



SUSTAINABILITY

MEMORY

2023



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1. GENERAL INFORMATION

α- Our First Sustainability Report

For the first time, we are proud to share with our employees, customers, suppliers, and other key stakeholders in our value chain the actions we implemented in 2023 in terms of Sustainability.

Through various initiatives, we aim to reduce the negative impacts resulting from our tourism activity. Additionally, we seek to increase the scope of the benefits we generate for the planet and society.

We recognize that effective communication is essential for improving our processes. Therefore, this report seeks to externally share the management carried out in environmental, social, and governance terms during the year 2023. Our efforts

extend across our facilities located in El Castillo, La Fortuna, San Carlos, as well as our administrative offices situated in Zeta Trece, La Fortuna, and Sabana Sur in the province of San José.

If you have any questions about this report or any other matter related to our Sustainability Department, please contact us at sostenibilidad@grupovalverde.cr or call 2479 4100 Extension 337.

Additional information can be found on our website <https://skyadventures.travel/>



2. ABOUT US

α- Our History

Costa Rica Sky Adventures is a true Costa Rican family business. This adventure has been in place since 1997 when a brother and sister from Monteverde, Don Fernando and Ana Victoria Valverde, driven by their deep passion for nature, embarked on a journey to fulfill a dream. Their goal was to share their love of nature and contribute to the growth of their community.

After multiple attempts with different partners, it was Don Fernando, the eldest brother with a unique vision, who decided to involve his family.

Since then, Sky Adventures has introduced the innovative concept of hanging bridges, offering a fresh way to explore the cloud forest from a truly unique perspective: the treetops.

From that crucial moment, the Valverde

family has tirelessly pursued the development of initiatives for visitors to deeply connect with nature and embrace new experiences. Their mission extends far beyond tourism, as they are dedicated to creating employment opportunities for local communities and contributing to the prosperity of the entire region.

Their efforts have played an indispensable role in establishing Costa Rica, and especially La Fortuna, as a top choice destination for adventure and nature exploration.



Fernando Valverde

Oldest brother among six siblings, an experienced biologist with a deep commitment to the development of sustainable projects. His visionary spirit and tireless enthusiasm were the driving forces that started the extraordinary journey of Sky Adventures.

Don Fernando's original idea, together with his innovative mindset, has been the cornerstone of the company's identity, taking it to new levels.



Ana Victoria Valverde

The youngest member of the Valverde family and the only woman, she brings harmonious balance and dynamic leadership to the company. Her unwavering dedication to helping others exemplifies strong female leadership.

Ana Victoria's harmonious and compassionate presence has added a distinctive caring dimension to Sky Adventures, making it not only an adventure, but also a warm and welcoming experience for everyone.

4'S PRINCIPLES



SYNERGY

We believe in the sense of belonging, cooperation, union and strength that exist in work teams. We work as a team under the same goal: to create extraordinary experiences.



SERVICE

We treat our clients as guests in our home, making sure they can have a memorable and unique experience that they can remember for a lifetime. We guarantee the satisfaction of our guests and do everything in our power to fulfill this.



SAFETY

We comply with high safety standards, we are proactive in identifying improvements and proposing solutions. We are aware that we work with human lives and we take care of people's integrity.



SUSTAINABILITY

We are responsible for actions that care for the planet, that bring peace and growth to our communities and that give us a better quality of life. That is why we promote and educate our guests in good environmental and coexistence practices.

b- Services We Offer



ZIPLINES



HANGING BRIDGES



AERIAL TRAM



PHOTOGRAPHY



CHILLOUT RESTAURANT



SHUTTLE

c- Partnerships



- Arenal Chamber of Tourism and Commerce
- Diverse Chamber of Commerce
- National Chamber of Tourism

La Fortuna Sustainability Alliance

In 2018, representatives from the Sustainability departments of Tabacón Thermal Resort and Spa, Hotel Lomas del Volcán, Místico Park, and the Asociación de Desarrollo Integral de La Fortuna (ADIFORT) came together with the purpose of collaborating on initiatives that would generate a positive impact on the communities while also facilitating the achievement of each company's internal objectives.

Over time, more organizations have joined to improve the management of natural resources and the quality of life for those who live, work, and visit the district of La Fortuna. By 2023, the following companies had joined the alliance:

- Costa Rica Sky Adventures
- Hotel Arenal Observatory Lodge
- Hotel Arenal Manoa
- Parque Nacional Volcán Arenal (SINAC-MINAE)
- Hotel Las Colinas
- Proyecto Asís
- Hotel Arenal Springs
- Hotel Arenal Kioro
- Hotel Arenal Volcano Inn

d- Certifications



Touristic Declaration



Certification for Sustainable Tourism



Essential Costa Rica



Central American Integrated System of Quality and Sustainability

3. SUSTAINABILITY MANAGEMENT SYSTEM

α- Our Strategy

Costa Rica Sky Adventures is a company committed to providing a sustainable tourism service that meets the highest standards of quality and safety to provide an extraordinary experience to all its visitors, and that is also accessible to all people.

In addition, it seeks to maintain and continuously improve the positive environmental, socio-cultural and economic impacts, as well as to minimize those negative impacts that may be generated by the operation on customers, employees, suppliers, communities and the tourist destination in general.

These benefits and impacts are managed through actions such as risk management, both environmental and health and safety of personnel and customers, as well as the implementation of good environmental and social practices.



Our objectives, aligned with the Sustainable Development Goals established by the UN, are oriented to:

Business Management



Environmental Management



Social Management



LINKED SUSTAINABILITY DEVELOPMENT GOALS

3 GOOD HEALTH
AND WELL-BEING



4 QUALITY
EDUCATION



5 GENDER
EQUALITY



6 CLEAN WATER
AND SANITATION



7 AFFORDABLE AND
CLEAN ENERGY



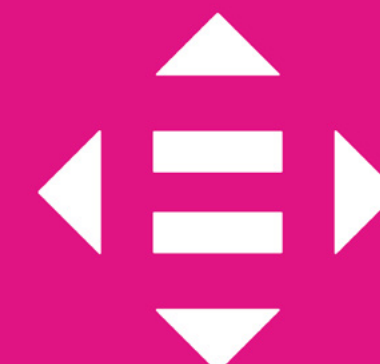
8 DECENT WORK AND
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



10 REDUCED
INEQUALITIES



11 SUSTAINABLE CITIES
AND COMMUNITIES



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



15 LIFE
ON LAND



b- Achieved Results

SOCIAL FOCUS

Employability

During 2023, we had a staff of 145 people, professionals who throughout the year were able to expand their knowledge and grow within the company.

In addition, 90 new hires were made during this period, providing new opportunities for people from the area and the country in general.



Costa Rica Sky Adventures Staff

Trained Personnel

The professional growth of our personnel is one of our priorities, so during the year we carried out different technical trainings, according to the needs of the team.



Specialized Cable and Rope Training

Health Promotion

The spaces for sports are beneficial for our staff in all aspects. We have a team that is highly committed to physical activity and wellness, so these activities will always be part of our priorities and our business philosophy.



Sky Challenge 2023

Occupational Health

We want our personnel to have support that enhances their work capacity and that people can perform in a safe work environment that promotes and protects the physical, mental and social health of our team.



Use of Personal Protective Equipment

IN 2023 WE ACHIEVED



**48H OF COMMUNITY
SERVICE**



\$7 591 USD INVESTED

**\$2 278 USD IN CASH
\$5 313 USD IN KIND**



115 PLANTED TREES

• **Community Service**

Reforestation at El Castillo



Tree Planting
Reforestation Volunteering at the Lake Project, El Castillo

**Biological Connectivity:
Pollinator Garden**



Planting of about 50 Pollinator Plants in the Río Danta
Biological Corridor in La Fortuna de San Carlos

• Benefited Organizations

Los Angeles de La Fortuna Social Welfare Soccer School

Through our sponsorship, the soccer school is able to cover part of the costs of renting the field so that the different groups of children can have access to training and matches in the best possible conditions.



Ninth Division of the Social Welfare Soccer School,
Los Angeles de La Fortuna

San Carlos Amputee Soccer Team

Through our support it was possible for one of the best players, Randy Lizano, to participate in the national tournament in Warsaw, Poland 2023. In addition, the team was able to enjoy our tourist services and the members of the Board were honored.



San Carlos Amputee Soccer Team's Visit to Costa Rica Sky Adventures

El Castillo School

We supported the process of completing the refurbishment of a new classroom at the Escuela del Castillo, in this case, by installing windows. This benefits 89 students who receive daily lessons in this educational center.



El Castillo Rural High School

Since 2022, a process of construction from scratch of a new classroom for the Liceo Rural del Castillo began, where Costa Rica Sky Adventures donated the materials for its development, including gray work, electrical installation, roof and floor. Currently, this classroom will benefit approximately 36 students, who will then continue on the path towards their university education.



El Castillo Sports Committee

Costa Rica Sky Adventures also supported the community of El Castillo in sports activities organized by the Community Sports Committee. Thanks to our collaboration, the women's soccer team was able to make their uniforms for their participation in the community soccer tournament.



Women's Soccer Tournament in the Castillo Community

Red Cross

During 2023 the Costa Rican Red Cross benefited through a monthly economic collaboration, this alliance is beneficial both for the entity and for us as a company, since the Red Cross personnel have trained our Emergency Brigade in different topics, so that the Brigade is also available to the community to collaborate in emergency situations.



First Aid Training

• Cultural Activities

Arenal Awakening



Commemoration of the 55th Anniversary of the Arenal Volcano Eruption

Costa Rica Independence



Celebration of Costa Rica's 202 years of Independence at Sky Adventures

Exhibition Of Local Crafts



Exhibition of products made by Artisan Collectives of San Carlos and Guatuso at Sky Adventures

• Accessible Tourism

National Council for Persons with Disabilities and Accessible Tourism Network

Costa Rica Sky Adventures developed an alliance with the National Council for People with Disabilities, so our staff was trained in accessible tourism services for people with disabilities.

In addition, it developed a structure to collect plastic caps and thus support the Accessible Tourism Network's initiative to use plastic waste to manufacture accessibility ramps at tourist sites.



• Education Centers

Educational Tours

Differential rates were established for educational centers, in order to promote their visit to the facilities of our theme park at an affordable price, so that in addition to enjoying the tours we offer, they could take their educational tours and apply the knowledge learned in the classroom.



ENVIRONMENTAL FOCUS

The development of a tourism project cannot be based on the excessive exploitation of natural resources to the point of depleting or destroying them. This same resource base is the only platform, or potential asset, available to satisfy the different needs of the sector in the future.

As a company, we have a responsibility to implement sustainable practices aligned with business objectives that benefit the population and the planet, while ensuring healthy places for generations to come.



ENVIRONMENTAL FOOTPRINT



119 PAPER REAMS



56.205
LITERS OF FOSSIL FUELS



179.221 kWh



150 t CO_{2eq}



4,796 m³

VALUED WASTE

In 2023, 4,429 kg of waste were diverted from the landfill, as the recyclable material was sent to the Asociación de Desarrollo Integral de La Fortuna (ADIFORT) collection center.

Also, more than 700L of burned oil were converted into biofuel and approximately 300 kg of special handling waste were managed.



**240 Kg
Paper**



**597 Kg
Plastic**



**298 Kg
Electronic
Waste**



**723 Kg
Paperboard**



**74 Kg
Tetrapack**



**707 L
Burned Oil**



**1395 Kg
Glass**



**232 Kg
Aluminium**



**870 Kg
Iron**

Environmental Education

Throughout 2023, staff were trained on the following topics:

- Sustainability Overview
- Sustainable Purchasing
- Responsible tourism: Good practices
- Good practices for guiding staff
- Good environmental practices:
- Water resources, energy, waste
- and climate change
- Certification for Tourism Sustainability
- What is it and how is it implemented?
- Bioinfectious waste management
- Code of Conduct



171
Total People Trained



237
Training Hours

At the external level, educational activities were also coordinated for people from the community as well as for collaborators of the member companies of the La Fortuna Sustainability Alliance:

Attention to Environmental Complaints



Responsible Consumption of Fishery and Aquaculture Products



World Recycling Day



World Environment Day



Wildlife Management from a Legal Perspective



Invasion of Conservation and Protection Areas



Historical, Archaeological and Cultural Heritage of the Country



• Good Practices

1. Recording of consumption metrics.
2. Development of environmental management plans.
3. Operational control of the drinking and wastewater system.
4. Energy efficiency improvements:
5. Replacement of old technologies.
6. Predictive and corrective maintenance of the facilities.
7. Signage of public areas.
8. Biodiversity management: stickers on windows and second edition of the bird count.

On November 18 we held our second edition of the bird count, where we had the participation of 50 people, including Mr. German Aguilar of the National System of Conservation Areas (SINAC), Rose Marie Mechado of the Ornithological Association of Costa Rica and Pablo Camacho of the Foundation of Birds of Prey of the country. In this edition, 258 bird species were sighted.





SOSTENIBILIDAD
COSTA RICA SKY ADVENTURES

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