



---

## **SUSTAINABILITY POLICIES**

Arenal Manoa Hotel is a sustainable business in the hotel and services industry. The business located in San Carlos, Alajuela, aims at reaching productive management within sustainable, sociocultural and economic guidelines. We know that by protecting the environment without damaging it as well as by providing customer satisfaction, we can not only contribute to sustainable development but also reach CST (Certification for Sustainable Tourism) standards and establish sustainability guidelines. In this way, we can define policies to help the company work in accordance with environmental, sociocultural and quality principles.

- Know and meet the needs and requirements of our customers by paying attention to detail, committing to excellence and offering warmth during their stay.
- Understand that the main task of our policy is to reduce the impact created by the use of materials, water and energy and the production of waste while working on our daily activities or providing hotel services.
- Involve the community in the hotel's environmental mitigation and awareness projects and support other groups to promote cultural enhancements in the area.

### **Arenal Manoa Hotel Sustainability Policies**

As part of our commitment to environmental policy, we aim at achieving the following objectives:

1. Identify daily tasks in the hotel that can have a negative impact in the environment to modify and control them by reducing their negative effects as much as possible.
2. Think of environmental protection as one of the main factors to take into consideration when implementing a new activity or service in the hotel.
3. Involve the hotel staff in environmentally friendly practices to create awareness among them and promote a daily operation that does not have a negative impact in the hotel's natural, sociocultural and economic environment.

### **Arenal Manoa Hotel Environmental Committee**



