



This document outlines key information about Best of Costa Rica, including our Mission, Vision, Code of Ethics, and core Policies. It is designed to inform our team members, suppliers, clients, and the general public about our commitment to responsible and sustainable tourism.

Any inquiries regarding this policy will be handled by our Sustainable Management Committee [Keylin Smith and María Fernanda Sánchez].

SUSTAINABILITY POLICY & COMMITMENT

BEST OF COSTA RICA, COMMITTED TO SUSTAINABLE TOURISM

Our Mission

Our commitment is to deliver exceptional travel experiences while ensuring sustainable tourism practices across all our operations.

Our Vision

To become Costa Rica's most recognized inbound tour operator and DMC, known for our reliability, professionalism, and strong commitment to sustainability.

Our Values

- Responsibility
- Proactivity
- Passion for what we do
- Strong interpersonal relationships
- Gratitude
- Innovation
- Continuous improvement



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Our Actions

Through our sustainability program, we have established the following key areas of impact:

Our Procurement Practices

- We have a procurement policy that sets criteria based on sustainability principles.
- We use cleaning supplies in our offices (such as soaps, garbage bags, and disinfectants) that are approved and certified by authorized institutions, prioritizing biodegradable products.
- We prioritize suppliers that demonstrate sustainable practices or hold recognized sustainability certifications.
- We actively communicate Best of Costa Rica's environmental commitment to our suppliers, encouraging them to align with and support these efforts.
- We conduct regular inspections to assess the quality of services provided by our suppliers, while also evaluating their progress and actions toward sustainable management.

Our Team

- We provide ongoing training to our staff on the regulations we support, environmental and social awareness, first aid, evacuation procedures, and other relevant topics. This strengthens our internal culture while enabling us to effectively communicate our values to suppliers, clients, partners, and other stakeholders.
- We provide tools across all areas of our office to ensure compliance with our environmental policies (such as waste separation bins, paper reuse practices, and instructional signage).
- We conduct regular internal awareness initiatives and create feedback spaces to continuously improve performance across all departments, supported by the active participation and commitment of our team to sustainable practices.

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Our Goals (Water, Energy, and Solid Waste Management)

- To reduce paper consumption by promoting reuse, minimizing printed materials and optimizing internal resource use.
- To foster awareness around the responsible use of energy and water as essential and valuable resources.
- We have implemented a formal recycling program in collaboration with the Municipality of San José, which provides biweekly waste collection services at our facilities. At Best of Costa Rica, we have designated recycling stations with proper signage and clear waste separation guidelines.

Our Social Responsibility and Community Contribution

- We support and comply with national regulations, including the Law for the Protection of Archaeological Heritage and Wildlife, the Organic Environmental Law, the Biodiversity Law, the Animal Welfare Law, the Law against the Commercial Sexual Exploitation of Children and Adolescents, the Law on Narcotics, Psychotropic Substances and Unauthorized Drugs, and the Law against Sexual Harassment in Employment and Education.
- We are a member of the Code of Conduct for the Prevention of Commercial Sexual Exploitation of Minors in Travel and Tourism.
- We are committed to inclusion and equal opportunities. Our team is trained in accordance with Law 7600, ensuring accessibility and respect for individuals with disabilities. At Best of Costa Rica, we value diversity and remain open to hiring individuals from this population.
- We encourage all our clients to comply with regulations governing visits to protected areas, promoting responsible and respectful tourism practices.
- We support the National Forestry Financing Fund (FONAFIFO) by actively promoting carbon footprint compensation initiatives among our key stakeholders.
- We develop awareness campaigns focused on protecting wildlife, archaeological heritage, forests, and other best practices, using communications aligned with current legislation.



We Are a Certified Sustainable Tourism Company (CST)

The Costa Rican Tourism Board (ICT), in collaboration with government institutions, autonomous entities, NGOs, and private companies, actively promotes environmental protection as an integral part of its policies and operations. This collective effort aims to achieve balanced and sustainable development across economic, social, and environmental dimensions.

One of its key priorities is the development of structures that promote and implement sustainable programs—not only to actively introduce them across the country’s tourism regions, but also to ensure their comprehensive adoption throughout all sectors of the tourism industry. At Best of Costa Rica, we are committed to supporting our suppliers in this process.

Through our Certification for Sustainable Tourism (CST), Best of Costa Rica DMC reinforces and strengthens its commitment as both a company and a professional community. We remain at the forefront of developing and implementing environmental best practices, ensuring that our operations are carried out in balance with the environment, delivering quality experiences for our clients, fostering well-being among our team members, and upholding integrity with all stakeholders who contribute to this shared effort toward sustainable development.

For more detailed information about the CST program, please visit: <https://www.turismo-sostenible.co.cr>

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WHAT IS CLIMATE CHANGE?



Climate Change

Climate change refers to the long-term variation in the Earth's climate conditions, primarily as a result of human activity. This phenomenon is closely linked to the greenhouse effect and global warming.

The greenhouse effect is a natural process in which certain gases in the atmosphere trap part of the heat radiated from the Earth's surface, allowing the planet to maintain a temperature suitable for life. However, the increase of these gases due to human activities—such as the burning of

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fossil fuels, deforestation, and pollution—intensifies this effect, leading to a gradual rise in global temperatures, known as global warming.

As a result, significant changes occur in the planet’s climate, including the melting of glaciers, rising sea levels, the expansion of desert areas, alterations in precipitation patterns, and direct impacts on ecosystems and biodiversity.

Today, climate change represents one of the world’s greatest challenges. Its impacts are already evident and, without concrete action, could reach critical levels. Among the most notable effects are:

- An increase of approximately 1.2°C in global temperature, with projections reaching up to 4.8°C by the end of the century (UN, 2022).
- Intensified droughts in various regions, affecting water availability and agricultural production (UNESCO, 2020).
- An increase in extreme weather events, such as hurricanes and storms (UN, 2023).

Although climate change can also be caused by natural factors—such as volcanic eruptions, tectonic movements, or variations in solar radiation—its primary driver in the current context is human activity.

As part of our broader commitment to sustainability, our ethical framework guides all our operations.

Code of Ethics

Best of Costa Rica DMC has always recognized that its long-term interests—and those of its stakeholders—depend on adherence to the highest standards of ethical conduct and compliance with applicable laws.

These policies have been approved by the Board of Directors of Best of Costa Rica DMC and are communicated and reinforced among all team members through internal communications.

Our values are embedded in this Code, and all employees are expected to conduct themselves—both personally and professionally, without exception—in accordance with these principles.

¹When referring to individuals “with an interest” in Best of Costa Rica, this includes employees, clients, suppliers, partners, governmental and non-governmental organizations, the communities and markets in which we operate, and any other parties that may influence or be influenced by the company.



² This Code of Ethics applies equally to employees, managers, and the company's Director. Only the Board of Directors may grant exceptions to this Code with respect to managers and supervisors. Any such decision must be communicated immediately to the parties involved.

For certain regions or countries, it may be appropriate to establish more detailed guidelines; however, these must not contradict this Code.

Best of Costa Rica DMC reviews this Code on a regular basis and is committed to updating its content and implementation whenever changes in circumstances or organizational needs require it.

Ethics and the Law

Best of Costa Rica DMC is committed to the highest standards of ethical conduct and to full compliance with all applicable national and international laws. This includes, among others, regulations related to fair competition, corporate governance, the prevention of bribery, illicit payments, and corruption; the safety and proper use of the services offered to clients; labor laws and practices; environmental regulations; human rights laws and internationally recognized standards; as well as the protection of copyrights, company assets, and other forms of intellectual property.

Our objective goes beyond mere legal compliance. As a company with a strong track record, we strive to be among the leading organizations in Costa Rica in terms of corporate responsibility, promoting ethical and responsible business practices wherever we operate.

Best of Costa Rica DMC respects the privacy and integrity of all individuals involved in the services and programs we offer. We are committed to adhering to strict standards in the processing of personal data and product-related information. All personal data collected and retained by the company is handled responsibly, securely, and in full compliance with applicable laws, ensuring the protection of individual privacy.

As part of our commitment to sustainable tourism development and in accordance with the Costa Rican Tourism Board (ICT), Best of Costa Rica DMC remains fully respectful and proactive in complying with key regulations, including Law 7600 (Equal Opportunities for Persons with Disabilities), the Law Against Sexual Harassment, the Law Against the Commercial Sexual Exploitation of Children and Adolescents, the National Archaeological Heritage Law, the Wildlife Conservation Law, regulations on the control and consumption of illegal substances, the Forestry Law, and Environmental Law. Additionally, we comply with regulations governing the use of protected areas, adventure tourism activities, and the provisions established under the CITES Convention.

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Human Rights

Best of Costa Rica DMC respects and promotes human rights, recognizing that certain rights are fundamental and universal, as established by internationally accepted laws and practices, including the United Nations Universal Declaration of Human Rights, the International Labour Organization (ILO), and the principles of the UN Global Compact.

Among the rights that Best of Costa Rica DMC considers fundamental are: the right to non-discrimination based on race, creed, color, nationality, ethnic origin, age, religion, sex, gender identity, sexual orientation, marital status, disability (Law 7600), or any other condition; the right to be free from arbitrary detention, execution, or torture; freedom of peaceful assembly and association; freedom of thought, conscience, and religion; and freedom of opinion and expression.

Best of Costa Rica DMC does not employ child or forced labor. We do not tolerate working conditions or practices that conflict with international laws and standards. We also maintain a zero-tolerance policy toward any violation of our employees' human rights, upholding a strict stance in accordance with the Law Against Sexual Harassment.

Workplace Practices

Employees of Best of Costa Rica DMC are expected to respect and uphold the company's values, promoting teamwork, individual responsibility, and the strength that comes from diversity. We are committed to providing fair compensation and offering a safe and healthy work environment. We also ensure equal opportunity across all employment practices, policies, and procedures.



We promote sound environmental practices within the organization, including recycling, energy and water conservation, and responsible conduct in operational settings. This includes adherence to guidelines such as carrying capacity regulations and rules for visits to national parks and protected areas.

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When candidates meet the requirements for a position, no individual will receive less favorable treatment based on race, creed, color, nationality, ethnic origin, age, religion, sex, gender identity, sexual orientation, marital status, membership in a minority group, personal opinions, disability, or trade union membership or non-membership.

Best of Costa Rica DMC will continue to invest in the personal and professional development of its employees, encouraging them to maintain a healthy balance between their personal and professional lives.



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Environment

Environmental practices at Best of Costa Rica DMC are based on the principles of sustainable tourism, aiming to follow best practice guidelines related to the physical and biological environment, service management, customer experience, and community development. Our objective is to minimize negative environmental impacts during the delivery of services contracted by our clients. This is achieved through the responsible management of our operations, our network of suppliers, and the implementation of sustainability best practices programs.

Best of Costa Rica DMC does not use endangered species for any commercial purpose. Additionally, we require our suppliers to avoid sourcing raw materials from origins where there is clear evidence of human rights or animal welfare violations, or where environmental harm is present, particularly when procurement or distribution methods are illegal. In our marketing and corporate communications, Best of Costa Rica DMC portrays wildlife in a respectful and dignified manner, promoting responsible practices for their protection.

The company also communicates and reinforces compliance among its suppliers and clients with key regulations, including laws related to the Commercial Sexual Exploitation of Children and Adolescents, National Archaeological Heritage, Wildlife Conservation, the control and consumption of illegal substances, Forestry Law, and Environmental Law. Additionally, we adhere to regulations governing the use of protected areas, adventure tourism activities, and the provisions established under the CITES Convention.

Recommendations for Our Suppliers

Implement an Energy-Saving Program:

- Use energy-efficient light bulbs.
- Prioritize the use of high-efficiency equipment and technologies.
- Consider the use of solar panels, photocell systems, or automatic shut-off systems.
- Display signage with reminders to turn off lights.
- Provide training for employees and extend awareness to their families.



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- Apply for the ICE Medium Voltage programs.
- Monitor energy consumption on a monthly basis.
- Establish monthly energy-saving targets.
- Create a sustainability committee responsible for implementing and overseeing these actions.

Implement a Water Conservation Program:

- Use water-efficient fixtures and equipment.
- Display signage with reminders to encourage responsible water use.
- Monitor water consumption on a monthly basis.
- Establish monthly water-saving targets.
- Create a sustainability committee responsible for implementing and overseeing these actions.



Implement Recycling Programs:

- Provide training for staff on proper waste management and recycling practices.
- Ensure the availability of appropriate bins for waste separation.
- Provide clearly labeled waste separation bins in parking areas, enabling tour operators to properly dispose of materials generated during tours.
- Monitor and measure waste generation on a regular basis.
- Establish targets for reducing waste generation.
- Create a sustainability committee responsible for implementing and overseeing these actions.



Prioritize the Purchase of Environmentally Friendly Products:

- Choose biodegradable products.
- Prefer reusable products.
- Select recyclable products.
- Avoid the use of agrochemicals and prioritize organic products.





Implementation

The commitment to comply with the provisions of this Code of Ethics extends to all matters, including decisions related to trade, investment, subcontracting, procurement, business development, and all other employment and business relationships.

Best of Costa Rica's approach to the implementation of this Code of Ethics is proactive, transparent, and ethically grounded. While complex situations may arise in its interpretation—particularly when balancing local customs with established standards and guidelines—Best of Costa Rica DMC is committed to making every effort to resolve ethical, legal, environmental, labor, and human rights issues in a manner consistent with this Code.

It is the responsibility of every employee at Best of Costa Rica DMC to promote and uphold this Code of Ethics. Any concerns regarding its application, interpretation, or potential violations must be reported to the Human Resources Department. Human Resources will conduct an initial assessment of the nature and severity of any reported concern.

In cases involving serious allegations that are not clearly unfounded, the immediate supervisor responsible for the matter will carry out a thorough and impartial investigation, with support from other team members as needed. If such an investigation may present a conflict of interest or be deemed inappropriate, the matter will be escalated to higher-level management or senior leadership for oversight.

If a potential violation of the Code of Ethics could have a significant financial impact, it will be reported to the CEO and General Management. A comprehensive and impartial investigation will be conducted with appropriate internal and/or external support, and the findings will be communicated to the relevant parties.

All investigations related to alleged violations of the Code of Ethics shall be conducted in accordance with the company's internal investigation procedures.

Any conduct that does not comply with this Code of Ethics must be corrected as soon as possible and may be subject to disciplinary action, including termination of employment. Best of Costa Rica DMC will take all necessary measures to ensure that employees who report concerns or violations in good faith are protected from any form of retaliation.

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Our Regulatory Framework

Best of Costa Rica DMC is committed to upholding national and regional conservation policies. We actively develop awareness campaigns regarding Law No. 7495 on Wildlife Conservation, whose main objective is the protection and preservation of flora and fauna in their natural (wild) conditions. We also promote compliance with the Organic Environmental Law No. 7554 and the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES).

All our employees receive training related to these regulations through induction sessions, informational materials, and ongoing updates on relevant topics, including news, articles, and publications of interest.

Our guides share this information with clients, ensuring they are aware of the country's regulations in this area. Through this approach, we promote a strategic country image that highlights Costa Rica's efforts in ecosystem conservation and environmental education. Likewise, our wholesalers are provided with relevant information so they can actively support and align with these efforts.

Compliance with these regulations forms part of our supplier evaluation criteria and is clearly communicated in advance. This means that all suppliers are required not only to comply with applicable laws during their operations, but also to demonstrate their level of commitment to these principles in practice—through staff training, reporting mechanisms, and the implementation of sustainability programs.

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On the Protection of Archaeological Heritage and Wildlife

Best of Costa Rica DMC defines itself as a committed defender of the country's national archaeological heritage. We are dedicated to protecting all cultural assets resulting from the activities of past human groups—particularly indigenous populations prior to or contemporary with the establishment of Hispanic culture in the national territory. Accordingly, we will act decisively in any situation that threatens archaeological heritage through the following actions:

- Provide training to our employees on Law No. 6703 on National Archaeological Heritage.
- Promote awareness and dissemination of this law.
- File formal reports with the National Museum in the event of any situation that threatens this heritage.

We are deeply committed to nature conservation and will actively protect all forms of wildlife within our territory. We inform our clients about the provisions of the Wildlife Conservation Law No. 7495 and the consequences of non-compliance. We will not hesitate to report any cases involving wildlife in captivity under inappropriate conditions or situations that threaten wildlife, including pollution sources or mistreatment.

Equal Opportunities for Persons with Disabilities

We ensure full compliance with Law 7600, guaranteeing respect, accessibility, and inclusion for all individuals—both employees and clients of Best of Costa Rica. We promote necessary adjustments at the physical, legal, and organizational levels, while fostering awareness among our staff to support this commitment.

We are also committed to ensuring that tourism programs are accessible to persons with disabilities under equal conditions and requirements, with the goal of fostering their integration and participation in the country's productive activities. To achieve this, we implement the following strategic actions:

- Provide accessibility and adapt our environments and services to meet the needs of all individuals.
- Ensure the availability of support services and assistance required by persons with disabilities who use our tourism services, guaranteeing equal opportunities.

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- Develop awareness and training initiatives on disability inclusion for all employees and suppliers.
- Review and assess existing company policies and procedures to ensure compliance with Law 7600, and implement necessary adjustments where required.

On the Law Against the Commercial Sexual Exploitation of Children and Adolescents

Best of Costa Rica DMC is firmly committed to protecting the integrity and rights of all individuals—adults, adolescents, boys, and girls. We conduct our tourism activities in strict compliance with the most rigorous legal frameworks, including Law No. 8204 on narcotics, psychotropic substances, unauthorized drugs, money laundering, and related activities; Law No. 7476 against sexual harassment in employment and education; and Laws No. 7899 and 8590 against the Commercial Sexual Exploitation of Children and Adolescents.

We actively communicate to our employees, clients, suppliers, and their families that engaging in sexual activities with minors in Costa Rica is a criminal offense punishable by imprisonment.

Our message to all stakeholders consistently emphasizes that children and adolescents must never be blamed or held responsible for acts to which they are subjected or coerced by exploiters.

We promote a culture of **zero tolerance** toward all forms of exploitation of children and adolescents, seeking to challenge and transform deeply rooted cultural patterns that may justify authoritarianism, abuse of power, or arbitrary behavior by adults toward minors.

We strongly emphasize that this issue is not the sole responsibility of the State, nor of the victims, their families, or their immediate social environments. It requires the active involvement and commitment of society as a whole.

We also stress that when minors are sexually exploited, multiple rights are violated—including the rights to physical and mental health, education, family life, play, and recreation. These rights must be restored, and affected individuals must be recognized and treated as victims of those who directly or indirectly benefit from, or tolerate, commercial sexual exploitation.

Through awareness campaigns, we encourage our stakeholders to become part of the **Code of Conduct for the Protection of Children and Adolescents in Travel and Tourism**, providing guidance on the requirements and process for joining this initiative when needed.

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On the Law on Narcotics, Psychotropic Substances, and Unauthorized Drugs

Within all tourism programs operated by Best of Costa Rica, any form of involvement in the use, trade, or distribution of narcotics, psychotropic substances, or unauthorized drugs is strictly prohibited. In Costa Rica, such activities are criminal offenses punishable by imprisonment.

In the event of any related incident, appropriate measures will be taken, including formal reporting to the authorities (in cases involving clients or suppliers) or termination of employment (in cases involving employees).

On the Law Against Sexual Harassment in Employment and Education

Best of Costa Rica DMC ensures that all employees are informed about the procedures for reporting sexual harassment from the beginning of their employment, as part of the onboarding process. The company will act in accordance with applicable law, which establishes that such misconduct may result in immediate termination without employer liability, as well as legal sanctions including compensation to the victim and, in certain cases, imprisonment.

The company will take a strict stance against any indication of sexual harassment toward any individual, as well as any situation in which an employee may be affected during the course of their work, whether inside or outside company facilities.

Information regarding these laws and related policies will be made available to employees, suppliers, clients, and their families.

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On the Organic Environmental Law

The environment is considered the common heritage of all inhabitants of the nation (subject to the exceptions established by the Political Constitution, international agreements, and applicable laws). In compliance with this principle, Best of Costa Rica DMC conducts its operations responsibly, ensuring the prevention of pollution affecting soil, air, oceans, rivers, protected areas, forests, and any other elements covered under this law.

Our suppliers are required to hold the appropriate permits issued by competent authorities, and our team is responsible for verifying compliance with all applicable regulations.

Best of Costa Rica DMC also ensures that all transportation services (subcontracted) used in our operations meet the following requirements:

- Valid operational permits
- Technical inspections
- Insurance policies

On the Biodiversity Law

We understand and uphold the importance of biodiversity conservation, the sustainable use of natural resources, and the fair distribution of the benefits and costs derived from these practices. Accordingly, we recognize and support tourism businesses that demonstrate actions aligned with these principles, as well as institutions such as the National System of Conservation Areas (SINAC) in their respective areas of work.

Internally, we ensure that our team remains informed and up to date on this law, enabling us to share relevant information with employees, clients, suppliers, and their families.

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On the Animal Welfare Law

At Best of Costa Rica, we are committed to the protection and well-being of animals, whether wildlife or domestic. We actively study and comply with the provisions of the Animal Welfare Law (Law No. 9459) and ensure that our employees and guides are informed about its requirements.

- Freedom from hunger and thirst
- The ability to express natural patterns of behavior
- Humane euthanasia, free from pain and, whenever possible, under professional supervision
- Freedom from physical discomfort and pain
- Prevention and proper treatment of diseases

We remain vigilant in ensuring compliance with these standards and will demand appropriate treatment of animals in accordance with the law or report any violations when necessary.

Gender Equality

At Best of Costa Rica, gender equality means that women and men have equal conditions to fully exercise their rights and potential to work, contribute to the company's development, and benefit from its results. We recognize that achieving gender equality requires concrete actions aimed at eliminating inequalities based on gender.

Within our organization, this translates into a fair distribution of incentives, compensation, responsibilities, and opportunities for employment and professional growth between women and men. We do not tolerate unjust, unnecessary, or preventable inequalities, and we implement actions that ensure gender equity—understanding that equity is the means, and equality is the outcome.

We promote the concept of empowerment as the ability of individuals—both women and men—to take control of their lives: to make informed choices, take decisions, and act upon them. Empowerment is both a process and a result, collective and individual. We recognize that women's empowerment is essential to achieving gender equality, and we actively support empowerment processes at both individual and collective levels.

We also understand that diversity is an integral part of gender equality. Women and men are not homogeneous groups, and our recruitment, selection, and hiring processes eliminate any form of discrimination based on age, socioeconomic status, education, ethnicity, culture, sexual orientation, disability, or geographic location.

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Therefore, we are committed to promoting gender equality through actions that:

- Encourage the participation of women and men in diverse roles within the company, including those where representation has not traditionally been balanced
- Ensure a productive, healthy, and safe work environment free from discrimination or gender-based violence
- Guarantee compliance with all applicable legal and regulatory requirements
- Continuously improve working conditions and our management systems

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Our Policies

Environmental Policies

The overall objective of our Environmental Policy is to promote and encourage sustainable practices as part of our internal processes, actively contributing to the development of sustainable tourism.

Sustainability is a fundamental pillar of Best of Costa Rica's operations and an inherent characteristic of the services we provide.

The training of our employees fosters a strong sense of environmental awareness and responsibility, reflected in their daily performance.

Water and energy conservation, along with recycling, are essential pillars of our commitment as a responsible company. In this regard, Best of Costa Rica DMC is committed to:

- Using energy efficiently through reduction practices.
- Preventing waste and contamination of water resources to support their conservation.
- Continuously monitoring water and energy consumption through measurement systems.
- Considering alternative energy sources for lighting and water heating or preheating.
- Managing rainwater appropriately to avoid environmental impact.
- Implementing proper waste management practices based on reduction, reuse, and recycling principles.
- Promoting carbon neutrality as part of our environmental commitment by supporting offset programs (FONAFIFO).
- As part of our broader environmental management, Best of Costa Rica DMC also commits to:
 - Contributing to the conservation of the country's forest resources.
 - Supporting the reduction of atmospheric pollution.
 - Progressively complying with relevant national environmental legislation (including wastewater management and reuse, hazardous waste, and agrochemical use, among others).
 - Ensuring appropriate hygiene and safety conditions for the health of employees, clients, and visitors.
 - Prioritizing native or endemic plant species in landscaping, avoiding the introduction of exotic species.

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- Strictly enforcing regulations for visits to protected wildlife areas, promoting sustainable tourism practices such as not feeding animals, avoiding pollution (waste and noise), and not extracting flora or fauna.
- Prohibiting the keeping of animals in captivity within our facilities.
- Promoting the use of alternative energy sources.
- Ensuring that artificial lighting systems do not disturb wildlife species.
- Measuring greenhouse gas (GHG) emissions to assess our carbon footprint and develop strategies aligned with climate change mitigation and sustainable operations. We also promote carbon offset initiatives through programs such as FONAFIFO.
- Prioritizing the use and consumption of locally or nationally produced goods.
- Incorporating local crafts and artistic expressions into our décor, ensuring materials are legally sourced and verified.
- Supporting local communities by strengthening sustainability practices.
- Highlighting, in our communications, the value of recreational activities managed by community organizations or local businesses.
- Promoting social, cultural, and charitable activities within communities involved in our tourism programs.
- Contributing through in-kind or financial donations to support priority community needs, including community associations and infrastructure initiatives.
- Supporting local, regional, and national businesses by promoting their services and creating opportunities for community organizations and artists to showcase their projects and initiatives.
- Supporting local organizations by providing space for meetings when possible.

Social Policies

- We strongly oppose any form of tourism activity that undermines the values and cultural principles of Costa Rican society or threatens the physical and moral integrity of our employees, clients, visitors, and neighboring communities. We also ensure that our operations do not compromise access to essential services in nearby communities, including water, food, energy, and sanitation.
- All national and international promotional efforts are carried out in alignment with strategic plans that consider local engagement, seeking mutual benefits in terms of destination image while supporting the overall tourism vision and objectives of each region.
- In our hiring processes, we prioritize local talent from surrounding communities, aiming to ensure that at least 60% of our workforce is locally sourced.
- We do not engage in illegal hiring practices or employment conditions that fall below minimum standards, nor do we tolerate any actions that violate human dignity as established by national or international legislation.
- Equal opportunity is a fundamental principle of our organization. We guarantee fair and equitable treatment in recruitment, promotion, benefits, and overall workplace interactions, regardless of gender, religion, political views, sexual orientation, race, age, disability, or any other condition.
- We are committed to respecting the diverse cultural expressions of the communities we visit, including social groups, local communities, rural populations, indigenous groups, women, religious communities, and persons with disabilities.
- We strictly enforce health and safety protocols, requiring compliance from all individuals within our operations, including employees, clients, suppliers, and any other stakeholders.

Regulations for Visits to Protected Areas

In Costa Rica, since 1991, public use regulations for protected wildlife areas with high visitor numbers have been established through Executive Decrees. For each site, designated areas for public use are defined, along with permitted activities and uses, visiting hours, and guidelines for wildlife observation. Additionally, prohibited activities and restrictions are clearly outlined.

It is essential that all visitors to protected areas are aware of and comply with these regulations. Therefore, we strongly encourage visitors to obtain up-to-date information directly from the official website of the National System of Conservation Areas (SINAC):

<http://www.sinac.go.cr/ES/turismo/Paginas/ConsTuris.aspx>

NATIONAL PARKS RULES



For the purposes of tours operated by Best of Costa Rica, we have established the following guidelines for visits to protected areas. We kindly request your cooperation:

- Tourists are expected to cooperate in the proper disposal of solid waste by separating it and placing it in designated bins and areas.
- All visits to protected areas should be carried out with a conservation mindset, promoting environmental protection and the preservation of wildlife.

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- Smoking is not allowed during transportation on Best of Costa Rica DMC tours. Additionally, smoking is strictly prohibited in natural areas, and this regulation applies to guides, drivers, and tourists alike.
- Visitors are advised not to bring food into natural areas in order to avoid any negative impact on local wildlife.
- Please avoid any unnecessary disturbance to wildlife and their habitats. Noise levels should be minimized while walking on trails, a respectful distance should be maintained from animals, and plants should not be touched.
- Respect all signage and remain on designated trails at all times.
- Feeding animals is strictly prohibited. Food waste must not be left behind and should only be disposed of in designated bins.
- When encountering other groups on trails, please maintain a reasonable distance to minimize environmental impact.
- The destinations included in Best of Costa Rica DMC programs offer valuable cultural, commercial, and tourism experiences. We encourage visitors to explore nearby communities and support local populations by purchasing goods and services, fostering positive community interaction and contributing to conservation efforts.
- Do not purchase souvenirs or handicrafts made from wildlife species, endangered wood, or any protected materials. Costa Rica's Wildlife Conservation Law No. 7495 strictly prohibits and penalizes the acquisition, commercialization, or possession of such items.
- Costa Rica is committed to protecting children and adolescents from commercial sexual exploitation. If you observe any situation that may suggest such activity, please report it immediately so appropriate action can be taken in accordance with the International Code of Conduct. In Costa Rica, these crimes are punishable by imprisonment, with a minimum sentence of 8 years without bail.
- In addition, please be aware of Law No. 8204 regarding illegal substances (possession, use, and trafficking) and Law No. 7476 against sexual harassment. At Best of Costa Rica, our staff is trained on these matters to ensure proper guidance and to maintain a respectful and harmonious environment for all.

Recommended Websites

- Costa Rican Tourism Board (ICT): www.visitcostarica.com
- Ministry of Environment and Energy (MINAE): www.minae.go.cr
- Ministry of Labor and Social Security: www.ministrabajo.go.cr
- National System of Conservation Areas (SINAC): www.sinac.go.cr

Environmental and Research Organizations:

- Caribbean Conservation Corporation (CCC): www.cccturtle.org
- Tropical Science Center (CCT): www.cct.or.cr
- EARTH University: www.earth.ac.cr
- FONAFIFO (National Forestry Financing Fund): www.fonafifo.com
- Paniamor Foundation: www.paniamor.or.cr
- Organization for Tropical Studies (OTS): www.ots.ac.cr/es/

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REFERENCE LAW	COMPETENT AUTHORITY FOR COMPLAINTS	CONTACT
Wildlife Conservation Law No. 7317. Latest amendments: Law No. 7495 (May 3, 1995) and Law No. 7497 (May 2, 1995)	Ministry of Environment and Energy	2233-4533
Organic Environmental Law No. 7554 (October 4, 1996)	Ministry of Environment and Energy	2233-4534
Forestry Law No. 7575 (February 13, 1996)	Ministry of Environment and Energy	2233-4535
Biodiversity Law No. 7788. Regulation to the Biodiversity Law, Executive Decree No. 34433	Ministry of Environment and Energy	2233-4536
Law Against the Sexual Exploitation of Minors No. 7899 (May 4, 1970)	Sexual Crimes Prosecutor's Office Paniamor	2295-3554 2234-2993
Law No. 7600 – Equal Opportunities for Persons with Disabilities	National Council for Rehabilitation and Special Education (CNREE)	2237-5523
Law Against Sexual Harassment in Employment and Education No. 7476 (December 14, 1994)	1) Ministry of Labor 2) INAMU	800-trabajo 2255-1368
CITES Convention: International Trade in Endangered Species of Wild Fauna and Flora (July 1, 1975)	Ministry of Environment and Energy	2233-4535
Psychotropic Substances and Illegal Drugs Law No. 7233 (May 21, 1991)	1) Judicial Investigation Agency (OIJ) 2) Costa Rican Institute on Drugs (ICD)	1) 800-8000-OIJ 2) 2527-6433
Fisheries and Aquaculture Law No. 8436 (February 10, 2005)	1) INCOPESCA 2) Mar Viva	1) 2661-0846 2) 2290-3647