

Sustainability Report 2021

Hug each other, laugh, talk and travel where common actions for many before the pandemic. After this pause, we were longing again for this life, and this wish gave us strength and resilience.

2021 came up with fewer restrictions to travel, which allowed us to reunite once again with family and friends to enjoy nature, creating new memories in this new reality.

For Swiss Travel, this year represented the recovery process.

Once again, we were able to help our clients to experience the peace and wellness of our country, with quality service and high safety standards.

Travels change lives, open minds, makes new friends, strengthens our confidence, and teaches us our place in the world, creating respect for others and our planet.

We invite you to travel!

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Swiss Travel Team.



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ABOUT THIS REPORT

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

Swiss Travel is a receptive travel agency that year after year creates this report to be accountable to the company's stakeholders.

Here we show the results of positive and negative impacts at social, environmental and economic level, and their relation to the Sustainable Development Goals (SDG).

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

This report covers the 2021 management of all our locations: Central Office located in Santa Ana and our Regional Headquarters in Guanacaste and La Uruca transport headquarters.

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

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

You can also find us at www.swisstravelcr.com



Swiss Travel and the COVID-19 Pandemic in 2021

After the COVID-19 outbreak in March 2020, Swiss Travel activated its Emergency Plan to deal with the pandemic and face its impact on the business. We established these phases:



2020

Our efforts focused on Reaction and Resilience.

2021

We entered the Recovery phase for our operations, economy and reactivation of some of our social and environmental actions affected by the pandemic.

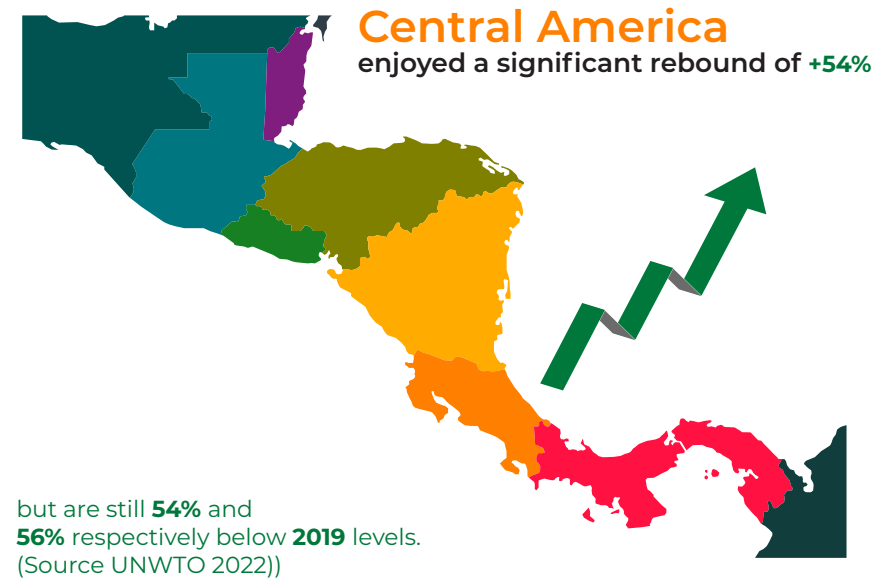
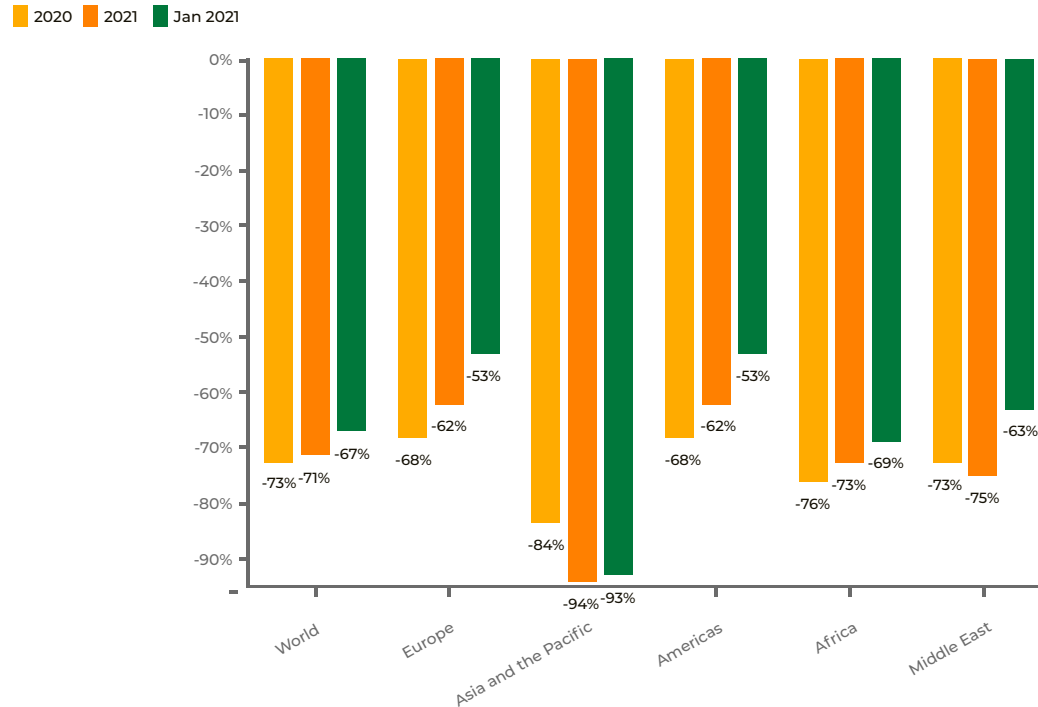
Tourism Behavior World Wide

The World Tourism Organization (UNWTO) predicted a 4% growth in international tourism arrivals by 2021, but arrivals remained 72% below pre-pandemic levels.

Recovery is slow and uneven due to varying degrees of mobility restrictions, vaccination rates, and traveler confidence in different destinations. (Source UNWTO, 2022)

Tourism Behavior 2021 UNWTO

International tourist arrivals (% change over 2019)



Source: World Tourism Organization (UNWTO) © * Change over 2019 (provisional data)
Data as collected UNWTO, March 2022. Published: 25/03/2022

Economic Contribution of Tourism in 2021

(Measured in direct gross domestic product from tourism)

2019

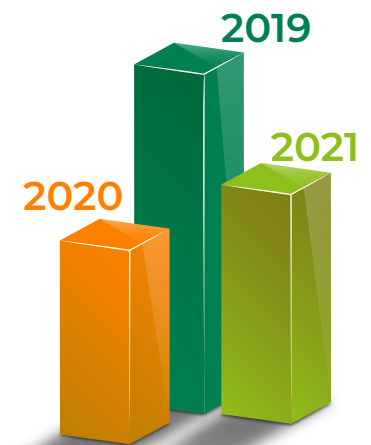
\$3.5 trillion

2020

\$1.6 trillion

2021

\$1.9 trillion



(Source UNWTO, 2022)

Generalities

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Economic

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Personal

Clients

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Annexes

Projections for 2022

According to a survey applied by the UNWTO to the tourism sector
The majority of tourism professionals:



61% see better prospects for 2022



58% expect a rebound in 2022, especially during the third quarter



42% foresee a possible rebound until 2023.

A majority of experts (64%) now expect international arrivals not to return to 2019 levels until 2024 or later, up from 45% in the September survey."

(Source UNWTO, 2022)

"The recovery of tourism taking place in many markets, especially in Europe and the Americas, together with the widespread deployment of vaccination and a major coordinated lifting of travel restrictions, could help restore consumer confidence and accelerate the recovery of international tourism in 2022." (Source UNWTO, 2022).

"While international tourism recovers, domestic tourism continues to drive the sector's recovery in a growing number of destinations, particularly those with large domestic markets. According to experts, domestic tourism and travel close to home, as well as outdoor activities, nature-based products and rural tourism are some of the main travel trends that will continue to shape tourism in 2022." (Source UNWTO, 2022)

Behavior in Costa Rica

"In 2021 Costa Rica recovered over 52.5% of the tourism that entered by air and from all routes (air, land and sea) prior to the pandemic. Representing 42% of the tourist arrived in 2019. 2021 closed with 1,347,055 tourists, of which 94% (1,270,483) arrived by air, exceeding the projection that had been established in 2020 of 1.3 million visitors."

(Source: ICT, 2022)

"Numbers for 2021 show that we have advanced on a sustained path to reactivate the sector, recovering jobs and the economy in atypical times. This forces us to continue to be strict in the application of sanitary protocols in order to remain a reliable destination, hoping that in 2022 the joint work and management of the pandemic in the country and in our source markets will allow us to continue with the recovery of tourism" according to Gustavo Alvarado, Minister of Tourism.

(Source: ICT, 2022)



Swiss Travel Status

From January to April 2020, we had a positive high season, but after the COVID-19 outbreak, sales decreased 56% in comparison to 2019.

By 2021, we reached 36% of the total sales obtained in 2019, with only 40% of customers as 2020.

According to ICT and UNWTO projections (2020), estimates says that it will take until 2024 to reach the levels of sales and tourists movement that existed in 2019.

Swiss Travel Status

In 2021, five fundamental lines of action were determined:

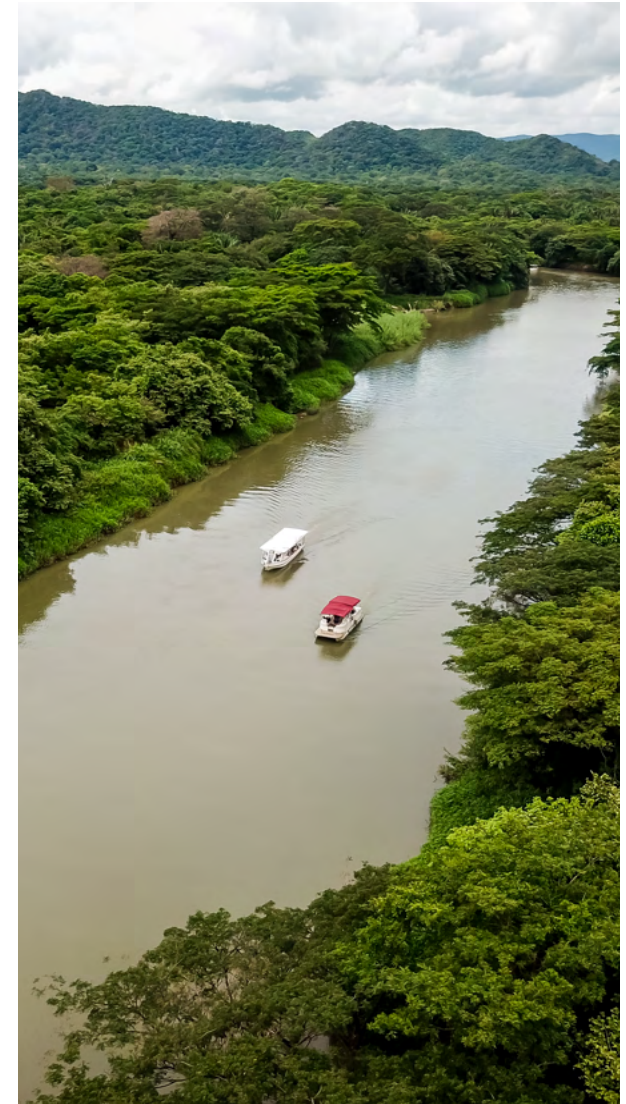
- **Recovery of the operation and the economy:** with a strategy of reallocating resources to allow business reactivation and stimulate demand.
- **Hiring:** the process of rehiring personnel began. 2021 closed with 202 people in our staff, 68% compared to 2019. A hybrid work from home and at site mode began, with three days at site during high season, and two days at site during low season.
- Continuity of work done to material issues in previous period, mainly in the conservation of wildlife in alliance with CONAGEBIO and CANAECO.
- Impact Projects and volunteering stopped due the lack of economic and staff resources, along sanitary restrictions.
- Despite of Pandemic, seven webinars and 14 visits to clients in Spain took place. We were part of

international fairs such as Motivation Luxury Travel Mart in Los Sueños, Costa Rica; IMEX America in Las Vegas, USA; FITUR in Madrid, Spain, and in a virtual fair for Virtuoso clients.

This report shows all priority executions taking into account the limitations presented by the pandemic. The Sustainability Strategy will update with consultation to stakeholders based on the new reality, to execute in the coming years as recovery allows.



With the Accent on Service



Main achievements during this period



- 36% recovery in sales compared to 2019, as the opening of the pandemic restrictions allowed.
- 80% update of the management system.
- Review of financial health, reactivation strategy and maintenance of cash flows.
- Review of sustainability strategy objectives not achieved due to the pandemic.



- Return to office with a mixed model WFH-Office.
- Opening of available positions before pandemic, giving priority to people who were previously part of the staff, with 68% more of staff than 2019.
- Return to full time work schedule.
- Local communities received a total of \$57,753 in salary payments.
- Twelve cases of Covid among employees, 8.27% of staff.
- \$6,561,980.88 transferred in payments to suppliers, of which \$4,527,766.81 went to suppliers with 69% national capital.
- 164 hours of training to staff.



- 218.48 tons of gases avoided, thanks to the reduction plan executed in 2019 and 2020 (measurements are made one year after).
- The Wildlife Protection training to 369 people related to tourism in Costa Rica, in partnership with CONAGEBIO and CANAECO, as a follow-up to the "Stop Animal Selfies" campaign and stronger management in biodiversity protection.
- This project made Swiss Travel the first receptive tourism operator company to obtain the Blue Flag Biodiversity Category in 2021.
- Contribution of \$26,226 to the national system of conservation areas through the purchase of tickets.
- 4% reduction in electricity consumption compared to 2020 and 49% compared to 2019. The solar panels generated 136,317.74 kWh, which meant savings of 13% (\$13,711.28) compared to 2019.
- Water consumption decreased by 57% compared to 2019, saving 41% in bills for water consumption, for a total of \$3,884.40.
- 40% reduction in waste compared to 2020, and 71% less compared to 2019.
- 659 less reams used, 80% less compared to 2019 for a savings of \$2,516.68 and 38 mature trees not cut down.

ECONOMIC
AND GOVERNANCE

SOCIAL

ENVIRONMENTAL

Message from our President

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

2021 was challenging and at the same time hopeful. Challenging because there was no high season and the economic situation was more complex compared to 2020. Hopeful because with the vaccination process, the opening of airports and the slow return of airlines, the company's operation was able to begin its recovery.

This recovery has been possible thanks to the great effort of our team of talented employees and their incredible capacity for resilience. To all of you I extend my deepest gratitude.

Our value chain, along with strong suppliers, allowed us return to activities; added to the great effort made by the Costa Rican Institute of Tourism to attract airlines to the country again, through lifting restrictions, and of course, the great management of the Ministry of Health in containing the virus in the country.

This situation allowed us to visualize our strength, not only as a destination, but also as a company and allowed us to rethink the way we work, look for new market niches, but without neglecting the importance of sustainable management to stay at the forefront of the activity.

For Swiss Travel, being able to design packages so that a person can enjoy their vacations in Costa Rica does not only mean the coordination of experiences, it goes much further. We solve important needs and desires of our clients and change their lives.

Having the opportunity to offer people a rebirth through travel is a pleasure. This is our mission that emphasizes the service we provide to our customers, operating under a sustainable approach.



Main Challenges and Opportunities

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

2021 brought new challenges and opportunities:

Positive impact:

- Hiring opening.
- Supplier payments continued.
- Full time work schedule after time cuts.
- Greater capacity for online workshops and development of a learning program.
- Increase in work productivity.
- Innovation to simplify processes and client loyalty.



ECONOMIC AND GOVERNMENT

- Review of continuity plans and establishment of recovery objectives.
- Review of financial health and reactivation strategy.
- Sustain cash flows.
- Loan approval for operation continuity, thanks to good management and assets available as collateral.
- Restoration of traveler confidence to resume travel.
- Remote work policy and implementation, availability of technological equipment that the staff was going to use from their homes.



ENVIRONMENTAL

- Keep projects working without budget
- Train and keep staff engaged who, due to the return to office and normal operations, reduced the time available for these tasks.
- Request for extension of carbon-neutrality certification audit due to lack of budget.



SOCIAL

- Loss of personnel due to the return to face-to-face and full-time work, among other reasons, which was not attractive for employees with other jobs.





ABOUT US

Corporate Government

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

Our Corporate Government is formed by:



Emilia Gamboa - *President*


Patricia Gamboa – *Chief Executive Officer and Chief Sales & Marketing Officer*

José Madrigal - *Comptroller General*

Geovanny Salas – *Chief Financial Officer*

Luis Diego Hidalgo- *Chief Operation Officer*

Melania Rodríguez – *Chief Human Resources Officer*

A man with dark hair and a beard, wearing a grey t-shirt, is holding a small tree sapling in a black plastic nursery bag. The sapling has several green leaves, some of which are slightly damaged or yellowed. The background is a blurred green field with trees in the distance.

“Sustainability must be an integral and transversal part of organizations. With the support of each department of the organization, something fundamental to be able to guarantee the long-term continuity of the business, and at the same time, contribute to enriching the quality of life of the stakeholders with whom the company is related and the conservation of the planet, so that future generations can enjoy what we all have today. That is why investing in sustainability is investing in life”.

Jeldryn Vargas, Swiss Travel Sustainability Manager.

Our team of Coordinators



Allan Zúñiga
IT



Alexander Fuentes
MAINTENANCE



Jeldryn Vargas
**SUSTAINABILITY AND
QUALITY**



Kit Wan
OPERATIONS



Erick Bejarano
OPERATIONS GTE



Lincy Calderón
PRODUCT



Maribel Alpizar
ACCOUNTING



Maria José Céspedes
**TRANSPORTATION UNIT
MANAGER**



Rolando Campos
SALES DIRECTOR



Betsabé Gómez
GROUPS



Fabián Quirós
CRUISES



Daniel Castro
FIT



Esmeralda Espinoza
LOCAL SALES



Laura Carmona
INCENTIVES



Carlos Montero
MARKETING

Who we are?

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

Servicios de Viajeros Suiza S.A.

Leading Company in Costa Rica in operation of receptive tourism and design of tour packages and itineraries.

- Complete destination management, customized products for independent travelers, groups, incentives, corporate services and cruise ships.
- Our philosophy and operations focus on respect to the environment, development of communities and profitability of business.

Our Name

- A Swiss man fell in love with Costa Rica for its nature, peace and tranquility for which it is recognized as the “Central American Switzerland”. This is how Swiss Travel Service acquires its identity.

Our history

Since 1972, the Swiss Travel team has worked to offer a complete selection of excursions around the country, creating adventure programs aimed at the individual traveler, at specific interest groups.

Our services include:



**Special
events**



**Short
tours**



Incentives



**Any kind
of activity**

All with focus on surpass our customers' needs and expectations.

Since its foundation, Swiss Travel has worked hard to create an organization capable of providing each of our clients with experiences they expect and deserve. We work to make the expectations of our travelers into ours.

Cruise experts since 1978

We pioneered on one day trips for cruise ships visiting our ports, both in the Caribbean and the Pacific, tending over 500 000 visitors so far.

1978



2022

Architecture of our buildings show our folkloric past.



Technology

We have the most advanced technological advances and a fleet of conditioned buses to meet and exceed the needs of our customers.

It is for these reasons that today Swiss Travel is renowned as the best tour operator in Costa Rica.

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Differentiating points

Warranty
Trajectory
Quality of Service
Formality
Renown
Experience
Sustainable Commitment
Back
Efficiency
Teamwork
Professionalism
Proactivity
Security
Knowledge
Respect
Leadership
Confidence

Headquarters and company size

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



Headquarters: Santa Ana, San José.



Integral Transport Unit (UIT): Uruca, San José.
(Mechanical workshop and dispatch of transport units).



Regional Headquarters: Liberia, Guanacaste.
(Daily tours sales).



Experience in tourism management since 1972



Staff:
202 people (2021)



Six Sales Channels:
Groups, Corporate, Incentives, FITS, Cruises and Local Sales

What do we do?

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

Tourist Advice:

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



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

Ensuring that the hotels, tours and areas to visit meet quality criteria and offering Assistance Service during the customer's stay in the country, 24 hours a day and 365 days a year, guaranteeing the security and tranquility of our clients.



Guided Service:

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



Transportation:

Swiss Travel has one of the largest and most modern fleets of tourism vehicles in Costa Rica. These vehicles range from automobiles for the transport of individual passengers, to minibuses and fully equipped buses for up to 50 passengers. Eight of our largest buses also offer ramps designed for people with limited mobility, and our drivers have received proper training for their care.



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

Sales channels by type of customer

FITs:

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



GROUPS:

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



CRUISES:

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



CORPORATE:

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



LOCAL SALES:

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



INCENTIVES AND MEETINGS:

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



Markets

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

Our main markets are:



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

Changes in traveler behavior in times of COVID-19

Short-lived trends or here to stay?



Younger travelers most resilient

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



More responsible

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



Closer

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



New Concerns

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



Escapada

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



Last minute

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

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

Supply chain

This material refers to the contents GRI 102-9 of GRI 102: General Contents- Organization Profile 2016



Everything begins with Market Research, by the Marketing area, to determine with the help of the Sales Management the services of interest to the client. We proceed to carry out the search for the attraction to build it into a tourist product, through the Research and Product Development area.

Through our Product department, contracts are signed with suppliers, and travel packages are designed to be offered through the various Sales Channels.

Wholesalers or retailers offer our services to the Client or Final Tourist, who enjoys their vacations discovering the beauties of Costa Rica.

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

- Guides
- Tour Operators
- Transport
- National Parks
- Hostelery

69% of our suppliers are from National Capital, distributed throughout the country. Supplier payments reached \$6 561 980.88 during 2021.



Organizational changes

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

The main changes in the Organization during this period are:

Implementation of mixed work modality (WFH-Office): Office work was reinstated, supported by a remote work policy as follows:

- From February 15 to June 2021, the staff was working part time and only came to the office one day.
- From June 2021 to November 2021, the company returned to the full-time shifts and increased to two days of work at offices.
- December 6, 2021, work began three days in the office and two at home, all staff returned full-time and under these modalities continue until now.

Change of reservations system: from the end of 2020 and throughout 2021, a new reservation system began implementations, with training process and adjustments. During 2022, the system will be fed, in order to continuously improve the service provided.

Amount of personnel: Increase from 173 employees in 2020 to 202 employees by December 2021. This is 41% of the total number of employees in January 2020 (342).

Process optimization: adjusting procedures and areas to perform tasks more efficiently, for example, operations assumed customer service, blockings, operations and logistics.

AFFILIATIONS AND ASSOCIATIONS

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

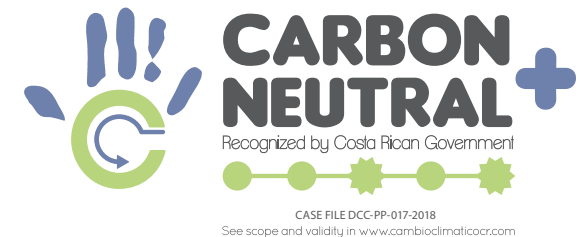
The company is enrolled to:



Certifications



Bandera Azul Ecológica
COSTA RICA



Elite level

6 Stars & 1 Green

Highest
certification level

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Corporate Framework

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

Values, principles, standards and norms of conduct

Mission

“Emphasis on service”
Exceed customer expectations, delivering the service they want.

Vision

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

Tourist Sustainability Policy

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

Values



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



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



Teamwork: Under a single purpose, commitment, involvement, trust, processes and communication.



Customer Orientation: We strive to understand the needs of our customers to meet and exceed their expectations.



Ethics: We seek the most sincere, honest and professional behavior among our peers and clients.



Responsibility and Conservation: We carry out our activities in a responsible manner, based on our principles of sustainability and good practices to ensure business continuity and the conservation of our natural and cultural resources.





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

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

Precautionary approach

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

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

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

organization and the Tourism Sustainability Policy.

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

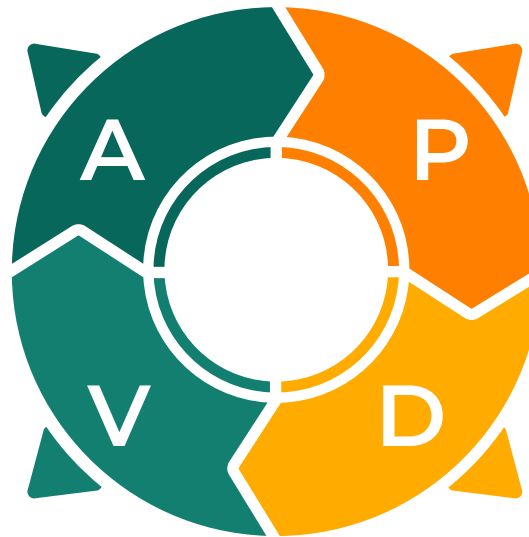
Through the application of the Deming methodology: Plan, Do, Verify and Act (P.D.V.A) it is possible for the organization to complete work cycles before setting more challenging objectives.

Act:

take actions to continually improve process performance.

Verify:

monitor and measure processes and products.



Plan:

establish the objectives and processes necessary to achieve the results.

Do:

implement the processes.

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.

Ethics

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

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

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

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

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

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



OUR STRATEGY

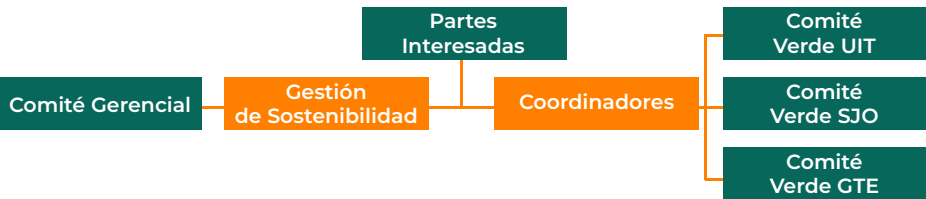


Governance Structure

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

Our Corporate Governance has a Management Committee figure made up of the General Management, with Patricia Gamboa, Operative Management, with Luis Diego Hidalgo and Comptroller with Jose Madrigal. The members prepare a Corporate Strategic Plan. 50% of the members of the management committee are from the local community of Ciudad Colón and Santa Ana.

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



The Sustainability area studies the impacts or material issues that the operation of the company generates in environmental, economic and social matters, taking into account the consultation of interested parties to prepare work plans and budgets. This plan is shown to the strategic committee for analysis, adjustment and approval.

Approved plans are executed by the managers of each area, to achieve sustainability goals, sustained by internal actions through a Green Committee formed by staff of all levels.

Responsibilities of each area:

Management Committee: is responsible to:

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

profitability.

- Establish a vision, policies and strategic objectives and tourism sustainability consistent with the *raison d'être* of the organization.
- Approve budget for the execution of the action plan.
- Get each of its members to lead their process by example to develop trust among staff.
- Follow up on the corporate strategic plan.

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

Stakeholders: feed the sustainability strategy with material issues.

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

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

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

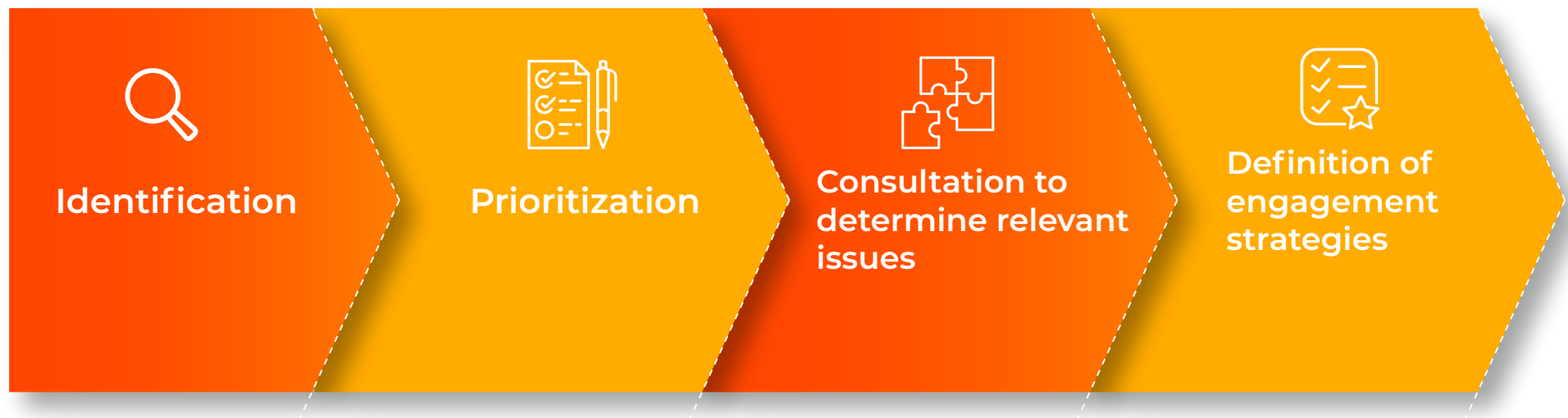
Stakeholders

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

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



This process is made through:



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

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

In July 2020, the stakeholder groups and their members were reviewed, the solidarity associations and the media were added as an interested party, the group of auditors name was changed to External Auditors, with a total of 15 interest groups, without changes since then.

Their prioritization is shown below:



- 16 • Clients
- 15 • Colaboradores y Familia
- 14 • Gobierno: Ministerios, Instituciones, Municipalidades
- 13 • Junta Directiva, Inversionistas, Bancos
- 12 • Asociación Solidarista
- 11 • Audidores Externos
- 10 • Proveedores
- 9 • Servicios Públicos
- 8 • Comunidades
- 7 • Reguladores
- 6 • Representantes Comerciales
- 5 • Cámaras & Asociaciones de Turismo
- 4 • Medios de Comunicación
- 3 • Organizaciones de Apoyo & Aliados
- 2 • Competidores

Consultation to stakeholders in 2020

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

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

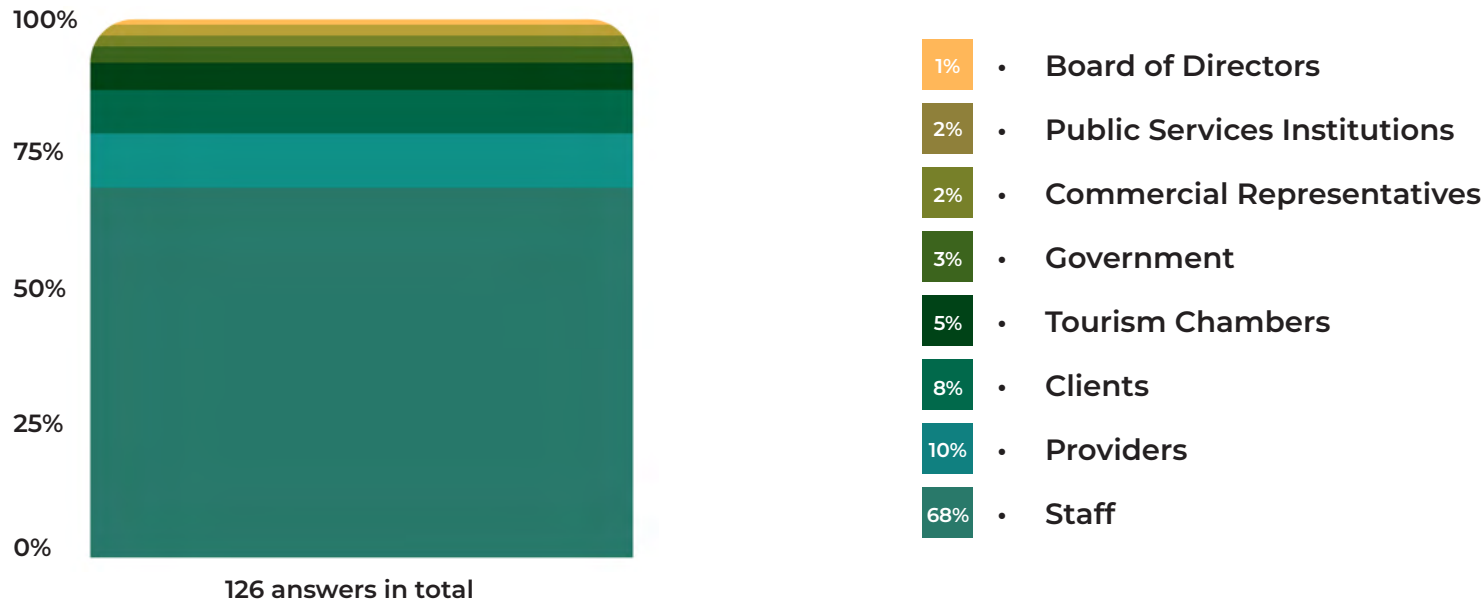
The topics were environmental, social and economic areas. The stakeholder surveyed prioritized each topic on a scale of one to five, with the possibility of repeating the weighting on the topics, in order to not force them to put one or five relevance to a topic, when for them the relevance was different.

A glossary in English and Spanish explained each topic in consultation, so in the event that an interested party did not understand a topic, they could use the reference glossary.

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

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

Grph 1. Percentage of Responses Received in survey of stakeholders, Swiss Travel, 2020



Consultation with Interested Parties

Cada grupo de interés, está compuesto por organizaciones, personas, entidades y cada una de ellas tiene categorías de relevancia, por lo que se consultó a las de prioridad más alta, para un total de nueve partes interesadas a consultar.

En esta ocasión se debió dejar por fuera a las comunidades, ya que no contábamos con contactos directos de Asociaciones de Desarrollo o líderes comunales que pudiera brindar sus respuestas en función de los intereses globales de la comunidad. Adicionalmente el contacto se dificultó a causa de la pandemia y restricción de acceso a internet en muchas de las zonas.

La Asociación Solidarista se incluyó como parte de los colaboradores.

También se incluyó en la consulta a los Representantes Comerciales y Cámaras y Asociaciones de Turismo, por solicitud de la Gerencia General.

De una población total de 371 organizaciones, se determinó una muestra de 44 respuestas en total, pero se obtuvo un total de 183 respuestas. 33% se eliminaron por estar incompletas o haber marcado todos los temas como muy importantes, para un total de 123 respuestas efectivas, 64% más de la muestra determinada.

Para las partes interesadas los temas materiales más relevantes que Swiss Travel debería trabajar son:

Graph 2. Most Important topics for Stakeholders
Swiss Travel, 2020

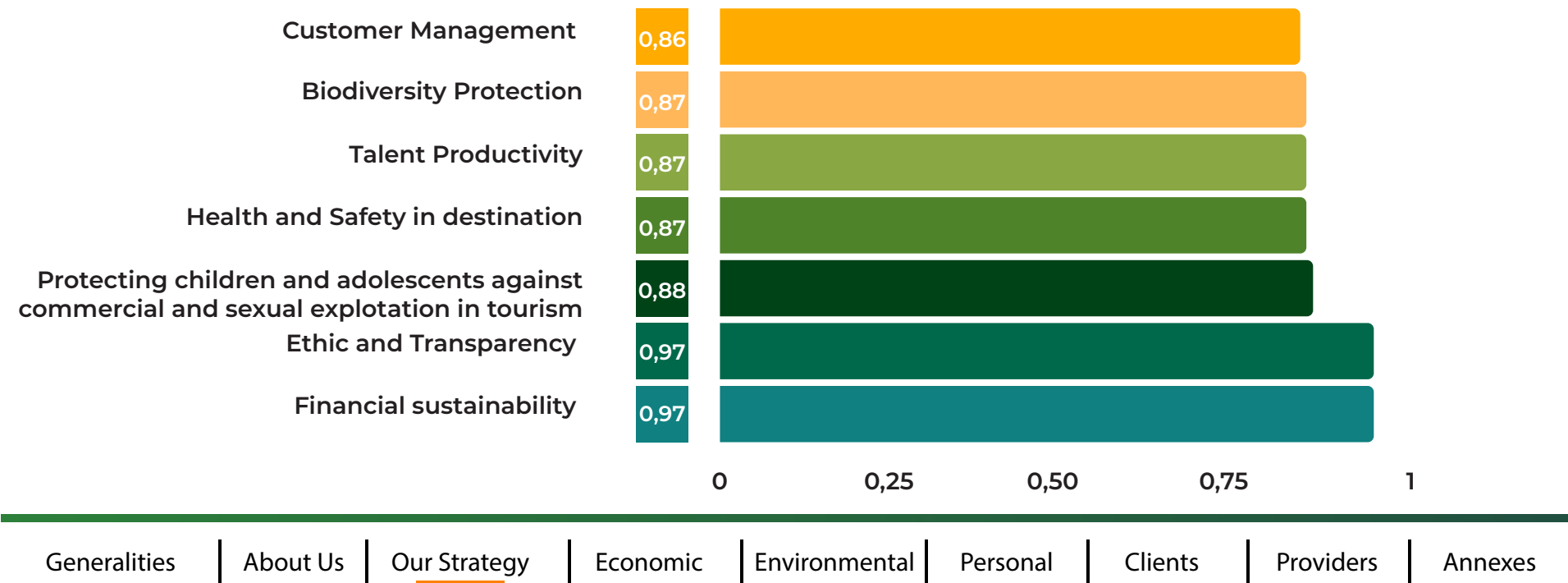


Chart 2. Communication mechanisms with stakeholders

Stakeholder	How we inform you	How we listen to you	Relevant Issues identified by the stakeholders in order of priority	What we have done
Clients	<ul style="list-style-type: none"> Email Sustainability Report Sustainability Website International and National Tourism Fairs Newsletter Social Networks 	<ul style="list-style-type: none"> Email Contact us on websites International and National Tourism Fairs Customer Service Surveys Social Networks WhatsApp 	<ul style="list-style-type: none"> a. Financial Sustainability b. Biodiversity and Ecosystem Protection c. Health and Safety (Covid -19 and security) d. Customer Management (vivencial experiences) e. Profesional and Personal Development of Employees f. Cultural Heritage Protection g. Community Relations h. Environmental awareness i. Eco-efficiency (efficient Resources Use) 	<ul style="list-style-type: none"> a. Strategies for maintaining Cash Flow b. Support to Stop Animal Selfies Campaing of the Enviromental and Energy Govermental Institution (MINEA, Acronysim in spanish) c. Anti covid protocol in operation and offices d. Emphasis on service, electric route program and design of experiential experiences (tours) e. Annual training and development program for our staff f. Trainings of Cultural Heritage Protection to our staff and financial support to those sites, throught client visitation. g. In 2020, it was not possible to continue with social responsibility programs, but we continued paying communities providers, thus they could continue operations. h. Annual Training Program for staff and messages to clients)
Collaborators	<ul style="list-style-type: none"> Email Informative Slates Informative Screens Trainings Sustainability Website Newsletter Sustainability Report WhatsApp Social Networks 	<ul style="list-style-type: none"> Emails and phones lines Staff Meetings Contact us on websites HR Department Green Comittee (execute internal sustainable actions) Social Networks WhatsApp 	<ul style="list-style-type: none"> a. Financial Sustainability b. Employment c. Profesional and Personal Development of Employees d. Eco-efficiency (efficient Resources Use) e. Ethic and Transparency f. Biodiversity and Ecosystem Protection g. Employees Motivation h. Customer Management) 	<ul style="list-style-type: none"> a y b) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. c) Annual training program for staff and growth option d) Certificate of Tourism Sustainability Elite Level, Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica e) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency f) We support Stop Animal Selfies Campaing of the Enviromental and Energy Govermental Institution (MINEA, Acronysim in spanish) g) Employee benefits program updated h) Emphasis on service, innovation and optimization, customer service training i) Waste Management Program.
Government - Regulators - Public Services Institutions	<ul style="list-style-type: none"> Email Sustainability Report 	<ul style="list-style-type: none"> Meetings Emails and phones lines Contact us on websites 	<ul style="list-style-type: none"> a. Environmental awareness b. Ethic and Transparency c. Accountability to Stakeholders d. Innovation e. Equity and Women Empowerment f. Community Relations g. Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism h. Biodiversity and Ecosystem Protection i. Waste Management 	<ul style="list-style-type: none"> a) Annual training program for staff and invitations to participated to our providers. b) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency. c) Sustainability reports are prepared annually and sent to our stakeholders, which details all the management of the company of the relevan issues for the stakeholders and the company, related to our sustainability management. d) Modality "Work from home" implemented. The rest of the projects were stopped due to pandemic, it is expected to be developed in 2021 onwards. e) We have commercials relationships with local providers and Women entrepreneurs, a broader program should be developed with them when financial recovery allows it. f) During 2020 Community programs were stopped due to pandemic. It is expected to reactivate it, when financial recovery allows it. But, despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded. g) We signed the Code of Conduct against Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. h) We support Stop Animal Selfies Campaing of the Enviromental and Energy Govermental Institution (MINEA, Acronysim in spanish). i) Waste Management Program.
Board of Directors, Shareholders, Banks	<ul style="list-style-type: none"> Sustainability Report 	<ul style="list-style-type: none"> Emails and phone lines 	<ul style="list-style-type: none"> a. Ethic and Transparency b. Financial Sustainability c. Employment d. Biodiversity and Ecosystem Protection e. Community Relations f. Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism g. Health and Safety (Covid -19 and security) h. Environmental awareness i. Eco-efficiency (efficient Resources Use) 	<ul style="list-style-type: none"> a) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency b y c) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. d) We give support to Stop Animal Selfies Campaing of the Enviromental and Energy Govermental Institution (MINEA, Acronysim in spanish) e) During 2020 Community programs were stopped due to pandemic. It is expected to reactivate it, when financial recovery allows it. But, despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded f) We signed the Code of Conduct against Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. g) Anti covid protocol in operation and offices h) Annual training program for staff and invitations to participated to our providers i) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica

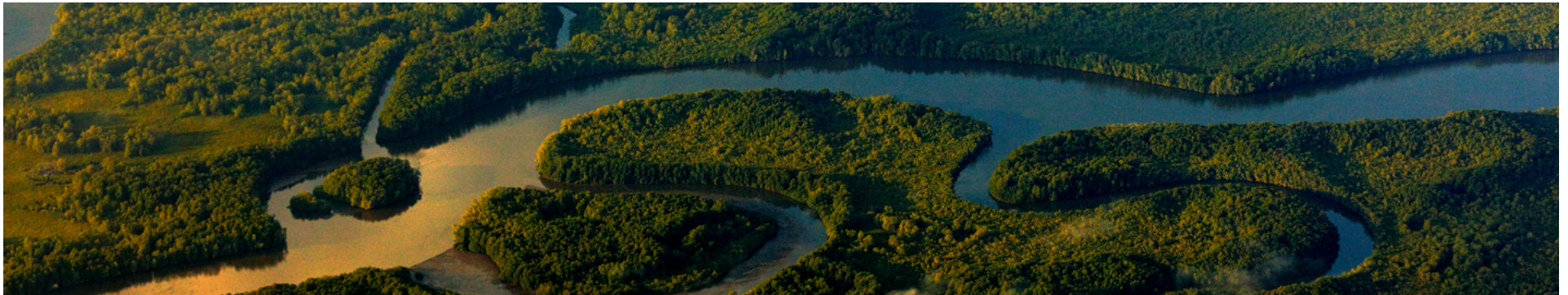
Chart 2. Communication mechanisms with stakeholders

Stakeholder	How we inform you	How we listen to you	Relevant Issues identified by the stakeholders in order of priority	What we have done
External Auditors	<ul style="list-style-type: none"> Sustainability Report Email and phone lines 	<ul style="list-style-type: none"> Email and phone lines 	<ul style="list-style-type: none"> a. Productivity and Talent Management b. Financial Sustainability c. Ethic and Transparency d. Biodiversity and Ecosystem Protection e. Employment f. Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism g. Health and Safety (Covid -19 and security) h. Environmental awareness i. Waste Management 	<ul style="list-style-type: none"> a) Pending to be developed in 2021 onwards due to Covid-19, but in 2020 we implemented "work from home" modality, allowing the empowerment and development of ideas from our staff to improve work b) Strategies for maintaining Cash Flow c) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency d) We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINEA, Acronym in Spanish) e) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. f) We signed the Code of Conduct against Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. g) Anti covid protocol in operation and offices h) Annual training program for staff and invitations to participated to our providers i) Waste Management Program.
Providers	<ul style="list-style-type: none"> Sustainability Report Extranet Email 	<ul style="list-style-type: none"> Meetings Emails and phone lines Contact us on websites 	<ul style="list-style-type: none"> a. Financial Sustainability b. Ethic and Transparency c. Employment d. Quality Management e. Employees Motivation f. Professional and Personal Development of Employees g. Eco-efficiency (efficient Resources Use) h. Biodiversity and Ecosystem Protection i. Waste Management 	<ul style="list-style-type: none"> a) We continue the payments to our providers during pandemic. b) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency c) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. d) Customer Services and Operations Restructuration. e) Employee benefits program updated. f) Annual training and development program for our staff g) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica h) We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINEA, Acronym in Spanish) i) Waste Management Program.
Public Services	<ul style="list-style-type: none"> Email Sustainability Report 	<ul style="list-style-type: none"> Emails and phone lines Contact us on websites 	<ul style="list-style-type: none"> a. Financial Sustainability b. Productivity and Talent Management c. Ethic and Transparency d. Environmental awareness e. Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism f. Innovation g. Community Relations h. Gestión Integral de Residuos i. Eco-efficiency (efficient Resources Use) 	<ul style="list-style-type: none"> a) Protection for the maintenance of Cash Flow. b) Pending in 2021 to develop the program, but in 2020 teleworking allowed the empowerment and development of staff ideas to improve work. c) Maintenance of internal and sustainable policies, audits and management system, and communication to ensure ethics and transparency. d) I support MINEA in the Stop Animal Selfies program and our policies. e) We are part of the ICT and Paniamor Code of Conduct Program, we have a protocol and annual training on the subject. f) Incorporation of Teleworking, the rest of the projects stopped due to the pandemic, it is expected to be developed in 2021. g) Protection for the maintenance of the Cash Flow, to maintain the personnel h) Waste Management Program, including concern for waste new masks. i) Elite Level Tourism Sustainability Certificate and Ecological Blue Flag Program.
Commercial Representations	<ul style="list-style-type: none"> Sustainability Report Social Media 	<ul style="list-style-type: none"> Meetings Emails and phone lines 	<ul style="list-style-type: none"> a. Financial Sustainability b. Ethic and Transparency c. Biodiversity and Ecosystem Protection d. Productivity and Talent Management e. Community Relations f. Sexual exploitation of children and adolescents (CSEC) and Human Trafficking on Tourism g. Customer Management h. Environmental awareness i. Eco-efficiency (efficient Resources Use) 	<ul style="list-style-type: none"> a) We implement different strategies to the maintenance of Cash Flow. b) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency. c) We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINEA, Acronym in Spanish). d) Pending to be developed in 2021 onwards due to Covid-19, but in 2020 we implemented "work from home" modality, allowing the empowerment and development of ideas from our staff to improve work. e) During 2020 Community programs were stopped due to pandemic. It is expected to reactivate it, when financial recovery allows it. But, despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborating with the industry and the economy of tourist destinations, families and communities, also as part of the social responsibility and sustainability on which Swiss Travel is founded. f) We signed the Code of Conduct against Sexual and Commercial exploitation of children and adolescents in tourism years ago, we have a protocol and we did annual training to our staff. g) Emphasis on service, electric route program and design of experiential experiences (tours). h) Annual training program for staff and invitations to participated to our providers. i) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica.

Chart 2. Communication mechanisms with stakeholders

Stakeholder	How we inform you	How we listen to you	Relevant Issues identified by the stakeholders in order of priority	What we have done
Chambers and Associations	<ul style="list-style-type: none"> Sustainability Report Social Media 	<ul style="list-style-type: none"> Meetings Some of our Personal are members of Board Directors of some Tourism Chambers and Associations. 	a. Ethic and Transparency b. Biodiversity and Ecosystem Protection c. Environmental awareness d. Employees Motivation e. Financial Sustainability f. Employment g. Professional and Personal Development of Employees h. Eco-efficiency (efficient Resources Use) i. Health and Safety (Covid -19 and security)	a) Maintenance of internal and sustainable policies, sustainable management system, and communication to ensure Ethics and Transparency. b) We support Stop Animal Selfies Campaign of the Environmental and Energy Governmental Institution (MINEC, Acronyms in spanish). c) Annual training program for staff and invitations to participated to our providers. d) Employee benefits program updated. e) We implement different strategies to the maintenance of Cash Flow, to try to keep the majority of our personnel. f) Annual training and development program for our staff. g) Certificate of Tourism Sustainability "Elite Level", Carbon Neutrality Certification and highest level of the Ecological Blue Flag Program of Costa Rica. h) Anti covid protocol in operation and offices.
Communities	<ul style="list-style-type: none"> Sustainability Report Social Media 	<ul style="list-style-type: none"> Email and phone lines Social Network Tour Group of tour guides, drivers sales agents, and product executives. Contact us en sitios web 	This stakeholder has not been consulted	
Media or Communication	<ul style="list-style-type: none"> Sustainability Report Social Media 	<ul style="list-style-type: none"> Email and phone lines Social Network 	This stakeholder has not been consulted	
Organizations of Support or Allies	<ul style="list-style-type: none"> Sustainability Report Social Media 	<ul style="list-style-type: none"> Meetings 	This stakeholder has not been consulted	

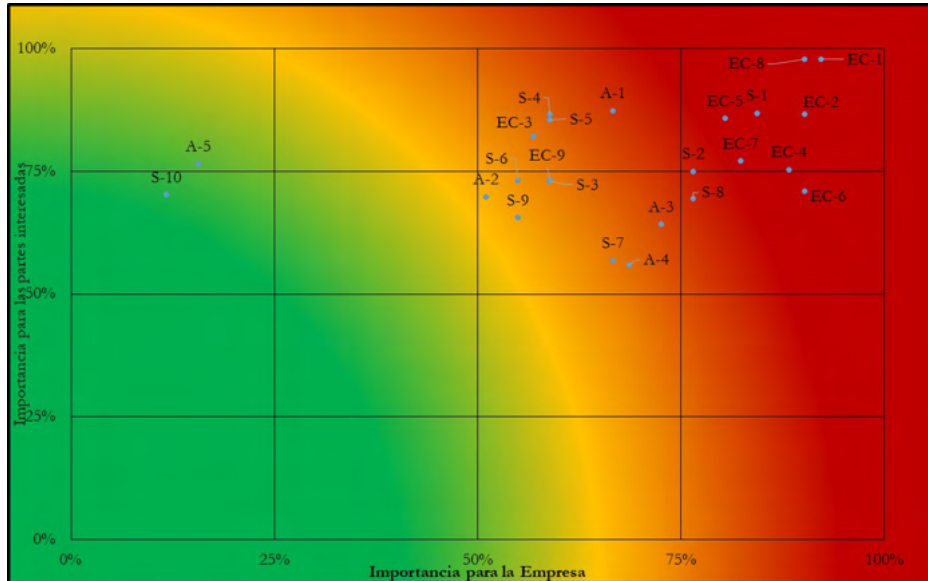
This work will be implemented when the financial situation allows it.



Materiality

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

Swiss Travel has identified its environmental impacts since 2006, but in 2020, it carried out its materiality study to align it with its business strategy, taking into account the consultation of interested parties. This survey resulted in 24 detected topics, of which 10 are priority or material topics.



The Strategy Committee reviewed this strategy during 2022 and its in review process. Due to the pandemic, actions during 2021 focused on:

- a) **Financial health:** review and strategy for reactivations.
 - Recover clients and increase revenues.
 - Reduce spending and operative costs: through maintenance of cash flow, resource reassignment strategy to stimulate demand and allow reactivation.
 - Ensuring financial sustainability

Subject		Importance for company	Importance for stakeholders	General results
EC-1	Financial Sustainability	92%	98%	95%
EC-8	Ethics and Transparency	90%	98%	94%
EC-2	Safety and Health at the Destination	90%	87%	88%
S-1	CSEC 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	Protection of Biodiversity and Ecosystems	67%	87%	77%
S-2	Personal and Professional Development of Collaborators	76%	75%	76%
S-8	Occupational health	76%	70%	73%
S-4	Talent Productivity	59%	87%	73%
S-5	Staff Retention	59%	85%	72%
EC-3	Innovation	57%	82%	69%
A-3	Liquid and Solid Waste Management	73%	64%	68%
EC-9	IP Accountability	59%	73%	66%
S-3	Staff Motivation	59%	73%	66%
S-6	Relations with the Community	55%	73%	64%
A-4	Emissions of greenhouse gases	69%	56%	62%
S-7	Cultural Heritage Protection	67%	57%	62%
S-9	Employment Opportunity and Tourism Offer for people	55%	66%	61%
A-2	Resource Awareness	51%	70%	60%
A-5	Equity and Women Empowerment	16%	76%	46%
S-10	Efficient Use of Resources	12%	70%	40%

b) Clients: focused on satisfying and building customer loyalty, diversifying services and search of new channels. Strategies such as webinars and participation in international tourism fairs to be in contact with clients, despite not having reservations until May 2021.

c) Internal processes: to simplify and automate processes, monitoring of quality and updates to our management system.

d) Learning and growth: staff development focused on:
Improve training
Development of motivational plan
Infrastructure improvements to support the new work reality.

e) Environment: environment protection for the continuity of the business and the enjoyment of future generations: focused on the protection of biodiversity, continuity of other eco-efficiency and carbon neutrality issues, green initiatives for the fulfillment of environmental objectives and goals. Guarantee of environmental compliance during the restart of operations.

f) Community: Training in ICT Code of Conduct.

Continuity was given to material issues worked on since last year, but the destination impact projects and volunteering stopped due the lack of financial resources or the personnel to manage them, added to the sanitary restrictions.

This report shows priority executions, with updates applied to the sustainability strategy using consultation of interested parties. Its execution will be ongoing for the next years, focusing on recovery.



Chart 35. Sustainable Strategy 2021-2025

Material Issue and Impact category A	Aspirations	Name of the Program	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach-Result Mechanism	Affected Stakeholder	Action Plan
Financial Sustainability	Exceeding the financial results of the year 2019	Financial Recovery	Sales Quantity	Recover and exceed 2019 sales	Sales and Marketing Areas	4 years	Financial Strategic Plan	Performance indicators	Board of directors and collaborators, suppliers, communities, clients	SGS-PA-01-V2025
Ethics and Transparency	Maintain the positioning level of the level of trust and transparency of the company	Swiss Ethical and Transparent	Amount of staff, trained partners Efficiency of reporting channels	Achieve 100% training of staff and partners Achieve a rating of 5 for perceived channel efficiency.	HR	3 years	Internal Policies, MAGSSC001 Sustainability Manual and Code of Ethics	Performance indicators	Collaborators	SGS-PA-10-V2025
Safety and Health at the destination	Maintain the feeling of trust and security in customers	Security and health	Number of received customers Number of campaigns	To match the number of clients received in 2019. Launch of 1 safety campaign.	Sales and Marketing Areas Marketing	5 years	MAOPSC004 Protocol in Transportation Services, Transfers, Activities and Excursions and Customer Safety Tips, guidelines for contracting providers	Performance indicators	Collaborators, Clients, Suppliers	SGS-PA-02-V2025
Fight against the Sexual and Commercial Exploitation of minors and Human Trafficking	To be a leading tourism company in actions to protect children and adolescents in tourism	Protecting Children and Youth	Number of trained personnel. Number of suspicious cases detected. Number of external impact programs carried out.	Conduct at least 1 training per year. To get the staff to report any suspicious case.. 1 ongoing external impact campaign or program.	Sustainability	5 years	MAGSSC020 Internal Protocol Code of Conduct against the Sexual and commercial exploitation of minors	Performance indicators	Communities, Collaborators, Suppliers and Clients	SGS-PA-08-V2025
Customer Management	To be a leading tourism company in actions to protect children and adolescents in tourism Maintain high level of quality and customer service provided to our customers	Service Emphasis	Number of customers received. Number of responses to satisfaction surveys.	Exceed the number of clients received in 2019. Obtain 55% feedback from customers.	Sales and Marketing Areas Marketing 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	Clients, Suppliers	SGS-PA-03-V2025

Chart 35. Sustainable Strategy 2021-2025

Material Issue and Impact category A	Aspirations	Name of the Program	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach-Result Mechanism	Affected Stakeholder	Action Plan
Quality Management	Maintain high level of quality and customer service provided to our customers	Quality Management	Number of processes audited. Number of processes with acceptable grade.	To audit 100% of the company's processes. Achieve a 90% score in the last audit of the strategy period for critical processes.	Sustainability, Comptroller, HR, Audit Team	5 years	PCOSC003 Corrective Preventive Actions Procedure, PCOSC002 Internal and External Audit Procedure and Mission, Vision, Sustainable Policy and Quality Guidelines, Customer Service, Offer and Operation of the MAGSSC001 Sustainability Manual	Performance indicators	Clients, Collaborators	SGS-PA-05-V2025
Sustainable Supplier Management	Have the largest number of suppliers committed to sustainability and generate the greatest community impact by hiring local suppliers	Grow Together with Swiss	Number of Value Chain Risks Percentage of sustainable tourism suppliers Percentage of domestic vs. foreign capital suppliers Quantity of sales generated to domestic suppliers	Have a risk matrix. To have 60% of suppliers with sustainable practices or certifications. Exceed 2019 sales for local suppliers.	Sustainability, Product Management, Supply	5 years	PPDSC002 Negotiation and Contracting Procedure, FPDSC006 Negotiation Guidelines for Swiss Travel Tourism Products, Operation Guidelines of MAGSSC001 Sustainability Manual	Performance indicators	Suppliers	SGS-PA-04-V2025
Crisis management	Being a company with a high level of resilience for business continuity	Crisis management	Effective crisis communication. Number of Cancellations. Amount in thousands of dollars lost due to cancellations or programming adjustments. Direct economic losses due to damages in the operation of sales to customers and in the company's infrastructure.	Achieving crisis communication management ranking is: very good The number of cancellations is less than or equal to 10% of the confirmed reservations for the month. The amount is less than or equal to \$10 of the sales made in the month. To achieve losses of no more than \$10,000 and to have a climate change adaptation plan in place by the end of the year.	Sustainability, Operations, Communication, Occupational Health Commission.	5 years	External Emergencies Protocol, Crisis Management Manual (in process)	Performance indicators	Board of directors and collaborators, suppliers, communities, clients	SGS-PA-06-V2025

Chart 35. Sustainable Strategy 2021-2025

Material Issue and Impact category A	Aspirations	Name of the Program	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach- Result Mechanism	Affected Stakeholder	Action Plan
Protection of Biodiversity and Ecosystems	To be leaders in the management of sustainable tourism for the conservation of biodiversity in the country	BioSwiss	Number of staff trained. Number of suppliers trained. Number of clients or people reached by the Stop Animal Selfies campaign . Number of supplier evaluations performed	Train 90% of personnel. Train 80% of suppliers . Campaign reaches 100,000 people Evaluating 100% of active suppliers such as rescue centers for Swiss Travel	Sustainability and Research and Development	5 years	BioSwiss Biodiversity and Ecosystem Protection Plan, policy for handling load capacities per tour and number of passengers, tourist behavior tips, guide and driver manual, complaint mechanisms and other elements that protect biodiversity. Mission, Vision, Sustainable Policy and Quality Guidelines, Customer Service, Offer and Operation of the MAGSSC001 Sustainability Manual	Indicator performance	Collaborators, Clients, Suppliers, MINAE, National Parks.	SGS-PA-09-V2025
Desarrollo Personal y Profesional de Colaboradores	To be one of the leading tourism companies in Costa Rica with the best conditions for employees and their families	Labor Practices	Number of trainings provided. Percentage of participating personnel	To provide 80% of the training needs identified. To achieve the participation of 85% of the personnel in the trainings.	HR	5 years	Internal policies and procedures of Human Resources.	Indicator performance	Collaborators and Family	SGS-PA-06-V2025
Salud Ocupacional			Number of accidents occurred. Number of hht in the month. Days lost due to disability.	Maintain a low accident rate.	HR and Occupational Health Commission		Internal Policies and Occupational Health Procedures.			SGS-PA-12-V2025
Waste	Being a zero waste company in 2050	Ecoeficiency	Quantity of waste generated. Number of friendlier products. Amount of compost generated with organic waste.	Reduce by 4% per year Replace at least 1 product per year 100% reuse of organic waste generation	Sustainability and Supply	5 years*	Waste management policy and manual. We have a collection center for the correct disposal of each type of waste, with each manager authorized by the Ministry of Health.	Indicator Performance	Collaborators, Suppliers, customers	SGS-PA-13-V2025

Chart 35. Sustainable Strategy 2021-2025

Material Issue and Impact category A	Aspirations	Name of the Program	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach- Result Mechanism	Affected Stakeholder	Action Plan
CO2e emissions	Be a carbon positive company recognized nationally and internationally in 2050	Ecoefficiency	Number of Emissions Amount of emissions offset and reduced by customers	Reduce by 4% per year, 20% at the end of the period Achieve 10% customer participation	Sustainability, Transport Unit Sustainability, Marketing and Sales	5 years*	Reduction of Emissions through the carbon neutrality management system, in which the sources are monitored, the reduction action plan is controlled and executed Neutraflight	Indicator Performance	Collaborators, Suppliers Customers	SGS-PA-14-V2025
Water	Be Water Positive in 2050	Ecoefficiency	Quantity of water consumed Number of customers offsetting their water footprint..	Reduce by 4% per year, 20% at the end of the period. Achieve 10% customer participation	Sustainability and Maintenance Sustainability, Marketing and Sales	5 years*	The company has its sustainability policy through which it undertakes to manage the environmental, social and economic impacts it generates. There is a water use efficiency plan. Carry out preventive and corrective actions, allocate resources for proper management of the Water Resource used in the company and in its daily operations, periodically evaluating it to minimize environmental, social and economic impacts, in addition to ensuring its correct final treatment, complying with current regulations and the strengthening of the environmental culture in the company's personnel, which will lead to promoting sustainable development in the organization. Water Footprint Program within the water use efficiency plan	Indicator Performance	Collaborators, Suppliers and Clients	SGS-PA-11-V2025
Sewage water	Greater reuse of wastewater in the operating processes of our company	Ecoefficiency	Amount of COD in wastewater Quantity of reused wastewater	Maintain it within the standards of 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. There is a treatment plant and septic tanks for the treatment of these waters.	Indicator performance	Communities- Clients- Collaborators and Family- Regulators such as MINAE and Ministry of Health	SGS-PA-11-V2025

Chart 35. Sustainable Strategy 2021-2025

Material Issue and Impact category A	Aspirations	Name of the Program	Indicator	Goal	Responsible	Term	Management approach	Evaluation of the approach- Result Mechanism	Affected Stakeholder	Action Plan
Energy	Be self-sufficient in energy with renewable sources and make efficient consumption, to contribute to the supply of this resource in the rest of the energy communities in the country.	Ecoeficiency	Amount of Energy Consumed Amount of energy consumed from panels	Reduce by 4% per year, 20% at the end of the period Consume 90% of the energy generated by the panels.	Sustainability and Maintenance	5 years*	Plan for efficient use of electricity. The company has its sustainability policy through which it undertakes to manage the environmental, social and economic impacts it generates. There is an energy efficiency plan, through which energy sources, consumption by location, actions to reduce consumption such as changing political lights, use of air conditioners, education of staff and customers have been identified.	Indicator performance	Communities-Clients-Collaborators and Family-MINAE	SGS-PA-15-V2025
Local Communities Development	To be a highly recognized company nationally and internationally for promoting socioeconomic and environmental development and reducing the impacts that it could generate in the communities in which it operates	Social Responsibility	"Operations with significant negative impacts -actual or potential- on communities locales," Number of social impact projects Number of people benefited Percentage of operations with local community participation programs	1 annual community benefit project* starting in 2023 due to pandemic impact, to generate benefits and outreach to communities most visited by our company (Limón).	Sustainability and sales areas	3 years* from 2023	Social and environmental benefit projects in communities for customer involvement Responsibility Plan, Sustainability Manual	Indicator performance	Communities	SGS-PA-16-V2025

Note:* 5 years for the annual targets set out here, but the zero waste, water positive and carbon positive aspirations are for the year 2050.

We contribute to the following SDGs:



Chart 3. External Impact Indicators 2021-2025

SDGs	Contents	Number of Goals	World Goal associated with Swiss Travel	Country Indicator	State / County	Swiss aspiration	Swiss Program	Indicator	Indicator Measurement	Goal	Term	Management Approach	Evaluation of the approach Mechanism result	Affected Interested Party	Action plan
3 GOOD HEALTH AND WELL-BEING	Guarantee a healthy life and promote well-being for all at all ages.	13 Goals	Support research and development activities for vaccines and medicines for communicable and noncommunicable diseases that primarily affect developing countries	No indicator	123,223 confirmed cases and 1,546 deaths from covid as of November 14, 2020	Support the country's strategies to care for the health of tourists and communities due to infectious-contagious diseases such as covid, through the implementation of internal protocols and those of our suppliers and support for campaigns to increase civil security in the country. (against crime)	HEALTH AND SAFETY (Action Plan 2)	Incidence rate of new Covid diagnoses in the company	Monthly	Achieve that the number of monthly positive cases is less than 5%	5 years	MAOPSC004 Protocol in Transportation Services, Transfers, Activities and Excursions and Customer Safety Tips, guidelines for contracting providers	Performance indicators	Clients, Suppliers, destination of Costa Rica	Action Plan 2
5 GENDER EQUALITY	Gender Equality: Achieve gender equality and empower all women and girls	9 Goals	Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.	Proportion of women and girls aged 15 years and over who have experienced physical, sexual or psychological violence in the past 12 months by a current or former intimate partner, by form of violence and by age. Proportion of women and girls aged 15 years and over who have experienced sexual violence in the previous 12 months inflicted by someone other than an intimate partner, by age and location.	The percentages of women 18 years and older who are victims of physical and sexual violence by men with whom they do not have, nor have they had an intimate relationship during the last 12 months. Data obtained in 2003 with the first Violence Against Women Survey (EVCN), carried out by the Center for Women's Studies (CIEM) of the University of Costa Rica. 4.3% of women over 18 years of age were victims of physical violence and 1.1% of sexual violence, perpetrated by men, with whom they have not had an intimate relationship, an event that occurred in the last 12 months.	Contribute to the country's effort to reduce cases of violence against minors and women and Costa Rica	PROTECTING CHILDREN AND YOUTH	Number of trained personnel Number of suspected cases detected in operation Number of demands made to the authorities Impact campaign on the issue in communities	Yearly Monthly Monthly Quinquennium	Train 90% of staff Begin the establishment of the base year in relation to the measurement of suspected cases Initiate the establishment of the base year in relation to demands made by the company to authorities 1 campaign or impact program	5 years	MAGSSC020 Internal Protocol Code of Conduct against the Sexual and commercial exploitation of minors and Sustainability Manual E.Mentors Program	Performance indicators	Communities, Collaborators, Suppliers and Clients	Action Plan 8

We contribute to the following SDGs:



Chart 3. External Impact Indicators 2021-2025

SDGs	Contents	Number of Goals	World Goal associated with Swiss Travel	Country Indicator	State / County	Swiss aspiration	Swiss Program	Indicator	Indicator Measurement	Goal	Term	Management Approach	Evaluation of the approach Mechanism result	Affected Interested Party	Action plan
12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Guarantee Sustainable Consumption and Production Patterns	11 Goals	Achieve sustainable management and efficient use of natural resources Achieve sustainable tourism that creates jobs and promotes sustainable local culture and products	There is no related indicator	There is no data	Contribute to our value chain contribution of sustainable tourism production in the destination.	GROW UP WITH BEAUTIES (action plan No.4)	Number of CST, PBAE and CN certified providers Amount of sales to local suppliers	Yearly	Increase by 5% the total number of sustainable suppliers that the company already works with Achieve recover sales for local suppliers by 40%	5 years	PPDSC002 Negotiation and Contracting Procedure, FPDSC006 Negotiation Guidelines for Swiss Travel Tourism Products, Operation Guidelines of MAGSSC001 Sustainability Manual	Performance indicators	Suppliers	Action Plan 5
15 LIFE ON LAND	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	12 goals	Adapt urgent and significant measures to reduce the degradation of natural habitats, halt the loss of biological biodiversity, protect threatened species and prevent their extinction. Take urgent measures to end poaching and trafficking of protected species of flora and fauna, address the illegal demand and supply of wild products.	Number of threatened species by type of species.	Species are considered threatened, species classified according to the categories of the IUCN critically endangered, endangered and vulnerable. Threatened species in Costa Rica increased 112 species in just one year, 228 threatened species were reported in 2015 and 340 species for 2016, this represents an increase of almost 49%.	Promote within our value chain an ethical use of Wildlife for the continuity of the tourism business in the long term, the protection of biodiversity and its positive impact on the health and economy of the local communities where they operate.	BIOBEAUTY	The total number of species that appear on the IUCN Red List and on national conservation lists whose habitats are in areas affected by the organization's operations, by level of extinction risk. Number of clients or people reached with the Stop Animal Selfies campaign through the delivery of information in the welcome packet and social networks.	Yearly	Having detected the species threatened by the operation of Tourist Beauties to manage actions later. Campaign reach 10000 people.	5 years	BioSwiss Biodiversity and Ecosystem Protection Plan, policy for handling load capacities per tour and number of passengers, tourist behavior tips, guide and driver manual, complaint mechanisms and other elements that protect biodiversity. Mission, Vision, Sustainable Policy and Quality Guidelines, Customer Service, Offer and Operation of the MAGSSC001 Sustainability Manual	Indicator performance	Collaborators, Clients, Suppliers, MINAE, National Parks.	Action Plan 9

The future of humanity lies in the planning of impacts we have on the planet towards progress, but taking care of the environment, quality of life and mental health. We cannot let the economy limit us to improve the influence of the environment in our lives, it is a matter of growing at an economic level hand in hand with the community and its environment. We seek that all our employees are aware about how relevant mother earth is in all activities that we do.”

- Geovanny Salas, Financial Director Swiss Travel

A group of four tourists (three women and one man) are standing on a wooden walkway with a metal railing, looking out at a large, conical volcano in the distance. The volcano has a grey, rocky peak and green slopes. The scene is surrounded by lush green tropical vegetation. A man in a bright green long-sleeved shirt, which has a logo on the sleeve, stands on the right, gesturing towards the volcano. The sky is blue with some white clouds. The word "ECONOMIC" is written in large, white, sans-serif capital letters at the bottom left of the image.

ECONOMIC

Our economic results

GRI 201-1-2, from GRI 201: Economic Performance - 2016, GRI 202-1 from GRI 202: Presence in the Market - 2016, GRI 203-1-2 on Indirect Economic Impacts - 2016 and GRI 204-1 on Practices of acquisition- 2016

The economic management approach for 2021 was based on the reactivation strategy, towards gradual recovery of our activity.

Revenues this year reached 36% compared to 2019, with 40% of customers received in 2020.

Therefore, actions focused on:

a) Increase income through the recovery of clients.

- Strategy to recover sales: protocols and communication campaigns directed to clients, for when the borders were open, to be able to generate market return.
- Visits to clients.

b) Adequate management of Cash Flow:

- Budgeted work approach, annual projected cash flow, weekly review with management.
- Search of investment initiatives to improve bank returns.
- In 2020, a loan was obtained for business continuity, which gave the necessary strength to start 2021. Within the negotiation, an extension agreement in which only interest were paid and, as of July 2021, the amortization of the principal, giving us the necessary time to reestablish ourselves and generate income.

c) Reduce expenses and operating costs by reallocating resources on business reactivation and stimulating demand through:

- Projections of purchases of supplies according to the needs.
- Control over the expenses of public services and consumption, identifying and eliminating non-necessary public services.
- Strict control of invoice payments to suppliers, programming periodical payments.
- Sale of older transport units.
- Decrease in operating costs: Gradual return to 100% payroll until January 2022, a measure approved by the government of Costa Rica in accordance with article 3 of Law 8488, National Law of Emergencies and Risk Prevention, of November 22, 2005.

Leadership and market share

- Salary ratio of the standard initial category by gender: there is no difference in salaries between genders, and they are above the salary established by law.
- Proportion of senior executives hired from the local community: six senior managers, three of them live in communities near our offices, the rest from other areas, representing 50% of local hires. It is worth noting that it is a national capital company.

Innovation and business continuity

Chart 4. Capital Expenditures (CapEx)

Acquisition of Information and Technology Equipment and Systemst	\$3.467,43
Acquisition of Operational Aquatic Equipment Assets: kayaks, bicycles, among others	\$14.019,76
Improvement in infrastructure of our offices	\$6.274,00
Acquisition of other types of Assets	\$1.934,63
Total de CapEx	\$25.695,82

To ensure the continuity of the company, constant innovation and market presence is the essence of our strategy. After a difficult year, fundamental investments were made to guarantee the continuity of the business in its recovery process.

Internal economic benefits of Sustainability Management

Chart 5. Economic Benefits produces by Eco-efficiency inside our Offices

Parameter/ Year	Amount in Dollar	
	2020	2021
Reciclyn Sales	\$267,00	\$277,77
Water savings	\$2.076,70	\$3.884,40
Routes Maximization of customer transportation	-	\$28.518,64
Paper Consumption	\$2.516,68	\$2.734,80
Total Savings of the period	\$21.767,50	\$49.126,88

Note: For both years, the savings in water, electricity and paper were obtained by comparing with the year 2019, which was the normal year of operation. Money Saved by Maximization is a new indicator for the year 2021

Through our Eco-efficiency program, we achieved \$49,126.88 in savings during the 2021.

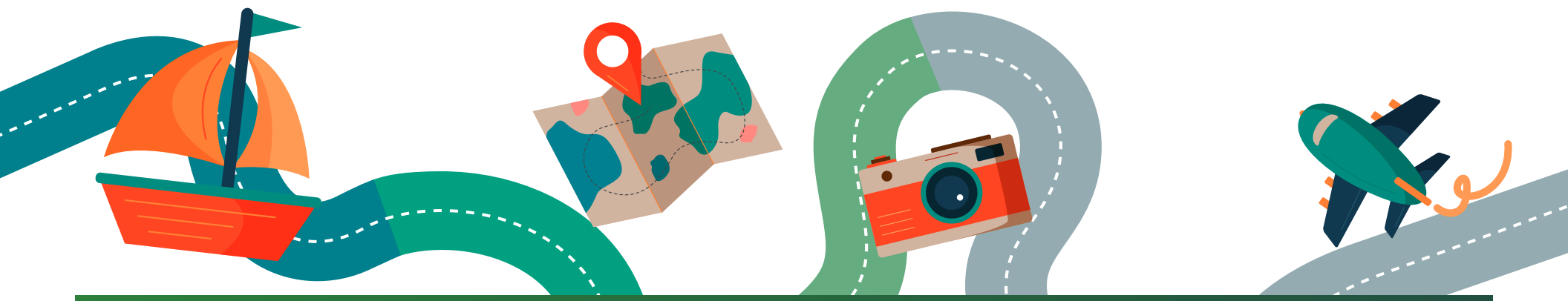
External economic impact

Our social responsibility is to generate external economic impacts through the inclusion of local suppliers and investments in the communities most visited by our clients.

Thus, through tourism, we promote a comprehensive socioeconomic development that contributes to the Social Progress Index of these populations. Table 6 shows the detail of our contribution.

Chart 6. Socioeconomic Benefits of External Impacts	
Social and environmental contributions by our operation	
	Dollars
Distribution of wealth with payment to tourism providers	\$6,535,754.88
Contribution to the System of Protected Areas by payment of tickets	\$26,226
Total wealth distribution	\$6,561,980.88

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



"In 2021 we managed to be the first receptive tourism tour operator company to obtain the Blue Flag in Biodiversity Category".

-Luis Diego Hidalgo,
Operations Director Swiss Travel



ENVIRONMENTAL

Our environmental efforts

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

At Swiss Travel, we know that the environment is an essential asset for tourism, life and balance of the planet. Its proper management is a fundamental pillar on which we focus to compensate, eliminate or minimize impacts of our operation.

During 2021, we continued with the most important material environmental issues for the organization, such as the protection of biodiversity, resources eco-efficiency, reduction of carbon footprint within our operation, among others.

Thanks to these efforts, we managed to be the first tourism company to obtain the Blue Flag in Biodiversity, a new category launched in 2021 as part of the free and voluntary Blue Flag program, created by the Costa Rican government to encourage the participation of all sectors of society, to develop actions in favor of sustainability.

To obtain the Blue Flag in Biodiversity, we promoted the conservation, restoration and sustainable use of biodiversity.

This certificate joins the Blue Flag in Climate Change category, which we have received consecutively since 2014, and the highest level since 2017 at our Santa Ana headquarters.

To achieve this, the company must obtain a score of 100 points and carry out additional actions to ensure reduction management, fuel

consumption, water, electricity, sustainable purchases, refrigerant gases, compensation actions, and environmental education.

In addition, the company has the Elite level, the maximum possible, of the Tourism Sustainability Certificate (CST) of the Costa Rican Tourism Institute (ICT), which includes governance, environmental and socio-cultural criteria, evidencing by a third party, the commitment of the company in specific actions to mitigate, eliminate or compensate its impacts on the environment.

This ICT certification is recognized by the Global Sustainable Tourism Council (GSTC), increasing the international credibility of the CST standard, which is aligned with the universal criteria for sustainable management, environmental protection, pollution reduction, pollution, social and economic benefits for the local community, among others¹.

This is how we take care of the beauties for which tourists choose Costa Rica and, at the same time, we promote the continuity of current life and that of future generations. This section shows the achievements of the period in environmental matters.



¹: Garza J. Lunes 29 junio, 2020 02:12 pm <https://www.larepublica.net/noticia/costa-rica-premiadanuevamente-por-ser-líder-en-turismo-sostenible>

Biodiversity and Ecosystems

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

Costa Rica is one of the 20 countries with the greatest biodiversity in the world. With only 51,100 km² of surface area, more than 500,000 species inhabit this small territory, which represents 6 percent of the world's biodiversity. It is estimated that we are the country with the highest number of species per unit area, with 1.8 species per km²².

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

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

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

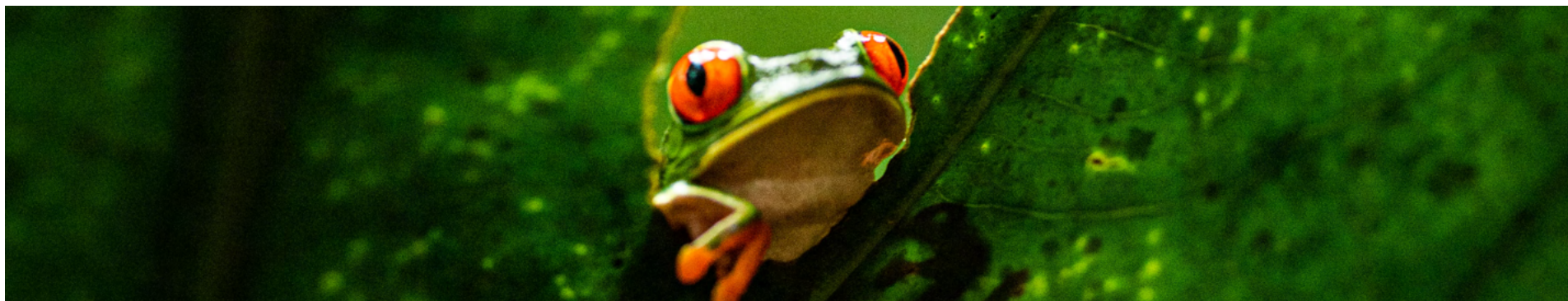
Taking into account the following:

- **First stage**

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

- **Second stage**

1. Sensitization of clients and staff: this through the Training Program on Protection of Biodiversity developed in 2021 in partnership with the National Commission for Biodiversity Management of the Ministry of Environment and Energy (CONAGEBIO-MINAE) and the National Chamber of Ecotourism and Sustainable Tourism (CANAECO) in support of the government campaign Stop Animal Selfies. Thanks to this program, we obtained the Blue Flag in Biodiversity Category.
2. The creation of a Code of Ethics for suppliers was scheduled, but due to the reduction in personnel, was delayed to 2022.



²: <https://www.dw.com/es/costa-rica-un-peque%C3%B1o-pa%C3%ADs-con-una-gran-biodiversidad/g-50705893>

First stage

a. Identify endangered species due our operation.

Biodiversity and Ecosystem Management General Model

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

None of our facilities is located in protected areas or areas of great value for biodiversity outside of protected areas, nor does it affect protected habitats. We restored ecosystems on the properties where facilities are located.

There are indirect impact due to the visit of our clients to protected areas, reserves, natural sites and the management of suppliers on the use and conservation of biodiversity and ecosystems, identified in the matrix of environmental impacts.



Significant impact of activities, products and services on biodiversity and ecosystems

This material refers to the GRI contents GRI 302-2 of Biodiversity 2016

Chart 7 . Impacts of our operation to Biodiversity

Activities causing the impacts	Impacts to Biodiversity
<ul style="list-style-type: none"> * Quantity and behavior of clients visiting different zones of the country, (Carrying Capacity or Limit of Acceptable Change.) * Value Chain (responsible or not) Acquisition of Supplies (types of supplies). * Water consumption. * Consumption of Fuels and Gases. * Electrical consumption. *Waste Production and Management <ul style="list-style-type: none"> · Production and Management of Liquid Waste. · Use of Air Conditioners *Transportation of clients. 	Illegal extraction and captivity of wild animals and plants.
	Marketing of species or products of flora and fauna prohibited by law.
	Artificial feeding (direct or indirect) to wild animals.
	Alteration in the behavior of animals by invading their territory.
	Impact on flora and fauna due to the decrease in essential goods for life (water, food, air quality, spaces to live).
	Impact on aquatic and marine flora and fauna.
	Destruction and contamination of habitat by waste.
	Destruction and contamination of habitat by massive tourism in protected areas.
	Reduction of sands and alteration of the natural landscape.
	Mangrove destruction.
	Hit-and-run on Fauna road.
	Decrease in juvenile fish species.

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

Below you can find the list of endangered species in Costa Rica, according to SINAC 2017

Chart 8 .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-Dwelling bats	Pinnated Bittern	Peg-billed Finch	
Spider Monkey	Least Bittern	Sedge Wren	
Tití Monkey or squirrel monkey	White--fronted Nunbird	Green-and-rufous Kingfisher	
Howler Monkey	Black-cheeked Ant-Tanager	Black-crowned Antpitta	
Whiteface Monkey	Prevost ´s Ground Sparrow	Strong-billed Woodcreeper	
Harvester Mouse	Nicaraguan Seed-Finch	Peregrine Falcon	
Otter	Red-throated Caracara	Yellow-naped Parrot	
Water Rat	Golden-browed Chlorophonia	Ocellated Crake	
Underwood Rat	Yellow-tailed Oriole	Prong-billed Barbet	
Cauzel	Tawny-faced Quail	Blue-and-gold Tanager	
Margay	Green Macaw	Sulphur-rumped Tanager	
Yaguarundí	Red Macaw	Mangrove Hummingbird	
Puma, Mountain lion	Unspotted Saw-whet Owl	Lattice-tailed Trogon	
Jaguar	Black-thighed Grosbeak	Black--faced Solitaire	
Manigordo or Ocelote	Jabirú	Rock Wren	
Manatee, sea cow	Turquoise Cotinga	Tawny-chested Flycatcher	
Tapir	Bare-necked Umbrellabird	White-faced Whistling-Duck	
	Great Jacamar	Black-cheeked Ant-Tanager	
	Masked Yellowthroat		

Chart 8 .List of Endangered species in Costa Rica

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



Ecosystems and biodiversity load capacity

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

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

We take into account the load capacities of our suppliers and protected areas. In case the load indicated is lower than our policy, we adjust to follow their requirements. When the load is bigger, we limit it to our internal policy.

Our range is from 15 to 25 passengers, depending on the case (established in the manuals), accompanied by one or two guides, taking into consideration providing quality service and protecting the visited areas.

For example: Sensoria and Mistico work with an entry restriction of a maximum of 15 visitors per guide, so another guide is assigned or hired depending on the size of the group of visitors.

At Swiss Travel we only operate water tours directly, the rest of the services are outsourced. In the case of regular or private tours. These are operated directly, mainly in National Parks and city tours, where the internal rules are applied as a basis.

Provider selection management

Costa Rica's authorities allow only zoos and wildlife sanctuaries to expose wildlife to its visitors, and only species that cannot be freed on their natural environment. The following criteria is used to selected providers who work with wildlife:

Identify the different suppliers that use wild species in their daily operations.

Identify the level of interaction Wildlife Sanctuaries offer of interaction with wild species.

Make sure that all providers or Rescue Centers that work with wild species have all the permits established by regulatory entities.

Identify the actions for the conservation and protection of forbidden or threatened flora and fauna species.

Motivate internal and external personnel to carry out actions for the conservation and protection of prohibited or threatened flora and fauna species.

Training our guides to raise awareness and take care that clients are not affected and that they do not affect biodiversity in the same way.

Behavioral advice to customers in their welcome pack to support conservation actions.

We have an inventory of autochthonous and exotic species in our facilities gardens for their control and protection, with constant updates.

Second stage: external divulgation

Biodiversity Protection Training Program

In 2021 we created a Protection of Biodiversity Training Program, in alliance with CONAGEBIO-MINAE and CANAECO as part of the government campaign Stop Animal Selfies.

This educational program was aimed at our staff, suppliers, members of CANAECO, the academic sector and the population in general, to raise awareness in the enjoyment of wildlife through tourism, in an ethical and responsible manner.

369 participants received 22 training sessions throughout the entire program.

Thanks to this initiative, we were the first receptive tourism operator company certified with the Ecological Blue Flag in Biodiversity Category.

Gráfico 4. Type of Participants



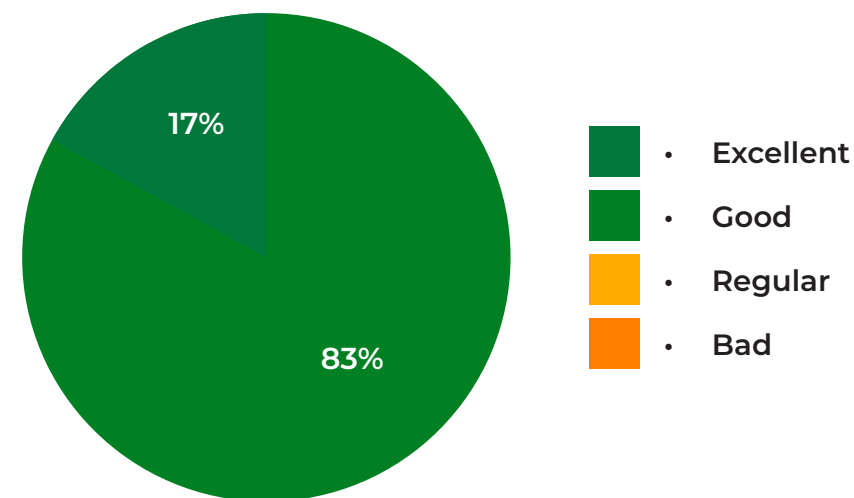
38% of the participants were university students who found out about the training through social networks, 27% corresponded to tourism companies, including tour operators, travel agencies, and carriers.

15% were independent tour guides, the main target audience of this program, as they are who show these attractions to visitors and collaborate directly and immediately in case of unethical practices in wildlife management.

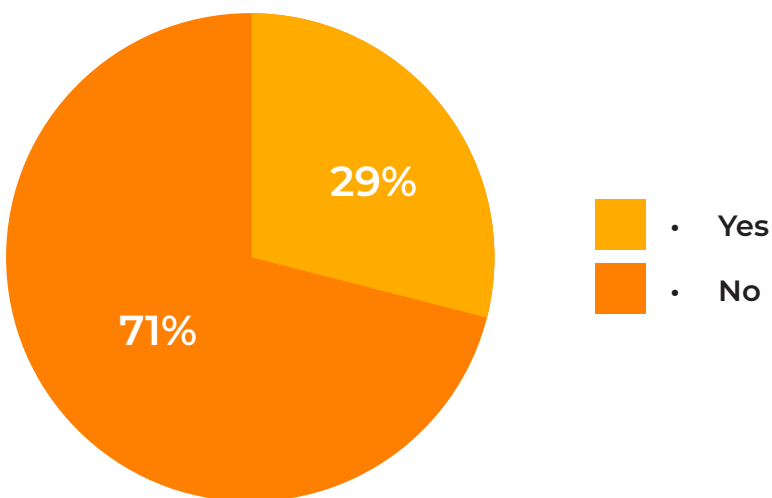
2% of the participants were foreign companies or organizations, which indicates that we also managed to make an impact internationally.

Nonprofit organizations, government entities, National Parks, sustainability consultants, among others, also took part of this training program.

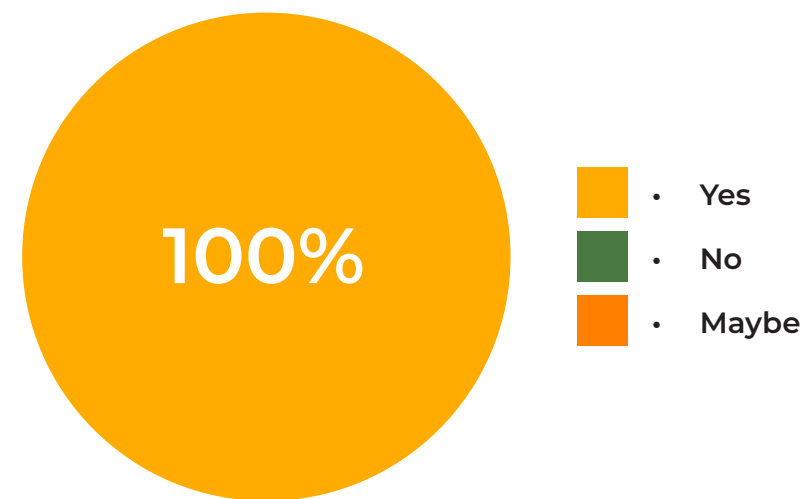
Graph 5. Participants' perception of the quality of the training program.



Graph 6. Has your perspective changed towards wildlife handling thanks to the training program?



Graph 7. Would you recommend these trainings to others?



In the evaluation at the end of the program, **83%** of the participants gave an “excellent” rating and **17 %** rated the Program as “good”. There were no bad or regular perceptions, demonstrating the quality of the trainings.

71% indicated that their perspective and knowledge on the ethical treatment of wildlife changed thanks to the training, which contributes to the protection of Wildlife. **100%** of respondents indicated that they would recommend this training series to others.

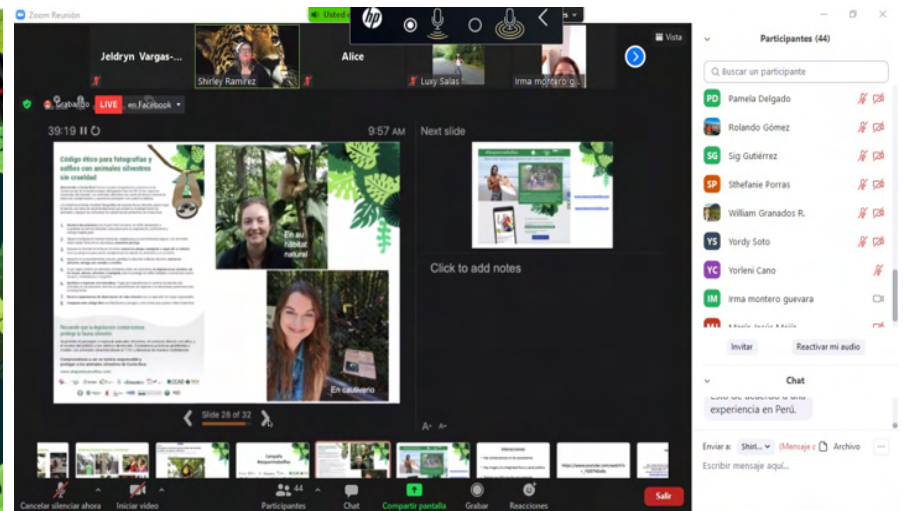
Selfies and photographs in direct contact with wild animals cause great damage to biodiversity

In these links you can see each of the training sessions:

Session 1 and 2:	https://www.youtube.com/watch?v=n4Ok_uLx0zc
Session 3 y 4:	https://www.youtube.com/watch?v=8Wfkn6TQhyc
Session 5 y 6:	https://www.youtube.com/watch?v=sOv-tTl3z1Y
Session 7 y 8:	https://www.youtube.com/watch?v=xA0XgPma7BQ
Session 9 y 10:	https://www.youtube.com/watch?v=Jvxtn-PcmOg
Session 11 y 12:	https://fb.watch/89Selp3YM5/
Session 13 y 14:	https://www.youtube.com/watch?v=HnVw6OWsS3M
Session 15 y 16:	https://www.youtube.com/watch?v=xjIcut3VQl0
Session 17 y 18:	https://www.youtube.com/watch?v=Kbtp5Oyy3do
Session 19 y 20:	https://www.youtube.com/watch?v=y-83t_tkcoM
Session 21 y 22:	https://www.youtube.com/watch?v=aXTucGGMomY



Tema de Charla	Mes	Expositor
1 Generalidades sobre las interacciones que provocan pérdida de la biodiversidad con el sector turismo.	23 Junio	Shirley Ramirez CONAGEBIO-MINAE
2 Manejo Animal y Turismo Responsable de Vida Silvestre.		Gretel Delgado HS
3 Turismo, fauna silvestre y riesgos a la salud pública.		Mauricio Jiménez EMU-UNA
4 Pérdida de Biodiversidad por electrocución de fauna silvestre.	8 Julio	Karina Rodríguez HS-CONAGEBIO
5 Rescate de infantes silvestres.		Martha Cordero Centro de rescate Las Pumas
6 Cómo reducir los choques de Aves en ventanas en las instalaciones turísticas.	21 Julio	Romery Menacho UNED
7 Turismo a través de vías amigables con la vida silvestre.	5 Agosto	Esther Pomareda Vías amigables con la Vida Silvestre
8 Efecto Borde de las infraestructuras en áreas protegidas.		Caral Pacheco ICOMYS-UNA
9 Mantenimiento de Comportamientos naturales de la vida silvestre para un turismo sostenible.	25 Agosto	Angie Sánchez SINAC-MINAE
10 Ciencia ciudadana: Naturaleza Costa Rica o Naturalis.		Michelle Mouge ICOMYS
11 Implementación de medidas dirigidas a la fauna silvestre en proyectos viales.	3 Set.	Andrea Ayala MCPT
12 Tour Acuáticos: observación de ballenas y delfines ética con la vida silvestre.		Javier Rodríguez PROMAR
13 Tortugas marinas y turismo ético.	22 Set.	Carlos Mario Orrego SINAC-MINAE
14 Murciélagos, conservación, interacciones y turismo ético.		Bernal Rodríguez LIC
15 Turismo ético con los felinos silvestres.	8 de Oct.	Stephanie Arcozo PANTHERA
16 Pesca turística responsable.		Miguel Mag Federación Costarricense de Pesca Deportiva
17 Turismo ético dentro en Áreas Silvestres Protegidas.	20 de Oct.	Laura Pumas COMIES-UNA
18 Biodiversidad y Cosmovisión Indígena.		Mónica González Mesa Nacional Indígena
19 El programa de pago por servicios ambientales como instrumento para recuperar y mantener la biodiversidad.	5 de Nov.	Gilmar Navarrete FONAFIFO-MINAE
20 Programa Bandera Azul Categoría Biodiversidad.		Angela González CONAGEBIO-MINAE
21 Campaña stop Animal Selfies.		
22 Tráfico de Vida Silvestre y Turismo	17 de Nov.	Shirley Ramirez CONAGEBIO-MINAE



Stop Animal Selfies Campaign



Stop Animal Selfies is a campaign created by the Government of Costa Rica through the Ministry of Environment and Energy (MINAE) and in collaboration with civil society organizations and tourism companies. To be part of the campaign, travelers take a selfie with a toy animal and post their photo on social media with the phrase "I don't hurt animals for a selfie" and the hashtag #StopAnimalSelfies

Costa Rica is one of the few countries in the world with a regulation that prohibits this type of practice; its law declares wild animals as public domain property, protected by the state. Wildlife is of national interest, the heritage of all Costa Ricans and part of their natural treasure.

Over 64% of the people who visit Costa Rica carry out activities directly related to ecotourism, one of the main sources of income and jobs.

Knowing and appreciating a wild animal in its habitat expressing its natural behaviors is an appropriate form of environmental education.

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

Some of these risks are:

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



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



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



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



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



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



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



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



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



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

Campaign's current members



Financial support to the National Park System

During the period of this report, 1807 clients contributed \$26 226 to the conservation of the System of Protected Areas of Costa Rica, with the purchase of tickets to National Parks.



Atmospheric emissions

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

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

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

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

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

During 2022, we kept measuring our footprint for the years 2019 and 2020, due to the pandemic impact (measurements take place the year after).



Gas emissions

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

Footprint measurement

Graph 8. Emissions generated by Swiss Travel comparison 2017 - 2020

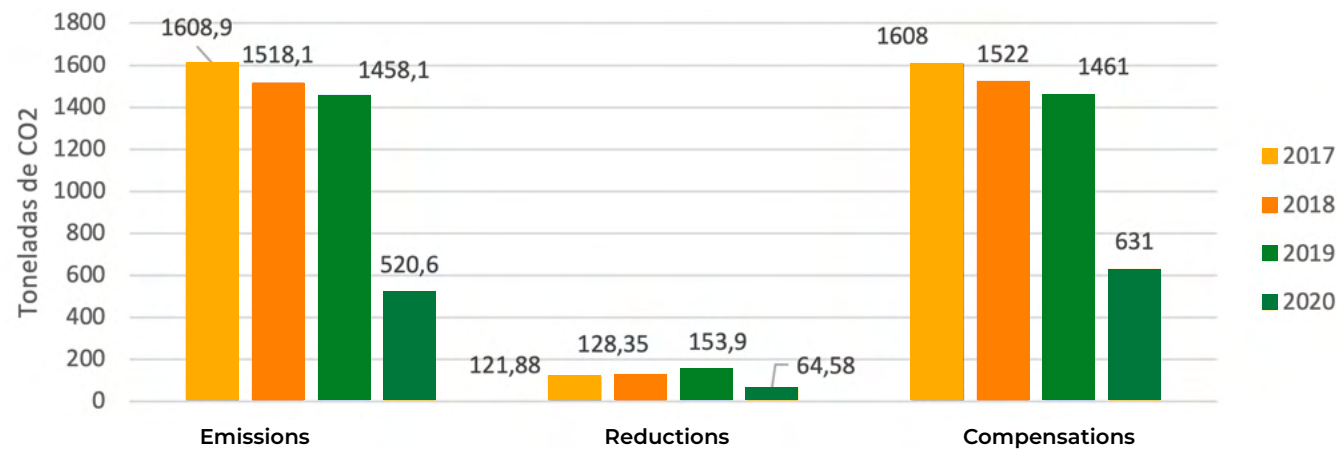


Chart 10. Emissions Comparative Years 2017 -2020			
Year	Emissions	Reductions	Compensations
2017	1608,9	121,88	1608
2018	1518,1	128,35	1522
2019	1458,1	153,9	1461
2020	520,6	64,58	631

As Graph 8 shows, since the company assumed the commitment to carbon neutrality, it has been developing actions and year after year it has managed to reduce the emitted footprint, going from generating 1,608.9 tons of CO2e in 2017 to 1,458.1 tons of CO2e in 2019, to a total of 150.8 tons (9.37%) less.

The year 2020 is not considered because, due to the pandemic, emissions were much lower than normal. During these four years, the total footprint emitted was 5,105 tons of CO2e.

At the level of reduction actions, during the four years that the carbon footprint has been managed, it was possible not to emit 468.72 tons of CO2 equivalent, through the reduction action plan executed in those years.

The compensations have been a total of 5,222 tons of CO2e during these four years, covering the emitted footprint and an extra contribution.

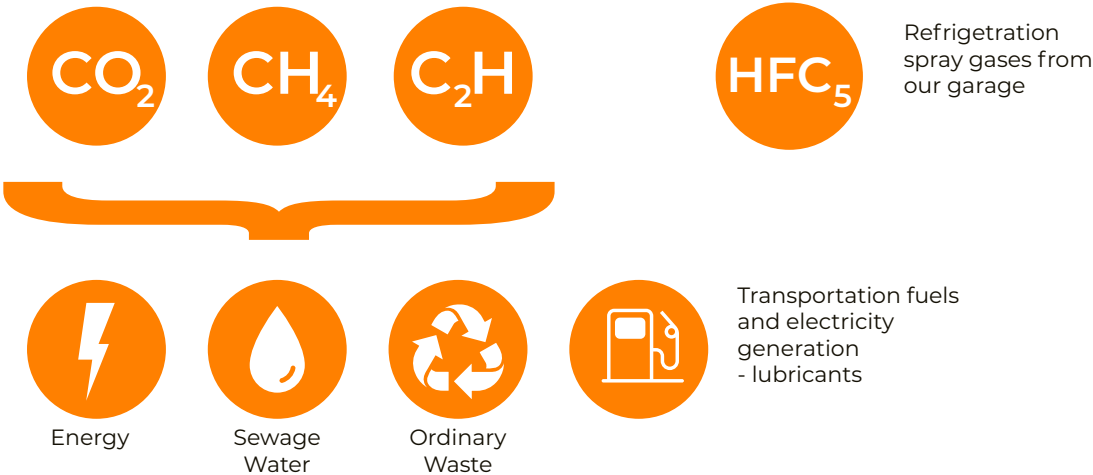
How we did it?

The methodology used is the calculation made with the factors made official by the National Meteorological Institute (IMN; 2017 to 2020), the Intergovernmental Group of Experts on Climate Change (IPCC) (2005) and the Greenhouse Gas Protocol.

Due to the nature of the company's business, we do not generate substances that deplete the ozone layer, nitrogen oxides (NOX), sulfur oxides (SOX) and other significant emissions into the air.

The reported gases emitted by our operation are

Los gases reportados emitidos por nuestra operación son:



It is important to clarify that carbon neutrality is measured with a year of delay, for this reason, the footprint of 2019 and 2020 is shown.

Detailed footprint for 2019

Chart 11. Emissions Report Year 2019

Emission Type	Metodology	Source	Amount	Measure Unit	CO ₂ (t)	CH ₄ (t)	N ₂ O (t)	TOTAL (CO ₂ E)
Direct	GHG-IPCC	Diesel (Transport)	484.367,93	Liters	1265,65	1,52	23,12	1290,29
	GHG-IPCC	Gasoline (Catalizer)	44.853,08	Liters	100,07	0,85	3,93	104,85
	GHG-IPCC	Gasoline (comercial/institutional)	799,16	Liters	1,78	0,01	5.48E	1,79
	GHG-IPCC	Diesel (power generator electricity)	1.542,59	Liters	4,03	0	1.17E	4,05
	GHG-IPCC	Lubrication Process	2.438,92	Liters	1,24	0	-	1,24
	GHG-IPCC	Industrial Waste Water (Gonvermental treatment)	474,65	kg.DQO-N	0	0,25	-	0,25
	GHG-IPCC	Industrial Waste Water (aerobic reactor Treatment)	251,68	kg.DQO-N	0	0,01	-	0,01
	GHG-IPCC	Domestic Waste Water (Septic Tanks Treatment)	167	People	0	15,35	-	15,35
Total Direct Emissions tCO ₂ e 1417.84								
Direct	GHG-IPCC	Fire Extinguisher	70	Pounds	0,03	-	-	0,03
	GHG-IPCC	HFC-134a	28,22	Pounds	16,64	-	-	16,64
	GHG-IPCC	R-22	0,41	Pounds	0,28	-	-	0,28
Total Direct Emissions (leaks) tCO ₂ e (Ámbito1) 16.95								
Indirect	GHG-IPCC	Electric Energy	358.419	kwh	13,08	-	-	13,08
Total Indirect Emissions tCO ₂ e (Ámbito2) 13.08								
Significative Indirect	GHG-IPCC	Solid Residues (landfills)	8.403	kg.	n/a	10,25	-	10,25
Total Significative Indirect Emissions tCO ₂ e (Ámbito2) 10.25								
TOTAL TONS OF CO ₂ EMMITED 1458.13								

Detailed footprint for 2020

Cuadro 12. Emissions Report Year 2020

Emission Type	Metodology	Source	Amount	Measure Unit	CO ₂ (t)	CH ₄ (t)	N ₂ O (t)	TOTAL (CO ₂ E)
Direct	GHG-IPCC	Diesel (Transport)	170.770,33	Liters	446,22	0,53	8,15	454,9
	GHG-IPCC	Gasoline (Catalizer)	13.099,19	Liters	29,22	0,25	1,15	30,62
	GHG-IPCC	Gasoline (comercial/institutional)	799,16	Liters	1,78	0,01	5.48E	1,79
	GHG-IPCC	Diesel (power generator electricity)	4.334,20	Liters	11,33	0,01	3.28E	11,37
	GHG-IPCC	Lubrication Process	988,85	Liters	0,5	0	n/a	0,5
	GHG-IPCC	Industrial Waste Water (Gonvermental treatment)	58,92	kg.DQO-N	0	0,03	n/a	0,03
	GHG-IPCC	Industrial Waste Water (aerobic reactor Treatment)	19,86	kg.DQO-N	0	0	n/a	0,001
	GHG-IPCC	Domestic Waste Water (Septic Tanks Treatment)	125,00	People	0	11,43	n/a	11,43
Total Direct Emissions tCO ₂ e 510.66								
Direct	GHG-IPCC	Fire Extinguisher	20,00	Pounds	0,0091	n/a	n/a	0,0091
	GHG-IPCC	HFC-134a	0,35	Pounds	0,21	n/a	n/a	0,21
	GHG-IPCC	R-22	0,88	Pounds	0,69	n/a	n/a	0,69
Total Direct Emissions (leaks) tCO ₂ e 0.90								
Indirect	GHG-IPCC	Electric Energy	157.327	kwh	4,44	n/a	n/a	4,44
Total Indirect Emissions tCO ₂ e 4.44								
Significative Indirect	GHG-IPCC	Solid Residues (landfills)	3.749	kg.	n/a	4,57	n/a	4,57
Total Significative Indirect Emissions tCO ₂ e 4.57								
TOTAL TONS OF CO ₂ EMMITED CO ₂ e 520.58								

Chart 13. Redution Actions

Action	2020 (tCO2e)	2019 (tCO2e)	2018 (tCO2e)	2017 (tCO2e)
Solar Panels	0.478 * January, February, March 2020	1.719 *started on november 2019	-	-
New Air Conditioner	0,36	9,24	-	-
Route maximization in our fleet:sheduling services	23,29	45,28	71,7	105,91
Ecological Transportation Vehicles	40,09	93,42	49,21	-
Use of machine of gas recuperator to about refrigerant gas of air conditiner machines escape to the admosphere	-	-	-	12,72
Reject, reuse an recycle- Waste management that does not go to the landfill	0,36	4,21	7,41	3,25
Change of flourescents luminaires for led lights	0,00574	0,0413	0,02	-
Total	64,58	153,9	128,84	121,88

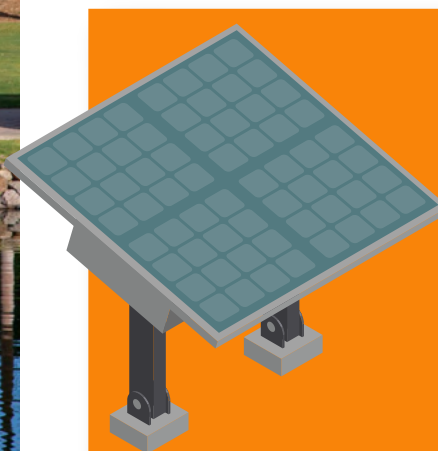


Our transport units have a Euro V engine, a system that reduces emissions by 95%.

This engine reduces pollutant emissions thanks to its AdBlue technology, which is a high-purity urea-based additive that, when mixed with the combustion gases, through a chemical reaction, reduces nitrogen oxide (NOx) emissions caused by exhaust gases of diesel engines, generating as a result water in a gaseous state, thus reducing pollution to the environment.

The chemical reaction of urea generates equivalent Carbon Dioxide, but in a minimal amount compared to the emissions that these mobiles can generate without this ecological system.

66% LESS IN DIESEL CONSUMPTION.



486
Solar Panels
GTE & URUCA

Electrical Power

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



Swiss Travel is a Distinguished Company for its Energy Efficiency

Costa Rica's Electricity Institute has awarded Swiss Travel's efforts for second year in a row on education, use of clean energies and sustainability.

To achieve this accolade, our company invested of cleaner, low energy consumption technologies, created educational programs to control energy use more efficiently and created strong sustainability policies.

These efforts are highlighted by the fact that more than 98% of Costa Rica's energy comes from clean sources such as water, wind and sun.

Electrical power sources

Swiss Travel has three power sources.

- **Instituto Costarricense de Electricidad:** Costa Rica added its seventh consecutive year with over 98% of renewable electrical power generation. In 2021, 99,98% of the national power production was generated by renewable energies, according to the National Electric System (SEN in Spanish)³.
- **Electric generator:** used in cases of power outages for short periods. Fuel powered.
- **Solar panels:** 486 panels in total: 312 in Guanacaste, 174 in La Uruca, contributing with renewable energy and become more self-sufficient, installed in mid and late 2019.

98,98%

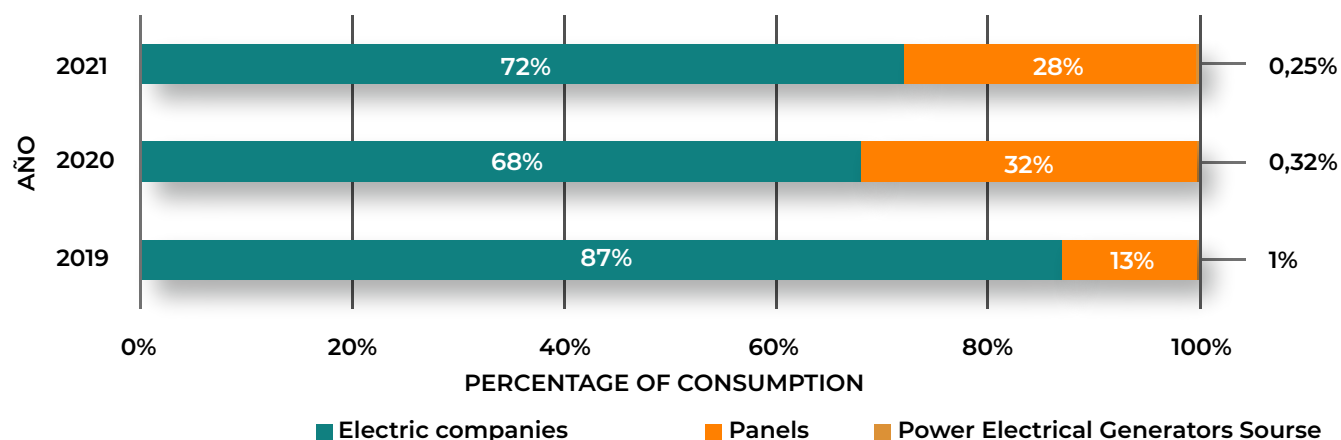
ELECTRICITY
GENERATION
with renewable sources



³: <https://delfino.cr/2021/10/9998-de-la-produccion-energetica-nacional-del-2021-se-ha-basado-en-energias-renovables>

Graph 9.

Comparative of Percentage Energy Sources Swiss Travel 2021



In 2021, the national power grid provided 72% of electricity, 28% was produced by solar panels, and emergency fuel plants provided 0.25%. 99.7% of our electricity comes from renewable means.

In addition, in 2019 we went from depending on 87% of the national electricity grid to only 72% in 2021, thanks to the increase in the consumption of electricity generated by solar panels, which increased from 13% to 28%. Power plant usage decreased 0.3% between 2019 and 2021.

Chart 14. Comparison of Consumed Electricity and Amounts Paid Years 2017 to 2021

Month	Consumption kw								Paid						
	2019	2020	2021	Total	Difference 2019 vrs 2021	%	Difference 2020 vrs 2021	%	2019	2020	2021	Difference 2019 vrs 2021	%	Difference 2020 vrs 2021	%
SourceICE/CNFL	349.799	144.444,53	146.904,32	1.585.257	(199.436,00)	-54%	(3.617,00)	-2%	\$92.507,02	\$40.536,26	\$30.484,26	\$(51.970,75)	-56%	\$(10.052,01)	-25%
Power Electrical Generators Source	2.111,61	670,24	500,88	9.740,95	(1.610,73)	-76%	(169,35)	-25%	\$2.283,90	\$3.589,01	\$4.975,42	\$1.305,11	57%	\$1.386,40	39%
Solar Panels	50.541,68	67.450,29	56.468,71	91.536,86	5.927,03	24%	(4.904,80)	-14%	\$10.865,05	\$47.819,41	\$51.971,33	\$36.954,36	340%	\$4.151,92	9%
Energy Total	398.993,61	212.565,06	203.873,91	1.686.534,8	(195.119,70)	-49%	(8.691,15)	-4%	\$105.655,97	\$91.944,69	\$87.431,01	\$(13.711,28)	-13%	\$(4.513,68)	-5%

Table 14 and graph 10 show that the total electricity consumption in 2021 decreased 4% in relation to 2020 and 49% in relation to 2019. This is 195,119.70 kWh, which represents the annual consumption of 54 families made up of four people. (According to ICE data in 2020, a family consumes an average of 300wh per month).

Based on graph 11, the behavior of consumption from August to December 2021 (after resuming full-time work and office work), is very similar to that of the years prior to the pandemic.

Note: The data in table 14 does not coincide with the data in the same table for 2020 due to adjustments to the actual data, according to the electricity-generating source. The Kwh provided by the national electricity network had to be

subtracted from the returned Kwh generated by the panels. These Kwh returned were added to those consumed by the panels.

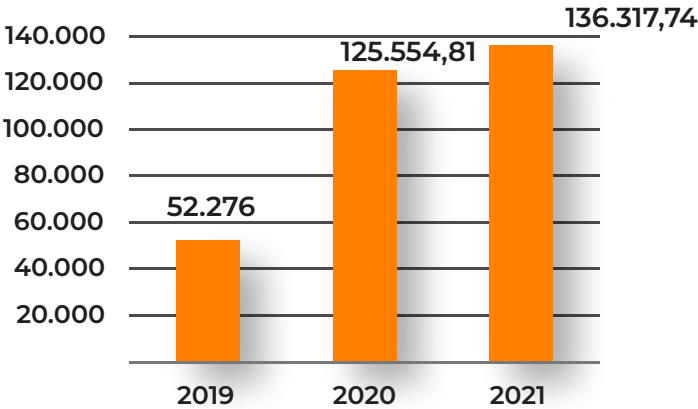
With the implementation of the panels and other reduction actions, a monetary saving of 13% was achieved, for a total of \$13,711.28, as shown in graph 14.

Solar panels

Panels and installed and provide electricity to our Guanacaste and Uruca Headquarters.

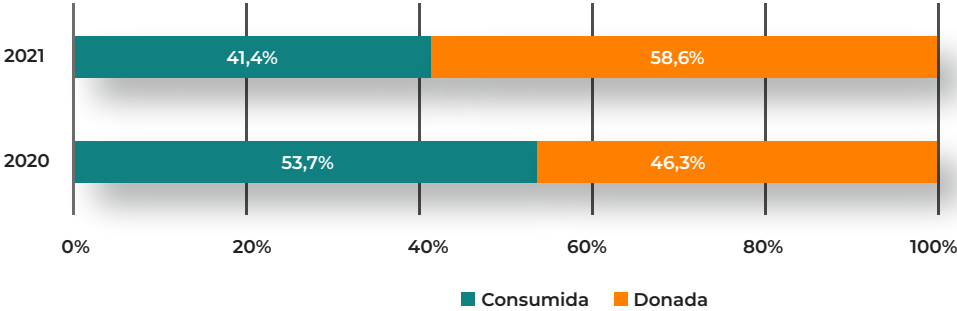
Chart 15. Total Production of Panels vs Energy Consumption and Donation, years 2019 and 2021			
Produccion total vrs Consumo y Donacion Corporativo			
Year	Pannels Energy Production	Total Energy Consumption	Donation
2019	52.276,0	50.541,7	1.734,3
2020	125.554,81	67.450,29	58.104,5
2021	136.317,74	56.468,71	79.849,0
Total	314.148,55	174.460,68	139.687,87

Graph 12. Energy generated by solar panels comparison, 2019 - 2021



As can be seen in table 15 and graph 12, production has increased, but consumption has not been optimal, due to the fact that in 2021 we were part-time for half a year, with office assistance for only one or two days. The full day was given gradually throughout the year and office attendance also increased to three days.

Graph 13. Energy Consumed vrs Energy Donated, 2020 and 2021



The graph shows how we went from consuming 53.7% of the production of the panels in 2020 to 41.4% in 2021, reducing the use of the electricity production of the panels by -12.3%. This was the same percentage of energy donated to the national electricity grid, which used to provide electricity to Costa Rican homes.

With the return to the full working schedule and office work in 2022, a better use of the energy produced internally by the company is expected.

Graph 13 shows only 2020 and 2021 years because that was when the project fully started production.

Reduction Actions

The goal was to decrease 3% in 2021 compared to 2019, but due to the impact of the pandemic, the decrease was 49%. This represented 4% compared to 2020.

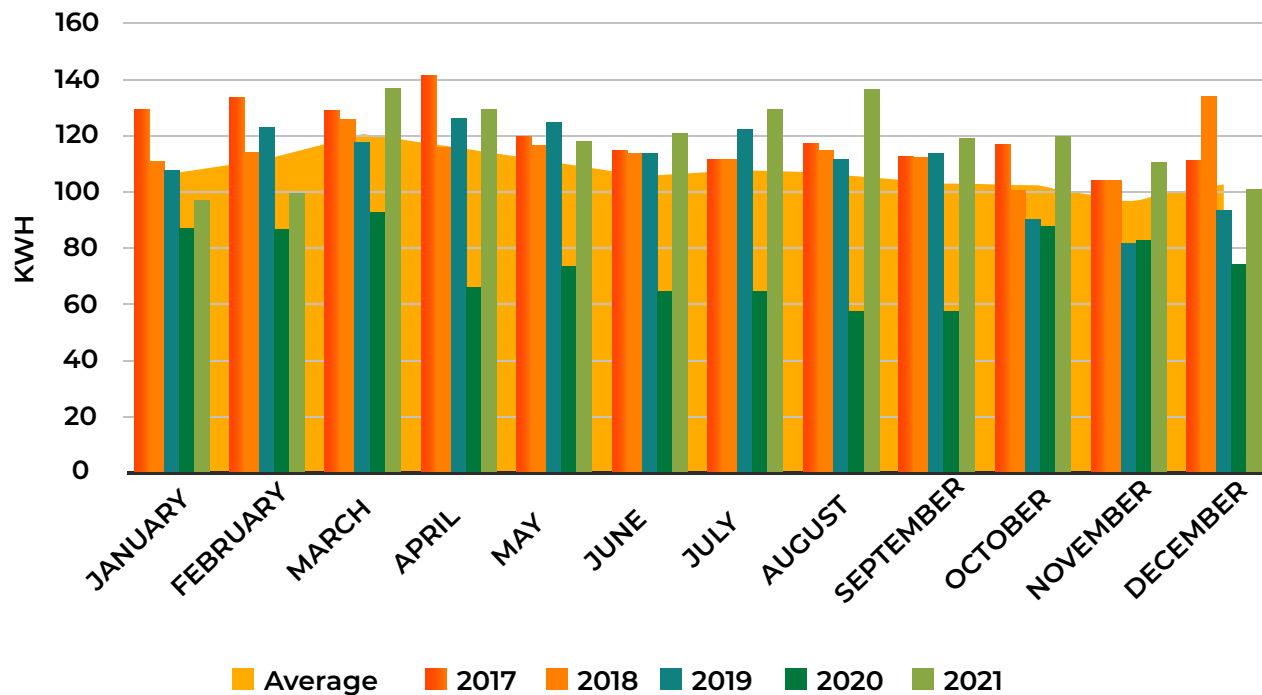
- Constant maintenance of the electrical system.
- Solar Furnace
- Customer awareness: through our guides, tips for responsible travelers included in their welcome packs, news, among others.
- Staff awareness: we carry out awareness training. In 2021, we managed to train 24% of the staff on this topic, in addition to various signage and rules on the efficient use of electricity.
- Project to change luminaires for LED light: Project began in 2014 in Santa Ana, a total of 243 luminaires have been changed to date and a reduction of 13,880.2 kWh. In 2021 we achieved a reduction of 3114.88 kw A led light tube consumes 18 watts per hour compared to a fluorescent 53 watts, generates a reduction of 35 watts per hour.
- Plan to change to more efficient electronic equipment: Equipment with an energy efficiency seal.
- Air conditioning equipment change plan: savings generated of 39,287.31 kWh, a savings of \$3,598.39.

Consumption Efficiency Per Person

Chart 16. Electricity consumption efficiency ratio in kilowatts per Swiss Travel 2017-2021

Electricity consumption efficiency ratio in kilowatts per Swiss Travel 2017-2021				
Year	Annual Average Staff	Annual Average of Consumption per person	Monthly Average per person	% 2021 vs 2019
2017	288	1532,99	127,7	-2,5%
2018	299	1415,19	117,9	
2019	292	1.366,42	113,6	
2020	262	811,32	67,61	
2021	153	1.332,51	111,04	

Graph 14. Corporate Monthly Consumption per person in KWH - 2017 vs 2021



The annual electricity consumption per person in 2021 was 1,332.51 kWh. The comparison with previous years is not made, since the company's annual consumption was 4% less than the previous year and 49% less than in 2019 and the number of personnel in 2021 was almost half that of 2019, so it is not a point of comparison.

Water

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

Water at our headquarters comes from two sources: well and provided by the Instituto Costarricense de Acueductos y Alcantarillados (AyA, Spanish acronym), which largely supplies the country with drinking water. To get this data, we used 2019 information as base.

Each headquarters is supplied as follows:

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

Chart 17. Type of water sources by site

Type of water sources by location	
Santa Ana Headquarters	Costa Rican Water and Sanitation Insititute (AYA) +Well
Guanacaste Regional Office	Well
Cielo Azul- Uruca Transport Office	Costa Rican Water and Sanitation Insititute (AYA) +Rainwater Collection System

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

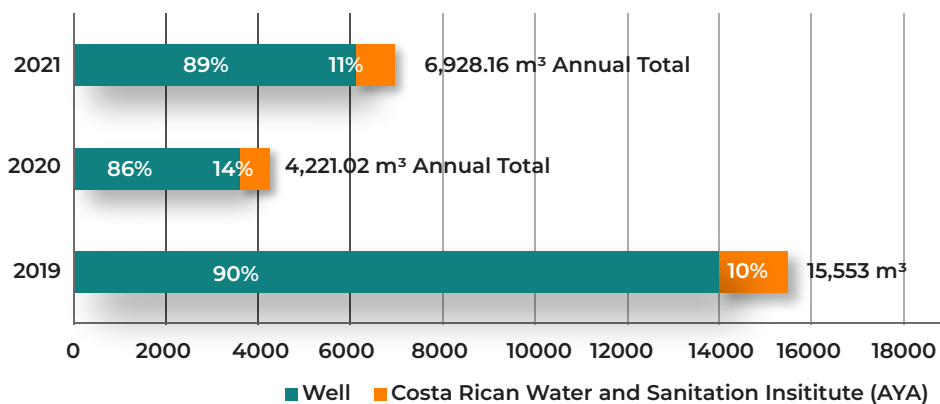
Chart 18. Consumption water by sourse at Swiss Travelin m³, 2017-2021

Year/Source	Well	AYA	Total	Difference 2019-2021	%	Difference 2021-2020	%
2017	13.534	1.610	15.144	-8595,6	-57%	2707,1	18%
2018	13.505	2.500	16.005				
2019	13.961	1.563	15.524				
2020	3.613	608	4.221				
2021	6.136	792	6.928				
Total	50.749	7.073	57.822				

In 2021 there was a 57% decrease in consumption compared to 2019, and 13% (2707.1 m3) in water consumption compared to 2020, due to the return to scaled office work, followed by full-time shifts.

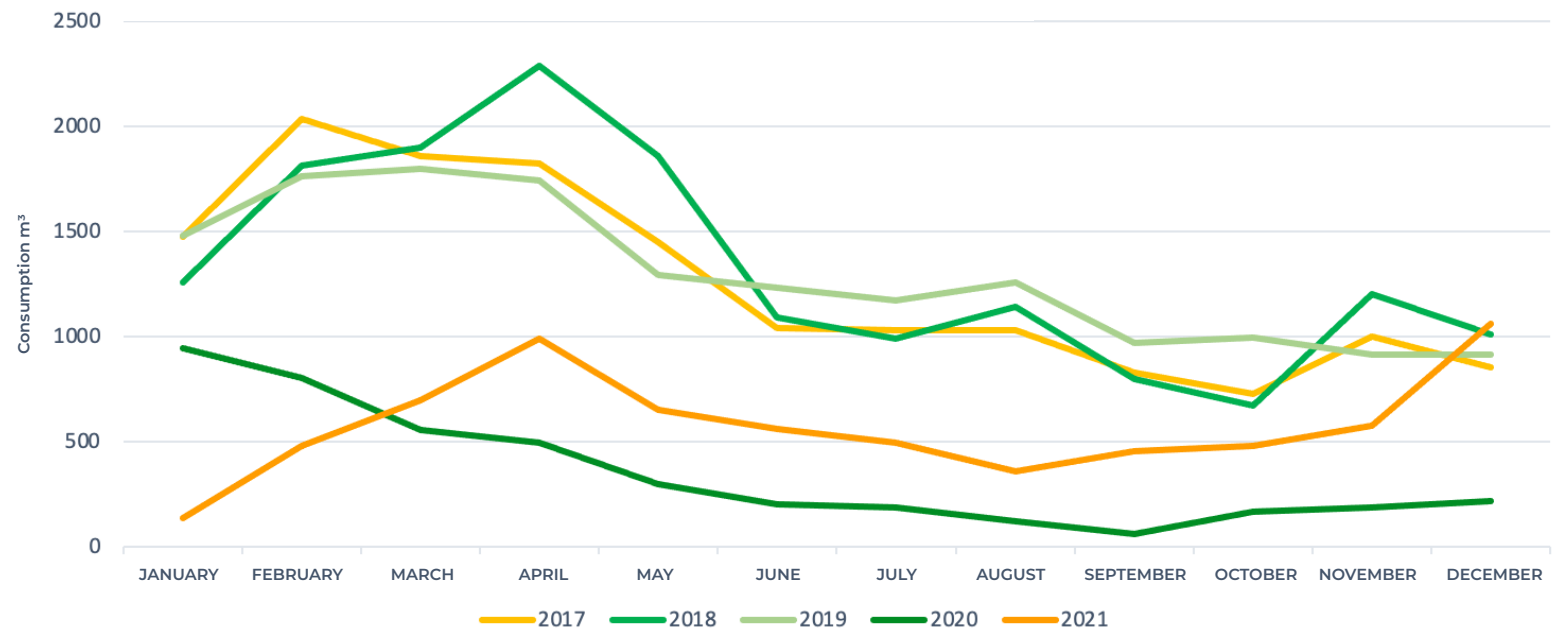
This decrease compared to 2019 (normal operation), meant a saving of \$3,884.40 in the payment of the bill for water consumption.

Graph 15. Comparison of Water Consumption per source, 2019 to 202



The water supply is greater from the wells than the AyA public service. In 2021, 4% more from AyA was consumed due to extensive maintenance given to the wells. This represented 57% less than in 2019.

Graph 16.
Total Water Consumption in Cubic Meters of Swiss Travel per month and year comparison



Here the drop in consumption is seen as affected by the pandemic. In 2021, there was an increase compared to 2020, but significantly lower than in 2019, with 55% less. Only in the month of December, consumption was higher compared to previous years.

Reduction Actions

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

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

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

Chart 19. Water Consumption Avarage	
Vehicule Type	Liters per wash
Hiace	8 litros
Coaster	7 litros
Senior	9 litros
Buseta China	9 litros
Volares	9 litros
Bus	22 litros

Chart 20.Consumption per Daily Wash	
Vehicule Type	Liters per daily wash
Hiace	8 a 56 litros
Coaster	7 a 49 litros
Senior	9 a 63 litros
Buseta China	9 a 63 litros
Volares	9 a 63 litros
Bus	22 a 154 litros

Cuadro 21. Consumo por Lavada Mensual	
Vehicule Type and Quantity	Liters per monthly wash
9 Hiace Vehicles	2016
8 Coaster Vehicles	1568
1 Senior Vehicles	252
1 China Vehicule	252
2 Volares Vehicle	504
5 Buses	3080

- SMART IRRIGATION SYSTEM FOR GARDENS:** programmed to irrigate green areas is carried out at best times of the day, taking into account the irrigation zones by type of soil and vegetation.

In summer works at 1 a.m., 3 a.m., 5 a.m. and at 7 p.m., all rounds end at 7:40 a.m. The system has a humidity and rain measuring sensor, so when the sensor detects a certain degree of humidity or rain, it deactivates the irrigation.

In winter the hours are shortened and the humidity sensor is still active. This system allows a saving of up to 12 cubic meters per day. It is activated daily according to weather conditions.
- MAINTENANCE:** Part of the reduction actions is the maintenance of the water system, wells, pumps, leaks and others, which carries out the maintenance process, to ensure the quality of the water and also to avoid waste. It is done daily.
 - LABELING OF COMMON AREAS to encourage savings** bathrooms, hand washing area, dishes and others.

Wastewater

This material refers to the contents 306-1 Water 2016

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

Chart 22. Types of Wastewater Sources and Treatment by location				
Localidad	Source	Water waste type	Avarage Daily Flow	Type of Treatment
San José	Bathrooms	Ordinary	10.5m³ daily	Swiss Travel San Jose's wastewater is treated by an on-site treatment plant. These flow ranges require us to present operational reports every six months. In 2020, we only present the first semester operative report, the Misnistry of Healths approved us not to present the second semester operative report, because there were no discharges of wastewater in this period, due to the impact of the Covid-19.
	Dinning Room			
	Rooms			
Cielo Azul	Workshop	Especial	4.18 m³ daily	This headquarters produces domestic and special wastewater from the workshop. The former are discharged into a septic tank and are managed by Sahuco, company authorized by the Ministry of Health of Costa Rica. The second ones go through a treatment but are not recirculated in the fluvial water system, but go to the sanitary sewer. In the same way, water analyzes are carried out on the latter for being dangerous waters. But in 2020, due to low water consumption, the Ministry of Health approved us not to present operational reports this year.
	Bathrooms offices and transport units	Ordinary		
	Car Wash			
	Dinning Room			
	Rooms			
Guanacaste	Bathrooms	Ordinary	22.28 m³ daily	It generates Domestic Wastewater and special waters (there is no workshop, only minor jobs such as changing tires and oil) which go through different grease traps and are discharged into a Septic Tank, it is managed by the authorized manager Santa Cruz Septic Services, when the septic tank warrants it.
	Dinning Room			
	Kitchen			
	Rooms	Ordinary		
	Hangar	Special		
In Santa Ana and La Uruca offices, operational reports must be submitted every six months. In 2021, the operational report of the Santa Ana headquarters was presented normally, which complied with the established parameters. In the case of the headquarters in Uruca, due to the effects of the pandemic, there was no outflow. The Ministry of Health approved not to present the first ROP of that year.			Method used: 2007 - 730 Scope 55 of Gazette 55 of march 19, 2007: 80% of water for daily consumption.	Additional information of waste water treatment can be found in pages 55-52 of last sustainability report

Cuadro 23. Análisis semestral de muestreos rutinarios Planta de Tratamiento Santa Ana

I Semester 2021						
Routing Samplings						
Sampling		Potable Water	Temp.	S.Sed.	PH	Flow
		l/s	oC ± 0.1	ml ± 0.1	± 0.01	m³/day
1	January	0,000	0,0	0,0	0,00	0,000
2	February	0,173	25,3	0,0	7,00	4,988
3	March	0,082	25,1	0,0	7,00	2,361
4	April	0,076	24,5	0,0	7,00	2,193
5	May	0,047	23,5	0,0	7,00	1,347
6	June	0,180	23,9	0,0	7,00	5,190
Sum (Σ)		0,558	122,294	0,0	35,000	16,078
Average (x)		0,112	24,459	0,0	7,000	3,216
Standard Deviation (±)		0,061	0,761	0,0	0,000	1,754
Maximun		0,173	25,2	0,0	7,00	4,970
Minimun		0,051	23,7	0,0	7,00	1,462

Chart 23. Semiannual analyssis of routing samplings Santa Ana Headquarters from July 2020 to December 2020

II Semester 2021						
Routing Samplings						
Sampling		Potable Water	Temp.	S.Sed.	PH	Flow
		l/s	oC ± 0.1	ml ± 0.1	± 0.01	m³/day
1	Julio	0,030	25,2	0,0	7,00	1,276
2	Agosto	0,167	24,3	0,0	7,00	7,209
3	Septiembre	0,183	24,6	0,0	7,00	7,896
4	Octubre	0,129	23,0	0,0	7,00	5,561
5	Noviembre	0,102	22,5	0,0	7,00	4,408
6	Diciembre	0,092	22,5	0,0	7,00	3,955
Sum (Σ)		0,701	142,136	0,0	42,000	30,304
Average (x)		0,134	23,381	0,0	7,000	5,806
Standard Deviation (±)		0,056	1,177	0,0	0,000	2,403
Maximun		0,190	24,6	0,0	7,00	8,209
Minimun		0,079	22,2	0,0	7,00	3,403

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

Routing Samplings						
Sampling	Potable Water	Temp.	S.Sed.	PH	Flow	
	month m ³	oC ± 0.1	ml ± 0.1	± 0.01	m ³ /day	
1 April	32	22,8	0,0	6,89	0,853	
2 May	34	23,0	0,4	7,23	0,907	
3 June	32	23,4	0,6	7,93	0,853	
4 July	33	21,9	0,5	8,20	0,880	
5 August	46	22,3	1,1	8,03	1,227	
6 September	50	23,2	1,0	8,20	1,333	
Sum (Σ)	227,0	136,5	3,6	46,48	6,053	
Average (x)	37,8	22,8	0,6	7,75	1,009	
Standard Deviation (±)	8,0	0,6	0,4	0,55	0,214	
Maximun	45,8	23,3	1,0	8,30	1,222	
Minimun	29,8	22,2	0,2	7,20	0,795	

Bodies of water affected by water spills and / or runoff

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

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

SIGNIFICANT DIESEL SPILLS

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

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

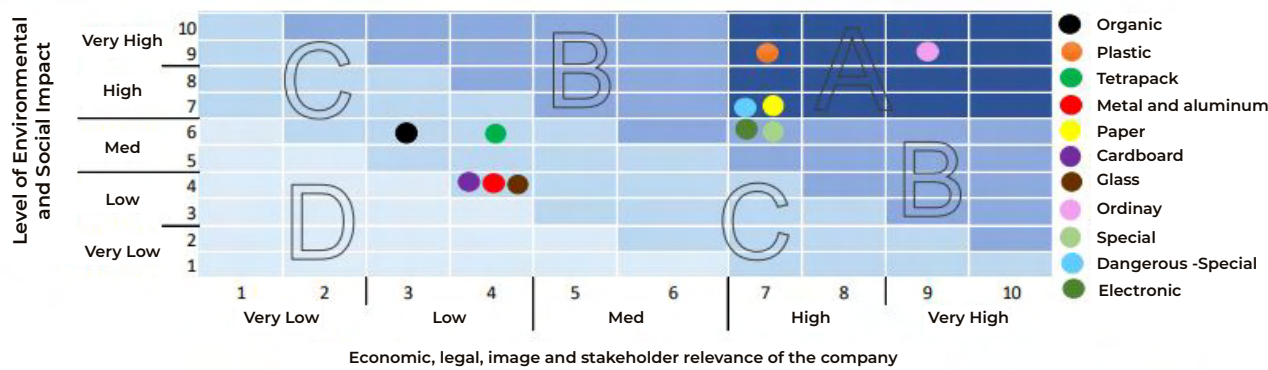
Residues

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

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

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

The following is the composition of the waste generated



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

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

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

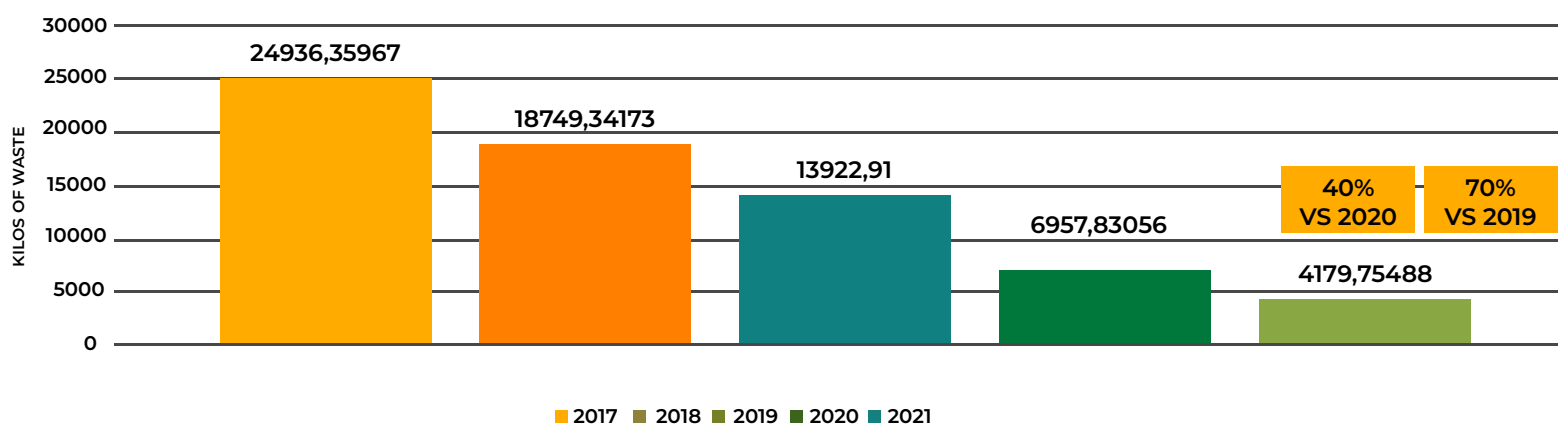
More details of the entire process on page 54 of the 2018 - 2019 report.

Behavior of waste generation in 2021

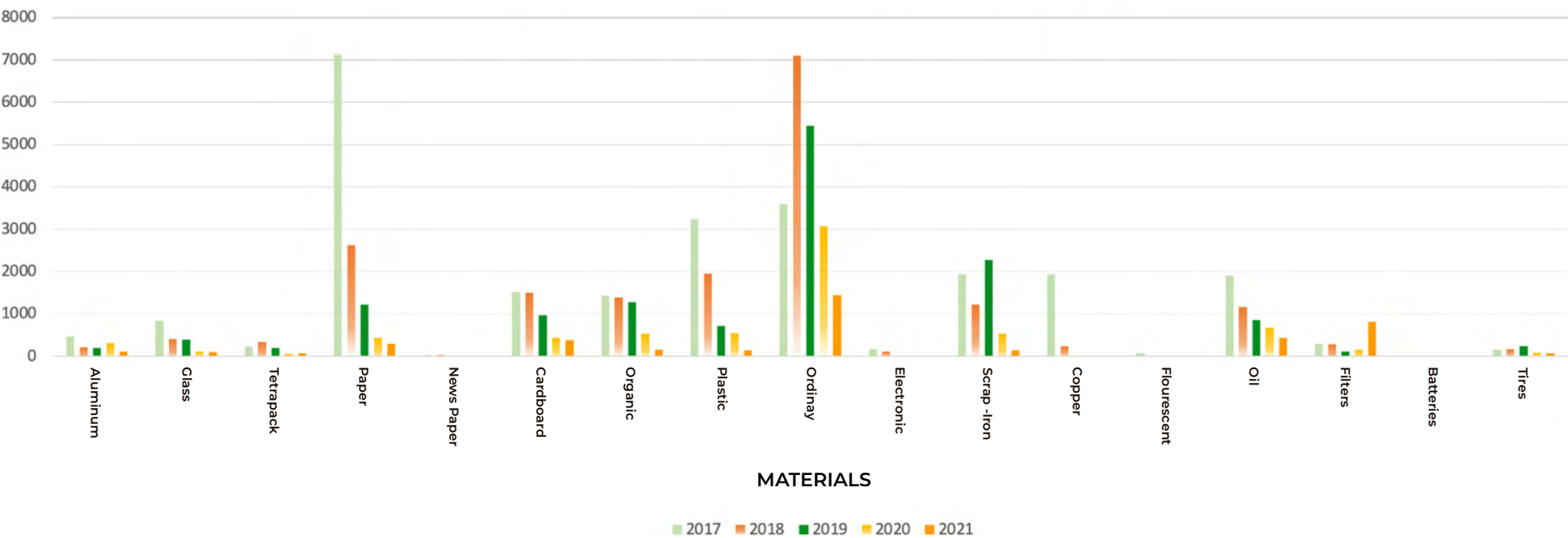
Chart 25. Corporative Control of Solid Waste generated years from 2017 to 2021

Year	Recoverable								Not Recoverable	Specials								Total
	Aluminum	Glass	TetraBrik	Paper	News Paper	Paper-board	Organic	Plastic	Ordinary Waste	Electronic	Scrap - iron	Copper	Tires	Peligrosos	Oils	Filters	Bateries	
2018	205,5	409,0	341,5	2623,0	25,0	1501,0	1393,0	1953,5	7103,8	111,0	1216,0	244,0	168	0	1171	284	0	18.749,34
2019	201,0	398,0	202,0	1226,0	0,0	965,0	1282,0	720,5	5441,0	0,0	2268,0	0,0	232	0	856	111	20	13.922,91
2020	307,9	118,0	52,0	435,0	0,0	435,0	539,0	551,0	3077,0	0,0	530,0	0,0	85	0	671	148	9	6.957,83
2021	107,9	97,0	65,0	301,0	0,0	381,0	151,0	143,0	1441,0	18,5	141,0	0,0	70	16	437	808	2	4.179,75
Total	822,3	1022,0	660,5	4585,0	25,0	3282,0	3365,0	3368,0	17062,8	129,5	4155,0	244,0	555,0	16	3135,7	1351,0	31,0	43.809,84
% increase or decrease 2021 vs 2020	-65%	-18%	25%	-31%	-	-12%	-72%	-74%	-53%	-	-73%	-	-18%	-	-35%	446%	-78%	-40%
% increase or decrease 2021 vs 2019	-46%	-76%	-68%	-75%	-	-61%	-88%	-80%	-74%	-	-94%	-	-70%	-	-49%	628%	-90%	-70%

Graph 17. Total waste generated and managed in kilogram, per year, 2018 al 2021



Graph 18. Type of waste generated in Swiss Travel, 2018-2020 comparison

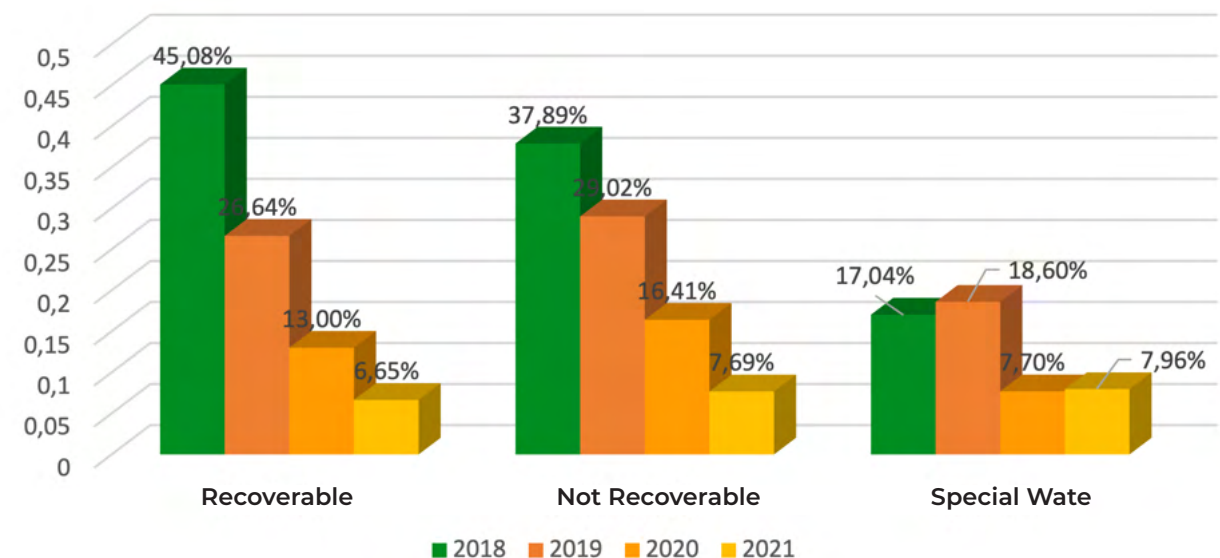


The company generated 4,179.75 kilos of waste in 2021, 40% less than in 2020 and 70% less than in 2019.

These results were due to the measures implemented due to the pandemic (remote work, part-time work, and the low operation of the company). By 2022 it will be possible to have more real data of the operation in the face of a new normality.

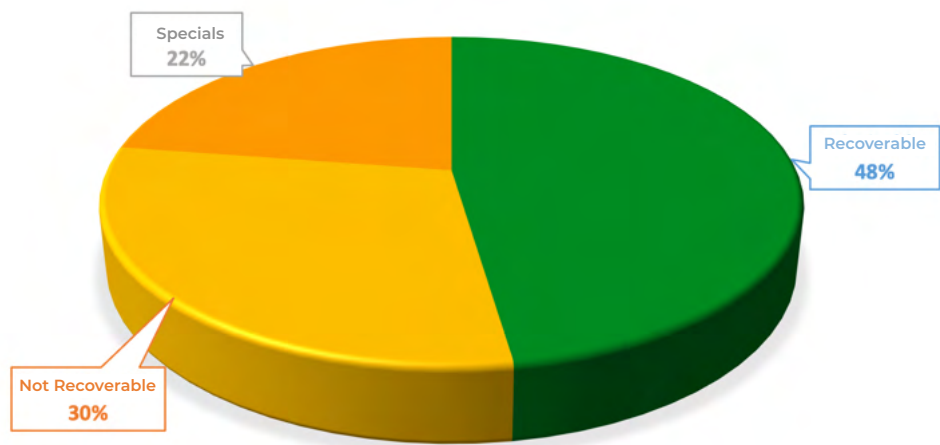
Graph 18 shows how ordinary waste has decreased over the years, with 53% less in 2021 compared to 2020 and 64% less in relation to 2019. Paper, oil, plastic, organic and cardboard waste behave Similary. In the case of scrap metal, it began to be accounted for correctly in regional offices.

Graph 19. Type of waste generated in Swiss Travel yearly comparison



Graph 19 shows the decrease in waste with the percentages of recoverable and special waste, managed by companies authorized by the Ministry of Health. This percentage is much higher than the amount of non-recoverable waste sent to sanitary landfills, demonstrating the efficiency of the waste management system.

Grph 20. Comparative Total Percentaje type waste generated during from 2018 to 2021

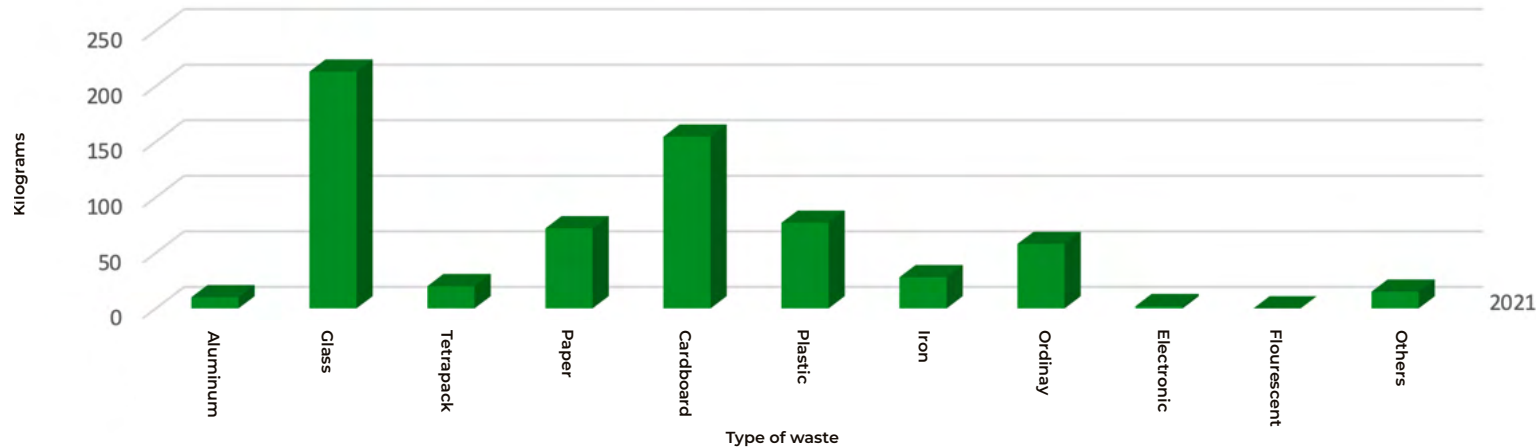


Graph 20 shows the total waste generation between 2018 and 2021, where recoverable waste has represented 48% of the total waste plus 22% of special waste. Together they represent 70% of the waste generated by the company and only 30% corresponds to ordinary waste.

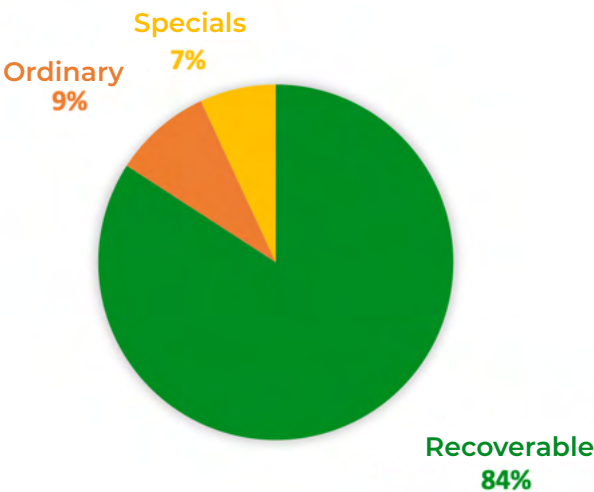
Valuable waste brought by employees

The company's employees have a collection center available where they can bring their recoverable waste for those who do not have a management program in their locality. This is a benefit that has been implemented in the company for years, but its accounting began until 2021, shown in graphs 21 and 22.

Graph 21. Waste brought by staff from their homes, year 2021



Graph 22. Comparative Waste by type, brought by our staff from their homes, year 2021



In 2021, the staff brought a total of 650 kilos of recoverable waste. 84% corresponded to conventional recoverable waste and 7% to transport, special and electronic waste.

9% of the waste brought consisted of ordinary waste, which is taken into account to reinforce education to eliminate this percentage and only reusable or recyclable waste is brought.

The most common types of waste are glass, cardboard, plastic and paper, as shown in graph 22.

Consumption control of paper or reams.

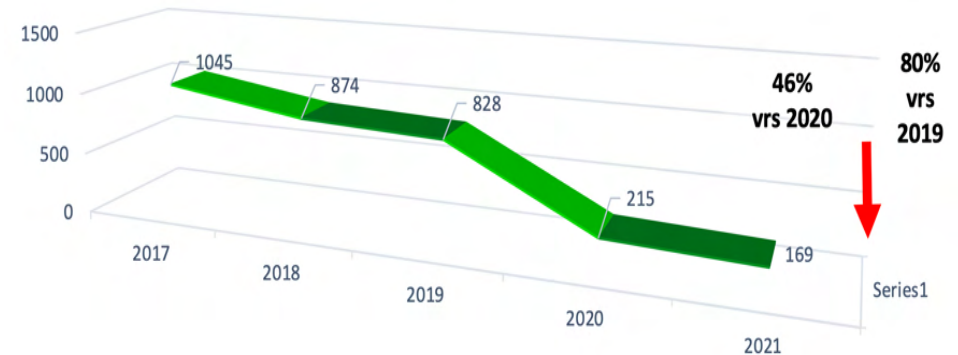
Chart 26. Comparative Consumption of Paper Reams

Month	2017	2018	2019	2020	2021
January	140	139	97	69	10
February	91	83	89	69	9
March	106	106	89	53	19
April	90	72	98	0	1
May	75	60	70	2	15
June	38	30	51	11	11
July	82	68	58	10	5
August	73	58	36	1	21
September	67	52	75	0	12
October	35	65	50	0	20
November	94	71	45	0	26
December	154	70	70	0	20
Annual Total	1045	874	828	215	169

In 2021, the use of paper was reduced to 659 reams, 80% less compared to the year 2019 (base year), saving \$2,734.80, largely due to the impact of the pandemic, but the continuity of the actions of reduction of paper consumption that the company applies.

Graphic 23.

Comparative Consumption of Reams 2017 to 2020 Swiss Travel



This represent 42 trees not cut; 17 reams of paper are equivalent to cutting down a tree.
(Source: Mi Parque Foundation, 2022).

According to the Forest Without Borders Organization, 22 mature trees are required to supply the oxygen demand of one person per day, based on this data, we generate oxygen for 29 people during one day⁴.

On the other hand, according to the Aqua Foundation, a mature tree absorbs approximately between 10kg and 30kg of CO₂ per year, the 42 saved trees captured an average of 0.42ton CO₂ in a year, taking the basis of 10 kg⁵.

⁴: Source: <https://bosquessinfronteras.com/cuantos-arboles-necesita-un-humanoparasobrevivir/>

⁵: Source: https://www.fundacionaquae.org/wp-content/uploads/2016/04/infografia_oxigeno.pdf

Actions to reduce paper consumption

- **Paperless**, a digital filing cabinet for all client files, in this way reservations, confirmations and other client information should not be printed, in a shared way and thus all the personnel involved can have access.
- **Shared folders** where various documents can be stored and shared between processes.
- **Environmentally friendly printers:** to print on both sides, in an economical version, saving electricity, and also provides a monthly report of impressions made, amount of CO₂ emitted and trees required for those impressions (this control was not used for reams since paper is used for other tasks than just printing).
- **Smart Flow Documents documentation system:** our management system is stored, procedures without the need to print and with access to all personnel to facilitate their use.
- **Implementation of electronic invoicing at the country level:** established by the government of Costa Rica, the need to print invoices was significantly reduced, and currently the approval of digital invoices and digital payments.
- **Information to guides and drivers:** the corresponding information is digitally delivered to each client.
- **Other:** Printing on both sides, reuse of printed-paper, elimination of signatures and non-relevant information from emails to reduce paper consumption.



Waste recollection campaigns

Plastic bottle caps recollection campaign

During 2021 we carried out three caps collection campaigns to contribute to "Donatapa" program of the Costa Rican Accessible Tourism Network.

This initiative collects plastic bottle caps to turn them into beach access ramps for people with disabilities, while reducing and reusing waste

Swiss Travel has supported the project since 2018. In 2021

we carried out three campaigns at our headquarters in conjunction with the Santa Ana Environmental Alliance, Canaeco and other companies to deliver 430.22 kilos of tapas, of which 47 kilos were contributed by Swiss Travel in all its locations. This campaign is continuing.

Swiss Travel is a plastic cap delivery point for this project for the neighboring communities where the headquarters are located.



Electronic residues recollection campaign

During this period, an electronic waste collection campaign was carried out among staff and the community, in conjunction with companies from the Santa Ana Environmental Alliance and Quantum, an electronic waste management company.

Swiss Travel was one of the collection points of the campaign, with 711.68 kilos of waste collected. All the alliance members collected 2,829 kilos, all managed by Quantum.



Santa Ana Environmental Alliance members

This is a group of companies based in Santa Ana, which develop environmental projects, and all are part of the Blue Flag Program (PBAE, in Spanish).

Jeldryn Vargas, Swiss Travel's Sustainability Manager, represents the company in this group.

In 2021, a new company was recruited and trained for the Alliance, which was followed up to deliver the PBAE Climate Change report in 2021, five environmental training sessions were carried out for 92 people.

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



Involvement of employees in environmental management

Sustainable Homes

Every year we train and accompany our employees so that they can join the Blue Flag Sustainable Homes program, expanding the action of carrying out sustainable practices at the employees' homes: real change begins at home.

Each year, participants track elements such as the consumption of water, electricity, waste generation, fossil fuels, incorporating environmental and social criteria for sustainable purchases. They compare it with the behavior of the previous year, in order to seek a reduction or efficient consumption.

We currently have three employees who have this award.



Green Committee

Each headquarter has a team to plan strategies to aware our interest groups, mainly in sustainability subjects, aligning to our Corporate Strategic Plan.



Environmental compliance

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

We have no breach of environmental legislation and regulations.



"In order to successfully achieve our Vision, we must be able to develop an adequate management of people, who represent the most valuable asset that the Company has."

-Melania Rodríguez,
Human Resources Director



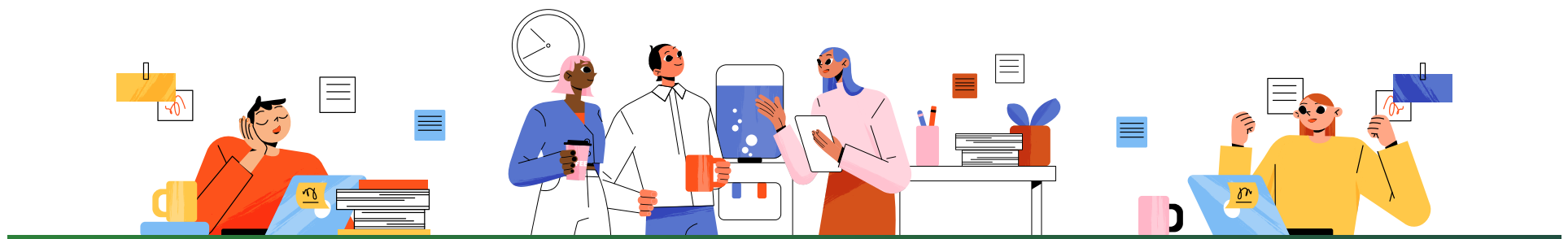
PERSONAL

Our people

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

2021 was a year of process towards the recovery of working hours and gradual reinstatement of part of the old staff and new hires, summarized as follows:

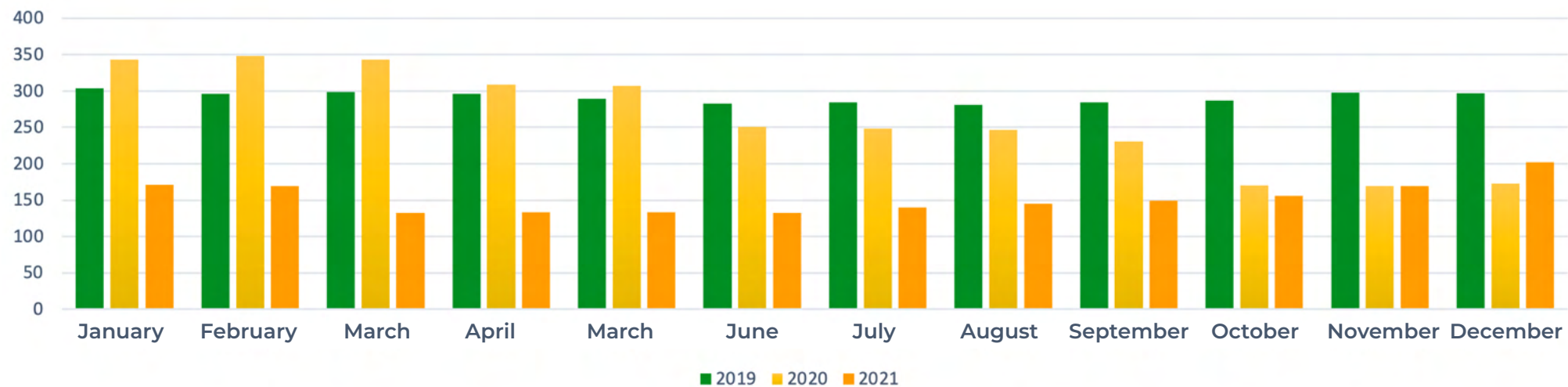
- From January until February 15, the staff was working part-time in 100% remote mode.
- From February 15 to June, the staff worked part-time in office, one day a week.
- From June to November, staff gradually returned to full time schedule and increased to two days of work in the office.
- Since December 6, work began for three days in the office and two days at home, all the staff returned full-time and they continue to this day.
- Implementation of security protocols to prevent the spread of Covid continued.
- PTO to staff to go to vaccinate.
- Mask use in office policy, also distancing and constant hand washing was established.
- Capacity for each area was defined.
- Remote work began, with its policies and rules. The staff organized to attend on different days in order to prevent the spread of the virus. Hours for access to the lunch area were changed.



Employment

This material refers to the contents 401-1 of Employment GRI Standards 2016.

Graph 24. Total Employees per month and year



2021 closed with 202 person on staff, 68% compared to 2019.

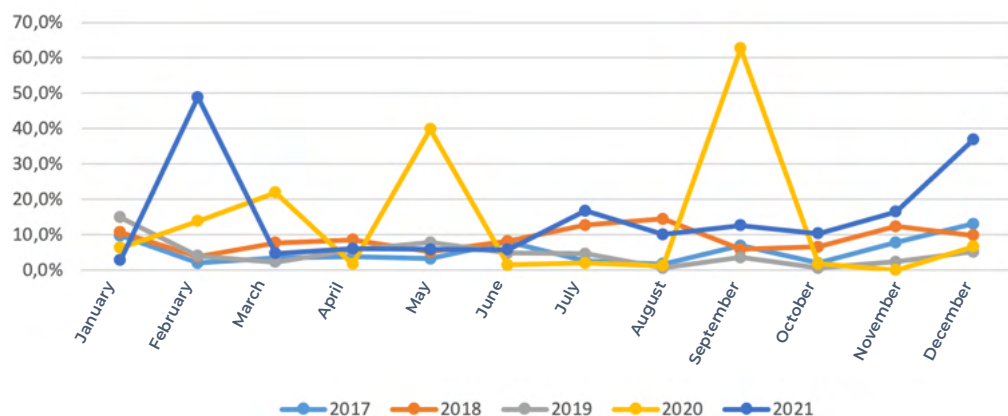
The biggest achievements this year were:

- Return to full-time work schedule.
- Increase of 17% of staff compared to 2020.
- Implementation of remote work in a 2x3 mode

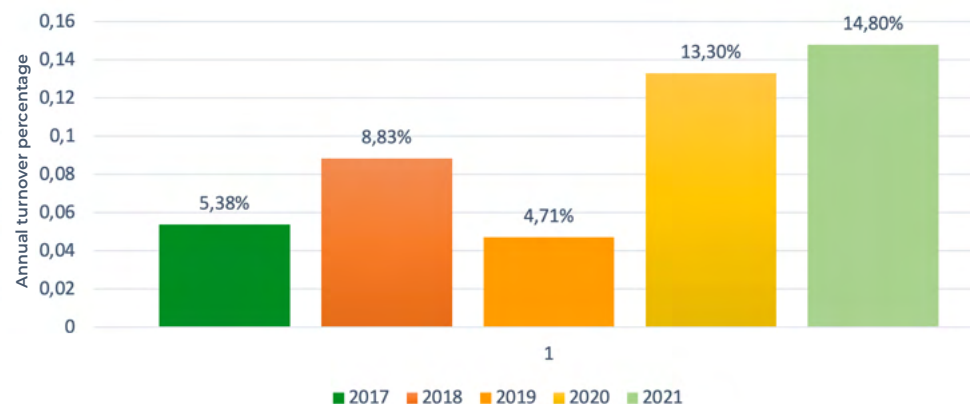


Staff turnover

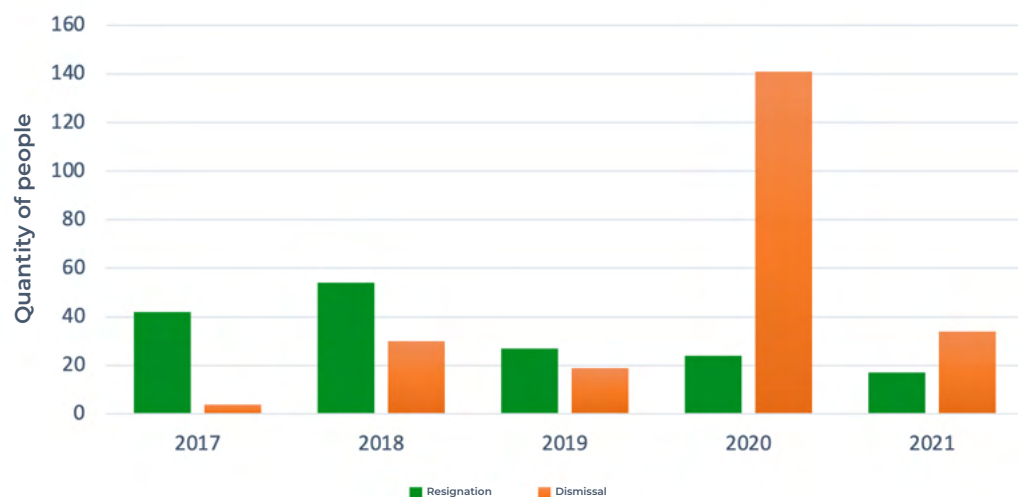
Graph 25.
Monthly staff turnover, 2017 - 2021



Graph 26.
Annual staff turnover, 2017 al 2020



Graph 27.
Type of turnover, 2017-2021



Graphs 25 and 26 show that 2019 turnover decreased to 4.7%, the lowest amount compared to previous years. Due to the pandemic effects, this number largely increased in 2020 and 2021, reaching 14.8%. New hiring resumed in the firsts months of 2021.

This turnover was unwanted and mostly by layoffs due to external situations. In 2022 it is expected to minimize turnovers.

Chart 27. Percentage of turnover by age groups

Month	2019	2020	2021
January	304	343	171
February	296	348	169
March	299	343	132
April	296	309	133
May	289	307	133
June	283	251	132
July	284	248	140
August	281	247	145
September	284	231	149
October	287	170	156
November	298	169	169
December	297	173	202
Average	292	262	153

The 25 to 34 age group turnover increased, followed by the 35 to 44 group. The 45 and older group had minimum turnover.

New hiring

Chart 28. Hiring per year

Year	Contrataciones San José								
	Hiring per Gender		Hiring per Age				Total Amount of Hirings	Avarge of Personal	% Hirings
	Female	Male	Ages from 18 to 24	Ages from 25 to 34	Ages from 35 to 44	Ages older than 45			
2021	24	52	10	27	21	18	76	153	50%

76 persons were hired in 2021, 24 are women and 52 men. Some are still on payroll and other were part of the turnover data. Most of new hiring belong to the 25 to 34 age group, followed by the 34 to 44 group, where turnover rates were higher.

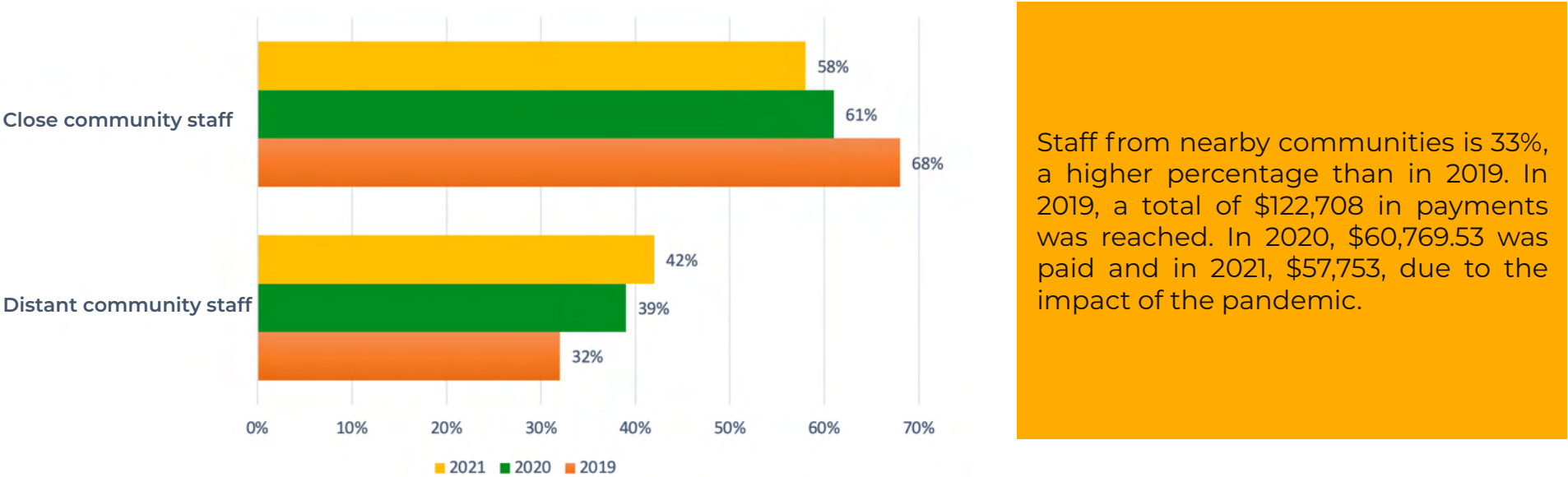
Amount of staff by days and contract type

Chart 29. The total number of full-time or part-time employees							
Type of working day	Full- Time			Part-Time			
Year/Gender	Men	Women	Total	Men	Women	Total	Total Colaboradores
2019	101	68	169	0	0	0	169
2020- to March	81	56	137	0	0	0	137
2020- from April to December 2020	0	0	0	81	56	137	137
2021 January to May	0	0	0	89	64	153	153
2021 June to Dicember	89	64	153	0	0	0	153

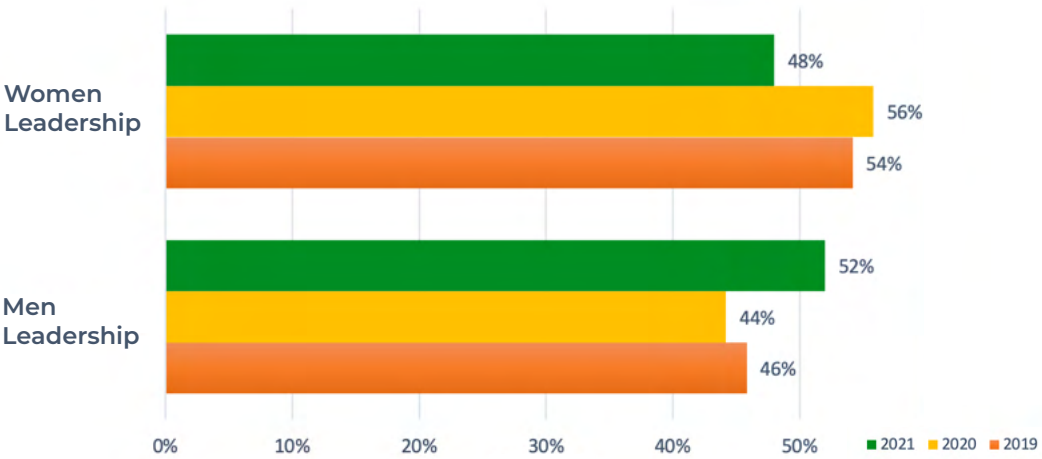
Staff had part time schedule since May 2020 to June 2021. From June to November schedule returned to full time, with 2 days working at offices. During 2021, all personnel was under a permanent contract, same behavior as previous years.

Number of staff by location close and far from the offices

Gráfico 28. Place of residence of staff



Graph 29. Percentage leaderships - Men vs Women



This graph shows the tendency of balance between men and women leaderships in the company. 2021 closed with 13 male vs 14 females leaderships.

Chart 30. Training hours per year, number of trained personnel

Training hours																						
Corporate																						
Year	Month	Total Training hours	Total Number of Trained People	Year	Month	Total Training hours	Total Number of Trained People	Year	Month	Total Training hours	Number of people Trained											
2019	January	0	0	2020	January	826	58	2021	January	2	2	Total	Per Gender		Category Position							
													Men	Women	Operational	Administrative						
													February	2	17	February	1	8	3	5	0	8
													March	8	47	March	5	21	7	14	4	17
													April	5	18	April	2	9	5	4	2	7
													May	37	162	May	33	160	73	87	0	160
													June	90	276	June	24	39	12	27	8	31
													July	79	176	July	22	65	25	40	6	59
													August	28	97	August	24	58	21	37	5	53
													September	41	120	September	27	69	25	44	14	55
													October	241	99	October	14	32	13	19	6	26
													November	0	0	November	10	23	7	16	3	20
													December	0	0	December	0	0	0	0	0	0
	Total	529,50	1.012,00	Total	2410,78	1568,00	Total	164	486	191	295	48	438									

Note: the 2019 and 2020 tables do not show data by gender and job category. It was adjusted to present the total hours given in training and the number of people participating to represent the reality of the training hours.

In 2021, a total of 164 hours of training were provided, 486 people participated (this number counts personnel who participated in more than one training).

Of these, 191 were men and 295 women. It was a low year in training hours due to the part-time, financial aspects of investment in training and the process of recovery of operations and clients.

In 2022 it is expected to gradually increase these training hours.

a) The type and extent of programs implemented and assistance provided to improve employee skills

- **Annual training plan:** to improve the efficiency of the workers so that they contribute the necessary increase and thus achieve high levels of productivity and personal development. This plan covers all the personnel of the corporation.
- **Induction Program:** aims to familiarize new workers with the company and with co-workers, its culture, its history, its policies and the manuals that exist within the company.

b) The type and scope of programs implemented and assistance provided to improve skills in external communities

- **Intern Program:** Professional practice is essential for students to develop their skills in a job. This allows applying knowledge and learning more about the area in which they want to develop. Scope: University Students, Technical Colleges.



Staff Benefits

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

A continuación, se detallan los beneficios que tiene el personal dentro de la empresa:

1. Staff associations: Two associations within the company, Aseswiss and Asecarz.

Chart 31. Number of Collaborators in Solidarity Associations

Names of Associations of Collaborators	ASESWISS								
	ASECAZ								
Location	Santa Ana			Uruca			Guanacaste		
Detail/Year	2019	2020	2021	2019	2020	2021	2019	2020	2021
Annual Average of Collaborators	125	137	90	44	34	12	123	91	49
Quantity of Collaborators members of the Association	164	131	76	44	34	19	123	91	38
Average of Collaborators in Association	131%	96%	84%	100%	100%	154%	100%	100%	78%

87% is member of the associations, higher percentage compared to previous years.

Benefits for members:

- Loans as available in savings with the association, with lower interest than those given by banks.
- Access to product fairs for Christmas, Mother's Day, among others, with financing from the association.
- Employer contribution of the unemployment, administered by the association. In the event of employment termination, regardless of the reason for leaving, the employee takes all the savings made and

the employer's labor contribution.

- Christmas Savings. (Aseswiss)
- Financial support in the event of the death of relatives of the first degree of consanguinity, or spouses.
- Agreement with Fundación Vida for the discounts and payment of funeral plans
- Participation and financing in organized fairs.
- Vouchers, salary advances, among others.
- Others.

2. **Personal Days:** according to the number of years that the employee has been working for the company.
3. **Birthday half day off:** all employees of the corporation can make use of the enjoyment of this half day off.
4. **Use of swimming pool and soccer field**
5. **Agreements with health providers.**
6. **Parking**
7. **Special rates with suppliers,** at their discretion and granting (after having completed one year of work)
8. **Rooms for our tour guides** drivers and other personnel who finish working very late.
9. **Payed days:** When an employee marries, a child is born (in the case of males) or a family member dies in the first degree of consanguinity (parents, spouse, children, siblings), the company will grant them leave with salary for three days.
10. **In the event of the death of a relative in the second degree of consanguinity or affinity:** the company will grant the collaborator, leave with pay only to attend the funeral, the collaborator must return to work, or coordinate with their boss to make up the time if needed to be absent the rest of the day.



Workplace Health and Safety

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

Committed to the safety of our staff

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

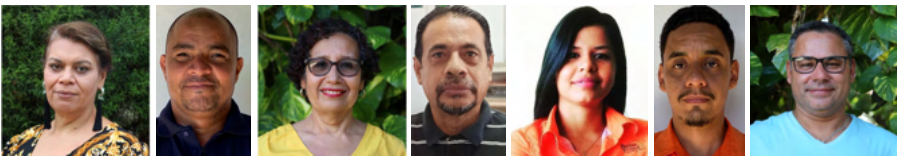
It also promotes safer, comfortable and healthier workplaces. It also provides the required knowledge to improve decision-making for our health at work, family

and places of recreation.

We have an occupational health office, in addition to an occupational health committee duly registered with the Occupational Health Commission.

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

Our commissions



San José

- Geovanny Salas** - President/ Finance
- Jeldryn Vargas** -CSO Member/ Sustainability
- Andreas Melchior** - CSO Member/ Sales
- Melania Rodríguez** – CSO Member/ Human Resources
- Armando Villegas**- CSO Member/ Eventos del Sol
- Alexander Fuentes** – CSO Member/ Maintenance
- María José Céspedes** – CSO Member/ UIT
- 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
- Martín Vargas** – CSO Member/ Accounting
- Diego Lara** – CSO Member/ Maintenance

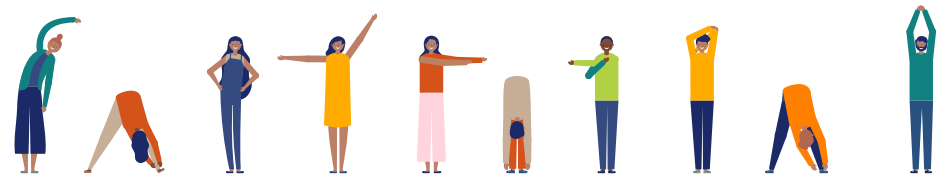
Active pauses:

This program began in San José and there are plans to be expand in other locations during this period. During working hours, staff has a 15-minute break to perform stretches, relaxation and eye resting exercises. This program started in San Jose headquarters, with the vision to expand to the other facilities.

Benefits Of Active Pauses

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

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



Cuadro 33. Amount of sales generated to national and foreign suppliers in thousands of dollars

Rate/year	Nov 2018-Oct 2019	Nov 2019-Oct 2020	Jan-Dec 2021
Number of accidents occurred	6	1	11
Lost days	86	3	71
Frequency	86,77	14	75
Gravity	1,24	0,0	0,5
Incidence	20,62	3,3	8,0
Average Duration	14,33	3	6

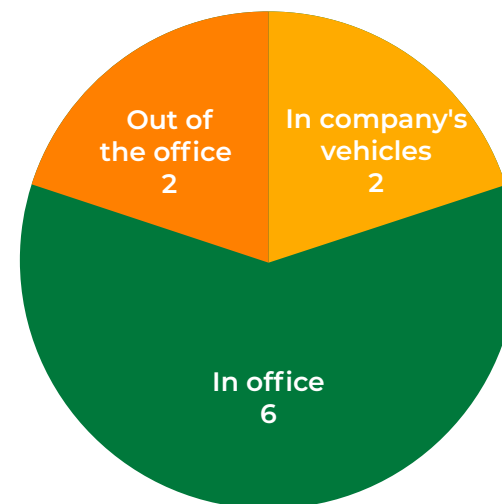
KPI		Detail
Frequency Rate	No. Accidents / No. Worked Hours *1,000,000	For every 1.00.00 hours worked, there are "X" number of accidents
Gravity Rate	Days lost due to disability/ No. Worked Hours. X 1000	For every 1000 hours worked, "x" number of working days are lost
Incidence Rate	No. Accidents /No.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

As shown in the table above, more accidents were recorded in 2021 than in previous years. 11 accidents were recorded during the year 2021, with a total of 71 days lost, 17% less than in 2019,

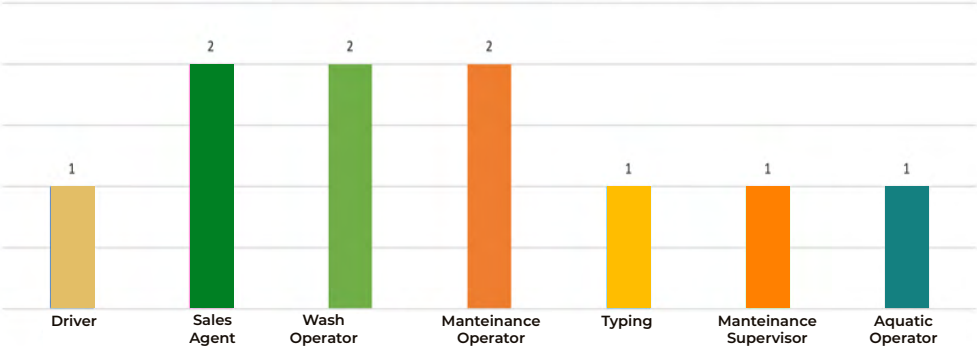
When comparing the rates of frequency, severity and incidence with respect to previous years, a decrease is evident with respect to the year 2019, but an increase with respect to 2020.

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

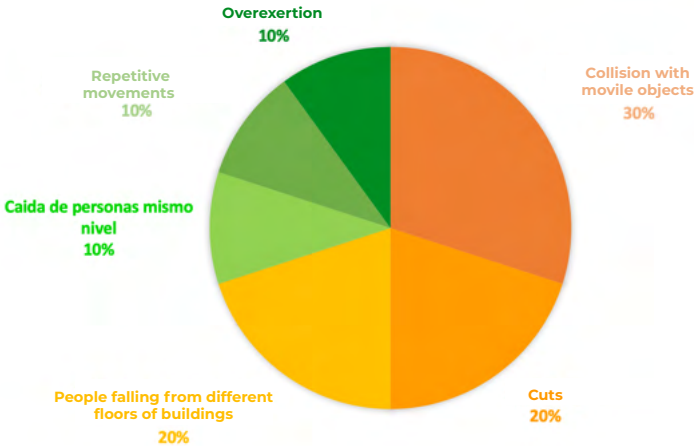
Graph 33. 2021 Accident location



Graph 34. Number of people injured by position



Graph 35. Type of Accidents - 2021



Most accidents occur on company premises.

Graph 35 shows that the jobs with the highest incidence of accidents were those of maintenance, washing and sales operations, as well as the most common type of accident, according to graph 26, were collisions with moving objects, followed by falls on the same floor and cuts. In all of them, the respective investigation, monitoring and adjustments were made to avoid further accidents.

Among the highest risks at the work level that we have are:

- Road stress due to vehicle driving and caused by traffic congestion.
- Desk work: Ergonomic due to poor posture.

- Exposure to non-ionizing radiation, burns, sunstroke.
- Conditions to the musculoskeletal structure due to overexertion, carrying luggage, helping clients.
- Heights works: warehouses, building maintenance, gardening, washers, mechanics, and those in charge of the car body paint workshop.
- Garden Maintenance: risk of cuts with the machines.

During 2021, twelve employees had Covid, an 8.27% of the total staff, with no deceases.

Labor Legal Compliance

We comply with all Costa Rican legal regulations.

CLIENTS



"We work so that our visitors return to their homes with a growing awareness of the importance of sustainability."

-Rolando Campos,
Sales Director

Our clients

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

Actions for pandemic recovery

During 2021, several webinars were held in order to keep our wholesale customers and travel agents updated on offers in the country.

Our Sales Managers carried out seven webinars and 14 visits to clients in Spain. We also participated in international fairs such as: Motivation Luxury Travel Mart in Los Sueños and IMEX America in Las Vegas, FITUR in Madrid, as well as the virtual Virtuoso fair.

Travel safe with us

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

Travel with quality services

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

We have Operations departments that support clients during their stay in the country 24 hours a day and customer service to support clients after leaving the country, if required.

Tell us about your experience

For us it is very important to know your travel experience or business relationship with us, therefore, contact us and give us feedback with the following survey or contact your sales agent.



Veracity of the information provided to customers

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

New travel offers

In our country, companies (transport, hotels, and restaurants) are adapted for people with reduced mobility, visual limitation, etc., thanks to Law No. 7600 on Equal Opportunities for People with Disabilities, which dates from 1996 and establishes a complete development of the population with disabilities in equal quality conditions as the rest of the people.

Our tours offer facilities for the total enjoyment of visitors in the midst of natural destinations with sensory experiences that will undoubtedly give tourists an unforgettable experience, including a beach destination with retractable walkways for people in wheelchairs, built with recycled plastic through the Donatapa campaign which Swiss Travel supports as part of our sustainability and inclusion commitments.

During 2021 we managed a package for people with disabilities, who visit the area of San José, Tortuguero, Arenal and Playa Hermosa.

During the tour, visitors can experience canopy, stroll among the hanging gardens of sandbanks, visit and enter the sea of Playa Hermosa, one of the accessible beaches in Costa Rica. It has a retractable walkway, inclusive bathroom, rental of amphibious chairs, information on LESCO for people with no or reduced hearing, and access to guide dogs for the blind, among many other options.

The rooms in the hotels, land and water transportation for the Tortugero area have adaptations for people with disabilities, in addition to having trained guides and drivers.

Ask your Account Executive for more information.

Be part of the Donatapa campaign, giving your guide and driver the bottle caps you use.

DONATAPA



Sustainable transport options

Part of our transport fleet has sustainable options for the transfer of groups, which reduce emissions to the atmosphere by 95%, thanks to its Euro V engine.

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

Also we offer options to rent hybrid or electric vehicles.



Get involved by leaving a positive footprint in Costa Rica

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

Among the options, we have:

- Compensate the emissions of your flights with **Neutralflight**.
- Compensate your water footprint, when making your trip **Zero Water Consumption**.
- Plant a tree and contribute to the recovery of ecosystems with **Huella del Futuro**.
- Contribute with children from different communities in Costa Rica, through **Pack for a Purpose**.
- Contribute to the creation of natural routes in the urban communities of Costa Rica with **Naturbanas**.
- Support **Medical Missions** in Indigenous communities.
- **Beautification of Parks** in local Communities for the recreation of its inhabitants.
- **Interventions in communities**, to protect children from sexual and commercial exploitation of minors, through education programs.
- **Among others**.

More information at this link, customers can consult with their sales agents to support any of these projects.



Education and awareness

Tips to become a sustainable traveler

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

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

- Participate in the local culture of Costa Rica and its traditions. Learn about and respect the Costa Rican lifestyle, customs and laws.
- Save water during your trip, good examples are: tell the hotel staff that you do not need to change your sheets every day; take short showers and turn off the faucet when brushing your teeth.
- Save energy: turn off all lights and appliances, and turn down the heat or air conditioning, when you leave your room.
- When taking a tour or doing activities within the protected areas, follow all the recommendations made by your tour guide and / or staff of the area. These are intended to protect you and the environment.
- Whenever possible, buy local products. This contributes to the communities you visit.
- Avoid buying items made from endangered animal parts such as shells, feathers, bones, and woods.
- Use products that respect the environment, those whose contents or containers are biodegradable, reusable or at least recyclable and preferably without excessive packaging.
- Do not feed wild animals. This food can harm animals, make them dependent on unnatural food sources and, over time, alter their natural role within the ecosystem.
- In case you need to dispose of any items, find the appropriate container or ask your tour guide about the best way to do it.
- Swiss Travel signed the Code of Conduct against commercial sexual exploitation of minors. If you see or suspect activities of this type or use of illegal substances, please inform our collaborators or local authorities.



Behavior Tips in Indigenous and Vulnerable Communities

We share this information with you since within your itinerary you will have the opportunity to visit an indigenous community or with very characteristic cultural or social features that must be taken care of.

This in order that you enjoy the experience to the fullest and the community can also enjoy your visit.

- 1. Respect their way of being:** they usually have their own dialect, way of conducting themselves, expressing themselves, working, dressing, food, sometimes even their own government. Enjoy knowing them, learning from them, but respect them.
- 2. Intellectual property:** they usually have very own and striking cultural manifestations, masks, dances, games, art, and others. These are aspects of their culture with a meaning deeply rooted in their identity. If they offer the option of acquiring a product made by them, buy it, support them, consult its meaning, but do not try to reproduce it. They are cultural aspects that belong to them.
- 3. Enjoy knowing them:** their cultures are very different and unique from your own, enjoy knowing them, but do not discriminate.
- 4. If you have any questions:** consult your guide, any questions you have about any cultural or experiential aspect of the community visited.
- 5. Let's take our waste:** try not to take disposable items, or generate a lot of waste in these communities, sometimes they have a poor waste collection system and if we leave them our waste we increase the problem. Better take the waste with you and deposit it in the correct containers in our transport units or in the next hotel you visit. We have a government-endorsed waste treatment system.

Costa Rica Essentials Newsletter

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

Here you can find the most updated information about:

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



"The path of sustainability in our company is the environmental, social and economic link, which seeks to strengthen tourism activity through responsible practices that involve our suppliers, always trying to leave a positive mark."

-Lincy Calderon,
Product Manager

A man in a blue t-shirt and dark pants is ziplining over a dense green forest canopy. He is wearing a white helmet with a GoPro camera attached and is smiling. An instructor in a blue shirt and red helmet is standing on a green metal platform, assisting him. The platform has a red and green safety net. The background is a vast expanse of green trees under a cloudy sky.

PROVIDERS

Our Providers

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

During 2021, payment of pending dues was the greatest effort towards suppliers.

The value chain is a fundamental part of our company, it is made up mostly of small and medium tourism entrepreneurs.

Despite eight months with a considerable reduction in income, it was a priority for the company to continue with the payment of bills to suppliers, with the aim of collaborate with the industry and the economy of tourist destinations, families and communities as part of the social responsibility and sustainability on which Swiss Travel is founded.

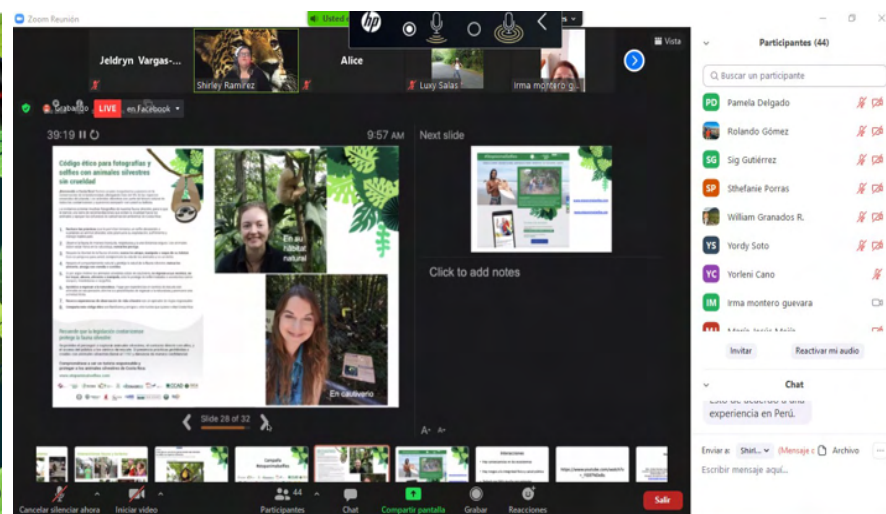
During the year we achieved the payment of \$6 561 980,88, the totality of payable dues to suppliers.

Other efforts:

- **Staff training by providers:** to stay updated with the latest in their offer.
- **Providers training:** 132 providers were part of the Ethic Wildlife Tourism Training Program, 11 sessions with 22 different subjects regarding biodiversity protection and tourism management.
- **Signing and updating of contracts with our suppliers** for the new season.



Tema de Charla	Mes	Expositor
1. Generalidades sobre las interacciones que provocan pérdida de la biodiversidad con el sector turismo.	23 Junio	Shirley Ramirez CONAGEBIO-MINAE
2. Bienestar Animal y Turismo Responsable de Vida Silvestre.		Genier Delgadillo HSI
3. Turismo, fauna silvestre y riesgos a la salud pública.	8 Julio	Mauricio Jiménez EMF-UNA
4. Pérdida de Biodiversidad por electrocución de fauna silvestre.		Ramiro Rodríguez HSI-CONAGEBIO
5. Rescate de infantes silvestres.		Martha Cordero Centro de rescate Las Pumas
6. Cómo reducir los choques de Aves en ventanas en las instalaciones turísticas.	21 Julio	Rosmary Menacho UNED
7. Turismo a través de vías amigables con la vida silvestre.		Esther Pareda Vía amigables con la Vida Silvestre
8. Efecto Borde de las infraestructuras en áreas protegidas.	1 Agosto	Conal Pacheco ICOMVIS-UNA
9. Mantenimiento de Comportamientos naturales de la vida silvestre para un turismo sostenible.	25 Agosto	Angie Sánchez SINAC-MINAE
10. Ciencia ciudadana: Naturalista Costa Rica o naturalist.		Michelle Monge ICOMVIS
11. Implementación de medidas dirigidas a la fauna silvestre en proyectos viales.	3 Set.	Andrés Avila MOPT
12. Tours Acuáticos: observación de ballenas y delfines ética con la vida silvestre.		Javier Rodríguez PROMAR
13. Tortugas marinas y turismo ético.	22 Set.	Cecilio Mario Orrego SINAC-MINAE
14. Murciélagos, conservación, interacciones y turismo ético.		Bernal Rodríguez UCI
15. Turismo ético con los felinos silvestres.		Stephanie Amoyc PANTHERA
16. Pesca turística responsable.	8 de Oct.	Mónica May Federación Costarricense de Pesca Deportiva
17. Turismo ético dentro en Áreas Silvestres Protegidas.	20 de Oct.	Laura Poma ICOMVIS-UNA
18. Biodiversidad y Conservación Indígena.		Mónica González Minka Nacional Indígena
19. El programa de pago por servicios ambientales como instrumento para recuperar y mantener la biodiversidad.	5 de Nov.	Gilmer Navarrete FONAFIFO-MINAE
20. Programa Bandera Azul Categoría Biodiversidad.		Angela González CONAGEBIO-MINAE
21. Campaña stop Animal Señles.		
22. Tráfico de Vida Silvestre y Turismo	17 de Nov.	Shirley Ramirez CONAGEBIO-MINAE



Value chain size

Local vs International providers

Gráfico 30. Percentage of suppliers of national capital vs foreign capital in 2021

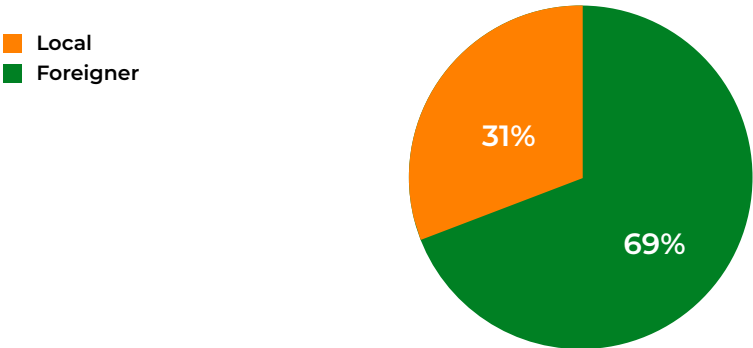
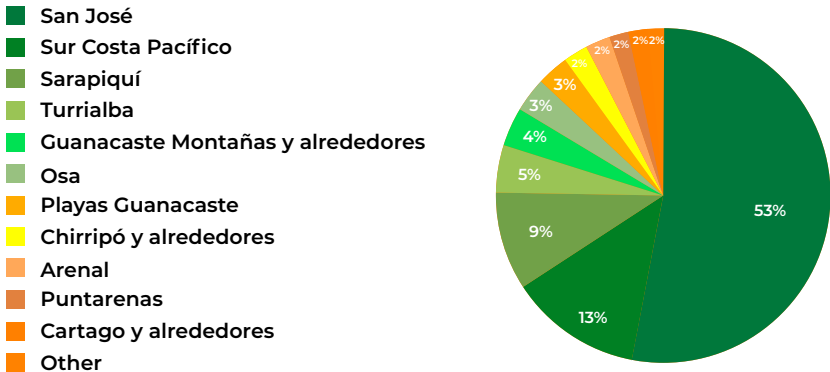


Gráfico 31. Percentage of national capital providers per location in 2021



The company has a total of 946 tourism providers, 69% national or national capital and 31% international capital, so our operation is contributing greatly to the development and continuity of large, medium and small national companies.

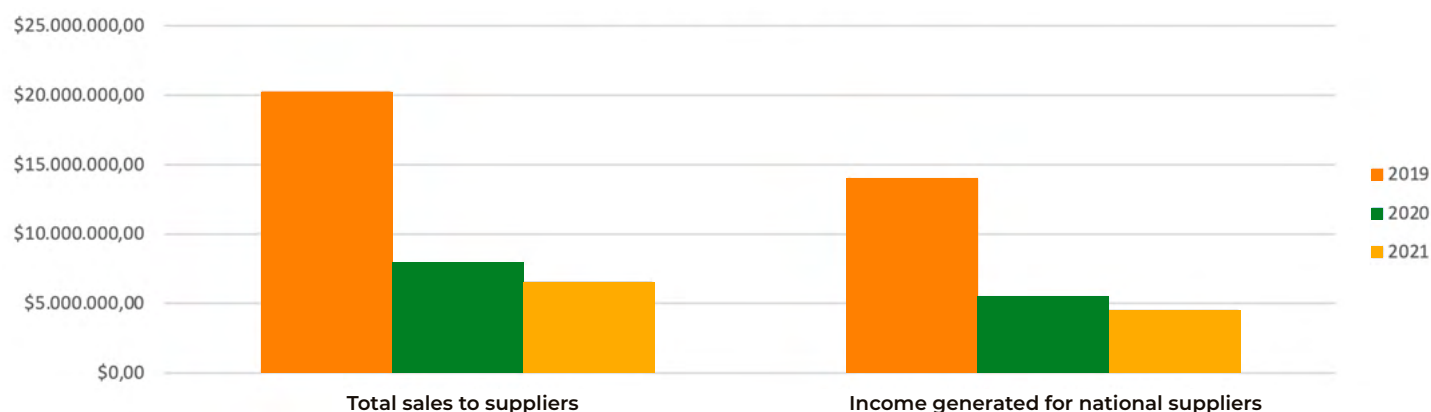


Chart 34a. Amount of sales generated to suppliers domestic and foreign in thousands of dollars			
Year	Total sales to suppliers	Income generated for national suppliers	Income generated for Foreign suppliers
2019	\$20.302.643,52	\$14.008.824,03	\$6.293.819,49
2020	\$7.919.705,66	\$5.464.596,90	\$2.455.108,75
2021	\$6.561.980,88	\$4.527.766,81	\$2.034.214,07

Chart 34b. Difference				
Year	Difference Income generated for national providers	%	Income generated for foreign providers	%
2020 vs 2019	-\$8.544.227,13	-61%	-\$3.838.710,74	-61%
2021 vs 2020	-\$936.830,09	-17%	-\$420.894,68	-17%
2021 vs 2019	-\$9.481.057,22	-68%	-\$4.259.605,42	-68%

Graph 32.

Amount of sales generated to all suppliers vs. quantity of those sales made to national suppliers, year 2019 to 2021



In 2019, \$20,302,643.52 were distributed among our suppliers. In 2020, this distribution of wealth decreased by 61%. By 2021 the decrease was greater, reaching 68%, due to the pandemic; there was no high season, while in 2020 there was.

It was possible to make a distribution of income to national capital providers of \$4,527,766.81 and \$2,034,214.07 to foreign capital providers.

Supplier selection process

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

FPDSC001 Supplier Contracting Requirements Form

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

FPDSC007 Supplier Contract Format

The supplier contract is a legal agreement of both parties, in which rates are negotiated annually with new and existing suppliers. The supplier contract informs our business

partners about our sustainability policy and they commit to comply with the sustainable tourism laws in Costa Rica. There are contracts by type of provider.

Tourism Sustainability Guidelines

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

Which are shown below:

Suppliers and Supplies

Contracts with clients and suppliers are established through a negotiation process between the parties involved, reaching a collaborative and balanced consensus where the acceptances of all its clauses are consensual and of mutual benefit to the parties involved. Special attention will be given to meeting the requirements of quality in service and safety, good sustainable practices, laws and regulations, food safety, respect for people and institutions and the integrity of its operation. As far as

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

Extranet

The Swiss Travel Extranet is the official portal to promote and update provider's products through our Online Tariff. If you still do not have access, request your password and do not miss the opportunity to sell your products. If you already have it, make sure to keep it up to date! If you require information about its use, you can contact Lincy Calderon lincy.calderon@swisstravelcr.com

Code of conduct against sexual exploitation of minors

Swiss Travel signed the Code of Conduct against Sexual and Commercial Exploitation of Minors. We condemn and sanction any exploitative conduct, in any of its forms, especially the sexual and commercial exploitation of girls, boys and adolescents, associated with travel and tourism. We have zero tolerance for sexual and commercial exploitation of children and adolescents in travel and tourism activities. In Costa Rica, sexual harassment, child prostitution, and the consumption of illegal substances are crimes punishable by law. The company signed the Code of Conduct to contribute the fight against these practices and has a complaint protocol for these cases. The management and the company is committed to reaffirm and keep all our collaborators trained, emphasize to all our clients and suppliers the mandatory compliance with our national legislation, especially to Law No. 7899 and Law No. 8590. Swiss Travel declares the commitment to combat and report any indication of sexual and commercial exploitation of children and adolescents in travel and tourism activities, which under no circumstances will be promoted in written or electronic media. We extend this commitment to clients, staff and

suppliers, through labeling on mobiles, websites, contracts with suppliers, brochures and others. During 2020 we were able to train 33% of the staff (100 people) in the month of May that the training was given and there were no complaints to the PANI.



Protecting Them

FROM COMMERCIAL SEXUAL
EXPLOITATION IN TRAVEL & TOURISM



We protect children from sex tourism.

Además de la línea confidencial
800-8000-645.
el OIJ cuenta con el Whats App:



8800-0645

dsex-comunicaciones@poder-judicial.go.cr





ANNEXES

Gri Standard		Standar Number	Content	Idem	Page	Omission
GRI 102: General Contents 2016	Organization Profile	GRI 102-1	Organization Name´s	Our Company	1, 17	
		GRI 102-2	Activities, brands, products and services	Our Company	17, 18, 19, 21, 22	
		GRI 102-3	Headquarters Location	Our Company	20	
		GRI 102-4	Location of operation	Our Company	20	
		GRI 102-5	Property and legal form	Our Company	17	
		GRI 102-6	Markets served	Our Company	23	
		GRI 102-7	Organization size	Our Company	20	
		GRI 102-8	Information about employees and other workers	Personal	20, 95-108	
		GRI 102-9	Supply chain	Our Company	24	
		GRI 102-10	Significant changes in the organization and its supply chain	Our Company	24	
		GRI 102-11	Precautionary principle or approach	Our Company	28	
		GRI 102-12	External initiatives	Our Company	25	
		GRI 102-13	Membership of associations	Our Company	25	
	Strategy	GRI 102-14	Statement from senior executives responsible for decision-making	Generalidades	11, 12	
		GRI 102-15	Main impacts, risks and opportunities	Generalidades	12	
		GRI 102-16	Values, principles, standards and norms of conduct	Our Company	26, 27, 29	
	Governance	GRI 102-18	Governance structure	Our Company	14, 15, 31	
	Participation of Stakeholders	GRI 102-40	List of stakeholders	Vision	32 - 38	
		GRI 102-41	Collective bargaining agreements	Vision	32 - 38	
		GRI 102-42	Identification and selection of stakeholders	Vision	32 - 38	
		GRI 102-43	Approach to stakeholder participation	Vision	32 - 38	
		GRI 102-44	Key issues and concerns mentioned	Vision	35	
	Reporting practices	GRI 102-45	Entities included in the consolidated financial statements	Generalities	***	Not included
		GRI 102-46	Definition of the contents of the reports and Coverage of the topic	Vision	39 - 47	
		GRI 102-47	List of material topics	Vision	39	
		GRI 102-48	Restatement of information	Vision	36	
		GRI 102-49	Changes in reporting	Generalities	4	
		GRI 102-50	Period covered by the report	Generalities	4	
		GRI 102-51	Date of the last report	Generalities	4	
		GRI 102-52	Reporting cycle	Generalities	4	

Gri Standard		Standar Number	Content	Idem	Page	Omission
GRI 102: General Contents 2016	Reporting practices	GRI 102-53	Contact point for questions about the report	Generalities	4	Is a report with reference to GRI
		GRI 102-54	Declaration of preparation of the report in accordance with GRI standards	Generalities	123	
		GRI 102-55	GRI content index	Annexes	20	
		GRI 102-56	External verification	Vision	---	It was not done
GRI 103 MANAGEMENT APPROACH 2016	Management Approach	GRI 103-1	Explanation of the material topic and its Boundary	Vision	39 - 47	
		GRI 103-2	The management approach and its components	Vision	39 - 47	
		GRI 103-3	Management approach evaluation	Vision	39 - 47	
Economic	GRI 201- Economic Performance	GRI 201-1	Direct economic value generated and distributed	Economic	50	
		GRI 201-2	Financial implications of climate change	---	---	Indicator has not been developed
		GRI 201-3	Obligations of the defined benefit plan and other retirement plans	---	---	Indicator has not been developed
		GRI 201-4	Financial assistance received from the government	---	---	It does not apply
	GRI 202 -Presence in the market	GRI 202-1	Ratio of standard entry-level salary by sex versus at the local minimum wage	Economic	49	
		GRI 202-2	Proportion of senior executives hired from the local community	Economic	31	
	GRI 203: Indirect Economic Impacts	GRI 203-1	Investments in infrastructure and supported services	Economic	50	
		GRI 203-2	Significant indirect economic impacts	Economic	51	
	GRI 204: Practices acquisition	GRI 204-1	Proportion of spending on local suppliers	Economic	24, 51, 119	
	GRI 205: Anti-corruption	GRI 205-1	Operations evaluated for risks related to corruption	---	---	Indicator has not been developed
		GRI 205-2	Communication and policy training and anti-corruption procedures	---	---	Indicator has not been developed
		GRI 205-3	Confirmed Corruption Cases and Actions Taken	---	---	There are not cases
	GRI 206: Unfair competition	GRI 206-1	Legal actions related to unfair competition and monopolistic practices and against free competition	---	---	There are not cases
Environment	GRI 301: Materials	GRI 301-1	Materials used by weight or volume	---	---	It does not apply
		GRI 301-2	Recycled supplies	---	---	It does not apply
		GRI 301-3	Reused products and packaging materials	---	---	It does not apply
	GRI 302: Energy	GRI 302-1	Energy consumption within the organization	Environment	73 - 78	
		GRI 302-2	Energy consumption outside the organization	Environment	---	Indicator has not been developed
		GRI 302-3	Energy intensity	Environment	73 - 78	
		GRI 302-4	Reduction of energy consumption	Environment	73 - 78	
		GRI 302-5	Reduction of the energy requirements of products and services	Environment	73 - 78	
	GRI 303: Water	GRI 303-1	Water extraction by source	Environment	79 - 81	
		GRI 303-2	Water sources significantly affected by water withdrawal	Environment	79 - 81	

Gri Standard		Standar Number	Content	Idem	Page	Omission
Environment	GRI 303: Water	GRI 303-3	Recycled and reused water	Environment	79 - 81	
	GRI 304: Biodiversity	GRI 304-1	Operations centers owned, leased or managed located within or next to protected areas or large areas value for biodiversity outside protected areas	Environment	59	
		GRI 304-2	Significant impacts of activities, products and services in biodiversity	Environment	56	
		GRI 304-3	Protected or restored habitats	Environment	56 - 65	
		GRI 304-4	Species that appear on the IUCN Red List and on lists national conservation areas whose habitats are in areas affected by operations	Environment	57 - 58	
	GRI 305: Emissions	GRI 305-1	Direct GHG emissions (scope 1)	Environment	67 - 72	CarbonFootpr int of years 2019 and 2021. Year 2023 we will be working with carbon footprint of the years 2021 and 2022
		GRI 305-2	Indirect GHG emissions when generating energy (scope 2)	Environment	67 - 72	
		GRI 305-3	Other indirect GHG emissions (scope 3)	Environment	67 - 72	
		GRI 305-4	Intensity of GHG emissions	Environment	67 - 72	
		GRI 305-5	Reduction of GHG emissions	Environment	67 - 72	
		GRI 305-6	Emissions of substances that deplete the ozone layer (SAO)	Environment	67 - 72	
		GRI 305-7	Nitrogen oxides (NOX), sulfur oxides (SOX) and others significant air emissions	Environment	67 - 72	
	GRI 306: Effluents and Waste	GRI 306-1	Water discharge according to its quality and destination	Environment	82 - 84	
		GRI 306-2	Waste by type and disposal method	Environment	85 - 93	
		GRI 306-3	Significant Spills-DIESEL	Environment	84	
		GRI 306-4	Hazardous waste transportation-DIESEL	Environment	84	
		GRI 306-5	Bodies of water affected by water spills and / or runoff	Environment	84	
	GRI 307: Environmental Compliance	GRI 307-1	Non-compliance with environmental legislation and regulations	Environment	94	
	GRI 308: Environmental Assessment	GRI 308-1	New providers that have passed evaluation filters and selection according to environmental criteria	Providers	120	
		GRI 308-2	Negative environmental impacts in the supply chain and measures taken	Providers	120	
Social	GRI 401: Employment	GRI 401-1	New employee hires and staff turnover	Personal	97 - 99	
		GRI 401-	Benefits for full-time employees who are not give part-time or temporary employees	Personal	103	
		GRI 401-3	Parental leave	---	---	It does not apply
	GRI 402: Company worker relations	GRI 402-1	Minimum notice periods for operational changes	Personal	96	
	GRI 403: Health and safety at work	GRI 403-1	Representation of workers in formal committees worker-health and safety company	Personal	105	
		GRI 403-2	Types of accidents and accident frequency rates, occupational diseases, lost days, absenteeism and number of deaths due to occupational accident or illness professional	Personal	107 a 108	
		GRI 403-4	Health and safety topics covered in agreements formal with unions	---	---	It does not apply there is no union
	GRI 404: Training and education	GRI 404-1	Average hours of training per year per employee	Personal	101	
	GRI 405: Diversity and Equal Opportunities	GRI 405-1	Ratio of base salary and remuneration of women in front of men	Personal	101	The indicator as such is not incorporated, it must be developed but the promotion of gender equality in high positions is shown

Gri Standard		Standar Number	Content	Idem	Page	Omission
Social	GRI 406: Non discrimination	GRI 406-1	Content 406-1 Cases of discrimination and corrective actions taken	---	---	Indicator has not been developed
	GRI 407: Freedom of association and collective bargaining	GRI 407-1	Operations and suppliers whose right to freedom association and collective bargaining could be at risk	Personal	103	
	GRI 408: Child labor	GRI 408-1	Operations and suppliers with significant risk of cases of child labor	Providers	121	
	GRI 409: Forced or compulsory labor	GRI 409-1	Operations and suppliers with significant risk of cases of forced or compulsory labor	Providers	121	
	GRI 411: Rights of indigenous people	GRI 411-1	Cases of violations of the rights of indigenous peoples	---	---	No complaints, indicator should be developed
	GRI 413: Local communities	GRI 413-1	Operations with the participation of the local community, impact evaluations and development programs	Providers	111 a 113	Due to a pandemic, community projects could not be continued
		GRI 413-2	Operations with significant negative impacts - real and potentials - in local communities	Providers	111 a 113	
	GRI 414: Social evaluation of suppliers	GRI 414-1	New suppliers that have passed selection filters according to social criteria	Providers	20,95-108	
		GRI 414-2	Negative social impacts in the supply chain and measures taken	Providers	120	
	GRI 415: Public policy	GRI 415-1	Contribution to political parties and / or representatives	---	---	It does not apply
	GRI 416: Health and safety of customers	GRI 416-1	Assessment of the impacts on health and safety of the categories of products or services	Client	110	
		GRI 416-2	Cases of non-compliance related to health impacts and security of product and service categories	Client	110 y 120	
	GRI 417: Marketing and labeling	GRI 417-1	Requirements for product information and labeling and services	---	---	It does not apply
		GRI 417-2	Cases of non-compliance related to the information and the labeling of products and services	---	---	It does not apply
		GRI 417-3	Cases of non-compliance related to communications of marketing	---	---	It does not apply
	GRI 418: Customer privacy	GRI 418-1	Substantiated claims regarding violations of customer privacy and loss of customer data	Client	110	
	GRI 419: Socioeconomic Compliance	GRI 419-1	Breach of laws and regulations in the social and economic sphere	Our Company	94	

Annex 1 -Capital Expenditures (CapEx)

Tecnological Equipment	Dollar Amount
NOVA COMPUTER	669,39
BATTERY FAST CHARGER	1.079,64
UPS APC BX1500 BRAND - W/REGULAR	212,99
TELEPHONE EXCHANGE CPU	1.227,52
TV JVC39HD	277,88
Total	\$3.467,43

Other Equipments	Dollar Amount
ALCOHOLOMETER PRINTER	388,3
BLOWER STIHL	654,7
ALCOHOLOMETER PRINTER	388,3
MICROWAVE	174,9
Total	\$1.606,31

Aquatic Operations Equipment	Dollar Amount
KAYAK PERCEPTION SINGLE	388,3
KAYAK PERCEPTION SINGLE	654,7
KAYAK DOUBLE	388,3
KAYAK DOUBLE	174,9
KAYAK DOUBLE	388,3
KAYAK DOUBLE	654,7
KAYAK DOUBLE	388,3
KAYAK DOUBLE	174,9
KAYAK DOUBLE	388,3
BICYCLE 29 MTB	654,7
BICYCLE 29 MTB	388,3
BICYCLE 29 MTB	174,9
BICYCLE 29 MTB	388,3
BICYCLE 29 MTB	654,7
SUPERIOR SURFBOARD	388,3
SUPERIOR SURFBOARD	174,9
BICYCLE 29 MTB RACER AL 21/	388,3
BICYCLE 29 MTB RACER AL 21/	654,7
BICYCLE 29 MTB RACER AL 21/	388,3
BICYCLE 29 MTB RACER AL 21/	174,9
BICYCLE 29 MTB RACER AL 21/	388,3
BICYCLE 29 MTB RACER AL 21/	654,7
BICYCLE 29 MTB RACER AL 21/	388,3
BICYCLE 29 MTB RACER AL 21/	174,9
BICYCLE 29 MTB RACER AL 21/	388,3
BICYCLE 29 MTB RACER AL 21/	174,9
Total	\$14.019,76

Annex 2 - Maximization Chart Summary

Month	Kilometers Savings	Fuel economy/ Performance/Liters	Savings in money depending on the price of the Fuel Set by Costa Rican Fuel Refinery	
January	430	47,78	¢316,14	¢10.410.628,80
February	-	-	-	¢3.336.432,00
March	1.656	300,73	¢1.393,39	¢1.163.184,00
April	2.579	296	¢2.388,89	
May	3.956	536	¢4.472,11	
June	3.946	447	¢3.750,97	
July	4.557	571	¢4.376,72	
August	3.231	399	¢3.102,71	
September	1.335	157	¢1.273,34	
October	2.809	318	¢2.711,11	
November	1.604	194	¢1.613,04	
December	2.969	375	¢3.120,21	¢239.258,00
Total	29.071,80	3.641,63	¢28.518,64	¢15.149.502,80



San Jose, Uruca 06 de abril de 2021

Señores:
Regulación de la salud
Área Rectora de Salud
Carmen Merced Uruca



Queremos informar que nuestro regente es el Sr. Wilberg Gerardo Sibaja Castillo, dirección de correo electrónico wsibajacr@gmail.com, teléfono de contacto 8912-2948.

Estimados Señores:

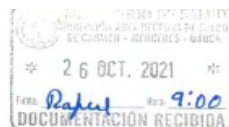
La suscrita Emilia Maria Gamboa Arguedas, mayor, casada, Agente de Viajes, cédula 1-356-966, Presidente con facultades de Apoderada Generalísima sin Límite de Suma de la empresa Servicio de Viajeros Suiza S.A., cédula jurídica número 3-101-72864; domiciliada en San José, de Font la Uruca 150m norte, frente a Lubricantes Castrol.

Atentamente,


Emilia Maria Gamboa Arguedas
Presidenta

Aclaro que en este momento mi representada, Servicio de Viajeros Suiza S.A., Ente Generador: Taller Automotriz Transportes Turísticos Cielo Azul, Código de Ente Generador RCS_DARSCMU_116 es una empresa de turismo receptiva y de transporte que depende del Turista Internacional. Como es de su conocimiento, nuestro sector lleva prácticamente un año de estar totalmente detenido y sin operación alguna.

Por lo anterior, deseamos se nos exonere de la presentación del ROP correspondiente al segundo periodo del año a presentar en el mes de abril de 2021 por la emergencia y declaración de pandemia por COVID 19.



REPORTE OPERACIONAL DE AGUAS RESIDUALES

I. DATOS GENERALES

DATOS DEL ENTE GENERADOR			
Código del Ente Generador:	RCS_DARSCMU_116	Nombre del Ente Generador:	TALLER AUTOMOTRIZ TRANSPORTES TURISTICOS CIELO AZUL
Actividad(es):	Transporte de turistas nacionales y extranjeros	CIU: 4620	
Razón Social:		Cédula Jurídica:	3-101-07864
Provincia: SAN JOSE	Cantón: SAN JOSÉ	Distrito: URUCA	
Dirección: Taller Corporativo Font 150 Norte			
Coordenada Y proyección CRTM05, 7 dígitos. (Punto de la toma de muestra): 1100734		Coordenada X proyección CRTM05, 6 dígitos. (Punto de la toma de muestra): 488046	
Permiso sanitario de funcionamiento:	No. CS-ARSMU-0370-15	Rige: 20/04/2015	Vence: 20/04/2020
DATOS DEL PROPIETARIO O REPRESENTANTE LEGAL DEL ENTE GENERADOR			
Nombre completo: EMILIA MARIA GAMBOA ARGUEDAS		Cédula o Dimex: 103560966	
Tel: 22824898	Fax: 22824890	Correo Electrónico: emilia.gamboa@swisstravelcr.com	
DATOS DEL REPORTE OPERACIONAL			
Número del RO: 2	Fecha del RO:	26/10/2021	
Periodo reportado: del: 16/03/2021	al: 30/09/2021		
Frecuencia de presentación del RO: SEMESTRAL			

PARÁMETROS COMPLEMENTARIOS

Nombre del Laboratorio:
Fecha:
N° de análisis:

Tipo Parámetro	Parámetro	Valor	Incertidumbre
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ANÁLISIS MICROBIOLÓGICO

Nombre del Laboratorio:
Fecha:
N° de análisis:

Parámetro	Valor	Incertidumbre
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Adjuntar los originales de los análisis de laboratorio con su respectivo refrendo del Colegio Federado de Químicos e Ingenieros Químicos de Costa Rica.

6. EVALUACIÓN DE LAS UNIDADES DE TRATAMIENTO

Las mejoras introducidas a la STAR han cumplido a cabalidad con los LMP oficiales decretados

7. PLAN DE ACCIONES CORRECTIVAS

No se requiere implementar un Plan de Acciones Correctivas

8. REGISTRO DE PRODUCCIÓN COMO POBLACIÓN SERVIDA O PRODUCCIÓN DURANTE EL PERÍODO REPORTADO

Plazas en servicio: 50 Plazas visitantes: 16

9. NOMBRE Y FIRMA:

9.1 PROPIETARIO O REPRESENTANTE LEGAL DEL ENTE GENERADOR

Nombre: Emilia Gamboa Arguedas Firma:

9.2 RESPONSABLE TÉCNICO DEL REPORTE:

Nombre: Wilberg F. Sibaja Gaitán Firma: