

Sustainability Policy - Palma Real Hotel & Casino

Mission: To offer our clients a service in harmony with the environment, the community and culturally supporting the town economically and socially.

Vision: To become one of the best sustainable hotels in the area that offers a sustainable and quality service to our customers.

Objective: To establish sustainability policies in order to carry out good practices in the social, environmental, cultural and economic fields and achieve an equitable balance between them; implementing good practices that allow to start up processes of continuous improvement.

Scope: Applies to all collaborators, visitors and guests of the Hotel.

Responsible: General Management and Human Resources. Supervision of the Sustainability Manager

Social / Cultural:

☑ This sustainability policy will be mandatory compliance for workers, guests and visitors. Audits will be carried out periodically to verify the adherence to the policies based on specific evidence.

☑ The management of labor relations with the (as) workers will be strictly in accordance with the relevant national legislation.

☑ The personal treatment that the worker will provide to the guest, the visitor and the work colleagues will always be kind, empathetic and positive.

☑ Training for employees in customer service to improve the way to treat customers in order to achieve their satisfaction.

☑ Training on recycling, waste management, CST, Seal of Sanitary Quality, among others.

☑ Support will be given to community activities, as well as donations in activities carried out in schools, schools, institutions, among others.

☑ The Hotel will give preference to people from neighboring communities for the hiring of workers, without distinction of gender, religion, ethnicity or political preference.

- ☒ All types of sexual tourism and child exploitation will be reported.
- ☒ Promote the traditions and customs of the country, as well as the consumption of typical food of our country.
- ☒ Encourage and support local tourism.
- ☒ Work together with the Police to ensure the safety of the community and our clients.

- ☒ Ensure that providers are from the community to promote the local economy.
- ☒ We denounce any illegal activity and we defend and protect children and adolescents against sexual and commercial exploitation.
- ☒ Training for employees regarding the Code of Conduct for the Protection of Children and Adolescents against Commercial Sexual Exploitation in Travel and Tourism.
- ☒ No form of undesirable tourism manifestation that affects the flora, fauna and neighboring communities will be allowed at the Hotel. If cases of sexual tourism and child exploitation are detected, the complaint will be presented to the competent authorities.
- ☒ The entry of people not registered or authorized to the area of the rooms will not be allowed.

- ☒ The cultural activities of the community and the locality are promoted.

- ☒ There is an agreement with the Artisan Association of San Rafael de Heredia to promote their products inside the hotel, both with the collaborators and with the guests.

- ☒ The national workforce is promoted, the sculptures found in the public areas and the mural of the restaurant are elaborated by national artists.

- ☒ Agreement with the community of Las Luisas, they are supported on sustainability issues, they are participants in our trainings and volunteer plan, they are also assisted with loan rooms for meetings or community events, the inclusion of personnel from the community to work in the hotel, and in-kind donations are given to help the community and its activities.

Environmental:

- ☒ Waste and water and energy saving separation program.
- ☒ Use of biodegradable products.
- ☒ Invite guests to be part of the water and energy saving programs.
- ☒ Recycling programs in constant innovation
- ☒ Encourage guests to visit our protected wildlife areas.
- ☒ Participate in reforestation and cleaning campaigns.
- ☒ Use recycled chlorine-free paper. Products that harm the environment are not purchased.
- ☒ We are against the extraction and commercialization of species of flora and fauna, continental or marine.

- ☒ Flora species near the hotel will be identified with their common name, as well as their scientific name and Family to which they belong. There will be accessible documentation for the guest and for the visitor who will provide more detailed information.

- ☒ The water for human consumption will be proven to be potable, so the taking of it will be monitored periodically, with written records and analyzed in the laboratory regularly.

- ☒ Responsible use of water will be promoted within the hotel, leaks and faults will be quickly eliminated, and preference will be given to the use of faucets and toilets that optimize consumption, in addition to the preventive maintenance of the pipes.

- ☒ Housekeeper will continuously monitor the Towel Change Program in the room. If the client puts the cloths over the shower, they are left for the next day. The sheets will be changed every 2 days unless the client requests it or deserves it.

- ☒ Inside the hotel there are no animals in captivity and if any species of fauna is found in or near the hotel facilities, it will be released into the most optimal habitat.

- ☒ Artificial feeding (feeders) to wild animals is not encouraged or allowed, and the client is informed to take them into account when visiting a national park or wilderness area. Law 6084

☒ Staff is trained to be aware when visiting a protected wilderness area to avoid any damage or negative impact, in the same way we inform our clients so that they take it into account during their visits (responsible tourist).

☒ Work will be done to calculate and mitigate the Ecological Footprint issued, and guests and collaborators will be informed of how they can contribute their help

Economical:

☒ The electrical, gas and water installations will be kept in good condition to achieve the proper functioning of the same.

☒ It must comply with the legislation applicable to the company and be disclosed if necessary to employees, suppliers and public interest, such as Law 7600, Code of Conduct, Law against Sexual Harassment, etc. It is also necessary the display of Permits of Operation to the day, urgent fulfillment of sanitary orders, payment of taxes etc.

☒ Local products and, where possible, local suppliers will be purchased.

☒ Work will be done with travel agencies committed to sustainability.

☒ Artisans in the area will be supported and the sale of their products will be promoted in the hotel restaurant.

☒ Responsible consumption of the products used daily is carried out.

☒ Programs to reduce water and energy consumption.

☒ Purchase of more efficient products and with a higher percentage of their useful life.

☒ Reuse paper, try as much as possible to use the 2 parts of the sheets to avoid unnecessary paper waste.

☒ The dishes offered in the Restaurant will be served in the most standardized way possible as established by the recipe.

☒ The company will keep all its tax obligations up to date.

☐ The company will pay in a timely manner the workers' salary obligations.

☐ Hotel workers will receive a minimum of 15 hours of training per year on the topics considered essential for the good performance of their work. The topics of strategic interest are: languages, food handling, customer service, emergency management and first aid.

Palma Real may be a tool to manage any type of social, environmental, archaeological complaint and will give strict follow-up