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SOLVING SUSTAINABILITY CHALLENGES IN COMPLEX RESORTS

**GSTC CONFERENCE 2023**

**11 May 2023**





# Our roadmap

WATER	WASTE	EMISSIONS	BIODIVERSITY	COMMS. & ENGAGEMENT	COMMUNITY OUTREACH	LABOR	GOVERNANCE
Water footprint inventory validated	Improve waste ratio & continue training	Scope 3 calculated	Mangroves research study	Join GSTC	TECH Hub built	DEI: Dissabilities: awarenes raising + internal assessment	Legal compliance
WF inventory for 2022 calculated	Proposal for collection center	Carbon footprint for 2022 calculated	Scarlet macaws: viability study 2023	PPGY Legacy - handbook for clients & members	English at Schools	DEI: Gender: training + assessment of barriers for women's entry and retention	Sustainability Committees
WF reduction plan in place	Hazardous waste collection for residences	Net -zero actions + roadmap implementation	Coral restoration	Hand-on activities for guests: planting, monkey counting, beach clean up .	Home Gardens	DEI: ILGTBIQ+ Week celebrated across PPGY	Stakeholders assesment - Update
Research on water sanitation project at the communities	Guidelines for residences	Best practises guidelines for providers	Turtle nesting protocol	Celebration of international days	2 Health clinics	Poverty (IPMe): action plan.	GRI Report for 2022
	Winnow - food waste program	ISO 50001 for the entire resort	Biodiversity protocols - updated	Website updates + video for SONIFY		English teacher for PPGY	Materiality assesment
	Cooperation with Food Bank of CR		Long term biodiversity monitoring	PPGY Biodiversity Talks		Staff engagement: improvement ideas contest	Certifications
	Water bottle plant at PPGY		Connectivity study for PPGY	Food waste & certifications communications		Volunteering: YourCause + common calendar	ESG management cloud system
						Activities for schools of the community	

# Coral restoration



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**+7,000** growing fragments



**+250** guests joined the coral planting experience



**+60** fish species identified



**83%** survival rate



**124** volunteers



**US\$ 50K** Spent on local providers



# Lessons learned

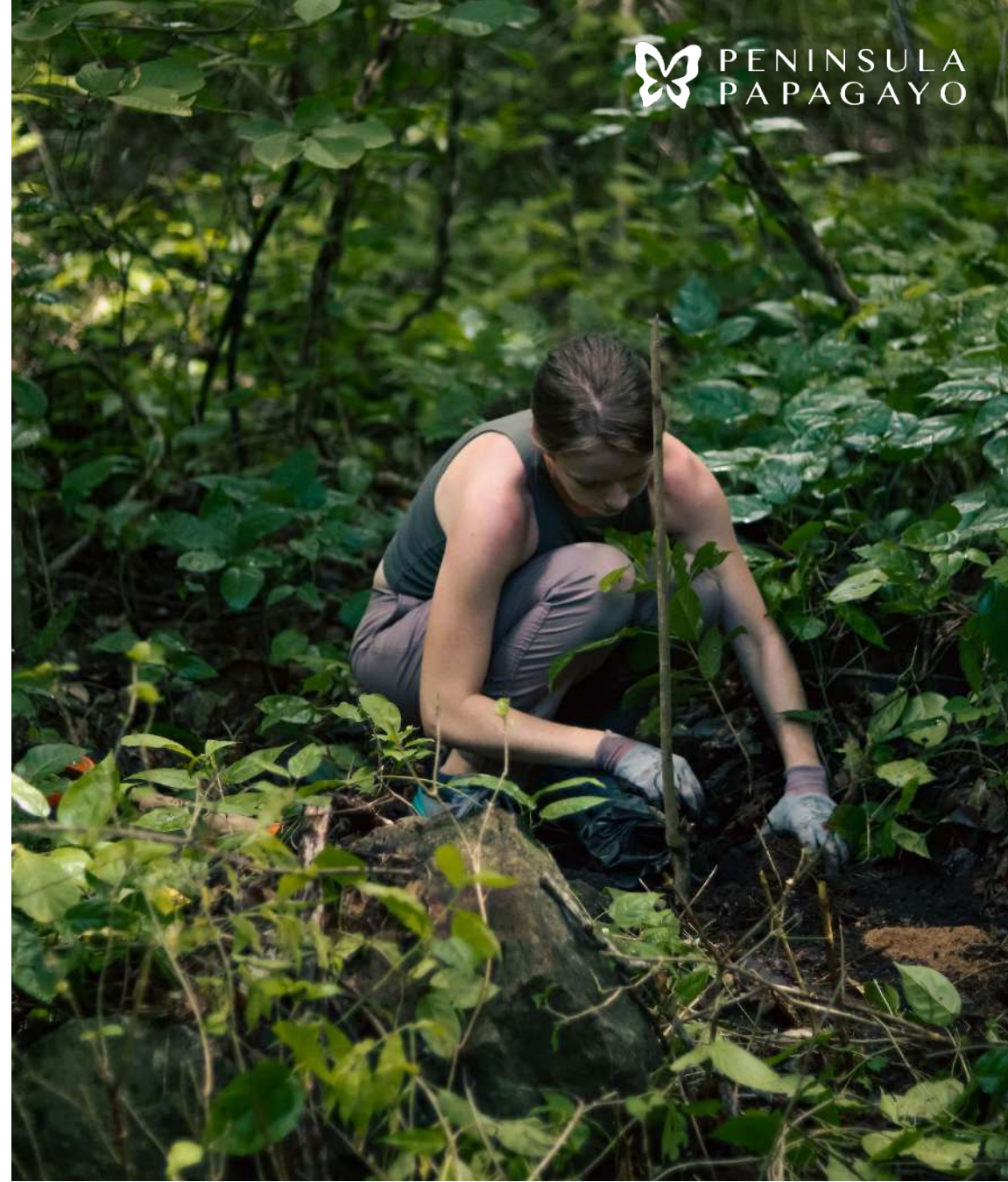
**Continuous communication** is key to success.

**A strong Governance structure is necessary.**

- Sustainability Committees:
  - Strategic
  - Operating
- Dedicated ESG team
  - Biologist
  - Environmental Impact Coordinator
  - Social Impact Specialist

**Securing achievements** is essential.

- PPGY Sustainability Policy





## Lessons learned

**It is not just about us, it is about how we engage our guests to care.**

- Experiences to leave a positive footprint
- Kids club's offer should include sustainability
- Being sustainable should be easier than not being



# Lessons learned

Always **benefit the local community!**

**Dont' ever get discouraged** - any challenge can be overcome.





[susana@peninsulapapagayo.com](mailto:susana@peninsulapapagayo.com)



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increase the forest cover in Costa Rica!