



Our Commitment: *Sustainable Tourism*

Communication Program
Sustainability Department
Los Pinos-Cabañas & Jardines
Monteverde, Puntarenas

March, 2016

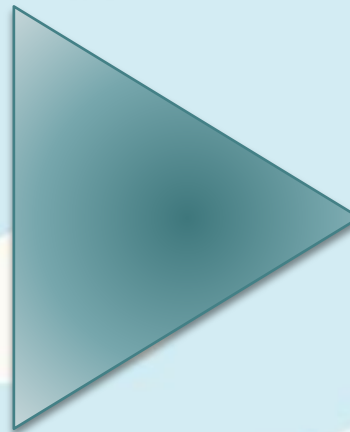


Introduction

- About Us
- General Information
- Business Strategy
- Sustainability Plan

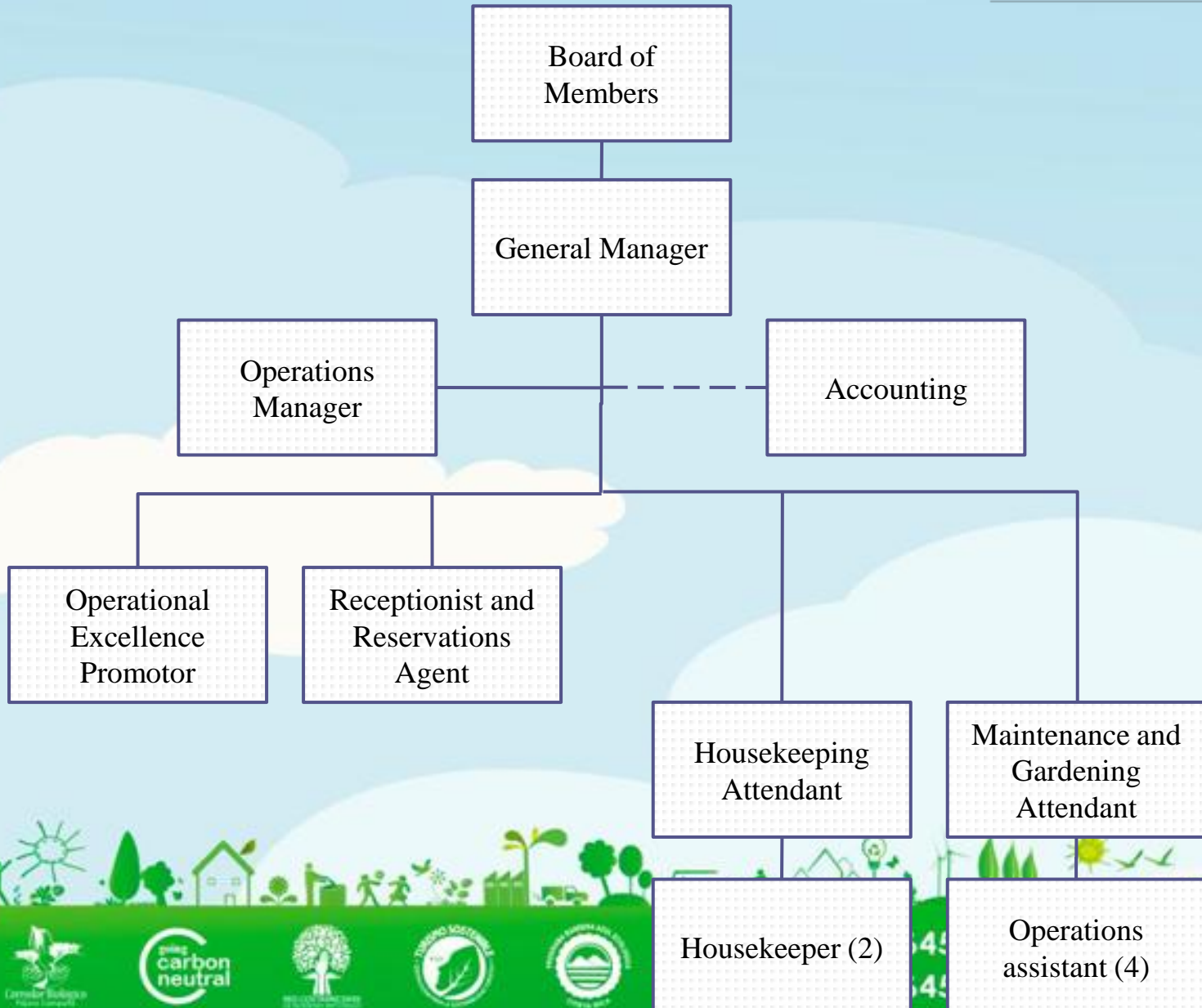


About Us

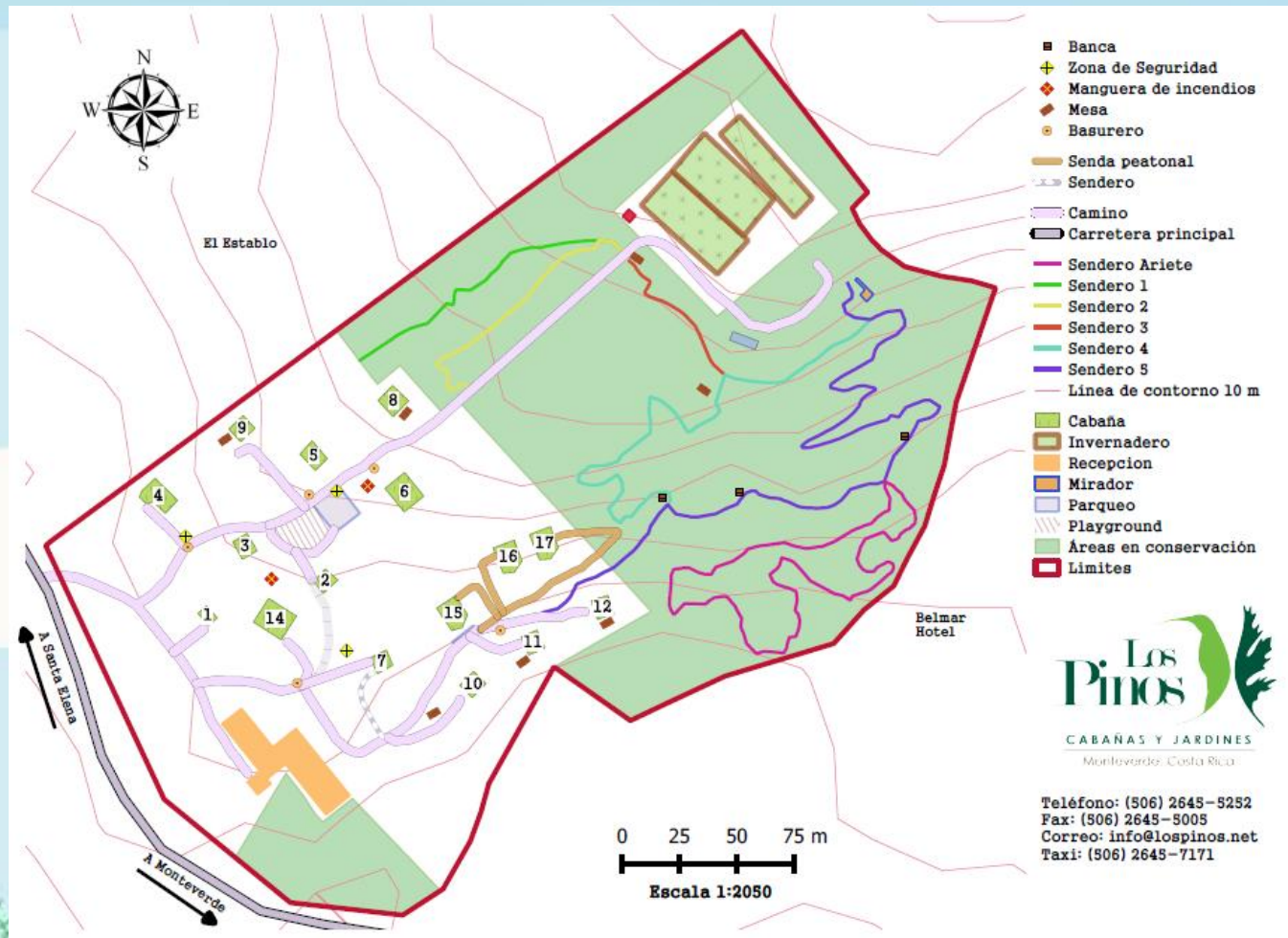


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Staff Organization



Location





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Vission



“Become the best cabins of Monteverde, which through sustainable actions in our day-to-day activity; fulfill the needs of our guests and the immediate surroundings, today tomorrow and always.”



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Sustainability Policy



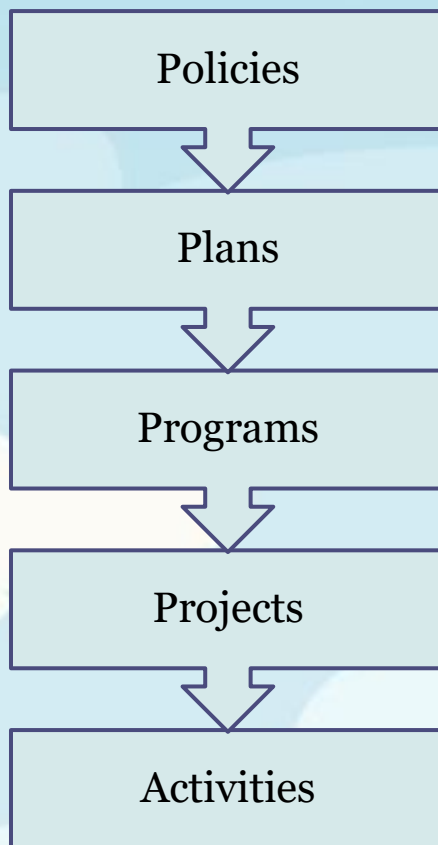
“Los Pinos-Cabañas & Jardines is committed to:

- Quality, safety and effectiveness*
- Achieving what is specified in the law and by other competent bodies.*
- Equal involvement of the social, environmental and economic fields*
- Rational use of resources*
- Active participation of the company in the nearby communities.*

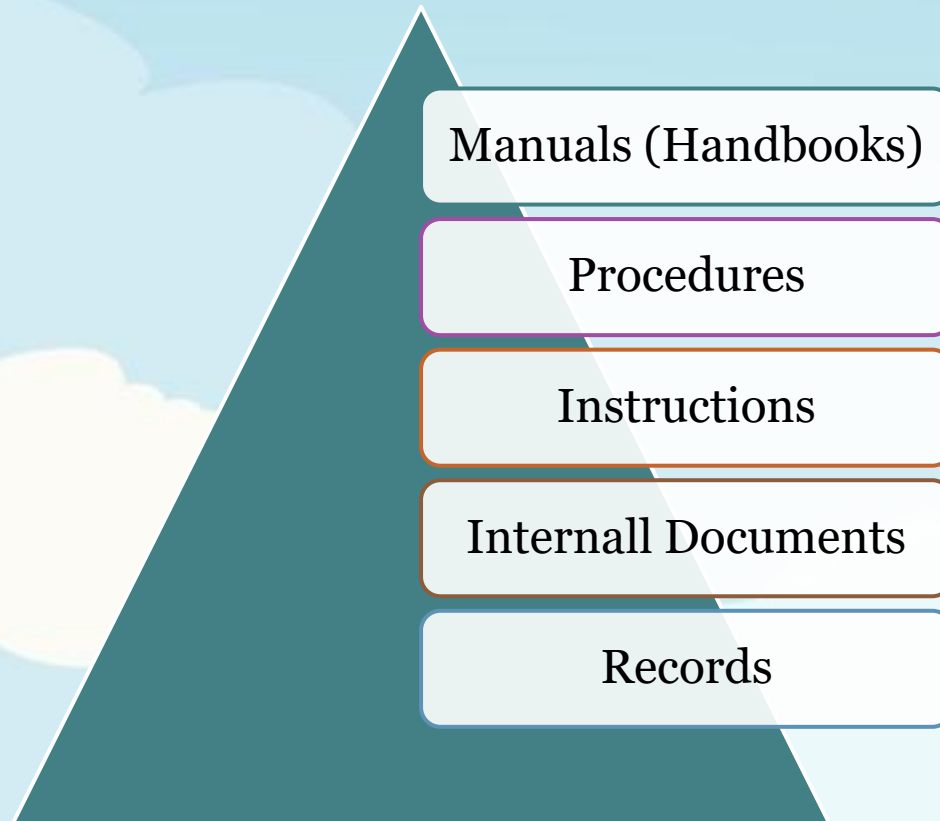
This commitment is extended to our staff, aiming leadership, innovation and the continuous improvement of our tasks.”



Planification Strategy



Managment System



Sustainability Plan



Action Programs

Ecological Blue Flag (Three Categories)
Sanitary Quality Seal
Certification for Tourism Sustainability (CST)
The Code
Carbon Neutrality
Training
Resource Management
Corporate Social Responsibility (CSR)
Service and Quality
Security and Emergencies
Communication



Ecological Blue Flag

- Natural Protected Areas (5/5 stars)



Los Pinos Private Reserve



- Reforestation Annual Reserve
- Wildlife Monitoring Program
- Members of the Bellbird Biological Corridor
- Signalization and communication



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Ecological Blue Flag

- Climate Change Category (4/5 stars + 1 green star)



Bandera Azul Ecológica

- Categoría Hogares Sostenibles



Sanitary Quality Seal

- (5/5 stars)
- Los Pinos Water Spring
- Good Practices
- Sanitary Inspections



The Code

- No tolerance policy to Commercial Sexual Exploitation of Children (CSEC)
- Training
- Sue Protocol



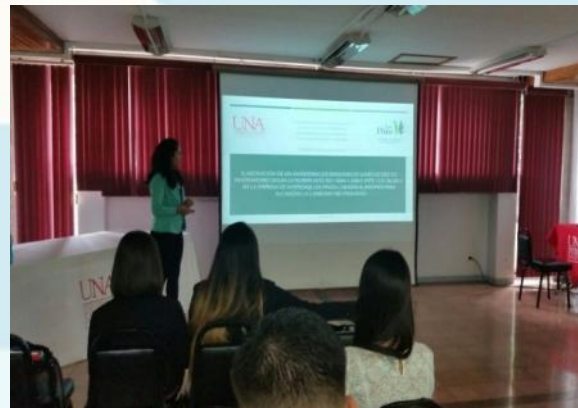
CST

- 5 levels/5 levels
- 4 areas
 - Physical Biological: Company - natural surroundings interaction (resource management)
 - Plant Service: Policy formulation (training, products used, security, etc.)
 - External Customer: Customer involvement in sustainability practices.
 - Socioeconomic: Company - community interaction



Carbon Neutrality

- Training
- Emission inventory
- Removal inventory



Training

- Semestral periods
- Operating areas
- Incentives
- 2016: Holistic Business Project



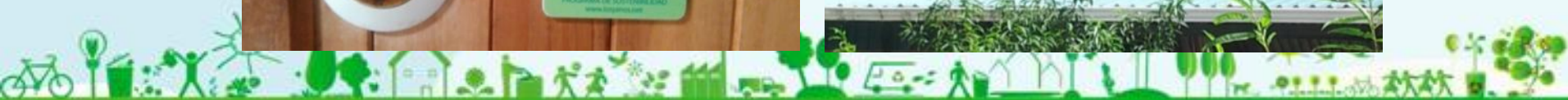
Resource Managment

- Drinking water
- Waste water
- Good Practices
- Signalization



Resource Managment

- Energy



Rrsource Managment

- Waste
- Green shopping



Security and Emergencias

- Training
- Simulation



CST

- **Members/Collaborators of:**
 - Commission for Integrated Solid Waste Management (COMIRES)
 - Commission of the Monteverde Christmas Parade “Monteverde Brilla”
 - Monteverde Community Fund (MCF)
 - Monteverde Chamber of Tourism
 - National Chamber of Ecotourism and Sustainability
 - National Chamber of Tourism
 - Costa Rican Network of Nature Reserves
 - Seal for Small and Medium Enterprises (SMEs)



CST

- Educational visits



CST

- Community involvement



CST

- Filantropic Traveler Program (MCF)





A group of people are working on a steep, eroded hillside in a forested area. They are using tools like shovels and pickaxes to dig and clear the soil. The hillside is covered in dense vegetation, including large ferns and trees. The ground is reddish-brown, suggesting a tropical or subtropical environment. The workers are dressed in casual clothing, and the scene appears to be a manual labor project, possibly for reforestation or erosion control.



Hydroponic Garden

- Agreement Trejos Family-Los Pinos
- More than 21 crops
- 2000 m²
- 3 greenhouses



Benefits



- Motivated Staff
- Better relationship company - community (win - win)
- Increased inversion return
- Appreciation of the customers
- Exposure of the national certification CST
- Position of sustainability as an engine of differentiation in the market
- Contributions to conservation
- Be taken into account as a leading model
- Local development



¡Thank you!



Send us your comments, questions and suggestions!
Your opinion makes us improve...

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Find us as: lospinoscr



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