

SUSTAINABILITY REPORT 2024



INDEX

EXECUTIVE SUMMARY

SUSTAINABILITY POLICY

THE CODE POLICY

CERTIFICATIONS

SUSTAINABLE PRACTICES MANAGEMENT

RESOURCES

WASTE MANAGEMENT

SUMMARY OF ACTIVITIES

VISION 2024



EXECUTIVE SUMMARY

The Hotel Planet Hollywood Costa Rica, Autograph Collection has made efforts with the objective of reducing the impact in favour of sustainability.

The year 2023 - 2024 was a year where we reinforced our commitment to sustainability, therefore new alliances were generated with local organizations such as ACG and SINAC.

We are a company in search of continuous improvement, this year we proposed the project to implement Carbon Neutral by 2025 - 2026.

We are focused on meeting our sustainability objectives, and we have remained consistent with our waste management and collection programmes, compliance with our energy policy, savings programmes, conservation and environmental education.

By 2025, our goal will be to implement the ISO 14064 Greenhouse Gas Standard. In terms of continuous improvement with CST and TRAVELIFE, our focus will be on external Social and Cultural impact. Following the UN Sustainable Development Goals, Corporate Goals, as well as Marriott International's Serve 360 programme.





CORPORATE SUSTAINABILITY POLICY

Our corporate sustainability policy aligns with the highest industry standards, continually seeking to improve our operations in favor of the environment and local communities at each destination where we are present, responsibly and in accordance with the following principles:

- Reduce CO2 emissions by implementing innovative technologies and practices to reduce our carbon footprint across all operations. This includes optimizing energy consumption, reducing waste, and using renewable energy sources.
- Ensure compliance with applicable environmental legislation and regulations in the different countries where our hotels are located.
- Protect and conserve local flora and fauna in the destinations where we operate.
- Promote responsible tourism and collaborate with environmental conservation organizations through activities such as beach clean-ups, mangrove cleaning, and wildlife protection (where applicable).
- Minimize solid waste generation, prioritizing reuse and recycling. We promote waste management practices at all our properties to reduce environmental impact.
- Implement awareness campaigns to ensure resource care through staff training in sustainable, fostering an organizational culture aware of the environmental and social impact of our actions.
- Preserve national and cultural identity by respecting traditions, strengthening a sense of national pride, and sharing its value externally.
- Respect the local community by fostering an approach to integrate support and improvement actions as far as possible.
- Maintain a proactive continuous improvement approach in identifying new opportunities that allow us to strengthen our positive impact through responsible practices.
- Encourage the involvement of stakeholders such as hosts, guests, suppliers, and service providers to participate in our sustainability initiatives, providing them with information and tools to actively contribute to reducing their impact.

Royalton Hotels & Resorts recognizes its responsibility in the preservation of the environment and the well-being of ethically communities. This policy reflects our long-term commitment to operate and sustainably, ensuring that our activities benefit all stakeholders, including our employees, guests, partners, and future generations

POLICY THE CODE



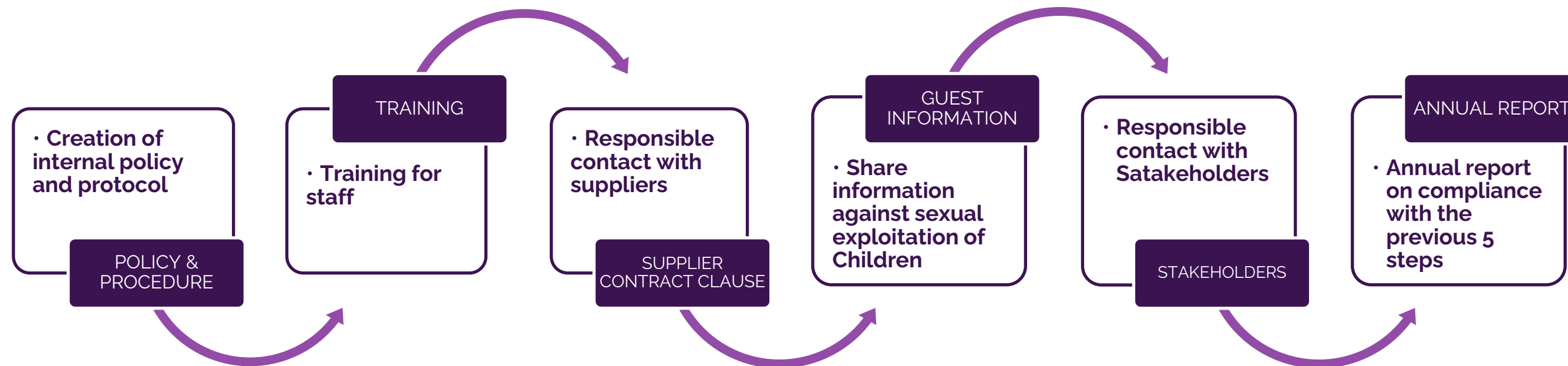
At Royalton Hotels & Resorts (RHR) we are committed to preventing the Commercial Sexual Exploitation of Children and Adolescents (CSEC) in all the activities in which the organization is developed, declaring zero tolerance for any act of commercial sexual exploitation with minors based on applicable international and national laws.

We promote the prevention of Commercial Sexual Exploitation of children and adolescents, safeguarding their integrity and dignity, through the sense of responsibility and commitment of all our hosts, partners, suppliers and guests, as part of our ethical standards and internal business management.



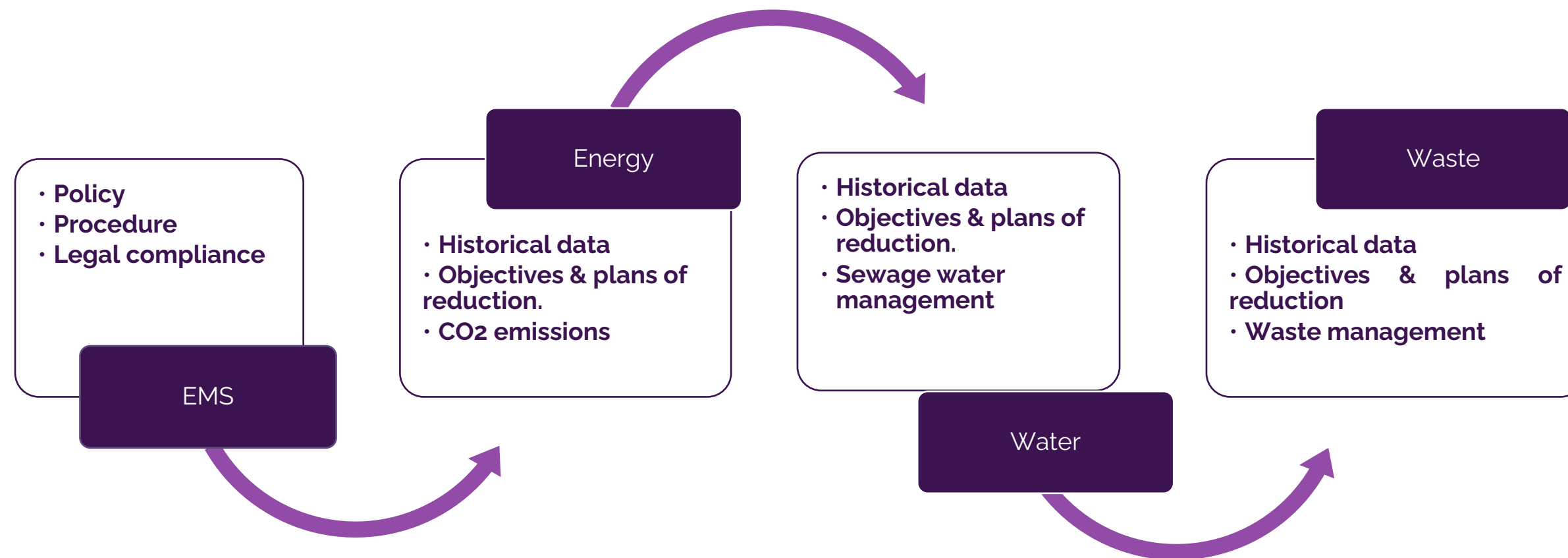
THE CODE CRITERIA

The Code (short for The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism), is represented around the globe by local organizations who provide support to the travel and tourism industry to implement the six criteria of *The Code* voluntarily. The goal is to guarantee that every minor who stays in any hotel of the chain is safe. This program seeks to attract responsible clients, sharing a policy of zero tolerance in cases of child sexual exploitation.



TRAVELIFE CRITERIA

Initiative dedicated to the promotion of sustainable practices in the tourism sector through evaluation, verification and communication the achievements and performance in areas like human rights, labour, community engagement and environmental impacts, with the objective of create a sustainable commitment to the organization. Identified as a leading initiative in training, management and certification for tourism companies that are in the path of sustainability endorsed by the Global Sustainable Tourism Council (GSTC).



CERTIFICATIONS



CERTIFICATIONS



Certificado de Registro de Empresa
Conforme a las exigencias de la norma
INTE/ISO 50001:2018
Sistemas de gestión de la energía.
Requisitos con orientación para su uso.

La Asociación Instituto de Normas Técnicas de Costa Rica, INTECO, ubicada en San José, Costa Rica, certifica que la organización:

National Institute of Standardization Association of Costa Rica, INTECO - San José, Costa Rica, certifies that the organization:



Planet Hollywood Costa Rica

Cumple con los requisitos para el siguiente alcance:
Actividades de hotelería (habitaciones, áreas comunes, de cocina, piscinas, cuartos de máquinas, bares, restaurantes, salones de eventos) y de servicios de apoyo.

Complies with the requirements for the following scope:
Hospitality activities (rooms, common areas, kitchens, swimming pools, machine rooms, bars, restaurants, event halls) and support services.

Que opera en las instalaciones ubicadas en:
which is carried out in:
Playa Manzanillo, Bahía Culebra, Guanacaste, Península Papagayo.

Firmado digitalmente por
ALVARO TORRES
CHIRICILLA (FIRMA)
Fecha: 2023.11.07
20:32:22 -06'00'

Director de operaciones

Fecha de emisión: 2023/11/13

Fecha de expiración: 2026/11/13

El presente certificado es válido exclusivamente para el proceso descrito, no hace válida de la correspondiente alcance de la certificación, desde se aplica al servicio. Las especificaciones y los documentos normativos aplicables, así como normas de registro. En caso de duda siempre prevalecerá el alcance en español. This certificate is valid only for the process described, it is not valid without a corresponding scope of certification, indicating the services, specifications and normative documents, and registration number. In case of doubt the spanish-written scope will prevail over the english-written scope. FUMC-36, Versión 03, Revisión 01.





LA COMISIÓN TÉCNICA DE VERIFICACIÓN DE LA
CERTIFICACIÓN PARA LA SOSTENIBILIDAD TURÍSTICA (CST)

OTORGA EL CERTIFICADO A

**HOTEL PLANET HOLLYWOOD
BEACH RESORT COSTA RICA**



NIVEL ÉLITE

Categoría: HOSPEDAJE POSEE PISCINAS

CST-016-2023 Vigencia del 09 de febrero, 2023 AL 09 de febrero, 2025

Por haber cumplido con los requisitos de sostenibilidad del Estándar CST 2.0,
alineado con los 17 ODS y reconocido por el Global Sustainable Tourism Council (GSTC).

William Rodríguez López
Ministro de Turismo
Presidente de la Comisión Técnica de Verificación - CST

San José, Costa Rica





Following an independent audit against the Travelife Standard*

Planet Hollywood Beach Resort Costa Rica

Manzanillo Beach, Culebra Bay, Liberia, Guanacaste, Costa Rica

has achieved Travelife Gold Certification

They have shown Travelife evidence that they are taking action in the following areas:

- Minimising their environmental impacts
- Improving the economic and social impacts for people in their community
- Respecting and protecting human rights and fair labour practices
- Safeguarding animal welfare and biodiversity

Nicole White

08/09/2023 to 08/09/2025
certificate number - 102243

*The Travel Standard is recognised by the Global Sustainable Tourism Council (GSTC)
Travelife Ltd, 30 Park Street, London, W1P 1BQ, United Kingdom. Registered in England No 09399132
www.travelifeforabetter.com

SUSTAINABLE MANAGEMENT



Objectives:

- Protect and respect human rights, for example by preventing discrimination, exploitation and harassment, as well as promoting fair treatment.
- Protect children, for example by preventing the exploitation or abuse of children and reporting any suspected incidents.

Objective:

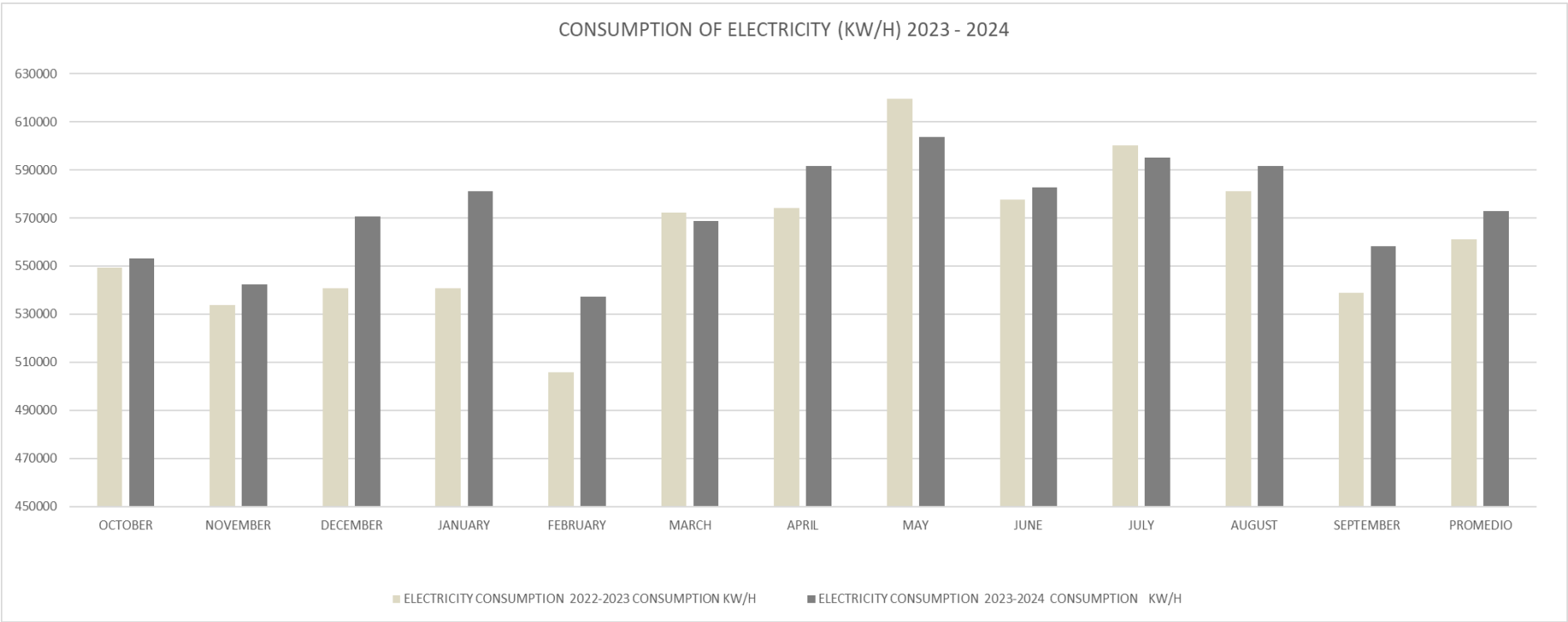
- Protect and support biodiversity, e.g. by reducing pollution, protecting nature and wildlife.)
- Implement INTE/ISO 140064 (Greenhouse Gas Inventory) by 2025.

Objectives:

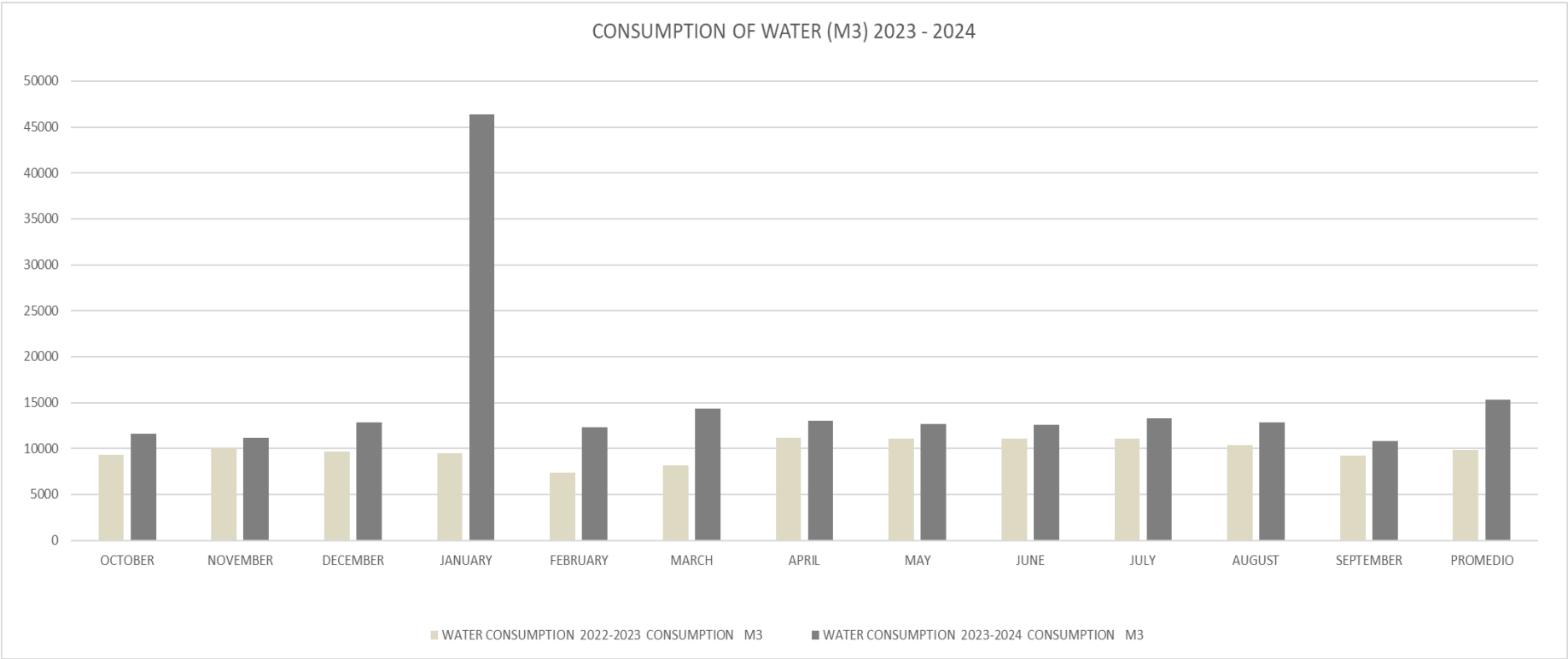
- Reduce energy consumption by 3.31%.
- Reduce gas consumption by 9.52%.

RESOURCE MANAGEMENT 2023 - 2024

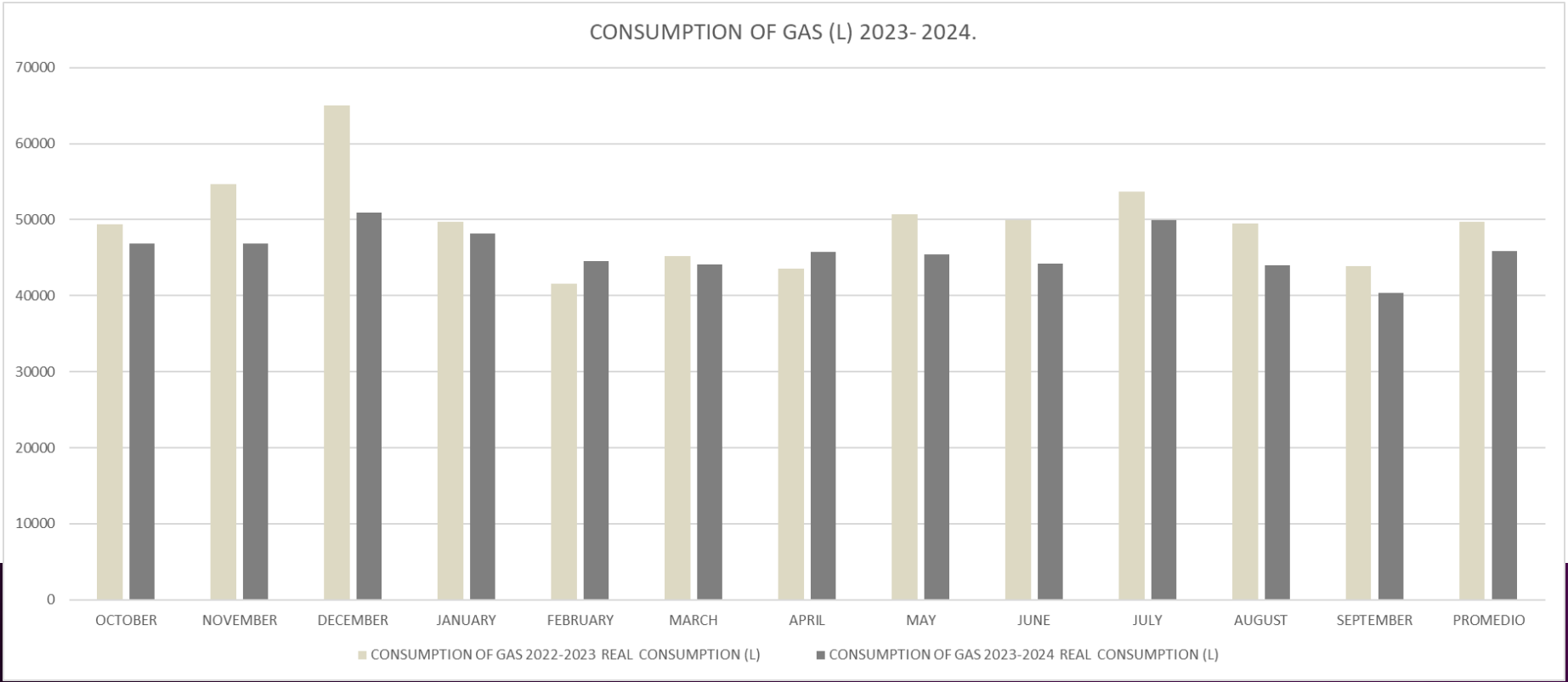
Electricity consumption comparison graph



Water consumption comparative graph



Gas consumption comparison graph



‘The water, energy and gas consumption graphs show a comparative for the resources in 2023 - 2024. The implementation of ISO 50001 has helped to reduce gas consumption. By 2025, electricity and water consumption is expected to decrease in the same way.

RESOURCE MANAGEMENT

ELECTRICITY



6.875.750 kWh

3.149.093.50 kg CO₂e

WATER



183.997 m³

181.201 kg CO₂e

GAS



210.695 L

857.939 kg CO₂e

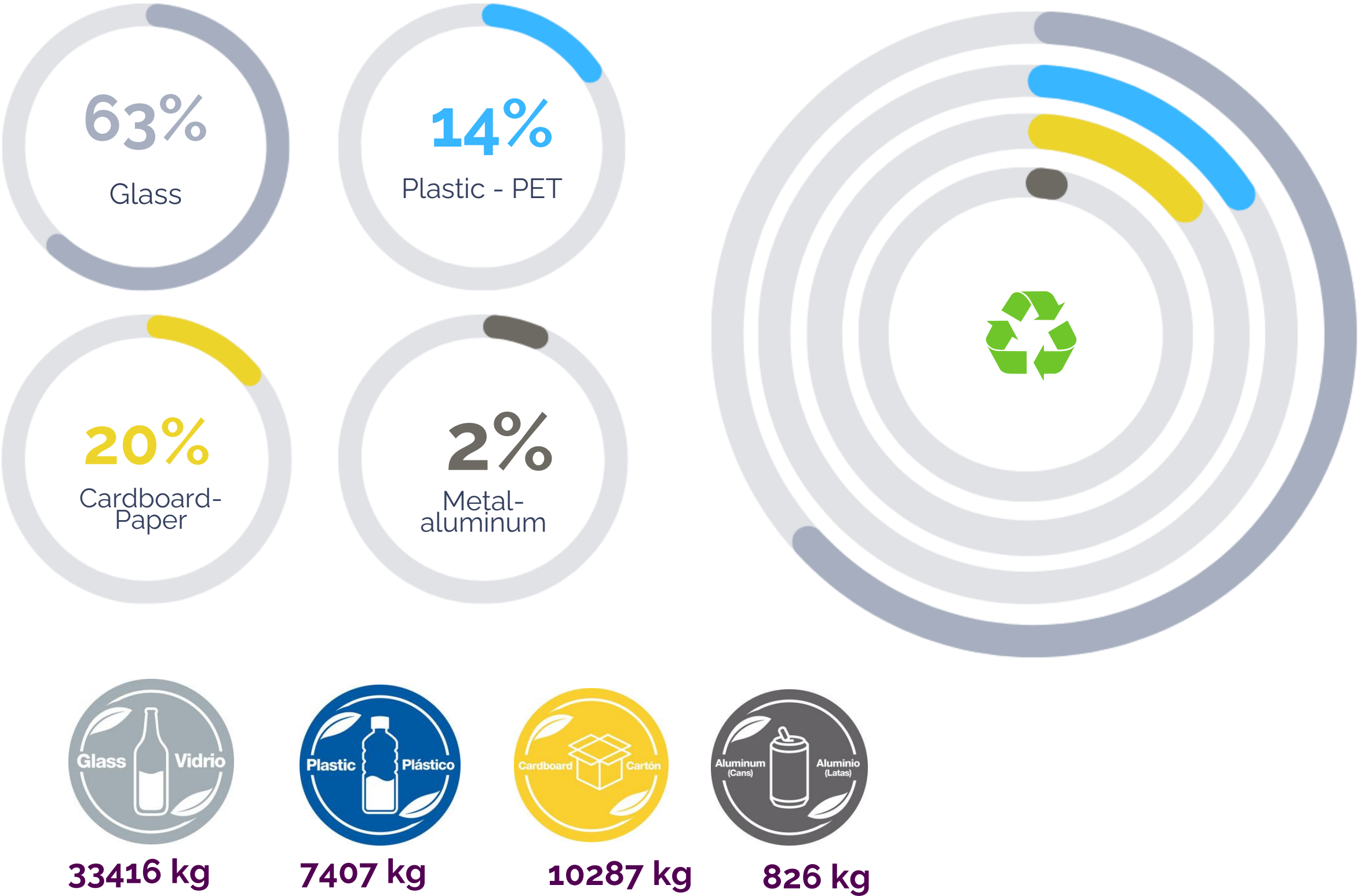
DIESEL



781 L

1827 kg CO₂e

ANNUAL WASTE RECYCLING PERCENTAGE 2024



At Planet Hollywood Costa Rica, we are committed to the correct classification of solid waste to facilitate its recovery and recycling. To maximise the effectiveness of our programme, it is essential that our hosts are well trained in integrated waste management, ensuring that the message of sustainability reaches guests and suppliers.

Among our strategies to reduce waste generation, we emphasise a preference for purchasing products in bulk rather than in individual containers. Other products we seek to use biodegradable packaging such as in-room amenities.

VERO WATER PROGRAM



HOTEL Planet Hollywood Costa Rica
Inicio de Programa: 1 de julio de 2019
Lectura de Consumo: 28 de septiembre de 2024
Dias: 1647



Location	Model	Serial	Consumo Acumulado (Gals)	Consumo Diario (Gals)	Consumo Sep 2024 (Gals)	Consumo Diario Sep 2024 (Gals)
Gusto Rest	Vero +4	488438	44,495	27	688	25
Pool Bar	Vero +4	488434	18,799	11	199	7
Lobby Bar	Vero +4 Tower	488429	7,377	4	114	4
Sport Bar	Vero +4	488436	6,500	4	129	5
So Cal	Vero +4	488430	88,293	54	1671	60
Service Bar	Vero +4	488437	6,318	4	103	4
Asiatico	Vero +4	488439	35,437	22	640	23
Starclass	Vero +4	488435	1,067	3	67	2
TOTAL			208,286	129	3,611	129



FELICITACIONES!!
Han ahorrado:



1.57 M
Botellas
plasticas 0.50 L



At Planet, we are dedicated to sustainable development, which is why we have adopted Vero Water as an environmentally friendly alternative to single-use plastic bottles. Vero systems have prevented pollution of oceans, rivers and landfills by avoiding more than 100 million single-use plastic bottles.

WE ARE COMMITTED TO KEEPING OUR PLANET GREEN AND OUR OCEANS CLEAN



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2023

160 kg of waste

2024

350 kg of waste

We are an organisation committed to sustainability and the conservation of our planet. In 2023, through our internal "Beach Cleanups" programme, we collected more than 160 kg of waste and microplastics that were polluting the environment. In 2024 we doubled our efforts and succeeded in meeting with public partnerships to clean up biodiversity tunnels.

SOCIAL



ACTIVITIES

	ACTIVIDAD	OBJETIVO
SUSTENTABILITY	Beach, mangrove and biodiversity tunnel clean-ups.	Conserve and maintain the natural resources of natural systems.
	Internal audits.	Validate compliance with the sustainability management system implemented in the hotel.
	Operational practices.	Teach hosts how to apply good environmental practices in their work areas
	Training.	Make known among the hosts the agreements established in the sustainable management plan.
SOCIAL	Donations.	Participate in the pro-humanitarian cause in which associations or non-profit organizations are constituted.
	THE CODE Training.	Train hosts capable of preventing the commercial sexual exploitation of children in their work areas.



WE HAVE A MEDICAL SERVICE THAT PROVIDES ASSISTANCE TO OUR COLLABORATORS

THROUGH CSR WE INCORPORATE DIFFERENT FOUNDATIONS THAT SEEK THE WELL-BEING AND PROSPERITY OF OUR LOCAL COMMUNITY

WE PROMOTE ENERGY EFFICIENCY AND WATER SAVING IN THE HOTEL, THROUGH THE IMPLEMENTATION OF ENERGY-SAVING SYSTEMS



WE HAVE A STRAW POLICY IN WHICH WE DO NOT PROVIDE STRAWS TO AVOID SINGLE-USE PLASTIC AND PROTECT MARINE LIFE AS WELL AS THE OCEAN



WE HAVE A GENDER EQUALITY POLICY WHERE BOTH MEN AND WOMEN ARE GIVEN EQUAL OPPORTUNITIES

WE OFFER OUR EMPLOYEES JOB OPPORTUNITIES AND TRAINING THAT ALLOW THEIR DEVELOPMENT



THROUGH THE CODE POLICY WE PROMOTE THE ERADICATION OF CHILD AND FORCED LABOUR WITH OUR SUPPLIERS

WE HAVE A SUSTAINABLE PURCHASING POLICY WHERE WE SEEK TO ENSURE THAT PURCHASES ARE MADE UNDER THE CONCEPT OF ZERO KM AND WE HOLD SUPPLIERS RESPONSIBLE FOR THEIR WASTE

WE CARRY OUT BEACH AND MANGROVE CLEANUPS TO PROTECT THE ECOSYSTEM



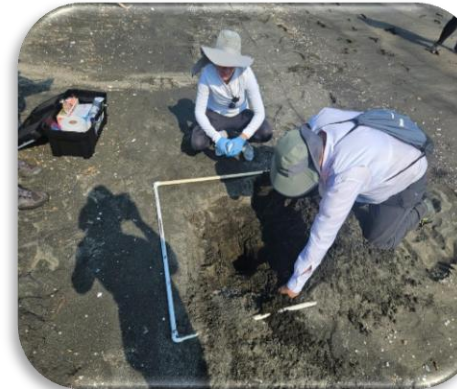
INCORPORATION INTO THE LABOUR MARKET FOR PEOPLE LIVING IN THE MOST REMOTE COMMUNITIES



WE HAVE RESPECTFUL AND COLLABORATIVE WORK ENVIRONMENTS THAT PROMOTE THE COMMITMENT AND MOTIVATION OF OUR EMPLOYEES



WE CARRY OUT REFORESTATION ACTIVITIES FOR THE CARE AND CONSERVATION OF FLORA AND FAUNA



THROUGH THE CODE POLICY, WE ACT AS A WATCHDOG TO ERADICATE CHILD SEXUAL EXPLOITATION



WE ENSURE THE PROPER MANAGEMENT OF WASTE AND SEEK THE ELIMINATION OF NON-RECYCLABLE SINGLE-USE PLASTIC



WE PROMOTE ELIMINATION, REDUCTION, RECYCLING IN SUPPLIER PACKAGING AND PACKAGING



VISION 2025

These are just a glimpse of what Planet Hollywood Costa Rica, An Autograph Collection All-Inclusive aims to achieve in the coming years. The Hotel will address new and important challenges to meet its mission of promoting sustainable tourism.

Collective efforts will focus on areas where Planet Hollywood CR can have the greatest impact, including creating opportunities for youth and children, female empowerment, Costa Rican Cultural Rescue and promoting the preservation of the local environment through continuous environmental improvement.

As a specific objective, the organisation establishes the maintenance of commitments that favour sustainable tourism, such as the code of conduct against sexual exploitation of children and adolescents in the tourism industry, Hotel certification with the Travelife environmental label, Ecological Flag Certification, Certification of Sustainable Tourism (CST). Also implement ISO 14064, which is a greenhouse gas inventory.



OBJECTIVES 2025

- Replace 100% of outdoor lighting with solar lamps, adding 5 lamps per month.
- Install a self-consumption solar panel system to supply energy to one of the main energy consumption sectors.
- Build a compost bin on the property to use organic waste to generate compost, thus contributing to mitigating methane gas emissions from processing organic matter.
- Work on a plan to reduce single-use plastic consumption through an inventory and improvement action plan.
- Together with El Triunfo School and the “Iguanita Wildlife Refuge”, the project aims to plant 100 to 140 trees monthly over the course of a year to mitigate 4% of the property's carbon footprint from LP gas consumption.