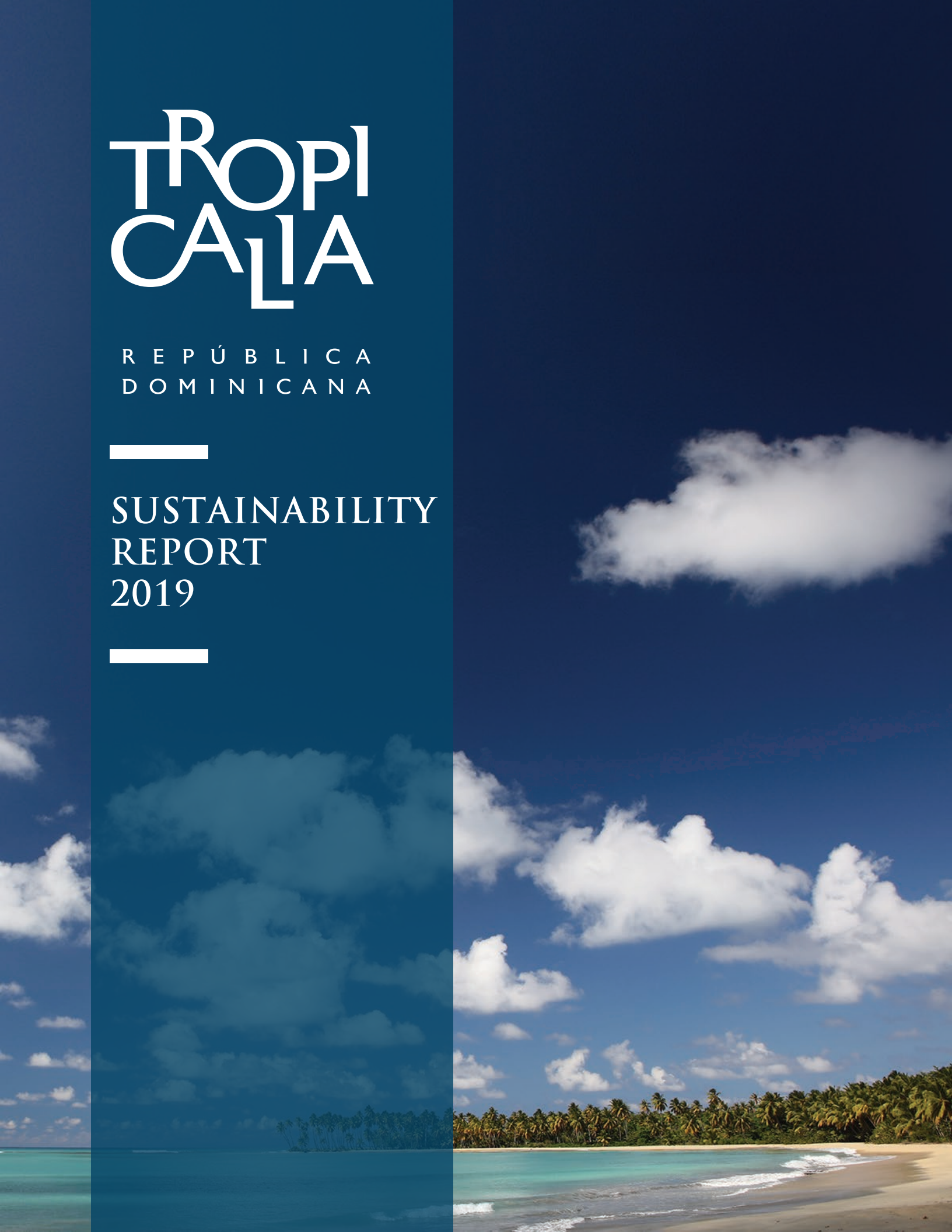


# TROPICALIA

REPÚBLICA  
DOMINICANA



## SUSTAINABILITY REPORT 2019



## A SUSTAINABLE REPORT

Though past reports were distributed both physically and digitally to our stakeholders, our 2019 Sustainability Report is exclusively available via digital channels, eliminating our impact associated with delivery logistics and print production. As for our 2018 report, we printed 100% of the copies on Forest Stewardship Council (FSC) certified paper, and used electric motorbike messengers to deliver 59% of our physical reports in Santo Domingo. Whenever possible, we use FSC or recycled paper and eco-delivery options for our events, invitations and print materials.

## WE RECYCLE

In 2018 and 2019, Tropicalia's office in Santo Domingo began recycling paper, plastic, cardboard and glass.

## COLLECTIVELY, THESE EFFORTS HELPED US:

Mitigate 3.55 tons of  
CO<sup>2</sup> emissions

Save 79,158.11  
liters of water

Conserve 35.34 trees

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A WORD  
FROM ADRIANA

# 1. A WORD FROM ADRIANA

As we prepared our 2019 Tropicalia Sustainability Report, we truly recognized more than ever the resiliency of the tourism real-estate industry and the perseverance required for sustainable and prolonged development in the most trying of times. Our annual reporting exercise allows us to reflect upon our objectives for the economic, social and environmental sustainability of our project, and course-correct whenever necessary in order to meet those goals. When the first months of 2020 ushered in a global health crisis, many of the decisions we made in 2019 were impacted, resulting in the restructuring of various aspects of Tropicalia, including a complete redesign of our hotel product. As this pandemic rattles every industry on Earth, we remain confident that our business resiliency is largely due to our sustainable management approach embedded in our DNA. I'm excited to present this abbreviated version of our sustainability report, which intends to be a concise snapshot of our sustainability performance for 2019 and reflects upon the challenges that lie ahead of us.



The business of tourism and hotel development is one of constant change, where we find ourselves adapting to an ever-evolving paradigm, assuring that the decisions we make today are not only sustainable for the business and the community, but also allow us to maintain a certain level of flexibility to evolve with our industry in a world of uncertainty. We remain committed to the community of Miches, and the sustainable development of this one-of-a-kind destination. With the warmth of its people and the splendor of its surroundings, Miches is a natural haven and a constant reminder of why Tropicalia pursues a sustainable tourism model.

2019 saw a continued demand and expectation for sustainability in

“ OUR BUSINESS RESILIENCY IS LARGELY DUE TO OUR SUSTAINABLE MANAGEMENT APPROACH EMBEDDED IN OUR DNA. ”

business. Whether in retail or tourism, topics such as green bonds, impact investing, climate change, responsible supply chains, and resiliency dominate conversations with consumers, community and investors. Tropicalia responds to this demand by pioneering sustainability in the luxury tourism and real estate segment, setting the standard for what it means to be transparent, socially sensitive and innovative. As we move through 2020, our sustainable approach to management, architectural design and even financing for the project have proven to be the best line of defense in a world confronting the challenges presented by COVID-19. Our low-density and open space design for Four Seasons Tropicalia naturally enables social distancing measures, responding to the new realities of tourism. In 2020, we will pay special attention to Tropicalia's design and space distribution.

In 2019, Tropicalia was featured in two regional and international sustainability conferences to showcase our commitment to the Sustainable Development Goals (SDGs) and also received five international awards recognizing our sustainability reports and Fundación Tropicalia's best-in-class programs in gender and education.

Fundación Tropicalia spent 2019 celebrating its 10-year anniversary with an itinerant photography exhibition, which served as a visual narrative of our development work over the years alongside the

community of Miches. The exhibition debuted in Miches and later traveled to four additional locations in Punta Cana and Santo Domingo. Fundación Tropicalia continues to implement high-impact, innovative programs that range from improving education to environmental conservation, small business development, and cultural preservation. Check out Fundación Tropicalia Highlights section for our 2019 stats.

Tropicalia made significant strides in structuring construction activities and environmental compliance. Whereas Tropicalia completed the development of its Environmental and Social Management System (ESMS), our contractor, *Bouygues Construcciones República Dominicana*, also rolled out their Environmental, Social, Health and Safety Programs, especially tailored for managing the construction of Four Seasons Tropicalia. Both programs comply with the Environmental and Social Performance Standards of the International Finance Corporation (IFC) of the World Bank. These activities positioned us well as we prepared for early works in the first quarter of 2020.

“ WE MAKE DECISIONS  
THINKING 50 YEARS AHEAD  
AND AS A COMPANY, WE  
EMBRACE THESE CHALLENGES  
AS OPPORTUNITIES FOR  
GROWTH AND INNOVATION. ”

Historically the tourism industry has proven to be one of the first sectors to thrive after economic volatility, and we are optimistic that it will recover from this global health crisis and come back even stronger.

Nevertheless, as a family-owned and operated business established by my grandfather Diego Cisneros nearly 100 years ago, we have lived and overcome a myriad of external crises and threats: economic depressions, political instability, and natural disasters, to name a few. This is why I've always described our game plan as a marathon, not a sprint. We make decisions thinking 50 years ahead and as a company we embrace these challenges as opportunities for growth and innovation. Indeed, when we come out on the other side we are lighter and more resilient.

2020 may look uncertain and at times scary, but we will get through it. The collective Journey to 2030 established by the United Nations SDGs marks our critical path as a sector and continues to inspire our work at Tropicalia as a global model for sustainable luxury tourism.

Adriana Cisneros de Griffin.



2019  
HIGHLIGHTS



## 2. 2019 HIGHLIGHTS

### AWARDS & CONFERENCES



- **PREMIOS LATINOAMÉRICA VERDE.** RANKED #62 AMONG THE 500 BEST SOCIAL AND ENVIRONMENTAL PROJECTS IN THE REGION FOR *SOY NIÑA, SOY IMPORTANTE* (SNSI).
- **SABRE AWARDS LATIN AMERICA.** BEST CARIBBEAN REGION CAMPAIGN FOR SNSI.
- **STEVIE INTERNATIONAL BUSINESS AWARDS.** RECEIVED GOLD IN PUBLICATION AWARDS FOR TROPICALIA'S 2017 SUSTAINABILITY REPORT.
- **STEVIE INTERNATIONAL BUSINESS AWARDS.** RECEIVED SILVER AWARD IN THE CATEGORY NGOS AND SOCIAL CAUSES FOR SNSI.
- **EDUCA.** FUNDACIÓN TROPICALIA WAS AWARDED ENTREPRENEUR OF THE YEAR IN EDUCATION.
- **INOVA.** AWARDED SILVER IN NON-PROFIT CAMPAIGN AND CORPORATE SOCIAL RESPONSIBILITY CATEGORIES FOR SNSI.
- **IMPACT INVESTING AND THE SUSTAINABLE DEVELOPMENT GOALS,** REGIONAL CONFERENCE HOSTED BY INICIA AND CISNEROS IN SANTO DOMINGO
- **BRANDS TAKING STANDS—WHAT'S NEXT?,** INTERNATIONAL SUSTAINABILITY CONFERENCE HOSTED BY 3BL IN WASHINGTON, DC.

### EARLY WORKS



IN 2019, *BOUYGUES CONSTRUCCIONES REPÚBLICA DOMINICANA* (BCRD) MOBILIZED ITS TEAM TO BEGIN PRELIMINARY WORK IN THE FIRST QUARTER OF 2020. BCRD ALSO DEVELOPED THEIR ENVIRONMENTAL, SOCIAL, HEALTH AND SAFETY PROGRAMS, DESIGNED ESPECIALLY FOR THE CONSTRUCTION OF FOUR SEASONS TROPICALIA. THEIR PROGRAMS COMPLY WITH THE ENVIRONMENTAL AND SOCIAL PERFORMANCE STANDARDS OF THE INTERNATIONAL FINANCE CORPORATION OF THE WORLD BANK.

### ENVIRONMENTAL & SOCIAL COMPLIANCE



PERFORMANCE STANDARD 1: TROPICALIA DEVELOPED ITS ENVIRONMENTAL AND SOCIAL MANAGEMENT SYSTEM (ESMS), WHICH PROVIDES THE POLICIES, PROCEDURES AND PROGRAMS NECESSARY TO MEET AND EXCEED TROPICALIA'S COMMITMENTS TO SUSTAINABILITY. THE ESMS MEETS THE REQUIREMENTS OF PS 1 OF THE IFC ENVIRONMENTAL AND SOCIAL PERFORMANCE STANDARDS.

PERFORMANCE STANDARD 6: REGARDING ITS BIODIVERSITY MANAGEMENT PLAN, TROPICALIA WORKED WITH LOCAL BOTANISTS TO IDENTIFY AND PROTECT UP TO 82 SPECIES OF ENDANGERED TREES (*PALMA CANA, PALMA CATEY, PALMA REAL AND DRAGO*) LOCATED ON OUR SITE. THIS TEAM OF EXPERTS GEOREFERENCED AND TAGGED THE SPECIMENS TO BE RESPECTED DURING EARLY WORKS.

### FUNDACIÓN TROPICALIA & COMMUNITY ENGAGEMENT



FUNDACIÓN TROPICALIA IMPACTED THE LIVES OF 2,589 BENEFICIARIES (59% FEMALE, 41% MALE), BY SUCCESSFULLY IMPLEMENTING EIGHT PROGRAMS IN 2019.

*SOY NIÑA, SOY IMPORTANTE* (SNSI, I'M A GIRL, I'M IMPORTANT) CELEBRATED ITS SEVENTH YEAR OF SUMMER CAMP WITH THE PARTICIPATION OF 321 GIRLS, 113 VOLUNTEERS, 20 PROGRAM AMBASSADORS, AND 4 FORMER CAMPERS RETURNED AS VOLUNTEERS. PLUS, THE PROGRAM RECEIVED FOUR INTERNATIONAL AWARDS.

WE CELEBRATED THE 10TH ANNIVERSARY BY SHARING OUR STORY VIA A CURATED PHOTOGRAPHY EXHIBITION THAT SHOWCASED ICONIC IMAGES OF FT'S WORK WITH THE MICHES COMMUNITY. THIS CULTURAL INITIATIVE DISPLAYED FOR A TOTAL OF 14 WEEKS AND TRAVELED TO STRATEGIC PUBLIC LOCATIONS IN MICHES, PUNTA CANA AND SANTO DOMINGO.

The background of the image is a dark green color with a pattern of stylized tropical leaves. The leaves are outlined in a slightly darker green and filled with fine, parallel lines that create a sense of depth and texture. The leaves are arranged in a way that they overlap and fill the entire frame.

# TROPICALIA

## 3.1 TROPICALIA

Tropicalia is a sustainable luxury resort development created by Cisneros Real Estate, offering sophisticated architecture in a captivating and breathtaking site of diverse natural beauty in northeast Dominican Republic. Comprised of residential and resort developments and a Tom Doak golf course, Tropicalia integrates smart design with the natural landscape, creating a sense of balance between time and space. The project embodies the philanthropic and cultural values of the Cisneros Family and is uniquely positioned to be a model for sustainable luxury tourism in the Caribbean and the world.

## 3.2 FOUR SEASONS TROPICALIA

The project's first phase of development, known as Four Seasons Tropicalia (FST), includes a 169-key Four Seasons resort and 40 branded residences, both of which are located on the *Costa Esmeralda* beachfront and were designed by Brazilian architect, Isay Weinfeld. Amenities include a luxurious spa, meeting and banquet spaces, a kids' club, and a fitness center. Four Seasons Tropicalia's minimalist architecture and tropical modernism diminish the barriers between indoor and outdoor space, evoking natural luxury and effortless transitions for the ultimate peace of mind. Amenities offer a rich combination of adventure and leisure activities to guests and residents alike.

## 3.3 LOCATION

### 3.3.1 A Natural Escape

Tropicalia is located in the community of Miches of El Seibo province on the southern shores of the Samaná Bay, a world-renowned Marine Mammal Sanctuary where 2,000 humpback whales migrate annually to give birth and mate in its warm waters. Miches boasts a diverse ecosystem of beaches, mountains, mangroves, forests, lagoons and rivers. The area is celebrated for its unique natural beauty, including the stunning beaches of *Costa Esmeralda* and *Playa Arriba*, the towering *Cordillera Oriental*, and tropical prairie landscapes.

### 3.3.2 Miches: Development in Balance

As an emerging tourist destination, the community of Miches will face many challenges and take-on new opportunities as new hotel developments establish themselves in the region. Like any popular tourism destination, Miches' biggest





challenge will be striking the balance between economic growth and resource management.

Tropicalia and Fundación Tropicalia work hard to support the balanced development of the region, where tourism flourishes in a sustainable, progressive and responsible manner. With a population of approximately 21,000, Miches' main economic activities include subsistence agriculture, cattle-raising, artisanal fishing and micro-business services; however, tourism will very likely be the most important economic activity in the municipality, becoming a fully activated sector in the next few years.

With this in mind, in 2019 the Dominican government approved and began building a public access road to *Costa Esmeralda* and *Caño Celedonio*. This road will connect Tropicalia and other hotel developments to the main highway (DR-104). As a result, the local electric company has also expanded the electrical grid and services to cover this area. They have successfully extended their electrical lines through the portions of public road that have been completed and will tend new lines as public road construction continues, providing power and services to all real estate developments in the area.

### **3.3.3 Destination Management: El Seibo-Miches Association of Hotels and Restaurants**

In 2016, Tropicalia took the first steps toward establishing the El Seibo-Miches Association of Hotels and Restaurants; actions included registering the commercial name in the National Office of Industrial Property of the Dominican Republic and drafting initial statutes. Between 2018 and 2019, as hotel investments increased in Miches, the Association attracted new members and defined its vision moving forward: differentiate and position Miches as an emerging and sustainable tourist destination; promote and support innovation and local business development; and protect and enhance the environmental and cultural diversity of the region.

Throughout 2019, the Association supported the renovation and construction of the road that connects *Costa Esmeralda* and *Caño Celedonio* with the main highway (DR-104). Not only did the Association generate a call-to-action upon requesting that the government build a road that enables access to various tourism developments, but several members of the Association also volunteered portions of their land in order to make that request viable. By year's end, the Infrastructure Committee for Touristic Zones (CEIZTUR) of the Ministry of Tourism began building this road with construction to be concluded in 2020. This public-private collaboration allows for the construction of new portions of road and the elimination of others that currently sit within the 60 meter coastal setback, which creates pressure and negative impact on *Costa Esmeralda*.

In total, under presidential decree 452-18, members of the Association donated 183,818.60 m<sup>2</sup> of land seeking no compensation. Specifically, Tropicalia contributed 51,000 m<sup>2</sup> of land for this project, which guaranteed public access to the beach and will allow for the establishment of essential facilities for public use, such as: bathrooms, showers, parking lots, trash collection points, and a new tourism police (CESTUR) and Dominican navy outpost, increasing onsite security.

Moving forward, the Association will continue working toward positioning Miches as a sustainable destination and vie for the co-management of coastal spaces and the promotion of intelligent, resilient solutions for water and solid waste management.

## 3.4 CREATING A BUSINESS MODEL FOR A SUSTAINABLE TOURISM SECTOR

At Tropicalia, the pursuit of sustainability is present in all aspects of the project, from design and construction to operations. As part of our commitment to sustainability and community development, four key elements guide our most important decisions:

### KEY COMMITMENTS TO SUSTAINABILITY

<p><b>Sound Business</b></p>	<p>Where financial, environmental, social and aesthetic viability are equally considered in making sound business decisions.</p>
<p><b>Thoughtful Architecture</b></p>	<p>We prioritize design and development standards that guarantee quality, resource efficiencies and environmentally sound construction techniques.</p>
<p><b>Environmental Balance</b></p>	<p>We protect and conserve the natural environment via forest compensation programs, sustainable site development and proactively participating in destination management to support biodiversity, habitat connectivity, education and civic responsibility.</p>
<p><b>Community Advancement</b></p>	<p>We lead local economic diversification, sociocultural advocacy and capacity building efforts via the work of our foundation, Fundación Tropicalia.</p>

### 3.4.1 Sound Business: Making Adjustments

We previously defined this commitment as “Economic Sustainability,” and modified it to “Sound Business” as it more accurately reflects how we balance financial, environmental, social and aesthetic viability when making business decisions for Tropicalia. In 2019, we focused efforts on structuring early works activities and developing internal controls and management systems.

- General Contractor, *Bouygues Construcciones República Dominicana*, developed an Environmental, Social, Health and Safety program for the construction of Four Seasons Tropicalia, in accordance with the Environmental and Social Performance Standards of the World Bank’s International Finance Corporation (IFC), and committed to applying these guidelines to their entire supply chain of subcontractors.
- Tropicalia developed its own Environmental and Social Management System (ESMS), which complies with 50% of the action items listed in the project’s Environmental and Social Action Plan. Our ESMS also defined our Corporate Policy Statement and the programs, procedures and plans that support the continuous improvement and monitoring of Tropicalia’s environmental and social performance, with specific focus on environment, health and safety (EHS); contractor and hotel management; capturing external and internal grievances; voluntary and mandatory compliance with local and international conventions and regulations; and stakeholder engagement.

### 3.4.2 Thoughtful Architecture: The Importance of Sustainable Design

Four Seasons Tropicalia is pursuing the United States Green Building Council’s (USGBC) LEED certification and will comply with IFC’s rigorous standards for Excellence in Design for Greater Efficiencies (EDGE).

- Four Seasons Tropicalia will be required to achieve a minimum of 20% energy and water savings, as well as 20% savings of embodied energy in materials. We anticipate achieving up to 50% energy savings thanks to the implementation of passive cooling design strategies, such as green roofs and open corridors.
- At completion, the project is anticipating LEED Silver certification, corresponding to 50-59 points for sustainable design, construction and operation strategies ranging across seven categories: sustainable sites, water use reduction, energy and atmosphere, materials and resources, indoor air quality, innovation and regional priority.
- Dominican Republic’s most renowned botanists curated our species selection for Four Seasons Tropicalia landscape design, ensuring that we only use



indigenous, non-invasive species, contributing to biodiversity conservation and responsible water use.

- The architectural design of Four Seasons Tropicalia is low density and prioritizes open space, accounting for passive cooling systems throughout. This key attribute of sustainable design increases resiliency and allows the project to manage the new realities posed by social distancing.

### 3.4.3 Environmental Balance: Our Management Systems and Programs

Tropicalia protects and conserves the natural environment using sustainable site development and destination management to maintain biological integrity, habitat connectivity, and green space. In 2019:

- Tropicalia, and a group of important investors in Miches, began organizing the El Seibo-Miches Hotel and Restaurant Association with the vision of positioning Miches as a sustainable tourism destination, support the co-management of coastal spaces and identify solutions for responsible water use and solid waste management, among other objectives. See more about this effort in Section 3.3.3 Destination Management.
- We identified and georeferenced a total of 82 endangered *Roystonea hispaniolana* (*Palma real*), *Sabal causiarum* (*Palma cana*), *Bactris plumeriana* (*Palma catey*), and *Pterocarpus officinalis* (*Drago*) trees to be avoided and/or transplanted during early works in 2020.
- Tropicalia submitted its 13<sup>th</sup> Environmental Compliance Report (ICA) to the Ministry of Environment and Natural Resources.
- We continued implementing maintenance and clean-up efforts of the *Costa Esmeralda* beachfront, as well as our recycling efforts on site.

### 3.4.4 Community Development: Fundación Tropicalia

The community development efforts undertaken by Fundación Tropicalia (FT) are a key component of Tropicalia's goal in building local capacity and expanding economic opportunities while preserving the region's natural and cultural heritage.

- In 2019, FT celebrated its tenth anniversary with an itinerant photography exhibition in collaboration with the artist, Fer Figheras. We launched the exhibition in Miches, where it was on display in the municipal park for two weeks, and subsequently traveled to four additional locations in Punta Cana

and Santo Domingo, generating awareness of FT's activities over the last decade.

- *Soy niña, soy importante* (SNSI, I'm a Girl, I'm Important) was awarded four international recognitions for excellence.
- FT launched two pilot programs in 2019, under the Productivity program area. One encourages women to establish organic home gardens, and the other provides entrepreneurial training for farmers, some of which were previous participants of *¡Miches, sí!*
- FT impacted the lives of 2,589 beneficiaries (59% female and 41% male), by successfully implementing eight programs in 2019.

## 3.5 MANAGEMENT AND GOVERNANCE MECHANISMS FOR SUSTAINABLE BUSINESS

### 3.5.1 Environmental and Social Management System

In an effort to ensure we report and measure material topics to Tropicalia, we rely on our newly developed Environmental and Social Management System (ESMS), which prompts us to analyze issues in key topic areas such as stakeholder engagement; the environment, health and safety of workers; contractor management; sustainable supply chains; and grievance mechanisms, among other issue areas. The ESMS has effectively replaced Tropicalia's SMS from previous years.

Every ESMS document defines the scope of application and the user group (ownership, hotel operator, general contractor, suppliers and subcontractors) responsible for implementing the plan, policy or procedure outlined by this management system. The general scope of the ESMS encompasses Four Seasons Tropicalia, the Tropicalia estate and Fundación Tropicalia when appropriate; which also coincides with the reporting boundaries of this sustainability report.

The ESMS and supporting documents are reviewed annually and support Tropicalia's ongoing materiality assessment. In 2019:

- Tropicalia developed its ESMS in compliance with IFC Performance Standard 1, comprising 44 procedures, plans and policies that set targets and objectives for Tropicalia’s environmental and social performance.
- Defined our external grievance mechanism, effectively identifying our external stakeholders and the process by which Tropicalia will manage community concerns and recommendations during construction and operation.
- Managed local stakeholder relations in coordination with Tropicalia’s Institutional Relations Manager based out of our Miches office, providing a space for ongoing and open-door consultation with community and sectoral stakeholders. Concerns are assessed and channeled to Tropicalia's executive team for proactive resolution.

### 3.5.2 Sustainability Committee

Tropicalia’s Sustainability Committee is a cross-functional team that meets annually to discuss strategy, report progress and define goals for the upcoming year (see organizational diagram below). Our committee is the highest governing body for reviewing environmental and social issues that impact our business and sector. The diversity of our Committee members (60% female, 40% male) brings strength to this corporate governance body.



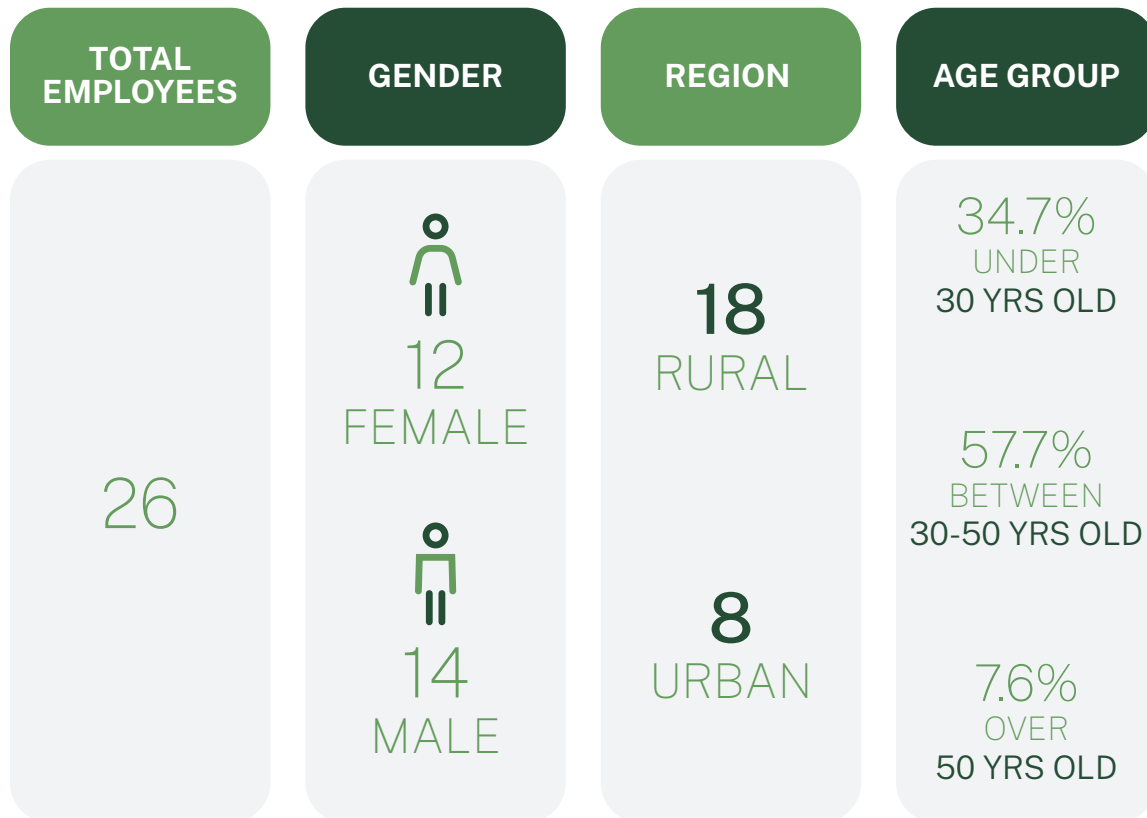
- Members include senior level Cisneros executives hailing from a wide variety of roles and backgrounds, in addition to external advisors we convene depending on the particular topic and area of expertise needed.
- In November 2019, we rescheduled our annual meeting to the first quarter 2020 due to scheduling conflicts. We guaranteed continuity regarding sustainability programs throughout the year by creating mid-management level working groups.
- The Committee plays an advisory role and guarantees the financial and human resources necessary for implementing Tropicalia's sustainability programs.
- In light of the current global pandemic, the Committee is prepared to assess and restructure strategy in order to respond to the new realities affecting our industry.
- Because of our ESMS exercise, in 2019 we also established an operational working group that ensures that Tropicalia's sustainability strategy is implemented on the ground.

### 3.5.3 Labor and Human Rights

In 2010, we committed to the United Nations Global Compact's universal principles on human rights, labor, the environment and anti-corruption. We remain committed to the protection of human and labor rights as a fundamental element for creating a healthy workplace.

- We translate these commitments into policies that counter child labor, advocate for gender equality, equal opportunity employment, and encourage individual freedom of association.
- Our newly developed ESMS includes procedures for: Human Resources Management and Recruitment Procedures; Environment, Health and Safety of Workers; and an Internal Grievance Mechanism Procedure, all of which comply with IFC's Environmental and Social Performance Standards as well as local regulation.
- We are proud to say that more than 45% of our current employees are women; all employees are remunerated based on experience and position.
- We hire and train local residents (nearly 70% come from rural regions); and all Miches-based operations implement local community engagement and development programs via Fundación Tropicalia.

In 2019, we had a total of 26 employees from affiliated entities\* working for Tropicalia in the Dominican Republic, with a turnover rate of 7.7% from the year prior. The table below, breaks down our employee workforce by gender, region and age group:



### 3.5.4 Commitments to the UNGC and SDGs

We remain committed to the 10 principles of the United Nations Global Compact and the Sustainable Development Goals, which offer a critical path for business to achieve collective environmental and social objectives.

As in years past, SDG 5, “to achieve gender equality and empower all women and girls,” is one we are constantly pushing forward. A UN World Tourism Organization study, in collaboration with UN Women, World Bank Group, among others, states that tourism offers women more opportunities compared to other economic sectors as a whole.\*\* Tropicalia implements equal opportunity hiring policies, monitors gender balance in our workforce and via the work of Fundación Tropicalia, actively supports women in agriculture, education and entrepreneurship. Our all-girls summer camp *Soy niña, soy importante* (I’m a Girl, I’m Important) continues to be one of our flagship programs that creates a unique opportunity for a young girl to chart her path toward becoming the woman she aspires to be tomorrow.

\*Tropicalia Holdings, Inversiones Cuatro Estaciones, Fundación Tropicalia are the affiliated entities in Dominican Republic that support Tropicalia’s activities and are subject to this piece of the report.

\*\*For instance, women occupy more leadership positions: 23% of tourism ministries are led by women, compared to 20.7% of ministries in general. Furthermore, the majority of the tourism workforce in the world is made up of women: 54% of the people employed in tourism are women, compared to 39% in other sectors.



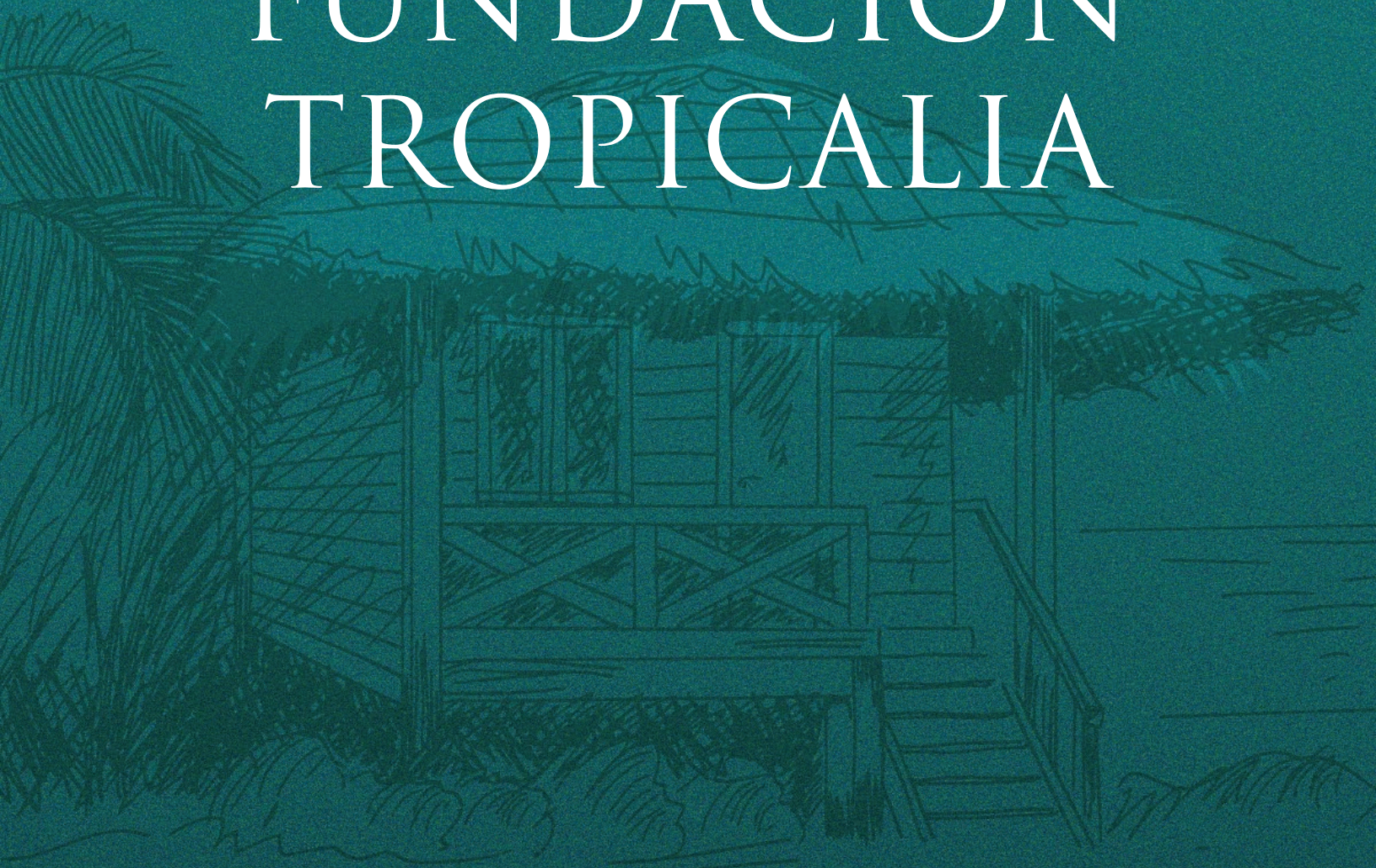
Additionally, Tropicalia is also impacting:

- SDG 5 for Gender Equality: We continue to pursue SDG 5 for Gender Equality, and follow The Women’s Empowerment Principles, which were developed by UNGC and UN Women to offer businesses guidance in the workplace, marketplace and community.
- SDG 8 for Decent Work and Economic Growth: Our entire business model is structured around sustainable tourism, thereby supporting the local government in promoting cultural integrity and local consumption.
- SDG 9 for Industry, Innovation and Infrastructure: We support SDG 9 via our pursuit of LEED and EDGE certification, both of which account for infrastructure resilience in the face of climate change.
- SDG 12 for Responsible Consumption and Production: Tropicalia’s annual sustainability reports offer transparency and structured communication of our impact on the world.

- SDG 15 for Life on Land: Our biodiversity management plan and environmental programs support SDG 15 as we aspire for 100% compensation of deforested areas and plan on using only native, non-invasive species for gardening and landscaping.

It's worth noting that Fundación Tropicalia supports SDGs 2, 4, 5, 8, 11, 14, 15 and 17 as well via its community development programs in the areas of education, environmental protection, economic inclusion and sociocultural advocacy.

# FUNDACIÓN TROPICALIA





# 4. FUNDACIÓN TROPICALIA

Established by Tropicalia in 2008, Fundación Tropicalia is a non-profit organization that designs and implements customized socioeconomic development programs for the Municipality of Miches and the El Seibo province in partnership with the local community, civil society, government and international agencies and the private sector.

Fundación Tropicalia manages high-impact, innovative initiatives in agriculture, gender equality, education, entrepreneurship and microfinance, focusing on four main program areas:



Environment



Education

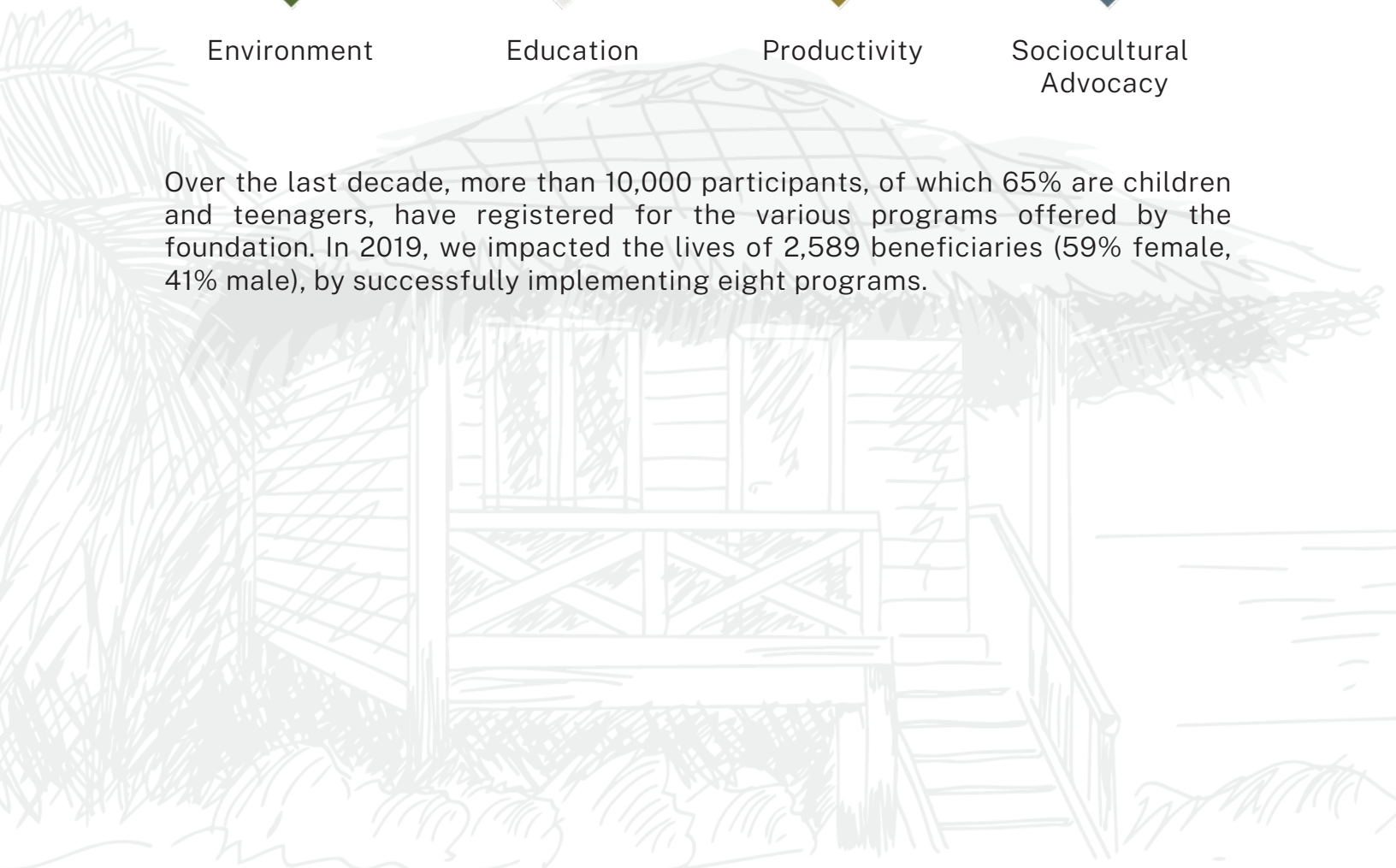


Productivity



Sociocultural  
Advocacy

Over the last decade, more than 10,000 participants, of which 65% are children and teenagers, have registered for the various programs offered by the foundation. In 2019, we impacted the lives of 2,589 beneficiaries (59% female, 41% male), by successfully implementing eight programs.



# 4.1 OUR ACHIEVEMENTS IN 2019

## ENVIRONMENT

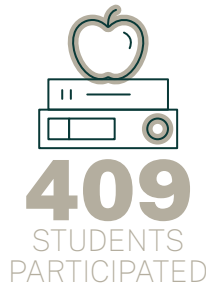
ENVIRONMENT



coordinated and supported by Fundación Tropicalia in partnership with the Municipality of Miches. The *Costa Esmeralda* and *Playa Arriba* environmental conservation programs (*rescates*) carry-out beach clean-up efforts, designate parking, and install educational signage and trash collection points during the week of Spring Break 2019.

## EDUCATION

COMPLEMENTARY  
EDUCATION PROGRAM



320 students participated in our arts and crafts program at El Cedro and Km 10 schools.

89 students participated in the second year of the League of Enterprising Farmers in Training (LEAF) Program in Escuela La Gina, along with 4 teachers.

PRyME



the School Renovation and Maintenance Program (PRyME) network, for a total of **17 schools** that include **1,634 students** and **91 teachers**.

SCHOLARSHIPS



in Fundación Tropicalia's scholarship & cultural exchange program, for a total of 19 students, one of which achieved graduation status as an Agricultural Engineer.


## PRODUCTIVITY

¡MICHES, SÍ!

**7**   
ENTREPRENEURS  
PARTICIPATED

in the *¡Miches, sí!* Business Acceleration Initiative, a training and mentorship initiative that provided individualized support for small business owners.

¡MICHES  
EMPRENDE!

**RD\$**   
**449,000**  
DISBURSED

through the *¡Miches emprende!* rotational fund managed by Banco ADOPEM and Fundación Tropicalia, benefitting three entrepreneurs.

HOME GARDENS

**7**   
HOME  
FARMERS

participated in Fundación Tropicalia's Home Garden Initiative, aimed at promoting the consumption of healthy food and small-scale organic agriculture.

INTERNATIONAL  
VOLUNTEERS

JICA &   
PEACE  
CORPS

Daisuke Denuma, our first agronomist volunteer assigned by the **Japanese International Cooperation Agency (JICA)**, supports our farmers in the field.

Brittany Skolnick, our **United States Peace Corps** volunteer, started late 2018, and brought business knowledge to our entrepreneurs.

## SOCIOCULTURAL ADVOCACY

SOY NIÑA,  
SOY IMPORTANTE



and 113 volunteers participated in *Soy niña, soy importante* girls summer camp program.

CULTURAL  
IDENTITY



supported including *Carnaval, Fiestas Patronales*, and the annual municipal Christmas Lighting.

COMMUNICATIONS

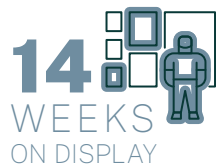


of the *Boletín Comunitario* were produced and distributed.



were coordinated to assess the impact and reach of our *Boletín Comunitario* and *Soy niña, soy importante* girls summer camp.

10 AÑOS JUNTO  
A MICHES



The photography exhibition, *10 años junto a Miches*, launched in Miches and traveled to Punta Cana and three additional public commercial spaces in Santo Domingo, for a total of 14 weeks, allowing us to bring the beauty of Miches and our story to new audiences free of charge.

## 4.2 ENVIRONMENTAL PROTECTION AND STEWARDSHIP

### 4.2.1 *Costa Esmeralda* and *Playa Arriba* Beach Rescues

Tropicalia and Fundación Tropicalia, in collaboration with local authorities, have worked to restore and protect the stunning *Costa Esmeralda* beach since 2013. Recent road improvements from Bávaro and El Seibo to Miches, as well as greater promotion of tourism destinations such as *Montaña Redonda*, have increased arrivals to *Costa Esmeralda* as well as *Playa Arriba*, which is located close to downtown Miches. We work toward creating environmental awareness and encourage residents and beachgoers to responsibly enjoy the beach. "Coastal ambassadors" were appointed during both beach rescues and during holidays where visitation increased, with the objective of welcoming visitors and providing them relevant information regarding regulations and responsible use of the beach.

## 4.3 SUPPORTING EDUCATION

### 4.3.1 School Renovation & Maintenance Program

To achieve competitive and sustainable economic development, quality education is vital. Yet, Dominican Republic produced the lowest scores in the Third Regional Comparative and Explanatory Study (TERCE), published in 2015, among 15 countries in Latin America and Caribbean, even though it was the fastest growing country when compared to previous studies.\*

In 2019, Fundación Tropicalia supported six education centers that belong to the School Renovation and Maintenance Program (PRyME) and added one new school - Escuela Los Franceses - bringing the network total to: 17 schools, 1,634 students and 91 teachers. The PRyME network brings together the education community to address infrastructure repair, maintenance and administrative challenges. Fundación Tropicalia requires that schools provide counterpart funding or resources (including in-kind labor) to encourage self-determination, responsibility, pride of accomplishment, and independence.

In 2019 the Dominican Ministry of Education changed the names of several schools in order to honor iconic community and regional leaders. Of the 17 schools where PRyME and our Complementary Education Programs function, six have new names which are listed below:

\*EDUCA, El Diálogo Liderazgo para las Américas. "Informe De Progreso Educativo: ¡Decidimos a mejorar!" 2015. <http://www.educa.org.do/wp-content/uploads/2016/07/AF-Informe-Progreso-Educativo-EDUCA.pdf>. Accedido en Mayo 15, 2019.

**OLD NAMES**

Esc. El Jovero  
 Esc. Los Urabos  
 Esc. Km 10  
 Esc. El Guaco  
 TV Centro El Cedro  
 Liceo Padre Daniel

**NEW NAMES**

Esc. Prof. Zacarías Santana Ortiz  
 Esc. Rosa Ubiera  
 Esc. Aquino Rojas Martínez  
 Esc. Belisario Pérez  
 Liceo Leovigildo Santana  
 Cen. Educativo en Artes Padre Daniel

**4.3.2 Scholarship & Cultural Exchange Program**

Since 2011, Fundación Tropicalia has coordinated a Scholarship and a Cultural Exchange Program in partnership with the *Instituto Superior de Agricultura*, or *Universidad ISA*, which specializes in agricultural sciences, located in Santiago de los Caballeros, the second largest city in the Dominican Republic. The program offers young, promising *michenses* and *seibanos* an opportunity to pursue an undergraduate degree that corresponds to anticipated labor demand in Miches, including degrees in engineering agronomy, animal production and food technology, education specialized in natural sciences, and business administration.

All scholarship students benefit from financial, work-study, cultural and/or professional support services, as well as exchange opportunities, on-campus counseling, and parent meetings in Miches and El Seibo. This year, our annual Professional and Cultural Exchange Initiative took place in La Aurora Cigar Factory, Dominican Republic's leading cigar producer, which included a workshop on personal branding and social media.

In 2019, a total of 19 students were enrolled in the program, one of which achieved graduation status.

**4.3.3 Complementary Education Program**

Fundación Tropicalia's Complementary Education Program (PFC) supports soft and motor skills development in students. Through a curriculum that includes courses in arts and crafts, visual and performing arts, the program aims to complement standard education requirements of public schools.

In 2019, our PFC program concluded its commitment cycle in Escuela Km. 10 (Esc. Aquino Rojas Martínez) and kicked-off a new cycle in El Cedro bringing arts and crafts to 320 students. Our League of Enterprising Farmers in Training (LEAF), our school gardening program, continued working with La Gina Primary School, where 89 students learned about the virtues of farming as a dignified way of life; applied agricultural best practices to protect the environment; and developed leadership skills.

## 4.4 PRODUCTIVITY

A critical component for Tropicalia is the design and development of a sustainable tourism-focused supply chain in Miches. Not only will locally-sourced goods and services minimize the project's environmental impact, including a reduced carbon footprint, but it will also provide substantial economic support for the region and lead to the emergence of new entrepreneurs and business opportunities. Creating a pathway for economic self-sufficiency will greatly amplify Tropicalia's long-term impact in the area and attract additional investment. FT's productivity programs focus on identifying and cultivating local business and agricultural leaders that can build a supply chain that will enable major growth in the tourism sector while providing jobs and other economic opportunities for current and future generations.

### 4.4.1 Sustainable Tourism Supply Chain in Miches

To support a Sustainable Tourism Supply Chain in Miches, Fundación Tropicalia continues to implement and strengthen the following programs:

- *¡Miches, sí!*: A capacity building program that teaches entrepreneurs how to develop a business plan for microenterprise and small business creation in the sectors of sustainable tourism and agricultural production. In 2019, Fundación Tropicalia invited 2016 and 2018 *¡Miches, sí!* beneficiaries to participate in a Business Acceleration Initiative which provided tailored, one-on-one mentorship and capacity building support to seven entrepreneurs. These small business owners received ongoing support and training to improve their business operations and increase their competitiveness over the course of 6 months.
- *¡Miches emprende!*: A rotational fund managed by our partner Banco ADOPEM, that provides financing to small tourism and agriculture businesses. It offers preferential interest rates and access to graduates of the *¡Miches, sí!* Program. The fund was capitalized at RD\$1,845,000 in 2016 and by end of 2019 the fund had accrued a total recapitalization amount of RD\$310,629 (RD\$100,756 up from the year before). Of RD\$2,063,378.69 available for lending, RD\$878,159 has been disbursed among 11 clients (three new clients in 2019), which in turn support 66 direct jobs and indirectly benefit 330 people.
- Training and Mentorship: Fundación Tropicalia supports the agricultural sector in Miches via technical support programs and assistance for farmers to improve ecological crop production. Though in 2019 we did not celebrate our annual Meeting of Agricultural Leaders, we successfully launched a Home Gardens Initiative that encourages participants to include healthy foods in the household diet, diversify their income and motivate them to take interest in small-scale organic farming. Six women and one man from the Hicaco Blanco

community participated in five workshops on: healthy eating; planting techniques; waste management; food processing and home finances. Additionally, we provided technical and mentoring support in their home gardens.

This initiative opened the door to an interesting alliance with the Canadian biotech company, Grogenics SB, and our long-time partner The Ocean Foundation. We explored the possibilities of introducing sargassum-based (seaweed) compost in home gardens and test-ran a few small trials in December. Moving forward, we plan to monitor the impact of this organic compost on farm yields and soil quality, and analyze its potential to become a carbon-insetting program.

- Research and Investigation: GREEN LAC, a Costa Rican consulting firm, developed a market analysis and proposed a climate smart agriculture program for local producers with the objective of linking them up to the demands of the local tourism industry. GREEN LAC interviewed 346 local farmers and 22 potential buyers to determine the size of the market and guide local production in such a way to minimize environmental and financial risk to farmers, and maximize sustainable agricultural practices. Fundación Tropicalia will use this valuable insight to further tailor its agricultural programs for the local community.

## 4.5 SOCIOCULTURAL ADVOCACY

### 4.5.1 *Soy niña, soy importante* Summer Camp

Fundación Tropicalia celebrated its seventh year of the *Soy niña, soy importante* ("I'm a Girl, I'm Important" or SNSI) summer day camp, a program that serves at-risk, 9 to 12 years old girls. The camp provides guidance and a constructive, fun space for young girls to reflect upon their future and encourage them to make timely life choices like staying in school and postponing pregnancy.

As girls complete their four-year cycle in SNSI, we hope this program gives them the tools and experience to reflect on their future, their rights and their life goals as they enter into their adolescence. Family involvement and support continues to grow with more parents and extended family members attending the informational and registration sessions, and in some cases, volunteering.

In 2019, we conducted a focus group with SNSI stakeholders (girls, teachers, parents and community leaders in Miches), to assess their perspective on the program and identify opportunities for improvement; we also discussed the value of Fundación Tropicalia's Community Newsletter (see more about those findings in section 4.5.3). In total we convened four focus groups comprised of 41 individuals and discovered these key findings:



- **Community:** Gender-based violence and teenage pregnancy is not considered a pressing social issue, confirming that the community normalizes, accepts and tolerates these issues despite the negative consequences on development.
- **Teachers and Parents:** Though teachers and parents have limited knowledge of SNSI’s mission and messaging, they have a positive perception of the program, would like to see it expand, and see sex education as a positive component. They also perceive attitudinal changes and improved cognitive development of some campers. They attest to the girls’ excitement about participating in the program.
- **Girls:** Girls say that the camp is a unique experience. They can project upon their personal and professional growth in a 10-year period; they understand how to prevent pregnancy; and they master strategies for preventing harassment and abuse. They value and understand their rights as children (as defined by the UN Convention on the Rights of the Child) to respect, education, happiness, play, and family. Nevertheless, feelings of impotence still prevail when asked about reporting or talking about abuse.

## SNSI 2019: KEY PERFORMANCE INDICATORS\*



\*Though we did not reach our fundraising goal of \$60,000 we made adjustments to our budget, curriculum and volunteer staffing to make SNSI a reality for 321 girls in 2019. Every year our fundraising efforts are critical to bringing the camp to successful fruition. In 2019, we were particularly challenged by the fact that our cash contributions lowered by 50%, yet our in-kind contributions nearly doubled. The outpouring of in-kind support from our local donors and partners was key to making SNSI a reality, and we are especially grateful for their support. Individual donors dropped from 88 in 2018 to 37 in 2019. Volunteers jumped from 86 to 113 from 2018 to 2019. With 27 more volunteers participating in the camp, volunteer hours increased by 637 compared to 2018.

### 4.5.2 Cultural Identity

Fundación Tropicalia works to preserve and enhance the cultural heritage of the region by supporting various activities in partnership with the local government and community leaders. Events we supported in 2019 include:

- The annual and historically significant “Carnaval” celebrations.
- Fiestas Patronales: Fundación Tropicalia sponsored the celebrations of the annual traditional festivity of *atabales* (a regional percussion instrument). Every June michenses come together to honor their patron saint, San Antonio de Padua, dance and play music. We sponsored decorations and three days of *atabales* performances in Miches as well as festivities in the La Gina Municipal District.
- Christmas Lighting Celebration: Fundación Tropicalia sponsored decorations for the Miches municipal park and locally sourced refreshments for the event.

### 4.5.3 Communications

#### Community Newsletter

Five new editions of Fundación Tropicalia’s Community Newsletter were issued in 2019. As in years past, FT continued to circulate 2,000 copies of each edition across more than 60 distribution points in Miches. The Community Newsletter is an educational and informational medium that communicates topics like sustainable tourism development, environmental stewardship, health awareness, local culture and traditions, and individual and civic responsibility for children and adults alike.

As mentioned in section 4.5.1, in 2019 we convened a focus group to evaluate the community’s perception of our newsletter and identify areas of improvement. We confirmed that the newsletter continues to be the only available print publication distributed in Miches, and discovered these key takeaways from those interviewed:

- The newsletter is highly valued as an effective medium for: communicating relevant and positive local content; teaching in classrooms; and featuring community member stories (entrepreneurs, farmers, artists, etc.).
- Suggestions for improvement included: Featuring community problems and proposing solutions; including an op-ed column; and establishing a community editorial team.

Fundación Tropicalia will be incorporating these suggestions in future editions of the newsletter.

### Fundación Tropicalia's Online Community

Fundación Tropicalia's website ([www.fundaciontropicalia.com](http://www.fundaciontropicalia.com)) and social media handles launched in May 2015, and as of December 31, 2019, have generated 557,651 impressions and attracted 573 new followers. In addition, Fundación Tropicalia currently manages several social media profiles and two microsites:

- [nsi.fundaciontropicalia.com](http://nsi.fundaciontropicalia.com) - for *Soy niña, soy importante* ("I'm a Girl, I'm Important" or SNSI), social media impressions reached 563,710 and 852 new followers.
- [mype.fundaciontropicalia.com](http://mype.fundaciontropicalia.com) - for productivity, which launched in December 2017.

#### **4.5.4 *10 años junto a Miches* Photography Exhibition**

Fundación Tropicalia held its 10-year anniversary celebration in Miches marked by the launch of an itinerant photography exhibition titled *10 años junto a Miches*, composed of a collection of 15 carefully curated images by artist Fer Figheras that tell the story of FT in Miches, highlighting place, people and time.

*10 años junto a Miches* launched in Miches and then traveled to Punta Cana and three additional public commercial spaces in Santo Domingo, for a total of 14 weeks, bringing the beauty of Miches and our story to new audiences free of charge.

In the last 10 years, Fundación Tropicalia has implemented more than 30 programs for the local community, which today translates into eight permanent programs that serve more than 1,000 people each year. More than 10,500 registrants participated in our programs over our first decade of work.



PARTNERS FOR  
SUSTAINABILITY

# 5. PARTNERS FOR SUSTAINABILITY

We attribute our success and innovation in our work thanks to a thoughtful and engaged network of partners for development.

## 5.1 TROPICALIA

- Armada Dominicana (ARD) (2019)
- Cuerpo Especializado de Seguridad Turística (CESTUR) (2019)
- Dominican Association of Tourism Real Estate Businesses (ADETI) (Member since 2011)
- Executing Committee for Infrastructure of Touristic Zones (CEIZTUR) (since 2018)
- Export and Investment Center of the Dominican Republic (CEI-RD) (since 2015)
- Legal Counsel of the Executive Branch (since 2018)
- Ministry of Environment and Natural Resource (since 2008)
- Ministry of Public Works and Communication (since 2015)
- Ministry of Tourism (since 2009)
- Municipality of Miches (since 2008)
- National Association of Hotels and Restaurants (ASONAHORES) (Member since 2011)
- National Private Business Council (CONEP) (Member since 2014)
- United Nations Global Compact (since 2010)
- The Ocean Foundation (since 2013)

## 5.2 FUNDACIÓN TROPICALIA

- Banco ADOPEM (since 2015)
- Junta Agroempresarial Dominicana (JAD) (since 2015)
- Ministry of Education of the Dominican Republic (since 2010)
- Ministry of Environment and Natural Resources (since 2013)
- Municipality of Miches and municipal districts El Cedro and La Gina (since 2008)
- National Business Network for Environmental Protection (ECORED) (since 2008)
- The Ocean Foundation (since 2014)
- Universidad Iberoamericana (UNIBE) (since 2017)
- Universidad ISA (since 2011)
- Universidad EARTH (since 2019)
- United Nations Population Fund (UNFPA) (2019)



## DEVELOPMENT AND COMMUNICATIONS TEAM

- Arquitecto Pérez Morales
- Blu Spas
- Bouygues Construcciones República Dominicana
- CBRE Limited
- CEPM
- Delphos
- Ecomar
- ECO Mensajería
- EDG
- EDSA
- EPSA LABCO
- ERNST & YOUNG
- Fer Figheras
- Four Seasons
- Gensler
- Green Love
- Grupo DIF
- Hardner & Gullison Associates
- Holsteinson & Asociados, SA (HOLASA)
- HVS
- IDB Invest
- International Finance Corporation
- Isay Weinfeld
- JLL
- LEXGEO, S.R.L
- Llorente y Cuenca
- Marshall
- PricewaterhouseCoopers
- Renaissance Golf Design
- RINA Consulting Inc.
- Rios Legal
- Sheila Donnelly & Associates
- Sherwood
- Sinergo Development Group
- The Ocean Foundation
- Thisone Designwork
- Thompson Engineering
- W.F.Baird & Associates Coastal Engineers LTD

A green-tinted illustration of a tropical beach scene. A large palm tree is the central focus, leaning towards the right. In the background, there are several birds flying in the sky, a small boat on the water, and a rocky island or coastline. The overall style is a soft, painterly illustration.

# LOOKING FORWARD



## 6. LOOKING FORWARD

The global health crisis caused by the spread of COVID-19 has had a profound impact on the world economy. The tourism real estate industry has been one of the most affected sectors, and Tropicalia is adapting in order to respond to these challenging times. We are steadfast in preparing our business continuity plan, which has dictated the following actions at the time of this publication:



Mandating a work from home protocol and later a staggered return to the office, keeping our employees safe and ensuring business continuity.



Respecting Dominican Republic's shelter-in-place orders and supporting our employees in this effort.



Suspending early works as soon as Dominican Republic declared a national state of emergency on March 21, 2020.



Restructuring and redesigning aspects of the Four Seasons Tropicalia to better align our product and resort experience with a post-pandemic economy and society.



Mobilizing Fundación Tropicalia efforts to respond to community needs during the pandemic. Actions include: distributing hygiene kits, promoting local economic activity, creating a gender-based violence awareness campaign, creating COVID-19 prevention and safety communications campaigns and repackaging our SNSI summer camp by launching *SNSI in a Box*, which delivers the magic of camp directly to our girls homes of the course of five months.

# GRI INDEX



## 7. GLOBAL REPORTING INITIATIVE

This is our fourth year referencing the guidelines and disclosures established by the Global Reporting Initiative (GRI). GRI is an international independent organization pioneering sustainability reporting since the late 1990s ([www.globalreporting.org](http://www.globalreporting.org)).

As in prior years, our GRI content index references the G-4 GRI Sustainability Reporting Standards that were issued in 2016 and became fully effective in 2018.

Our report is self-assured and our index includes the GRI Standards that are material to Tropicalia, Fundación Tropicalia, and our industry. Every reporting year, we work toward bettering our disclosure process by improving internal monitoring and communications mechanisms.

DISCLOSURE	DESCRIPTION	LEVEL	LOCATION		NOTES
			2019 SUSTAINABILITY REPORT	OTHER	
GRI 101: Foundation GRI 101 does not contain any disclosures GRI 102: General Disclosures					
<b>1. Organizational profile</b>					
102-1	Name of the organization	√	3. Tropicalia	Tropicalia website	
102-2	Activities, brands, products, and services	√	3. Tropicalia	-	
102-3	Location of headquarters	√	-		Tropicalia headquarters are in Santo Domingo, Dominican Republic. (Updated from 2017)
102-4	Location of operations	√	3. Tropicalia	Tropicalia website	Miches, Dominican Republic
102-5	Ownership and legal form	√	3. Tropicalia	Tropicalia website; Cisneros Real Estate website	
102-6	Markets served	√	3. Tropicalia	-	
102-7	Scale of the organization	P	3.1 Tropicalia 3.2 Four Seasons Tropicalia 3.5.3. Labor and Human Rights	-	-Total number of employees: 26- Full time -Rural (including Miches): 1, Dominican Republic -Net sales: Does not apply -Quantity of products or services provided: 169-key resort & 40 branded residences operated by Four Seasons. 1 Golf Course. -Capitalization: Information not available
102-8	Information on employees and other workers	√	3.5 Management and Governance 3.5.3. Labor and Human Rights 4.1 Our Achievements in 2019	-	-Total number of employees: 26-Full time (Male: 14, Female: 12) -Rural (including Miches): 18-Full time -Urban: 8-Full time -Tropicalia includes robust sustainability clauses and requirements in major contracts to promote environmental and social compliance -In 2019, Fundacion Tropicalia had two full-time volunteers from Peace Corps and JICA
102-9	Supply chain	√	1. A Word from Adriana 3.4.1 Sound Business: Making Adjustments 3.5.1 Environmental and Social Management System 4.4. Productivity: Sustainable Tourism Supply Chain in Miches 5. Partnerships	Tropicalia ESMS documents: 001, 004-009 IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia	
102-10	Significant changes to the organization and its supply chain	√	-	-	-No significant changes in supply chain from previous reporting period (2018)
102-11	Precautionary Principle or approach	√	0. Introduction - A Sustainable Report 1. A Word from Adriana 2. 2019 Highlights 3.4.3 Environmental Balance: Our Management Systems and Programs 3.5. Management and Governance Mechanisms for Sustainable Business	Tropicalia EIA; Four Seasons DIA; Environmental Compliance Reports (ICAs); Sustainability Management System (SMS); Environmental and Social Action Plan (ESAP); Biodiversity Management Plan (BMP); LEED scorecard; EDGE scorecard.  IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia	-Tropicalia applies the Precautionary Principle. Environmental Impact Assessments and subsequent Environmental Compliance Reports required of MIMARENA, as well as ESAP, BMP, LEED and EDGE KPIs are in line with the precautionary principle approach.
102-12	External initiatives	√	3.4.1 Sound Business: Making Adjustments 3.4.2 Thoughtful Architecture: The Importance of Sustainable Design 3.5. Management and Governance Mechanisms for Sustainable Business 4. Fundación Tropicalia	Tropicalia website IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia UNGC Signatory ESMS documents: 012, 013	Voluntary Commitments: 10 Principles of the UNGC since 2010; SDGs; Community Development work carried out by Fundacion Tropicalia; Commitments to LEED, EDGE for green building.  Mandatory Commitments: Local and international law; IFC Environmental and Social Performance Standards
102-13	Membership of associations	√	5. Partners for Sustainability in 2019	Fundacion Tropicalia website	
<b>2. Strategy</b>					
102-14	Statement from senior decision-maker		1. A Word from Adriana 2. 2019 Highlights 3.5 Management and Governance Mechanisms for Sustainable Business 6. Looking Forward	Tropicalia website Fundacion Tropicalia website ESMS documents: 001, Corporate Policy Statement; Supply Chain Policy	
102-15	Key impacts, risks, and opportunities	√	1. A Word from Adriana 3.3 A Natural Escape 3.5.3. Labor and Human Rights 4.5. Sociocultural Advocacy 6. Looking Forward	Tropicalia EIA; Four Seasons DIA; SMS; LEED Scorecard; EDGE Scorecard; ESAP; Sustainability Committee	
<b>3. Ethics and Integrity</b>					
102-16	Values, principles, standards, and norms of behavior	√	1. A Word from Adriana 2. 2019 Highlights 3.5 Management and Governance Mechanisms for Sustainable Business	Tropicalia EIA and Four Seasons DIA provide inventory of national and international standards and laws governing the development of the project. IFC Performance Standards includes reference to international norms and standards for environmental and social sustainability, including Equator Principles. ESMS documents: 001, Corporate Policy Statement, Supply Chain Policy.	Tropicalia complies with national and international laws and regulations pertinent to the tourism industry. Governing principles are readily available in English and/or Spanish and are disclosed to relevant parties. Training of employees occurs when required. Management heads are responsible for overseeing adherence to norms and standards.
102-17	Mechanisms for advice and concerns about ethics	P	3.4.1 Sound Business: Making Adjustments	ESMS documents: 019-024 (external and internal grievance mechanisms plans and procedures)	In 2019, we developed our internal and external grievance mechanism plans and procedures to be implemented in 2020 and during construction and operations.
<b>4. Governance</b>					
102-18	Governance structure	√	3.5.2 Sustainability Committee	Tropicalia EIA, Chapter 11: Management strategies 2018 Sustainability Report, sections: 3.5, 4.3	

DISCLOSURE	DESCRIPTION	LEVEL	LOCATION		NOTES
			2019 SUSTAINABILITY REPORT	OTHER	
102-19	Delegating authority	√	3.5.2 Sustainability Committee	ESMS documents: 001 2018 Sustainability Report, sections: 3.5, 4.3	VP of Sustainability for CRE is responsible for compliance with environmental and social commitments, and works actively with all departments to integrate targets in each area of operations. The Sustainability Committee designates any outstanding economic, environmental or social issues to corresponding departments and employees. Our ESMS also defines responsible parties for managing environmental and social commitments.
102-20	Executive-level responsibility for economic, environmental, and social topics	√	3.5 Management and Governance Mechanisms for Sustainable Business	2018 Sustainability Report, sections 3.5, 4.3	VP of Sustainability is the executive level position responsible for environmental and social topics. Cisneros CEO, CFO, COO; Cisneros Real Estate President are all responsible for economic topics on the project and also sit on Tropicalia's Sustainability Committee.
102-21	Consulting stakeholders on economic, environmental, and social topics	√	3.5 Management and Governance Mechanisms for Sustainable Business 4. Fundacion Tropicalia	ESAP, EIA Environmental Management Program, Environmental Compliance Reports. ESMS documents: 017 (Stakeholder Engagement Plan).	Tropicalia executives actively engage stakeholders relevant to their workflow. Fundacion Tropicalia actively engages community stakeholders. These executives sit on the Sustainability Committee and report their findings to the Committee, which in turn reports to the CEO. Our operational working group also engages stakeholders on an adhoc basis.
102-22	Composition of the highest governance body and its committees	P	3.5 Management and Governance Mechanisms for Sustainable Business		Sustainability Committee is the highest governance body for Tropicalia env't & social topics comprised of executives from Tropicalia and other Cisneros entities. Committee composition in 2019: 12 members: 6 female, 6 male. 8 between 30-50 years old, 4 over 50 years old.
102-23	Chair of the highest governance body	P	1. A Word from Adriana 3.5.2 Sustainability Committee		Chair of the Sustainability Committee / highest governance body is also CEO of the organization. Sustainability Committee is comprised of company executives and non-executives are invited depending on the topics under revision.
102-24	Nominating and selecting the highest governance body	√			Committee members are company executives and are selected based on their involvement in Tropicalia, tenure and expertise; 50% of members are female. When necessary we bring outside advisors to the committee on a year by year basis. In 2019, the committee did not convene given conflicts in scheduling. The committee rescheduled their meeting for first quarter of 2020. We also have non-discrimination hiring practices in place. See section 3.5.3 of report.
102-26	Role of highest governance body in setting purpose, values, and strategy	√	3.5 Management and Governance Mechanisms for Sustainable Business 4.3 Strengthening Governance & Transitions	-	The Sustainability Committee sets values and corporate philosophy, and approves strategies, policies, mission statement and goals with regards to environmental and social topics. When appropriate the committee reviews economic topics.
102-27	Collective knowledge of highest governance body	√	1. A Word from Adriana 3.5 Management and Governance Mechanisms for Sustainable Business	-	When appropriate & necessary, the Sustainability Committee agenda incorporates required reading requirements and knowledge sharing exercises to enhance collective knowledge of the group. All committee members are encouraged to participate in industry conferences and workshops to build upon their knowledge in their respective areas. When possible we participate in industry events as speakers/experts.
102-29	Identifying and managing economic, environmental, and social impacts	√	3.5 Management and Governance Mechanisms for Sustainable Business	ESMS documents: 010 and 011 (ES Risk Identification Procedure and Matrix)	Committee members identify these risks/impacts within their work area and bring up the most relevant / pressing matters in the committee agenda. Other stakeholders are engaged in order to identify risks/impacts as necessary. In 2019, we developed an Environmental and Social (ES) Risks & Impacts Procedure, as well as an ES Risks Matrix as part of our ESMS.
102-30	Effectiveness of risk management processes	√	3.5 Management and Governance Mechanisms for Sustainable Business		Committee members manage risk in their respective areas and bring up the most pressing issues in our annual meeting or as necessary.
102-31	Review of economic, environmental, and social topics	√	3.5 Management and Governance Mechanisms for Sustainable Business		Sustainability Committee reviews environmental & social topics once per year.
102-32	Highest governance body's role in sustainability reporting	√	1. A Word from Adriana 3.5 Management and Governance Mechanisms for Sustainable Business		VP Sustainability sits on the Sustainability Committee and oversees production of Sustainability Report, ensuring materiality. CEO reviews and approves Sustainability Report.
102-33	Communicating critical concerns	√	3.5 Management and Governance Mechanisms for Sustainable Business		Critical concerns are usually tackled at the operational level; however, if they relate to strategy for environmental and social topics, often department heads will report to VP Sustainability and/or Country Manager in Dominican Republic to ensure these concerns are addressed immediately and/or in the annual sustainability committee meeting.
<b>5. Stakeholder engagement</b>					
102-40	List of stakeholder groups	√	3.5.1 Environmental and Social Management System 3.4.4. Community Development: Fundacion Tropicalia 5. Partners for Sustainability in 2017	EIA Tropicalia DIA Four Seasons Stakeholder Engagement Guidelines for General Contractor Stakeholder Maps ESMS documents: 017	
102-41	Collective bargaining agreements	√	3.5.3 Labor and Human Rights	Registro Iniciativas Sostenibles 2019 _ Tropicalia y FT	Percentage of employees covered by collective bargaining agreements: Employees have the right to join worker associations and are protected by Dominican law to do so. To date 0% of our 26 employees have joined collective bargaining agreements.
102-42	Identifying and selecting stakeholders	√	3.5.1 Environmental and Social Management System 4. Fundación Tropicalia	EIA Tropicalia DIA Four Seasons Stakeholder Engagement Guidelines for General Contractor Stakeholder Maps ESMS documents: 010 (Risk Identification Procedure), 017 (Stakeholder engagement procedure)	Tropicalia and Fundacion Tropicalia have developed and consistently update a stakeholder map. Both stakeholders that would be impacted by the project and that could impact the project are considered. Other sources for identifying relevant stakeholders to the project include the project's EIAs and Stakeholder Engagement Procedures for the General Contractor. In 2019, we developed a risks identification matrix enabling further stakeholder identification.

DISCLOSURE	DESCRIPTION	LEVEL	LOCATION		NOTES
			2019 SUSTAINABILITY REPORT	OTHER	
102-43	Approach to stakeholder engagement	√	3.5.1 Environmental and Social Management System 4. Fundación Tropicalia	Stakeholder Engagement Guidelines for General Contractor (Sustainability Department) ESMS documents:017 (Stakeholder engagement procedure)	Tropicalia and Fundación Tropicalia engage with stakeholders on an ongoing basis. We have an outreach and open-door policy, meaning that community stakeholders have consistent and constant contact with our employees to express their concerns and interests promptly. Fundación Tropicalia develops community surveys to measure and assess the quality of its programs. In 2020 we conducted two surveys. Tropicalia advises its General Contractor, consultants and providers on how to engage with its stakeholders as well.
102-44	Key topics and concerns raised	√	3.4 Creating a Business Model for a Sustainable Tourism Sector 4.2 Environmental Protection and Stewardship 4.4.1 Sustainable Tourism Supply Chain	EIA Tropicalia; DIA Four Seasons; ESMS	Beach access and an inclusive supply chain during construction and operations are key concerns raised by community. Tropicalia and Fundación Tropicalia address these concerns via coastal environmental stewardship programs, capacity building programs and local engagement opportunities to inform stakeholders of employment and supplier opportunities. Gender inequality is of major importance and Tropicalia addresses this issue via various programs, including FT's SNSI. Tropicalia's ESMS complies with IFC Performance Standards
102-45	Entities included in the consolidated financial statements	P			Tropicalia's financial statements are shared with material stakeholders upon request and subject to internal approval.
102-46	Defining report content and topic boundaries	√	3.5.1. Sustainable Management System and Materiality	ESMS documents define scope for each policy, procedure and plan related to ES performance	See disclosure 103-1.
102-47	List of material topics	√	3.5.1. Sustainable Management System and Materiality	ESMS documents define scope for each policy, procedure and plan.	All the material topics are presented in the project's ESMS documents. Material topics are also included in this Content Index, Disclosures GRI 301-1 through GRI 419-1
102-48	Restatements of information	√	-	-	GRI Content Index in 2018 misstated disclosure 306-1, which should have accounted for waste generation and significant waste-related impacts.
102-49	Changes in reporting	√	-	-	No significant changes from previous reporting periods in list of material topics and boundaries. In 2019, we decided to take a more efficient approach to the reporting process by summarizing impact of Fundación Tropicalia programs. We also decided to forgo physical distribution of the report to decrease environmental footprint.
102-50	Reporting period	√	Cover / Title Page 1. A Word from Adriana	-	January 2019 to December 2019
102-51	Date of most recent report	√	-	-	June 2019
102-52	Reporting cycle	√	Cover / Title Page 1. A Word from Adriana	-	The Corporate Sustainability Report is published annually. This is our 9th report.
102-53	Contact point for questions regarding the report	√	Last page of report / credits	-	Sofia Perazzo Vice President of Sustainability Cisneros Real Estate sperazzo@cisneros.com
102-54	Claims of reporting in accordance with the GRI Standards	√	7. Global Reporting Initiative	-	This report has been prepared in accordance with the GRI Standards: Core option
102-55	GRI content index	√	7. Global Reporting Initiative	-	
102-56	External assurance	P	7. Global Reporting Initiative	2018 Sustainability Report, section 3.4.1.	Our sustainability reports are self-assured at this time and the information produced in the report is supported by documented evidence produced by our team members.
<b>GRI 103: Management Approach (applies for all material topics covered)</b>					
103-1	Explanation of the material topic and its boundary	P	3.5.1. Environmental and Social Management System	ESMS	ESMS documents identify the material issues for our project, define scope/boundary and responsible parties for implementation. Boundaries of each material topic are limited to Tropicalia HQ offices in Santo Domingo, Tropicalia's property, everything that happens within the property, Fundación Tropicalia offices in Miches and the community that is impacted by project activities: Miches Municipality, located within El Seibo Province. 1st tier suppliers (Hotel Operator and General Contractor and Subcontractors) are included in our project boundary and held accountable for complying with environmental and social commitments assumed by Tropicalia. Material topics are identified based on complying with multiple internationally recognized best practices and reporting guidelines in compliance with LEED, United Nations Global Compact, IFC Environmental and Social Performance Standards.
103-2	The management approach and its component	P	3.5.1. Environmental and Social Management System	ESMS documents include: plans, policies and procedures for material issues.	
103-3	Evaluation of the management approach	P	3.5.1. Environmental and Social Management System 7. Global Reporting Initiative	ESMS Biodiversity Management Plan / Biodiversity Monitoring and Evaluation Plan	-The management approach of each material topic is evaluated periodically against the indicators/objectives outlined in ESMS documents. -Working groups that tackle specific areas of our sustainability approach ensure that strategic decisions are operationalized on the ground. -Tropicalia executes a rigorous Environmental Management and Protection Program (PMAA) corresponding to its environmental permits and Environmental Compliance Reports (ICAs) are presented to the Ministry of Environment and Natural Resources.

DISCLOSURE	DESCRIPTION	LEVEL	LOCATION		NOTES
			2019 SUSTAINABILITY REPORT	OTHER	
<b>GRI 200: Economic topics</b>					
<b>GRI 201: Economic performance</b>					
201-1	Direct economic value generated and distributed	P	4, Fundación Tropicalia	2018 Sustainability Report, sections 4.1 and 4.2.	Tropicalia funds a proportion of Fundación Tropicalia's annual budget; FT also raises funds to support community development programs. FT financials are produced to material stakeholders upon request and internal approval.
201-2	Financial implications and other risks and opportunities due to climate change	p	3.4.2. Sustainable Design and the Importance of Thoughtful Architecture	2018 Sustainability Report, section 3.4.2 Four Seasons DIA Chapter 8.5: Adaptation plan for climate change Tropicalia EIA Annex 3.3: Climatic characterization ESMS documents: 010 and 011	
201-3	Defined benefit plan obligations and other retirement plans	√	3.5.3 Labor and Human Rights	Human resources payroll	We comply with Dominican labor law and mandatory retirement plan: Employer contributes 7.10% and employee contributes 2.87% of monthly earnings to retirement plan. 100% of employees participate in this plan.
<b>GRI 202: Market presence</b>					
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	√	3.5.3 Labor and Human Rights	EIA Chapter 7: Regulatory Framework provides an inventory of national and international standards and laws governing the development of Tropicalia. ESMS documents: 013	All full-time and part-time salaries are higher than the legal minimum wage. All positions are remunerated based on experience and position, and give equal consideration to both men and women, including managerial positions. For minimum wage positions, male and female positions are compensated the same
202-2	Proportion of senior management hired from the local community	√	-		- All positions are given equal consideration to all people, including managerial positions. - 4 senior management positions of 26 employees. - 2 out of 4 senior management positions are occupied by locals. - We prioritize hiring people that are from the local community. - Dominican citizens or permanent residents of the Dominican Republic are considered 'local.'
<b>GRI 203: Indirect economic impacts</b>					
203-1	Infrastructure investments and services supported	√	4, Fundación Tropicalia	2018 Sustainability Report, sections: 4.2, 4.3, 4.4, 4.5 Tropicalia EIA, Chapter 8 Annex IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia Fundación Tropicalia websites	
203-2	Significant indirect economic impacts	√	3.3 Location 4, Fundación Tropicalia	Tropicalia EIA, Chapter 8 Annex IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia Fundación Tropicalia websites	Most of Fundación Tropicalia's initiatives and projects generate indirect economic impacts on those who participate in its programs. Tropicalia creates direct and indirect economic benefits beyond a typical tourist development given the high poverty levels of the surrounding area. In 2017, IDB Invest qualified our project as among the highest of all corporate clients regarding its development impact in the local community.
<b>GRI 204: Procurement practices</b>					
204-1	Proportion of spending on local suppliers	√	4.4 Productivity	2018 Sustainability Report, section 4.6 IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia	Tropicalia and lenders have announced specific targets for inclusive supply chains, including but not limited to including up to 500 local MSMEs in the supply chain up through project maturation.  For the purposes of procurement, local is defined as an 80km radius from the project site.  Fundación Tropicalia: 100% of Fundación Tropicalia's activities are locally procured.
<b>GRI 205: Anti-corruption</b>					
205-3	Confirmed incidents of corruption and actions taken	√	-	-	No incident to date.
<b>GRI 300: Environmental topics</b>					
<b>GRI 303: Water</b>					
303-1	Interactions with water as a shared resource	P	-	Four Seasons DIA: Chapters 3, 4 and 8 discuss Tropicalia Four Seasons water source, consumption, discharge and catchments, as well as water management procedures for adequate use of water wells.  2018 Sustainability Report, GRI 303-1 2017 Sustainability Report, pgs 25-29 2016 Sustainability Report, pgs 32, 44-45	Tropicalia Four Seasons will source its water from 5 water wells located on Tropicalia property.  Catchment sites identified are primarily subterranean for the Four Seasons Tropicalia site.  Fundación Tropicalia (FT) implements climate smart agricultural programs in efforts to mitigate the agricultural run-off that enters the Miches watershed system. FT also conducted water quality studies in Laguna Redonda.
303-2	Management of water discharge-related impacts	P	-	Four Seasons DIA: Chapters 3, 4 and 8 discuss Tropicalia Four Seasons water discharge-related processes, impacts and management.  IFC Project Disclosure / Tropicalia IDB Project Disclosure / Tropicalia Project design documents ESMS Documents: 013, 026	Hotel Waste Water Treatment Plant in compliance with IFC Environmental and Social Performance Standards.
303-3	Water withdrawal	P	-	-	5 water wells located on Tropicalia property. Our onsite consumption is 383,250 gallons of groundwater, or 1.74 Megaliters. We do not pull water from any other sources.

DISCLOSURE	DESCRIPTION	LEVEL	LOCATION		NOTES
			2019 SUSTAINABILITY REPORT	OTHER	
<b>GRI 304: Biodiversity</b>					
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	√	3.3.1 A Natural Escape	2018 Sustainability Report, section 3.3.2 Tropicalia EIA, Chapter 3 Four Seasons DIA Critical Habitat Assessment Biodiversity Management Plan / Biodiversity Monitoring and Evaluation Plan	The project is not located within any protected area or area of high biodiversity value. However it is adjacent to a protected area, and areas of high biodiversity value are described in the project's EIA, DIA, BMP/BMEP and Critical Habitat Assessment. Project's BMP/BMEP complies with IFC PS6.
304-2	Significant impacts of activities, products and services on biodiversity	√	2. 2019 HIGHLIGHTS 3.4.3 Environmental Balance: Our Management Systems and Programs	Biodiversity Management Plan / Biodiversity Monitoring and Evaluation Plan Landscape Species List Technical report Botanical Garden	All required Environmental Compliance Reports (ICAs) have been presented to the Ministry of Environment and Natural Resources. Tropicalia identified and georeferenced endangered tree species (Palma Real, Palma Catey, Palma Cana, Drago) listed on IUCN and national conservation lists alongside the Botanical Garden, for replanting and transfer during site clearance. In 2019, 82 species were tagged and georeferenced for conservation.
304-3	Habitats protected or restored	√		2018 Sustainability Report, sections 1, 2, 3.4.1 Biodiversity Management Plan / Biodiversity Monitoring and Evaluation Plan Tropicalia EIA, Chapter 10, presents habitat management strategies	A result of Tropicalia's Critical Habitat Assessment revealed that Tropicalia is located in a highly modified habitat with remnants of natural habitat. These remnants have been georeferenced and identified and will be managed in accordance to the mitigation hierarchy.
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	√	-	EIA, Chapter 3 presents a list of nationally and internationally protected species found within the property boundaries of the project Biodiversity Management Plan / Biodiversity Monitoring and Evaluation Plan Critical Habitat Assessment	
<b>GRI 306: Effluents and waste</b>					
306-1	Waste generation and significant waste-related impacts	√	-	EIA Chapter 1 Tropicalia ICAs 1-13	Waste produced limited to office activities in Santo Domingo and Miches. Tropicalia on-site waste production is limited to staff consumption of food and beverage -12 people in total. No significant waste impacts reported.
306-2	Management of significant waste-related impacts	√	-	EIA Chapter 1 Tropicalia ICAs 1-13	Tropicalia site: waste is collected and transported to municipal waste-dump 2x per month. Fundacion Tropicalia: all community engagement activities and office procurement reduces single use plastics to the greatest extent possible.
306-3	Waste generated	P	-	EIA Chapter 1 Tropicalia ICAs 1-13 ESMS documents: 026	
306-4	Waste diverted from disposal	√	-	2019 Annual report GreenLove (for SD office) ESMS documents: 026	Tropicalia site: recycles 30m3 of plastic and composts 200m3 of organic waste annually. Santo Domingo offices: Waste is classified and recycled by third party, GreenLove. In 2019, we recycled 878 Kg of paper, plastic and cardboard. No hazardous waste produced at this time
306-5	Waste directed to disposal	√	-	Tropicalia ICAs 1-13 ESMS documents: 026	Tropicalia site: waste is collected and transported to municipal waste-dump 2x per month. SD offices: waste is collected by building and sent to municipal waste-dump weekly.
<b>GRI 307: Environmental compliance</b>					
307-1	Non-compliance with environmental regulations	√	2. 2019 Highlights 3.4.1 Sound Business: Making Adjustments 3.4.3. Environmental Balance: Our Management Systems and Programs 3.5.1 Environmental and Social Management System.	Tropicalia ICAs 1-13 Tropicalia EIA and FST DIA ESMS documents: 013	Tropicalia is in full compliance with its environmental requirements. Tropicalia EIA, Chapter 7 presents an inventory of national and international standards and laws governing the development of Tropicalia.
<b>GRI 308: Supplier environmental assessment</b>					
308-1	New suppliers that were screened using environmental criteria	P	-	ESMS documents BCRD ESHS documents	100% new suppliers were assessed for environmental and social compliance with Tropicalia requirements BCRD (General Contractor) required subcontractors to comply with Tropicalia environmental and social requirements. Specialized service providers (i.e. Hazardous waste management service provider) must be authorized to operate by the Ministry of Environment and Natural Resources to perform their service.
308-2	Negative environmental impacts in the supply chain and actions taken	P	-	ESMS documents	100% of suppliers were assessed for negative environmental impacts.
<b>GRI 400: Social</b>					
<b>GRI 401: Employment</b>					
401-1	New employee hires and employee turnover	√	3.5.3. Labor and Human Rights	-	-3 employees (1 female (rural, <30) and two male (rural, between 30 and 50)) hired in this year. - Total number and rate of employee turnover during the reporting period, by age group, gender and region: 7.7% turnover rate (rural male, between 30 and 50)
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	√	3.5.3. Labor and Human Rights	-	All employees, full-time and temporary, are eligible for the same benefits, including: life insurance, health care, disability and invalidity coverage, parental leave, etc.
401-3	Parental leave	√	-	-	No parental leave taken in 2018
<b>GRI 402: Labor/Management Relations</b>					
402-1	Minimum notice periods regarding operational changes	√	-	-	No operational changes took place in 2019 that required a minimum notice period



DISCLOSURE	DESCRIPTION	LEVEL	LOCATION		NOTES
			2019 SUSTAINABILITY REPORT	OTHER	
<b>GRI 403: Occupational Health and Safety</b>					
403-1	Occupational health and safety management system	√	1. A Word From Adriana 2. 2019 Highlights 3.4.1 Sound Business: Making Adjustments 3.5.1 Environmental and Social Management System 3.5.3 Labor and Human Rights	2018 Sustainability Report, sections: 2, 3.4.1, 3.5.1 General Contractor (BCRD) provided an ESHS system including occupational health for all non-employee workers for construction phase of project. ESMS documents: 007, 013, 027, 040	Tropicalia's ESMS accounts for Occupational Health & EHS procedures and monitoring indicators. ESMS is in compliance with IFC PS 1, local and international regulations and industry best practices. ESMS applies to Tropicalia and Fundacion Tropicalia employees, sites and offices, as well as subcontractor's workers
403-2	Hazard identification, risk assessment and incident investigation	√	3.5.1 Environmental and Social Management System	ESMS documents: 007, 013, 027, 028-33, 040	Tropicalia's ESMS accounts for EHS procedures and monitoring indicators; internal grievance mechanisms; environmental and social risk identification; EHS risk identification and mitigation hierarchy, etc. ESMS complies with IFC PS 1, local and international regulations and industry best practices.
403-3	Occupational health services	P	-	BCRD ESHS documents include occupational health, environmental and safety issues. ESMS Documents: 039	
<b>GRI 405: Diversity and Equal Opportunity</b>					
405-1	Diversity of governance bodies and employees.	√	3.5. Management and Governance Mechanisms for Sustainable Business	-	See GRI 102-22.
405-2	Ratio of basic salary and remuneration of women to men	√	-	-	All full-time and part-time salaries are higher than the legal minimum wage. All positions are remunerated based on experience and position, and give equal consideration to both men and women, including managerial positions. For minimum wage level positions, male and female positions are compensated the same.
<b>GRI 406: Non-discrimination</b>					
406-1	Incidents of discrimination and corrective actions taken	√	-	-	There have been no incidents of discrimination during the reporting period
<b>GRI 407: Freedom of Association and Collective Bargaining</b>					
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	√	-	-	None during this reporting period
<b>GRI 408: Child Labor</b>					
408-1	Operations and suppliers at significant risk for incidents of child labor	√	-	-	None during this reporting period
<b>GRI 409: Forced or compulsory labor</b>					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	√	-	-	None during this reporting period
<b>GRI 413: Local communities</b>					
413-1	Operations with local community engagement, impact assessments, and development programs	√	4. Fundación Tropicalia	EIA, Chapter 8, presents a social impact assessment ESMS documents: 017, 022-024	All current operations and processes are implemented with local community engagement. ESMS developed in 2019 includes stakeholder engagement and external grievance mechanism plans and procedures
413-2	Operations with significant actual and potential negative impacts on local communities	√	-	EIA, Chapter 8, presents a social impact assessment ESMS documents: 010, 011	Fundacion Tropicalia consistently engages community stakeholders in support of their insertion into the tourism supply chain. See GRI 102-43.
<b>GRI 414: Supplier social assessment</b>					
414-1	New suppliers that were screened using social criteria	P	3.5. Management and Governance Mechanisms for Sustainable Business	-	Sustainability clauses included in major contracts, particularly with General Contractor and any contractor hired for the construction phase.
414-2	Negative social impacts in the supply chain and actions taken	P	-	-	Suppliers required to comply with ES requirements of the project. Certain service providers to be certified by MIMARENA to provide services (i.e. manage hazardous waste)
<b>GRI 419: Socio-economic compliance</b>					
419-1	Non-compliance with laws and regulations in the social and economic area	√	3.5. Management and Governance Mechanisms for Sustainable Business	ESMS documents: 013	-The organization has not been identified as non-compliant with socio-economic laws and regulations. -EIA, Chapter 7 presents an inventory of national and international standards and laws governing the development of Tropicalia.

LEGEND	
√	We fully meet the disclosure and information for the corresponding disclosure is included either in the report, in another report/study (referenced here), or within the table in the "notes" column.
P	We partially meet the disclosure and have some of the information in the report, here in the table, or in other report/study.

ONLINE RESOURCES
<a href="#">Tropicalia Website</a>
<a href="#">Cisneros Real Estate Website</a>
<a href="#">IFC Project Disclosure</a>
<a href="#">IDB Project Disclosure</a>
<a href="#">UNGC</a>

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