



Policies of sustainability

Our Objective

We determine our sustainability policy guidelines to define sustainable development in order to create environmental awareness in our staff and customers, suppliers and communities neighboring Hotel while promoting a safe and comfortable working through cooperation and the commitment of all.

This policy shall act in terms of environmental, social, economic and cultural. It will also establish a guide for documentation and records that allows Bahia del Sol Hotel in the next qualify Certification program and the implementation of continuous improvement processes. (CST)

Mission

Involves all employees, visitors and guests of the Hotel.

General guidelines

- ✓ Any exception to the policy of sustainability must be authorized by the General Manager.
- ✓ Repeated violation of this policy shall mean a corrective action for any employee who commits the foul. Also, the failure of a guest or visitor may mean the end of the provision of contracted services.
- ✓ Customers and visitors will be welcomed on their arrival to the hotel and will be provided with a small description of the location, a brief overview of the most important guidelines for sustainable tourism policy, meal schedule, special activities and different tours that are offered in the hotel.

Social guidelines of the Sustainable policies

- Labor relations are strictly handled with the corresponding national legislation.
- Employees are obligated to respect the established schedules of work, and make the daily register as corresponds.
- We will take firm action with employees who have two consecutive absences or who accumulate three absences without any justification
- Personal is not allowed to stay in the work areas while they are unauthorized.
- Food handling course is needed for all new hired employees in A & B.
- All workers will be provided with training in order to give a good, friendly and positive treatment to every guest.
- Uniform will be supplied to the employees. It is their duty to wear it every day and keep it in good conditions as they are working.

- Support for the surrounding communities will be provided preference will be given to community organizations, schools and nonprofit institutions. Will be promoted to the workers to participate at least twice a year in community outreach efforts.
- We will not allow the sale or consumption of cigarettes to minors, the same applies to workers during working hours. If alcoholic beverages only to persons over 18 years the sale and consumption is allowed.
- Not permit distribution, sale or consumption of drugs or any illegal substance with narcotic effects.
- We will give preference to people from neighboring communities for hiring workers, regardless of gender, religion, ethnicity or political preference.
- Periodically will train all staff in handling emergency procedures manual as which will be available in writing and accessible to employees, guests and visitors.
- Only maintain business relationships with tour operators who have their corresponding liability policy and Risks of work and safety measures recommended in each activity will be respected without exception.
- Promptly withdraw all those obstacles, risks or hazards that could cause injury to guests, employees or visitors. All trails or structures shall comply with the measures necessary to avoid the risk of injury occurring.
- We will not allow the entry of unregistered people to the area of the rooms.
- We will regulate and monitor your individual activities in places and times that can affect the comfort of the guests, or wildlife that might damage the flora and river.
- Any kind of sexual tourism will be rejected and denounced to the authorities, included children exploitation and damages to the flora, fauna and natural resources.

Guidelines for Environmental Sustainability Policy

- Inform customers and employees on our commitment to the environment and invite to collaborate with environmentally friendly practices.
- We will ensure that the vegetation in the gardens is predominantly composed of species native to the region, which will be identified with both their common name, English name and scientific name.
- Participate in a program of donations to groups that carry out activities for the benefit of the environment.
- We will promote the responsible use of water, the rapid elimination of leaks and breakdowns, and give preference to the purchase and use of taps and toilets to optimize consumption.
- Invitation courteous and permanently guests to voluntarily cooperate fully with internal actions those promote savings in water consumption.

- Arrangement of the organic waste from the kitchen to make compost.
- Almacenaremos los desechos reciclables (papel, cartón, vidrio y plástico) de manera separada para evitar su contaminación con otras sustancias. Se invitará para que el huésped colabore con este esfuerzo. Estos desechos serán devueltos a cada uno de los proveedores para que ellos mismos procedan a realizar acciones de reciclaje en forma responsable, sostenible y permanente. Daremos preferencia a la adquisición y uso de materiales y sustancias sólidas y líquidas biodegradables requeridas para las actividades de limpieza, de mantenimiento de jardines y edificios, y de provisiones a las habitaciones: champú y jabones cosméticos.
- Analizaremos por medio de laboratorio en forma trimestral, la potabilidad del agua de consumo del hotel, con la finalidad de llevar el registro respectivo.
- Trataremos convenientemente las aguas jabonosas, las negras de forma que se minimice el impacto al medio.
- Daremos mantenimiento preventivo a las tuberías de agua potables, aguas residuales y de gas deberán permanecer en buen estado, sin fugas ni obstrucciones.
- Mantendremos en buen estado las instalaciones eléctricas
- Velaremos por que la fauna silvestre que visite el hotel no sea alimentado o capturada por un(a) empleado(a), huésped o visitante

Lineamientos Económicos de la Política de Sostenibilidad

- Invitaremos por medio de indicaciones en la habitación, a que el huésped (que se hospede más de una noche) reutilice las toallas en vez de enviarlas a lavar en forma diaria.
- Implementar un programa de reciclaje de papel de manera que se le dé la máxima utilización al mismo.
- Promoveremos el uso de papel de oficina que no haya sido blanqueado con métodos químicos contaminantes.
- Daremos prioridad de compra a equipo que permita una operación más eficiente y económica en el uso del agua, el gas propano y la electricidad, en las áreas de habitaciones, cocina, restaurante, mantenimiento, etc.
- Colocaremos extinguidores en todas las áreas de hotel, para las habitaciones se colorará un extinguidor cercano a la puerta principal. El encargado de Mantenimiento deberá de velar por el buen manejo y funcionamiento de los extinguidores. Y todos los empleados deberán de estar capacitados para el manejo de los mismos.

- Prepararemos los platos ofrecidos en el menú en forma estandarizada y controlada conforme lo establecen las recetas y promover para que el (la) huésped pueda degustar recetas típicas costarricenses.
- Mantendremos todas las obligaciones tributarias al día.
- Pagaremos planillas de manera quincenal y sin ningún tipo de atraso.
- Incentivaremos a los (as) trabajadores (as) que alcancen las metas de logro personal y de equipo deseadas y establecidas por la Gerencia.

Lineamientos Culturales de la Política de Sostenibilidad

- Tendremos por escrito una presentación que incluya la reseña histórica del hotel, su arquitectura, el menú disponible, las políticas internas, la visión y la misión. Esta información será de conocimiento obligatorio para todos(as) los(as) trabajadores(as) y será evaluado en forma permanente.
- Desarrollaremos un plan para la promoción cultural de las actividades de los poblados cercanos. Se harán al menos tres visitas anuales de cooperación en comunidades vecinas y organizará foros, charlas y seminarios sobre los temas referentes a protección al ambiente, preservación cultural y prácticas deportivas que beneficien dichas localidades.
- Promoveremos con los(as) huéspedes en forma programada dentro de las instalaciones y en visitas a las comunidades que así lo permitan, todas aquellas manifestaciones culturales representativas de las poblaciones vecinas con la finalidad de relacionar así a los(as) huéspedes, a los(as) visitantes y a los(as) trabajadores(as) con las costumbres locales.