

SOCIAL RESPONSIBILITY REPORT

2021



OVERVIEW

OUR PLANET



RECYCLING

23,473 kgs
of recycled waste



WASTE REDUCTION

145,935

with reusable glass bottles program



ENERGY EFFICIENCY

8.8% reduction in electricity consumption vs 2019



WATER CONSUMPTION

5% water consumption reduction goal for 2022



BIODIVERSITY

550 native species trees planted

SUSTAINABILITY CERTIFICATIONS



CST
Elite
Level



Beaches:
Sombrero Claro
Sombrero Oscuro
Nacascolo

OUR PEOPLE



VOLUNTEERING

7 Volunteerings

97 Volunteers

137 Supported families

OUR BUSINESS



74 Trainings
in Occupational Health

282 Hours of training
in Data Privacy & Security

300 Hours of training
in Ethics and Conduct



OUR PLANET

REDUCING WASTE

In the past years, the implementation of diverse projects significantly reduced the impact of our operations on our resources and environmental footprint.

Reusable glass bottles

In 2019, the resort eliminated all plastic water bottles in each guestroom and banqueting operation and replaced them with reusable glass bottles. This program has reduced plastic waste by more than 120,000 bottles per year, equivalent to more than six tons of plastic in total.

NATURAL RESOURCES

WATER

- Annual consumption reduction goal of 5% for 2022
- Control of daily and monthly consumption through rigorous monitoring and record-keeping
- Water consumption reduction systems in showers, sinks and toilets.
- Management of wastewater by Peninsula Papagayo, achieving a reuse rate of 42% for irrigation
- Architectural design in rooms, lobby and restaurants that guarantees the use of natural light



OUR PLANET

ENERGY

- Use of energy-saving devices: AC automatic shutdown, presence and absence detection switch in guestrooms
- Transition to LED lighting technology throughout the hotel

OTHER ACTIONS

- Comprehensive waste management program
- Use of digital menus and calendar of activities to reduce paper waste
- Replacement of plastic straws and cutlery with bamboo
- Replacement of plastic guestroom amenities such as cotton swabs with bamboo
- Donation of reusable waste



OUR PEOPLE

COMMUNITY ENGAGEMENT

We maintain deep connections with the communities surrounding our resort and strive to use the full force of our business to make them healthier, thriving places to live, work and gather.

Volunteering

2021 allowed us to resume our volunteering program after a long pause due to the pandemic. Although activities were not held as often as desired due to preventive restrictions, our purpose of having a positive impact on our community was achieved through the following events:

- Blood Donation to Liberia Hospital, 102 patients benefited
- Cleaning Route 253
- Cabuyal beach cleaning
- Nacascolo beach cleaning
- Planting of 550 trees of native species in the Horizontes Forest Experiment Station
- Delivery of food baskets to the Guatuso community
- Delivery of food to the Diversa Association of Puntarenas
- Painting of Horizontes Forest Experiment Station



OUR PEOPLE

COMMUNITY ENGAGEMENT

Huertas Project

In 2021, the resort decided to adopt the town of El Triunfo which is the closest town to the resort, as our own garden, buying all the fresh produce from the 10 families that own a huerta. These fresh vegetables are used at our restaurants and cafeteria every day. In addition to this, our guests have the opportunity to be part of the program through an authentic immersive cultural experience.

Donation Programs

The resort encourages its guests to make a difference through various donation programs:

- \$5 donation at check-out
- Basket of Groceries
- Textbook Package
- Backpack for School

Learn more at <https://andazpuravida.com/support-the-community/>



OUR BUSINESS

DIVERSITY AND INCLUSION

Cámara de Comercio Diversa de Costa Rica

Andaz Costa Rica is a proud member of the Diverse Chamber of Commerce.

Awareness workshops

The workshops conducted by the Puntarenas Gender Diversity Association sought to ensure that our staff feel confident in providing respectful service to people from this community, who are welcome at all times at the resort.

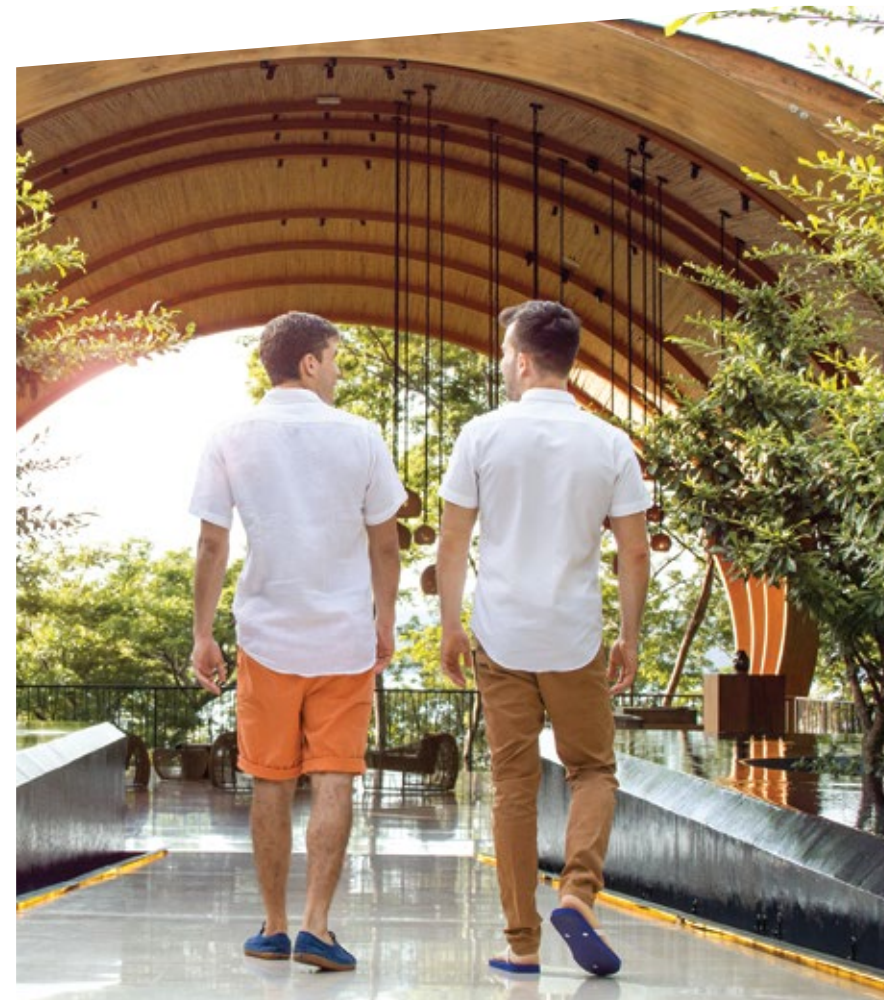
SAFE WORKPLACE

GLOBAL BIORISK ADVISORY COUNCIL® (GBAC) STAR™ CERTIFICATION FOR SAFETY & CLEANLINESS

The resort has achieved compliance with the program's 20 core elements to ensure a clean and healthy environment for guests and employees.

SAFE TRAVELS

"Safe Travels" is the first global seal on safety and hygiene for Travel and Tourism, designed by the WTTC.



OUR BUSINESS

HUMAN RIGHTS

HUMAN TRAFFICKING

Human trafficking is a crime that can intersect with the hotel industry. To help stop it, Hyatt takes aggressive measures to help identify and attempt to prevent trafficking activity.

CÓDIGO DE CONDUCTA

Our resort is subscribed to and regulated under the Code of Conduct seal of the Costa Rican Tourism Institute code for the protection of girls, boys and adolescents against commercial sexual exploitation in travel, business and tourism.

DATA PRIVACY & SECURITY

Our staff is trained annually in the best practices of data protection and cyber security. These trainings are constantly updated to guarantee that any new threat is recognized and avoided in the best way by our colleagues.



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AT PENINSULA PAPAGAYO