI 206: Unfair Competition	206-1 Legal actions related to unfair competition and monopolistic practices and against free competition	Not applicable/there
GRI 207: Taxation 2019	207-1 Tax approach 207-2 Tax governance, control, and risk management	is a lot of competition 32 32
Financial Sustainability		
GRI 3: Material Topics 2021	3-3 Management of material topics	34
GRI 416: Health and safety of customers	416-1 Assessment of impacts on the health and safety of product or service categories	34
Protection of Children and Adolesc	ents - Sexual and Commercial Exploitation of Minors in Tourism	
GRI 3: Material Topics 2021	3-3 Management of material topics	45
GRI 408: Child Labor 2016	408-1 Operations and suppliers with significant risk of child labor cases	45
Customer Management		
GRI 3: Material Topics 2021	3-3 Management of material topics	82
GRI 417: Marketing and Labeling 2016 GRI 418: Customer Privacy 2016	417-3 Instances of non-compliance related to marketing communications 418-3 Substantiated complaints regarding breaches of customer privacy and loss of customer data	Omission, there is no indicator Omission, there is no indicator



GRI Index

GRI 1: Fundamentals 2021

GRI Standard	Content	Page
Quality Management		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	82
GRI 416: Health and Safety of Customers 2016	416-1 Assessment of impacts of product and service categories on health and safety 416-2 Instances of non-compliance related to impacts of product and service categories on health and safety	34 34
Gestión Sostenible de Proveedores		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	42, 83
GRI 204: Procurement Practices 2021	204-1 Procurement practices	43
Gestión de Crisis		
GRI 3: Material Topics 2021	3-3 Management of material topics	83-32
Protección de la Biodiversidad		
GRI 3: Material Topics 2021	3-3 Management of Material Topics	57, 58, 59-83
	304-1 Owned-operated sites	Skip, there are no properties of that ty
GRI 304: Biodiversity	304-2 Significant impacts of activities, products, and services on biodiversity 304-3 Protected or restored habitats	57, 58, 59-83 61, 62
	304-4 Species listed in the IUCN Red List and national conservation listings whose habitats are affected by operations	90
Desarrollo Personal y Profesional de	e los Colaboradores	
GRI 3: Material Topics 2021	3-3 Management of Material Topics	50, 84
GRI 404: Training and Education	404-1 Average hours of training per employee per year	50













GRI Index

GRI 1: Fundamentals 2021

GRI Standard	Content	Page
Themes of applicable Thematic Standards that are not material		
Greenhouse Gas Emissions		
Eco-efficiency		
GRI 3: Material Topics 2021	Here are the translations of the listed indicators:	63, 84
GRI 302: Energy 2016	302-1 Energy consumption within the organization 302-3 Energy intensity 302-4 Reduction of energy consumption	67,68 70 68, 70
GRI 303: Water and Effluents 2018	303-1 Interaction with water as a shared resource 303-2 Management of impacts related to water discharge 303-3 Water extraction 303-3 Water discharge 303-3 Water consumption	70,71
GRI 305: Emissions 2016	305-1 Direct greenhouse gas (GHG) emissions (Scope 1) 305-2 Indirect greenhouse gas emissions from energy generation (Scope 2) 305-3 Other indirect greenhouse gas emissions (Scope 3) 305-4 GHG emissions intensity 305-5 Reduction of GHG emissions 305-6 Substances that deplete the ozone layer (ODS) emissions 305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	64,65 63 66 Omission does no Omission does no
GRI 306: Effluents and Waste 2016 GRI 306: Waste generation and significant impacts related to waste 2020	306-3 Effluents and Waste 2016 306-1 Waste generation and significant impacts related to waste 306-2 Management of significant impacts related to waste 306-3 Generated Waste 306-4 Non-waste to disposal	72 73,84 87 73 -74 74 74
GRI 306: Waste 2020	306-5 Waste to disposal 401-1 New employee hires and employee turnover 401-2 Benefits for full-time employees not provided to part-time or temporary employees	52 53
GRI 401: Employment 2016 GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system 403-2 Hazard identification, risk assessment, and incident investigation 403-4 Worker participation, consultation, and communication on occupational health and safety 403-5 Worker training on occupational health and safety 403-6 Worker health promotion 403-8 Coverage of the occupational health and safety management system 403-9 Work-related injury rate 403-10 Work-related ill health	54 ,87 54, 87







