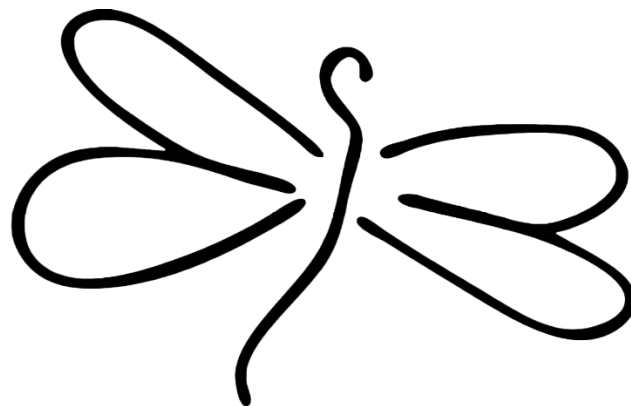




Bella Aventura Company Policy



December 2023

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Introduction:

As a travel company, Bella Aventura interacts with various parties involved in tourism, including consumers, tour guides, travel agencies, hotels, transportation companies, restaurants, and attractions. We recognize the impact of tourism on sustainable development and are committed to promoting sustainability. Our goal is to follow, apply, and promote good sustainability practices and minimize the negative impacts of our tourism operations while maximizing the positive ones. We also strive to influence our clients and partners to do the same. To achieve our sustainability objectives, we have developed a policy covering eight themes, each consisting of principles and related practical actions.

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Content:

1. Sustainability management and legal compliance
2. Health and safety policy
3. Internal Management: Environment and Community Relations
4. Accommodation
5. Transport
6. Policy on Activities Offered
7. Tourist Guide Policy
8. Customer Communication and Protection Policy.

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1. The management of sustainability and legal compliance

We are committed to sustainability management, practiced through the following actions:

- Have a designated employee responsible for sustainability coordinator duties.
- Have a sustainability mission statement communicated to customers, partners, and suppliers.
- Have an accessible, written sustainability policy that aims to reduce the company's activities' negative social, cultural, economic, and environmental impacts and includes health and safety aspects related to employees.
- Collaborate and actively participate in external forums and working groups that support tourism sustainability.
- Have a sustainability action plan with clear objectives, actions, measures, responsibilities, and timelines.
- Develop documented procedures to monitor and evaluate the sustainability policy implementation, objectives, and targets.
- Ensure company transparency on sustainability through public reporting and communication.

Bella Aventura recognizes that employees are its greatest asset in developing a unique customer experience,

- It is essential that all workers receive a formal contract when they start working for Bella Aventura.
- Bella Aventura compensates all employees with a competitive salary paid without exception on agreed days.
- Overtime and holidays will be paid as the Costa Rican labor code requires.
- Holiday benefits are provided as established by law.
- The company does not hire children (17 years old or younger) to carry out work that adults typically perform.
- Union membership, collective bargaining agreements, and employee representation in trade unions, as proclaimed in Articles 87 and 88 of the International Labor Organization, is permitted and will not result in any consequences or discrimination.

- Bella Aventura is committed to maintaining a safe and healthy workplace.
- Bella Aventura offers training opportunities on sustainability issues, workplace harassment, sexual harassment, labor exploitation, etc.
- The company ensures that people are not discriminated against in hiring, conditions of employment, access to training and positions of responsibility, or promotion based on residence, gender, race, age, disability, ethnicity, religion/belief, sexual orientation, or any other way.
- Employees are free to leave their employment through their own choice without penalty (by the provisions of this Code).

2. Health and Safety Policy

In our company, we dedicate the necessary resources to:

- Ensure that safe working practices are implemented.
- Prevent health hazards and risks.
- Provide well-maintained prevention signs.
- Provide employees with occupational health information and training on how to apply it daily.
- Office safety.
- We make our workplace safe by implementing the following:
 - Providing a first aid kit.
 - Ensuring the premises are adequately ventilated, with fresh, clean air.
 - Maintain proper and comfortable temperatures for workers. Each room has a fan or air conditioner, which the employees control.
 - Ensure that the premises are well-lit, allowing employees to work and move around safely.
 - Keeping the workplace and equipment clean.
 - Ensure that spaces are large enough to allow for easy movement.
 - Provide adequate workstations for all employees.
 - Making floors, corridors, stairs, elevators, and roads safe and protecting people from falling from high places or hazardous substances.
 - Storing items safely to prevent them from falling and injuring people.
 - Providing space for staff to store their belongings.
 - Have access to break areas for free time and lunch breaks.
 - Allow employees time to relieve themselves.



Alcohol and drugs:

We have a zero-tolerance policy regarding the use of illicit drugs on our premises or visiting the premises of another company with which we have a relationship (e.g., a hotel or tour operator). We also do not tolerate employees coming to work under the influence of alcohol or any other illicit drug. Failure to comply with any of these points may result in immediate dismissal. The consumption of alcoholic beverages at festive activities will be permitted with prior approval from management.

Types of risks and hazards:

All our employees must avoid potentially hazardous work involving manual handling. We ensure that all materials are handled, stored, and used safely. We take precautions against risks caused by flammable hazards, explosives, electrical equipment, noise, and radiation.

Risk assessment and risk management for our clients

Bella Aventura undertakes to assess the hotels to ensure that they are prepared for any risks or hazards in the following areas:

- Food safety.
- Diseases.
- General safety.
- Trained equipment.
- Maintenance of electrical and gas equipment by qualified persons.
- General safety to avoid injury.
- Fire and earthquake plan.
- Bella Aventura assesses transport providers to ensure they are prepared for any risks or hazards in the following areas.
- Driver conducts a pre-trip inspection on vehicles.
- Driver repairs any defects.
- Scheduled maintenance.
- Necessary driver checks and regular assessments.
- Evidence of all appropriate licenses.
- Fire, accident, and liability insurance.

Other incidents:

- Hospitalization of a client.
- In case of hospitalization of a client, Bella Aventura will ensure to do the following:
- Immediately inform the prominent contact persons of the client.
- Request a report of the client's condition from the medical center.
- Provide support to the client with the activation of travel insurance.

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Accident on an excursion:

- Immediately inform the prominent contact persons of the client's contact.
- Request a client status report from the service or activity provider.
- Support the client with activating travel insurance in an emergency or situation.
- Sensitive incidents: rape, assault
- Immediately inform the prominent contact persons of the client.
- Collaborate with the necessary authorities to file a complaint if required.
- Airport closure
- Bella Aventura will not assume refunds due to delays in international flights. However, it will make the necessary modifications to give continuity to the operation in the event of this unforeseen event.

Natural disaster:

Suppose the trip is hindered, endangered, or significantly impaired due to a force majeure event not foreseeable at the time of the conclusion of the contract (e.g., natural disasters, political unrest, pandemics, epidemics, crises). In that case, Bella Aventura may cancel the contract.

Emergency procedures:

At Bella Aventura, we prevent emergencies and create emergency plans. This aims to specify a plan of action to handle unexpected situations. To be prepared to avoid fatalities or injuries to human beings and to reduce damage to the building, equipment, and stored goods.

In case of fire: Before the fire, work is being carried out on:

- Keep aisles and spaces free of obstructions to facilitate movement.
- Periodically check electrical installations on site.
- If gas is used, check the tank and pipes periodically, ensuring they are in good condition.
- Periodically check fire extinguisher equipment and ensure that they are up to date.
- Have the emergency manual accessible to all staff.
- Train staff in the use of fire extinguishers and occupational health.

During the fire:

- If smoke or fire is detected, staff should raise the alarm immediately.
- Calm must be maintained.
- Efforts should be made to reassure anyone nearby.
- Call 911 as soon as possible.

- If the fire has just started and staff are aware of the use of a fire extinguisher, and a fire extinguisher is nearby, it should be used to try to extinguish it.
- In the event of an evacuation, do not run, shout, or push.
- In case of fire, doors, and windows should not be opened because air spreads the fire.
- Shut off the electricity and gas supplies.
- If the fire obstructs the exit, move away from the flames.
- Try to block the entry of smoke with wet rags.
- Follow the instructions of the fire brigade committee.
- Locate the exit from the fire and follow the evacuation route.
- If smoke is present, the employee should crawl away and, if possible, cover their nose and mouth with a wet cloth.
- Do not use lifts.
- Before opening a door, check that the handle, knob, or surface is not hot. Do not open them if they are, as the fire may be behind the door.
- Once workers leave the building, they should move as far away as possible.
- Do not obstruct the work of the fire brigade.
- If you are on a high floor and cannot get down, you should go up to the roof and wait for the rescuers to come and get you.

After the fire: Once the emergency services communicate that the fire has been controlled, the fire brigade coordinator shall pass a report indicating the following.

- Cause of the fire or attempted fire.
- Procedures carried out to control it, assessing material and human damage in case of losses.
- Estimate the cost of material damage.
- Propose preventive actions to avoid similar incidents in the future.

In the event of an earthquake

Before the earthquake:

- Staff should actively and severely participate in drills.
- Keep equipment, such as spotlights, radios, etc., on battery power.
- Determine risk or evacuation zones.
- Mark the exits.
- Determine the meeting point.



During the earthquake:

- Remain calm.
- If the employee is on a low floor, evacuate.
- If the employee is on a high floor with no exit, look for the place with the most minor risks.
- Do not run (many accidents happen during a disorderly evacuation).
- Do not shout (it is contagious and can cause panic).
- Do not push (people can be hurt or injured during a disorderly evacuation).
- Avoid windows, mirrors, furniture, plants, or other heavy objects that could injure you.
- Do not use the elevator or stairs during the earthquake.
- The building should be evacuated until the earthquake is over.

After the earthquake, partners should:

- Notify family members or acquaintances that you are well (you can use social networks).
- Remain calm and follow the instructions of the brigade agents, rescue corps, or authorities.
- After the seismic event, facilities, equipment, and goods should be checked to ensure everything is OK. In case of any damage, report it to the authorities.
- Help calm people with nervous breakdowns.
- If electricity services have not been restored, use torches with batteries; do not use candles.
- Stay informed and wait for instructions from the emergency operation.
- In case of being trapped by a landslide
- Remain calm; the emergency services will go to the event site.
- If possible, hit pipes or metal structures with a hand-held object so that rescuers can locate and locate you; whistles can also be used.
- If you have an accessible phone, use social media to send your location and let people know you are OK.
- Respond to signals from rescuers to give help.
- Do not try to get out alone; if the building partially collapses with its movements and the earthquake's aftershocks, it could collapse altogether.

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Emergency plan in case of illness or injury:

- Before an emergency due to illness or injury.
- Have an emergency plan in place.
- Have a first aid kit and periodically ensure it is complete and stocked with up-to-date products.
- Have an accident brigade coordinator who should know first aid and train staff with introductory first aid courses.

During the emergency:

- Remain calm.
- Notify the supervisor or shift manager immediately.
- Call 911 if necessary.
- The emergency coordinator will assess the scene, and priority for action will be given to personnel trained in first aid.
- Isolate persons exempt from the accident so as not to create stage fright.
- Wait for the authorities to arrive.

After the emergency:

- Once the emergency services have communicated that the emergency has been controlled, the emergency coordinator shall issue a report indicating the following.
- Cause of the incident.
- Indicate the procedures that were carried out to control it, assessing both material and human damages in case of losses.
- Estimate the cost of material damage.
- Propose preventive actions to avoid similar incidents in the future.

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Accident or incident report

All employees must report accidents, injuries, illnesses, and dangerous occurrences. The direct witness to the accident or incident must write an injury report and report it to the manager. The standard report should include:

- Name of parties involved.
- Time and day of the accident.
- Exact location where the accident or incident occurred.
- Explanation of how the accident occurred.
- Details of the accident and injury of the parties.
- Names and contacts of the persons.
- The day on which the employer was notified.

3. Internal Management: Environment and Community Relations

- At Bella Aventura, we know that the environment is essential for living and the continuation of our work; that is why we practice and follow the following practices:
- Actively reduce the use of disposable and consumer goods.
- Giving preference to the purchase of sustainable goods, services, and merchandise.
- Double-sided printing and when necessary.
- Use non-hazardous, non-eutrophic, and biodegradable cleaning materials certified with an eco-label, if available locally.
- Print brochures on environmentally friendly paper with a printing company working under a certified environmental management system, if available locally and at a reasonable cost.
- Reduce energy consumption by turning off monitors, lights, fans, and air conditioning when not in use.
- Prefer energy-efficient equipment when purchasing new items, including consideration of cost and quality.
- Use paper with FSC or equivalent seals.
- The company separates materials that can be recycled or reused, including paper, metal, plastic waste, organic waste, and hazardous waste. We produce almost no glass waste and therefore encourage people to take glass home for proper disposal.

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4. Accommodations.

We strive for a sustainable tourism supply chain. Accommodation partners are essential in achieving this and are encouraged and motivated to adopt sustainable practices.

We are committed to this through:

- Ensure that our accommodation supply chain respects and safeguards children's rights.
- Have a clause in contracts throughout the value chain that sets out a standard policy of zero tolerance and repudiation of sexual exploitation of children.
- Have a dedicated clause in their contract that allows the travel company to terminate the contractual agreement prematurely if the accommodation provider fails to take appropriate measures to prevent the sexual exploitation of children; Have a clause in their contract that allows the travel company to terminate the contractual agreement prematurely if the accommodation provider fails to take appropriate measures to prevent the sexual exploitation of children.
- Informing employees about children's rights, the prevention of sexual exploitation, and how to report suspected cases.
- Most of the accommodations we use are small hotels owned by local people; in some destinations and for larger groups, we may use hotels of international chains with a sustainability policy.
- Investigate that all the hotels we use have a code of conduct that protects children from labor and sexual exploitation.
- Prioritize hotels that have sustainable policies and sustainability seals.

5. Transport

We ensure that the vehicles used on excursions do not cause more than average pollution. We believe that transport is essential to sustainable tourism, and we do our utmost to reduce the intermediate pollution level.

We are committed to this by:

Selecting the most sustainable options, considering price and convenience when choosing transport at each destination.

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6. Policy on Activities Offered.

At Bella Aventura, we value the welfare of the animals and the community, and we aim to leave only a tiny footprint. We safeguard the authenticity of communities and the natural environment and are firmly opposed to harming wildlife and polluting the environment.

We are committed to this by:

We are not offering tours and attractions with captive wildlife except for properly regulated activities by local, national, and international laws.

Informing customers that:

- Wildlife species are not collected, consumed, displayed, sold, or traded except as part of a regulated activity that ensures sustainable use and complies with local, national, and international laws. The supplier does not promote souvenirs or food containing endangered species of flora and fauna as listed in the CITES treaty and the IUCN 'Red List.' In case of any criminal behavior, Bella Aventura reserves the right to terminate the contract without notice."
- Reject any animal mistreatment, cruelty, or abuse. Wildlife observation will be conducted in conditions that do not disturb the ecosystem or the species' behavior.
https://www.travelife.info/includes/download_manager.php?module=reporting&file=115409

7. Tourist Guide Policy

We employ as many local people as possible in the tourism business. We advocate for a fair and safe working environment that supports and respects local communities.

We are committed to this through:

- Ensure that our tour guides, hosts, and other contracted employees are qualified and regularly trained.
- Ensure that our local employees are informed about and comply with relevant aspects of our sustainability policy through newsletters, references, or supplements to contracts, emails, or training and information sessions.
- Ensure that our local partners comply with all applicable international, national, and local laws and regulations, minimum industry standards, and any other relevant legal requirements where requirements are more stringent.

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- All tour guides working for Bella Aventura are up to date with first aid courses.

8. Customer Communication and Protection Policy

The privacy of our clients is essential. Bella Aventura seeks to be always honest and truthful in all situations. Therefore, we maintain a privacy policy, which is posted on our website <https://bella-aventura.com/en/cookies-english/> to ensure that:

- Protect the use of customers' personal information.
- Inform customers how the information provided is used.
- We are against eco-misrepresentation (image-washing to make the public believe that a company or entity's environmental impact measures are more significant than they are).
- We offer products and services that deliver what we promise in our communications.
- There is always a person the client can contact at the destination through the emergency contact or the group phone number.
- Attention to sexual exploitation: Bella Aventura is part of the code of conduct for the protection of children and adolescents against commercial sexual exploitation in travel and tourism.
- We reject the commercial sexual exploitation of children and adolescents in Costa Rica and around the world.
- We denounce and condemn those who use tourism and the facilities and services it offers to promote, facilitate, or tolerate the occurrence of commercial sexual exploitation of children and adolescents.
- At Bella Aventura, we do not allow the purchase of prohibited souvenirs, including, but not limited to, endangered species of flora and fauna, any historical or archaeological artifacts obtained illegally, drugs or illegal substances, and we comply with local and international laws in force to avoid the same. We also inform and exemplify to our customers to:
 - Shells
 - Animal-based products
 - Tortoiseshell
 - Feathers
 - Rabbit feet
 - Crocodile skin, pumas, etc.
 - Seeds
 - Extract plants from their habitat
 - Pre-Columbian items
 - Local services and products: When making an itinerary, recommendations are made to visit local restaurants and shops.

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Customer satisfaction: We recommend that customers engage in non-greenhouse gas emitting activities where possible and use public or shared transport where it is safe to do so, and we seek to have carbon-neutral or sustainable tourism-certified car agencies such as our primary car rental provider, Adobe Car Rental.

Customer satisfaction: After the services, customers are asked to complete an online form to evaluate the quality and sustainability of the services received. Interest in responding and offering credits for future visits and company souvenirs are encouraged.

Complaints: All clients and individuals have access to our terms and conditions, where it is explained that for complaints during the trip, they can get in touch either through the emergency contact, in case they are a direct client, or through their agency, who can contact our group contact below. There are also several satisfaction surveys either directly with the guide or from groups or individual clients, where there is a section at the end where you can add comments or suggestions for improvements.

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