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MANOA

SUSTAINABILITY POLICY

Arenal Manoa Hotel

Arenal Manoa Hotel is a company in the hospitality industry located in San Carlos, Alajuela, committed to excellence and responsibility. This document includes sustainability policies that serve as a guide for our operations to be sustainable and to identify our impact and improvement opportunities in the economic, social, cultural, and environmental fields. We are aware of the natural ecosystems around us and take on the responsibility of minimizing any negative impact we might have on them through our operations.

Every article in this document describes our strategic approach to meet our objectives, overcome challenges, and identify opportunities.

To carry out our commitment, we propose the following objectives:

1. Identify daily operations that might have a negative impact on the environment to be able to minimize it.
2. Make environmental protection a fundamental aspect to evaluate and implement new activities or services in the hotel, ensuring that new projects follow the highest sustainability standards since their planning phase.
3. Encourage internal and external actors (staff, guests, and suppliers) to actively participate in practices that benefit the environment to create collective consciousness, promote a comprehensive sustainability-based culture, and have a positive impact on people who interact with our business even beyond our borders.

Sustainability Policies of Arenal Manoa Hotel Operations

1. ENVIRONMENTAL FIELD

Section 1.1: Conservation of Biodiversity

Article #1: Preserve the flora and fauna, ecosystems, and landscapes of Costa Rica to promote local biodiversity, and reduce irrigation and the use of pesticides.

Article #2: Encourage people to avoid extracting and commercializing wild products and species, and objects that are part of the archaeological heritage.

Article #3: Encourage people to avoid feeding animals living in their natural environment to keep their natural diet from changing.





Article #4: Prevent unjustified deforestation by avoiding unnecessary tree felling**and encouraging planting new trees with the corresponding labels to make external and internal actors aware of Costa Rica's native species.

Article #5: Promote no smoking areas in the property.

Article #6: Supervise gas consumption of the company vehicles to look for improvement areas and counteract the environmental impact created by the hotel operations.

Section 1.2: Energy Efficiency

Article #7: Install LED lights and occupancy sensors and promote unplugging devices when they are not being used.

Article #8: Encourage using renewable energy sources, like solar energy, to reduce the hotel's carbon footprint.

Article #9: Acquire electrical and electronic devices with modern energy saving technologies.

Article #10: Perform preventive maintenance to ensure optimal device performance and lengthen their operating life.

Article #11: Encourage employees and guests to reduce energy consumption.

Section 1.3: Responsible Management of Natural Resources

Article #12: Manage the sustainable use of natural resources, like water, soil, and energy, by monitoring the corresponding consumption and impact.

Article #13: Place signs in rooms, offices, and common areas to promote awareness regarding water saving among guests and employees.

Article #14: Optimize water consumption through a pipe condemnation system.

Article #15: Check pipes on a regular basis to avoid leaks and waste.

Article #16: Implement a water treatment plant to purify sewage water, and the use of biodegradable products.

Section 1.4: Sustainable Tourism

Article #17: Lead sustainable tourism initiatives to promote the conservation and appreciation of the natural environment.





Article #18: Make donations for cleaning campaigns, communal help, and environmental activities for the benefit of the community.

Article #19: Encourage the hotel employees to participate in voluntary work for environmental programs in the community.

Article #20: Get international sustainability certifications.

Section 1.5: Effective Waste Management

Article #21: Implement a comprehensive waste management system.

Article #22: Establish rules to reduce waste and encourage recycling among our staff and guests.

Article #23: Favor the purchase of biodegradable products.

Section 1.6: Environmental Education

Article #24: Give educational talks about the importance of flora and fauna conservation to the employees.

Section 1.7: Impact on Biodiversity

Article #25: Evaluate the environmental impact before developing construction projects.

Article #26: Collaborate with local conservation organizations to protect biodiversity.

Section 1.8: Gas Emission

Article #27: Implement actions to measure and control greenhouse gas emission sources in our daily operations to minimize the impact and consequences on the environment.

Section 1.9: Noise and Light Pollution

Article #28: Execute operations with greater impact during the daytime to reduce noise inconveniences at night.

2. SOCIOCULTURAL FIELD

Section 2.1: Local Employment Generation

Article #29: Prioritize hiring people from the community complying with the current labor laws.

Article #30: Professionally train and develop residents of the area to encourage personal and professional growth.



Section 2.2: Local Culture Promotion

Article #31: Teach guests about local history and culture to promote mutual respect and understanding.

Article #32: Support cultural, sport and environmental activities in the community, and work in collaboration with other nearby communities to acquire local handcrafted products and participate in cultural events.

Article #33: Promote respect for indigenous cultures and traditions by avoiding offensive or inappropriate behaviors and encourage guests to learn about them and their protection.

Section 2.3: Community Improvement Investment

Article #34: Develop and implement social responsibility programs for the benefit of the community and actively participate in sustainable development projects.

Article #35: Partner with local companies that promote physical activity, like gyms and fitness centers, to promote the wellbeing of the hotel employees.

Article #36: Favor local suppliers to purchase supplies and services to support small local and national businesses.

Section 2.3: Respect for Labor and Social Rights

Article #37: Comply with and promote ethical and labor standards among employees, service and product suppliers, and the hotel guests.

Article #38: Promote diversity and inclusion in the workplace by implementing anti-discrimination policies.

Article #39: Look out for and act against the commercial sexual exploitation of children and young people among employees and guests to guarantee a safe and respectful environment.

Article #40: Guarantee fair and respectful work conditions for the hotel staff including fair wages and a safe work environment.

Section 2.4: Promotion of National Tourism

Article #41: Create promotions or offers for national tourists.

Section 2.5: Loss of Cultural Identity

Article #42: Work with leaders in the field to limit those tourist activities that might have a negative effect on the local culture.



Section 2.6: Increased Cost of Living

Article #43: Collaborate with affordable housing programs and support initiatives working for the economic benefit of the community.

Article #44: Support events and initiatives that promote local entrepreneurship and wellness programs for its employees and neighbors.

Section 2.7: Vehicular Traffic in the Community

Article #45: Work with institutions that look for continuous improvement in the community considering their needs and contributing to regional development.

3. ECONOMIC FIELD

Section 3.1: Local Economic Stimulus

Article #46: Favor the purchase of local products and services to support the local economy and reduce costs associated to transportation of goods.

Article #47: Actively participate in community initiatives and local events to strengthen the relationship with locals and attract tourists committed to sustainability.

Section 3.2: Attraction of Tourists and Visitors

Article #48: Implement digital marketing strategies and advertising campaigns to advertise the attractions of this region.

Section 3.3: Tax Revenue Generation

Article #49: Comply with local, national, and international laws and regulations, and reforms, regarding the market.

Section 3.4: Local Tourist Packages

Article #50: Partner with local suppliers of tourist services, like guides, adventure companies, restaurants, and artisans, to include their services in tourist packages.

Article #51: Diversify service offering by including local activities in the tourist packages offered by the hotel to attract a diverse audience and generate additional income.

Article #52: Develop marketing strategies to attract visitors during the low seasons through special offers and promotions in order to keep a constant income flow.

Section 3.5: Local Community Displacement





Article #53: Contribute to the sustainable development program of La Fortuna's Development Association¹ to actively work on community progress regarding infrastructure, economy, culture, and other important areas that are impacted by hotel activities in the area.

Section 3.6: Alliance with External Suppliers

Article #54: Work on creating long term relationships with local suppliers to prevent shortage of essential products and services for the hotel operations.

Section 3.7: Increase of the Operational Cost

Article #55: Commit to the continuous improvement of the hotel operations and functions.

Article #56: Consume products and services used in our daily work tasks responsibly.

Article #57: Keep in mind and satisfy the explicit and implicit needs of our guests by efficiently paying attention to details.

Article #58: Meet the standards established in the KPIs of the sustainability committee.

The sustainability guidelines of Arenal Manoa Hotel cover comprehensive commitments in the economic, environmental, and sociocultural fields. These policies reflect the philosophy of a sustainable business taking into consideration the environmental and social impact. The hotel aims to be an example for the hospitality industry and the community by significantly contributing to building a more sustainable future.

Person in charge of policy implementation: Arenal Manoa Hotel Sustainability Committee

People in charge of complying daily with the policy: Arenal Manoa Hotel active employees and external agents.

Table I. Regular Tracking of Arenal Manoa Hotel Sustainability Policy

Update Date	Person in Charge	Observations
June, 2019	Nathalie López Mora	Update.
June, 2020	Nathalie López Mora	No observations – Pandemic.
December, 2021	Nathalie López Mora	Analyze in more detail the policy and the environmental field in the next staff training to make sure that processes are better understood and followed.
February, 2022	Nathalie López Mora	Update.
July 2022	Nathalie López Mora	Compliance. No observations.

¹ Asociación de Desarrollo Integral de La Fortuna





December, 2023	Nathalie López Mora – Silenia Cedeño Rodríguez	Update. Missing or in progress environmental, sociocultural, and economic policies were added.
January, 2024	Nathalie López Mora – Silenia Cedeño Rodríguez	Update. Policies were edited separately and organized in the corresponding sections to facilitate understanding of the guidelines for every area.

