

MANUAL OF SUSTAINABILITY POLICIES

Hotel Lomas del Volcán
2018

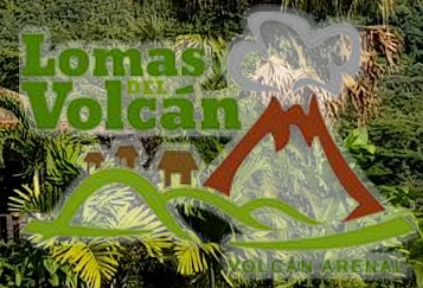


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Introduction

Sustainable tourism is one that "takes full account of current and future economic, social and environmental impacts to meet the needs of visitors, the industry, the environment and the host communities" (World Tourism Organization, nd, parra.1). In Hotel Lomas del Volcán today we recognize the importance of working in the sustainability of our company and therefore we present the following manual

In this manual the policies for the sustainability of the Lomas del Volcán Hotel are reflected in order that our work is always consistent with the principles of sustainability and our strategic objectives. All our policies are based on the standard for obtaining the Tourist Sustainability Certificate established by the ICT, since it is a complete standard, which covers the points that define sustainability.

At the Hotel, we understand policies as a norm that applies to all similar situations and a clear orientation to where all activities of the same type should go. In the Manual we cover basic aspects of sustainability.

Objective

Establish work guidelines for the operation of sustainable tourism in Hotel Lomas del Volcán.

Use

The sustainability policies of the Hotel Lomas del Volcán serve as the base for its operations and will be used on a daily basis for customer service, decision making and other aspects that are covered in this Manual.

Scope

This manual applies to all activities carried out by Hotel Lomas del Volcán and must be respected by all the company's employees, customers, suppliers and others related to our operation.

Validity

It applies from the moment of its approval and during the following two years, when it will be revised, updated and approved again.

Hotel Lomas del Volcán

We are a mountain hotel founded in the year 2000. Our family saw a need in the tourist market of La Fortuna where, in our cattle farm of 150 hectares, there was an ideal place to offer a differentiated product and in harmony with the natural environment.

We have 58 rooms, of which 51 are bungalows and 6 standard rooms, restaurant, bar, reception area, swimming pool, jacuzzi, parking, 100% paved internal roads, sidewalks, laundry, cellar, supply area.

In addition to the lodging, food and beverages service, the Hotel also offers the reservation of tours, local transportation to its clients and private transfers to its guests from and to the hotel to the different points of tourist interest in the country.

Today we recognize the importance of developing sustainable tourism and therefore, we work with the Costa Rican Tourism Institute (ICT) and the National Accreditation Commission for the Tourism Sustainability Certificate.



Mission

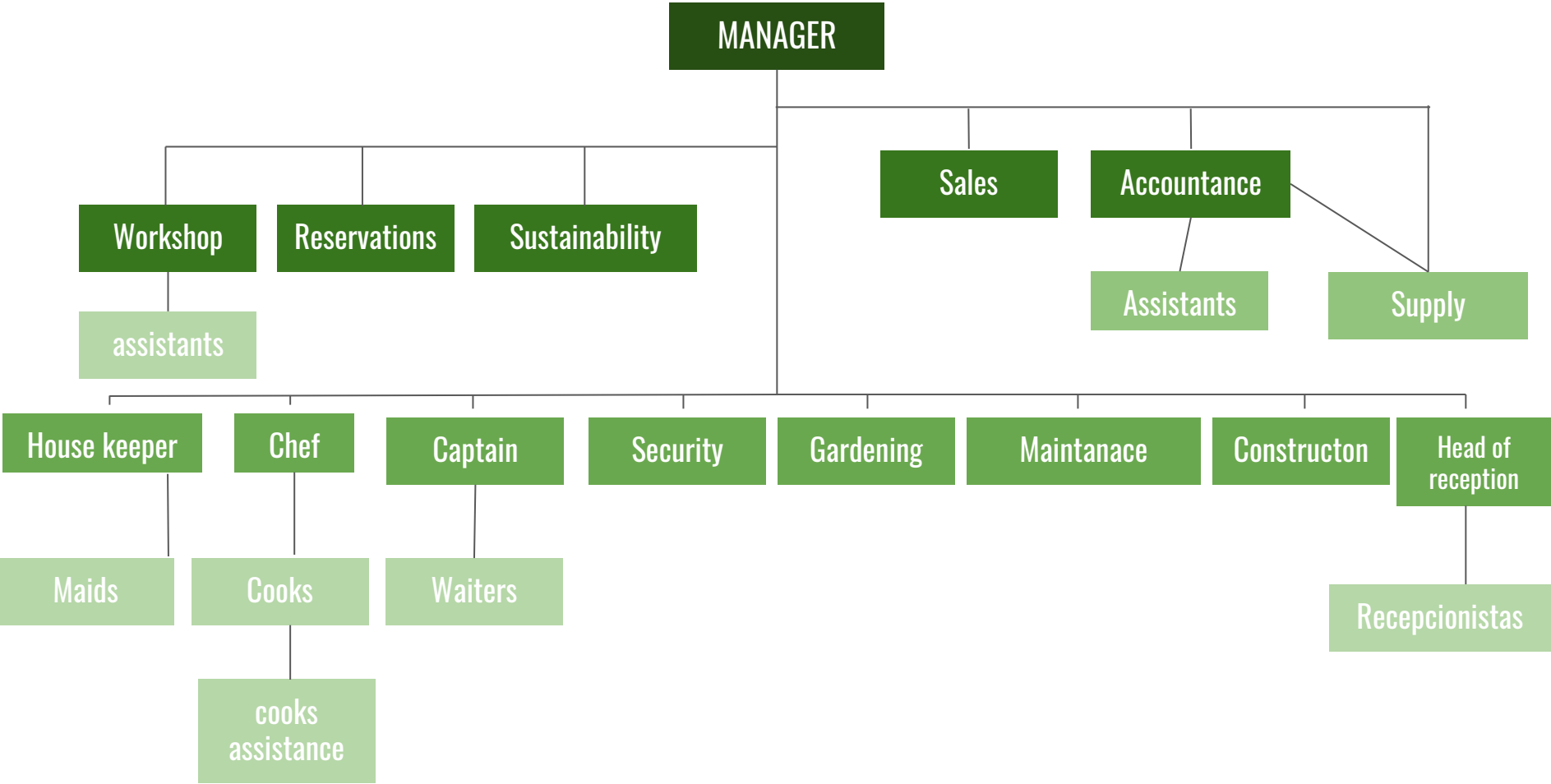
Create an unforgettable and sustainable holiday environment, next to the natural beauties and the identity of our bungalows

Vision

To be a leading hotel company in the mountain hotel sector in La Fortuna, in terms of socioeconomic development and customer satisfaction, hand in hand with sustainability.



Organization chart



Policy for sustainability

At Hotel Lomas del Volcán we are committed to work for the sustainability of its operations and continuous improvement. To do this, we establish policies that will help us to comply with it.

1

The company will monitor the negative impacts caused to the environment by the daily operation of activities and undertakes to find solutions to mitigate these impacts.

2

The Hotel commits itself to report to the competent authorities the environmental damage that is present in the surroundings of the Hotel, as well as to avoid all types of commercialization of national archaeological heritage goods and to report cases that occur on the premises and its surroundings.

3

The company will support the management of, at least, an organization that works the environmental problems, as well as the environmental activities carried out in San Carlos.

4

An environmental management plan will be carried out and assigned to a responsible person to follow up on it.

5

The Hotel undertakes to introduce native plants in the garden to increase the number of them. In addition, ornamental plants will be given proper management so that they do not propagate to unwanted places

6

The company will encourage its customers to visit the wild, natural, historical and cultural protected areas.

7

The company undertakes to work with tour operators who know and respect the guidelines for public use of areas or nature reserves, protected wildlife areas and others.

8

The preservation and generation of natural habitats and / or biological corridors for fauna within the Hotel area will be guaranteed.

9

The captivity of wild animals in the facilities of Hotel Lomas del Volcán is prohibited.

10

In the Hotel, artificial boilers are prohibited and their promotion is prohibited on the part of the collaborators as well as the guests, suppliers and other people who visit the facilities.

11

The company will be able to support activities carried out by groups that promote the protection or valuation of the archaeological, architectural, historical or cultural heritage.

12

We reject the consumption of animals and species in danger of extinction.

13

The greenhouse gas emissions of our operation are quantified and a strategy for climate change will be established.

14

There will be a monitoring of waste and organic, inorganic, recyclable and non-recyclable waste, as well as goals for its reduction.

15

The Hotel will seek the modernization of its equipment in order to take advantage of the improvements in technology for the protection of the environment.

16

Hotel Lomas del Volcán is committed to comply with the legislation applicable to the company.

17

Hotel Lomas del Volcán prohibits the use and promotion of activities of sexual commerce and exploitation of children and adolescents, as well as harassment, harassment and / or sexual abuse, both for employees and customers and all those related to the company.

18

The Hotel will be willing to receive students for them to carry out internships and / or internships.

19

In the Hotel, minors will not work, only those who do internships or technical school practices. When they reach the age of majority, they will be considered as candidates for the position in which they worked.

20

Charitable, social or cultural activities that are developed in the community will be promoted.

21

The Hotel will facilitate the use of its facilities, in case of having them, for meetings or community meetings, as long as these meet to discuss matters of communal interest.

22

The Hotel will have the opening for the reception of criticisms and observations by the community and neighbors.

23

The Hotel will offer continuous and integral training to all the staff in order to promote their personal and professional development.

24

Hotel employees will be trained to promote a lesser negative impact on Costa Rican cultures and traditions.

25

All the trainings will be evaluated in order to know the quality of them and their fulfillment.

26

The Hotel will be open to listen to the ideas and actions of sustainability that the staff proposes. They will be discussed, evaluated and applied if approved.

27

The company will offer appropriate facilities for employees.

28

In the Hotel facilities will seek to maximize the lighting and natural ventilation.

29

The Hotel will communicate to its guests and clients historical-cultural information of the area and will be facilitator of information on environmental protection activities, socio-cultural activities and others.

30

Information will be available on actions that customers can take to reduce their environmental impact.

31

The mission, vision and sustainability policies of the Hotel Lomas del Volcán will be visible to the guests.

32

Facilities will be provided so that customers can save water, energy and make the proper separation of waste.

33

Hotel Lomas del Volcán is willing to receive criticism, suggestions, complaints and comments from its guests.

Annexes

Annexes 1. Applicable Legislation

Hotel Lomas del Volcán recognizes the list described as the applicable legislation to our activity.

1. National Heritage Law
2. Law 7600 on Equal Opportunities for Persons with Disabilities.
3. GIR Law
4. Law Against Sexual Harassment in Employment and Teaching
5. Forestry Law.
6. Law Against the Sexual Exploitation of People Under the Age
7. Law on Narcotic Drugs and Illegal Substances
8. Regulations for Public Use of Wild Protected Areas
9. Regulations for the cataloging and characterization of waste
10. Policies of the Costa Rican Tourism Institute.
11. Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES) and its regulations (CITES Regulations)
12. Law No. 5605 of October 22, 1974.
13. Labor Code, Law No. 2 of August 27, 1943.
14. Municipal Code, Law No. 7794 of April 30, 1998, article 79.
15. Organic Law of the Environment, Law N ° 7554 of October 4, 1995 and its reforms.

13. Law on National Archaeological Heritage, Law No. 6703 of December 28, 1981 and its amendments.

14. Forestry Law, Law No. 7575 of February 13, 1996 and its reforms.

15. Water Law, Law No. 276 of August 27, 1942 and its reforms.

16. General Health Law, Law No. 5395 of October 30, 1973 and its amendments.

17. Law No. 8325 of October 22, 2002, Article 4.

18. General Law on Tobacco Control and its harmful effects on health, Law No. 9028 of March 22, 2012 and its regulations, Executive Decree No. 37185 of June 26, 2012.

19. General Regulation for the granting of Operating Permits of the Ministry of Health, published by Executive Decree No. 34728-S of May 28, 2008.

20. Regulations for small game and big game outside protected wild areas and fishing in protected wild areas, Executive Decree No. 36515-MINAET of January 28, 2011.

21. Law of Biodiversity; Executive Decree No. 35369 of May 18, 2009, articles 9, 9 bis and 16.

22. Regulations to the Wildlife Conservation Law, Decree No. 32633-MINAE of September 20, 2005. Articles 26, 29.

23. Regulations for the Discharge and Reuse of Wastewater, Executive Decree n ° 33601 of August 9, 2006 and its amendments,



References

Costa Rican Tourism Institute (s.f). CST Standard - Lodging Establishments. Tourism Sustainability Certificate. Retrieved from https://www.turismo-sostenible.co.cr/pdf/Norma_CST_Hoteles_Costa_Rica.pdf

World Tourism Organization (s.f). Sustainability.Definition. Retrieved from <http://sdt.unwto.org/en/content/definition>

