



SUSTAINABILITY REPORT

2024



SOSTENIBILIDAD



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1. OVERVIEW

A. Introduction

Tourism, a global economic engine, holds the power to transform communities and preserve our planet. Sustainability in the tourism sector is not merely a response to current demands—it is a vital condition for thriving now and in the future.

At Costa Rica Sky Adventures, we believe that adventure and conservation can go hand in hand—enriching lives while protecting the natural treasures that inspire us.

This is where sustainability becomes tangible: through the responsible use of natural resources, the promotion

of community well-being, and the harmonious growth of our company.

In this Sustainability Report, we share the initiatives we undertook throughout 2024 to create a positive impact on both society and the environment.

We highlight how, through strong partnerships and ongoing education, we help preserve spaces where nature becomes the perfect setting for adventure.





MISSION

We provide a memorable and high-value nature and adventure experience, grounded in striking natural resources and innovative offerings, delivered by high-performing, passionate human talent.

VISION

We aim to become a renowned leader in nature and adventure tourism, thanks to our unique value propositions, rooted in the knowledge, enjoyment, and sustainable use of our valuable and vulnerable natural surroundings. We commit to superior quality, excellent service, and high safety standards, making a positive impact on everyone we engage with.



C. Pillars of an Extraordinary Experience



Sky Adventures is a family-owned Costa Rican company, a pioneer and market leader in ecotourism and adventure tourism with over 20 years of experience.



We prioritize safety in all our tours, infrastructure, materials, trained staff, equipment, and policies—earning us a reputation as one of the safest companies for adventure activities.



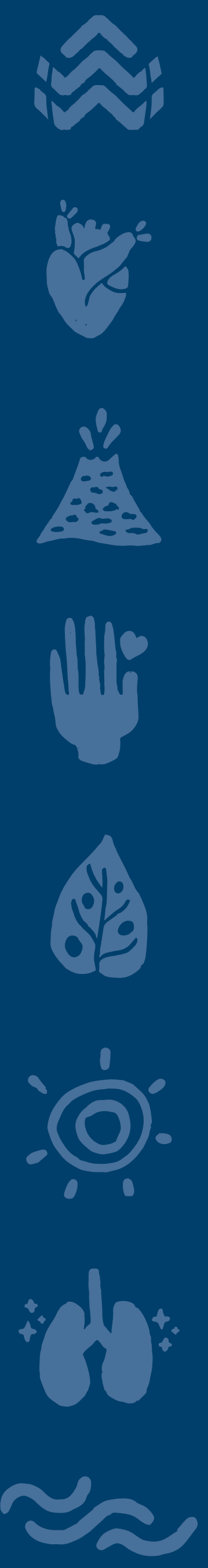
Our commitment goes beyond delivering unforgettable experiences.

We take seriously our responsibility to the environment and society.

We operate with minimal environmental impact while supporting the development of our local communities.



Our adventures are designed to be the highlight of anyone's stay in Costa Rica. We employ certified, top-level professionals to ensure truly extraordinary experiences.



2. SUSTAINABILITY IN ACTION

A. Governance

Sky Adventures is committed to offering sustainable tourism services, ensuring high standards of quality, safety, and environmental respect, with the goal of delivering memorable experiences to our visitors.

We continually strive to enhance positive impacts across environmental, sociocultural, and economic dimensions while reducing negative effects on clients, employees, suppliers, communities, and the destination.

Implemented actions include the management of environmental, health, and safety risks, as well as the application of best practices.

The company’s objectives, aligned with the United Nations Sustainable Development Goals (SDGs), focus on the following areas:

CORPORATE GOVERNANCE

- Ensure legal and regulatory compliance.
- Promote ethical decision-making.
- Foster transparency and accountability.
- Guarantee efficient resource management.
- Build trust and a positive reputation.

SOCIOECONOMIC MANAGEMENT

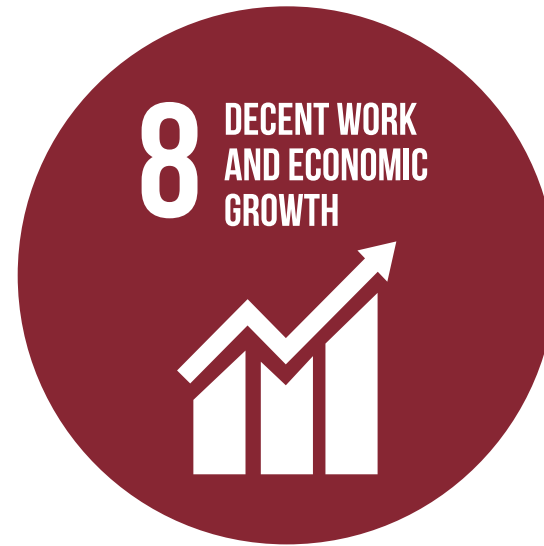
- Promote local job creation and economic development.
- Support community projects that foster inclusion and improve health, safety, and education conditions.
- Respect and protect cultural heritage and promote community engagement.

ENVIRONMENTAL MANAGEMENT

- Conserve natural resources and protect biodiversity.
- Optimize water and energy use.
- Minimize and properly manage waste, including wastewater.
- Develop and implement climate change mitigation and adaptation actions.
- Apply sustainable practices throughout the supply chain.
- Integrate environmental criteria into infrastructure planning and design.
- Promote environmental education and awareness.



Sustainable Development Goals (SDGs) linked to our strategy



B. Staff Growth

PROFESSIONAL DEVELOPMENT

We believe an exceptional team creates unforgettable experiences. That's why, in 2024, we invested in ongoing training for our staff—each new skill gained translates into warmer service, safer adventures, and lasting memories.

Topics included: customer service, effective sales, service for individuals with disabilities, basic and intermediate English, adventure tourism safety, emergency care, as well as modern bartending and mixology.

Our team of naturalist guides also embarked on a trip to Corcovado National Park to strengthen their skills through the exploration of one of the world's most biodiverse ecosystems.





GOOD HEALTH AND WELL-BEING

A healthy and happy team is the foundation of our success. That's why we promote activities that enhance the physical and mental well-being of our staff, while also reinforcing our core values and strengthening teamwork.

One example is Sky Week 2024, which featured traditional games, soccer tournaments, nutrition talks, Zumba and yoga classes, and a grand bingo event.

We also hosted our highly anticipated Sky Challenge and Sky Celebration.

Additionally, part of our team proudly represented the organization in the Relevos San Carlos relay race, organized by the San Carlos Sports Committee, where they earned second place.

C. Community Development

Together with the local community, we are building a more prosperous future by investing in projects that transform lives and strengthen the social fabric.

Our approach is focused on generating a positive and lasting impact through innovative initiatives that open doors to education, promote personal and professional growth, foster equity and social inclusion, and protect our natural heritage.

DUAL EDUCATION PROGRAM

We believe that education is the key that opens the doors to the future. At Sky Adventures in Costa Rica, we strive to positively impact the lives of children, adolescents, and young people in the region by supporting their development so they can reach their full potential.

In a strong step toward the future, we established a strategic alliance with the National Institute of Learning (INA) through the signing of an agreement for Dual Education in Adventure Tourism Guiding on Cables and Ropes, from which 5 people graduated in 2024.



SKY EDUCATION PROGRAM

With a firm commitment to strengthening education in our region, we launched the “Sky Education” program, which included the development of a comprehensive assessment tool for evaluating local educational institutions. As a result, we selected three schools to support with significant infrastructure improvements.



El Castillo RURAL HIGH SCHOOL

\$1,700 allocated for roof maintenance, window repairs, painting to complete the new classroom, and the purchase of the school's official sign.



Sonafluca SCHOOL

\$1,300 invested in a covered walkway to protect students from weather conditions.



Los Angeles SCHOOL

\$1,000 in labor costs to improve the school's roof.



EDUCATIONAL VISITS

Throughout the year, we enthusiastically welcomed visits from students in the English High Intermediate program at INA Desamparados, the Basic English program at INA San José de La Tigua, Ecological Tourism students from the CTP La Fortuna, children from Escuela El Castillo, and others. We believe these inspiring encounters help spark young people's interest in sustainable tourism and contribute to shaping future professionals committed to the development of our region.

During each visit, students participated in guided tours of our facilities, complementing their academic education with hands-on experiences.

COMMUNITY SERVICE

In 2024, we increased our community service hours, reaching a total of 107 hours of volunteer work.

We carried out various volunteer initiatives, ranging from cleanup days in nearby communities—which allowed us to collect 60 kg of waste from green areas and public spaces—to our participation in several social projects.

These included building a playground for the Escuela del Castillo, responding to climate emergencies, maintaining trees planted during reforestation campaigns, providing environmental education, and supporting community festivals.



An increase of over 100% in
volunteer hours compared to 2023





DONATIONS AND SPONSORSHIPS

Our contributions were aimed at improving the conditions of organizations such as the San Carlos Amputee Sports Association, the Los Ángeles de La Fortuna Social Welfare Soccer School, and the Costa Rican Red Cross.

We also supported the development of community infrastructure and festivals organized by development associations, including the Specific Development Association for Sports Infrastructure of Zeta Trece and the Integral Development Association of El Castillo.

In addition, we supported other institutions such as the Asociación Pro-Hospital de Niños, Parroquia San Juan Bosco, Hogar Emanuel, Grupo Emaús,

Iglesia Puerto Seco, ADIFORT, Hogar Berta Acuña, ADI El Bosque, and many schools in the region that organized fundraising activities. Some of these educational institutions include:

- Escuela Herman Koschny
- Escuela Procopio Gamboa
- Escuela El Negro
- Escuela Santa Lucía
- Escuela Sonafluca
- Escuela La Fortuna
- Liceo Rural San Juan
- Escuela El Tanque
- Centro de Educación Especial Amanda Álvarez de Ugalde
- Escuela El Molino
- Escuela La Guaria
- Escuela La Palmera
- Liceo Gastón Peralta
- Escuela San Rafael de Peñas Blancas

**\$9930
CASH**



Donations

**\$4360
IN-KIND**



Donations



COMMUNITY PARTNERSHIPS

Public-private partnerships are essential to achieving shared goals, and when it comes to creating benefits for the communities near our company, collaboration is no exception.

Costa Rica Sky Adventures is an active member of the La Fortuna de San Carlos Sustainability Alliance as well as the La Fortuna Community Emergency Committee. Thanks to these partnerships, we have driven transformative initiatives in environmental education, strengthened local entrepreneurship, and promoted our rich culture. Additionally, we have helped consolidate a comprehensive emergency response plan for our community.

Through this joint work, we have established a strategic collaboration with public institutions such as the Public Force, Tourist Police, Fire Department, Red Cross, Ministry of Health, Ministry of Culture and Youth, Ministry of Environment and Energy, and SINAC, among others.

This collaboration has been essential in strengthening the safety, well-being, and sustainable development of our community.





D. Cultural Promotion

Cultural promotion in tourism plays a crucial role in the development of local communities. Our strategy aims to foster the preservation of regional traditions, cultural heritage, and customs.

For this reason, we highlight one of the indigenous populations of the Northern Zone, the Maleku indigenous people, from the Guatuso canton. In collaboration with them, we commemorate two important dates: Costa Rican Indigenous Day and the International Day of the World's Indigenous Peoples.

On this occasion, we held a workshop at the La Guaria School in La Fortuna, in collaboration with the La Fortuna Sustainability Alliance and the Ministry of Culture and Youth.

The students learned about the importance of archaeological and heritage protection, as well as the most characteristic traditions and practices of the Maleku culture. Additionally, we hosted an indigenous entrepreneurship fair at our facilities where they could showcase their products to visitors from around the world.

SKY GIFT SHOP

In 2024, we took another step towards promoting local art and culture with the opening of our souvenir shop, “Sky Gift Shop.”

We partnered with artisans and entrepreneurs from the country, whose hands bring to life unique pieces inspired by the beauty of Costa Rica. We now source 70% of our supplies from local providers.

Every purchase is a journey through our traditions and a way to support numerous small and medium-sized businesses in Costa Rica.

50%
OF SUPPLIERS
FROM DIFFERENT REGIONS OF THE COUNTRY

20%
OF SUPPLIERS
FROM ZONA NORTE





E. Accessibility

One of our greatest efforts is to offer activities that are accessible to people with disabilities.

Currently, our aerial tram and zipline tour are suitable for people with reduced mobility, and each case is individually assessed to ensure the experience is safe and enjoyable.

In addition, we work closely with the National Council for Persons with Disabilities (CONAPDIS), the governing body on accessibility matters in Costa Rica.

As a result, our staff receives annual training in customer service to ensure excellent care for people with disabilities who visit our park.

C. Environmental Footprint

IMPACT MANAGEMENT

The environmental footprint is a key indicator for measuring and understanding the impact of our activities on the environment.

In this context, environmental footprint management becomes a fundamental tool for identifying, assessing, and reducing the negative effects that our organization may generate throughout its operations.

By measuring our emissions, resource consumption, and waste generation, we aim to optimize our processes, contribute to environmental conservation, and move towards business management that is aligned with the principles of sustainable development. Thanks to this, we achieved the following milestones compared to our environmental footprint in 2023:

San José

ADMINISTRATIVE OFFICES

15% reduction in water consumption

11% reduction in electricity consumption

12% reduction in CO²_{eq} emissions

La Fortuna

ADMINISTRATIVE OFFICES

The amount of recoverable recyclable material was doubled

OPERATIONS

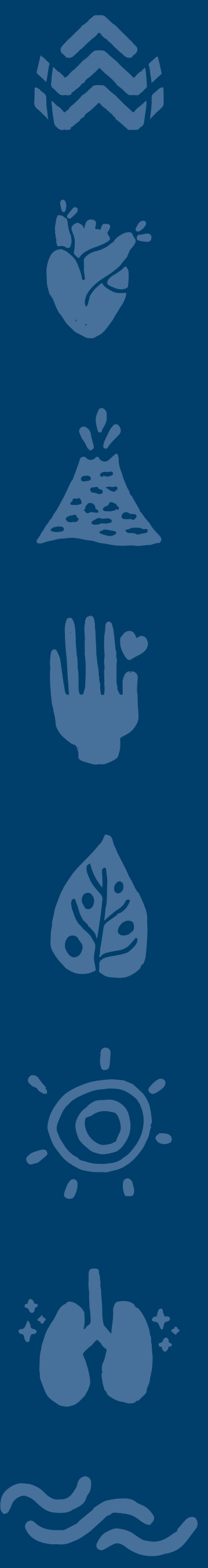
1% reduction in fuel consumption in the Transportation area

This represents a reduction of 1.6 tons of CO₂eq emissions

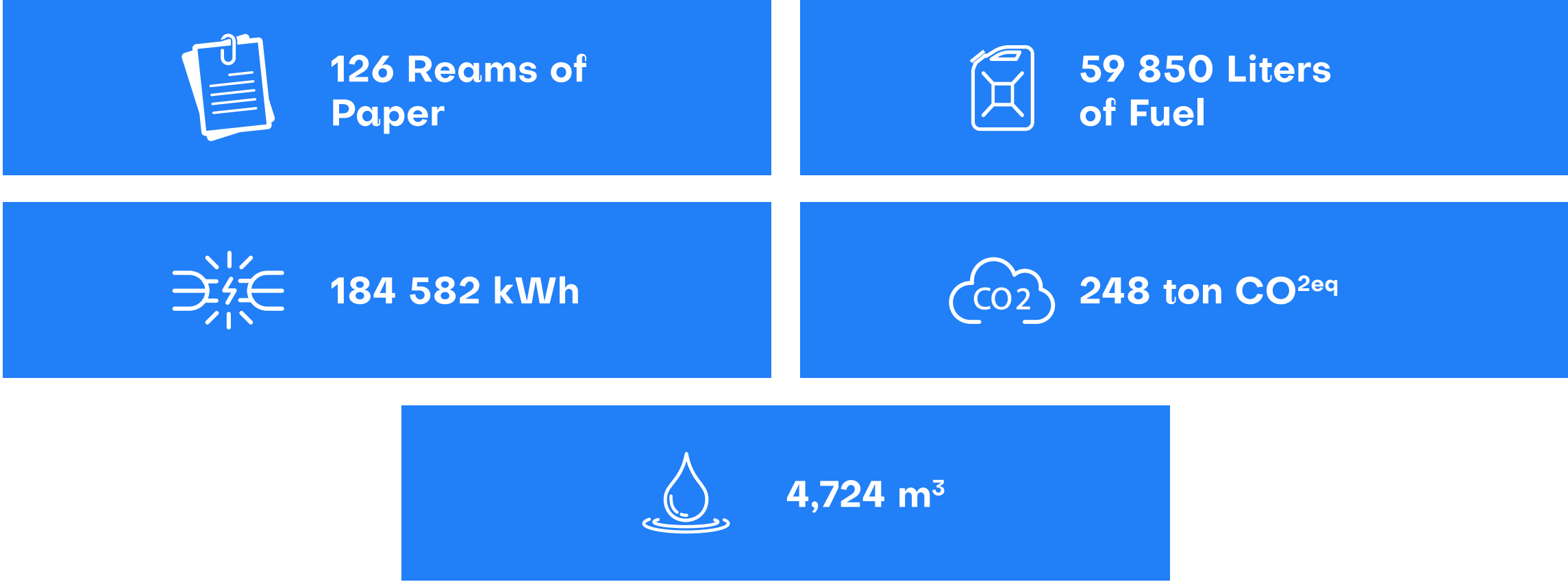
55% increase in recoverable recyclable material

990 liters of used oil transformed into biodiesel





ENVIRONMENTAL FOOTPRINT



TOTAL WASTE GENERATED





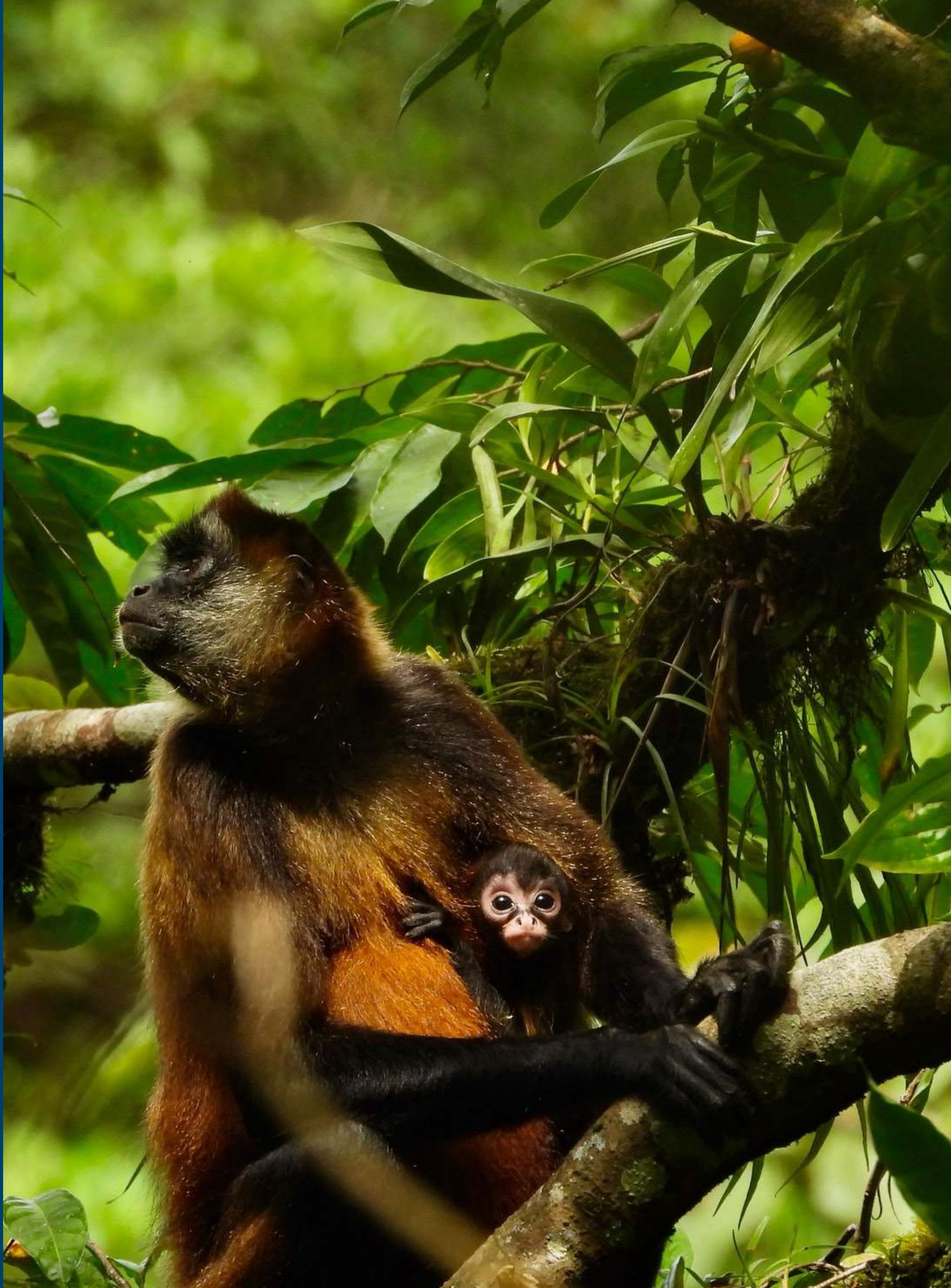
DESCARBONIZATION PROGRAM IN THE TOURISM SECTOR

Climate change represents a crucial challenge for the tourism sector, especially in destinations like ours, rich in biodiversity, where extreme weather events demand immediate action.

To increase our efforts in climate action, we are participating in the Decarbonization Program in the Tourism Sector developed by the German Cooperation Agency (GIZ).

Thanks to this initiative, we have participated in a training process, learned about best practices implemented internationally, and applied the “Business Climate Roadmap (HRCE)” tool, through which we identified opportunities for improvement to progressively decarbonize our operations and strengthen practices to adapt to climate changes.





BIOLOGICAL INVENTORY

Understanding the health of our ecosystem is crucial for our commitment to sustainable tourism. For this reason, monitoring programs are essential tools for gathering valuable information on species abundance, population dynamics, and habitat integrity.

In 2024, we took a significant step in our conservation efforts by initiating an extensive biological inventory along the tourist trails in our forest, in collaboration with the prestigious Tropical Science Center.

This strategic partnership will allow us to deepen our knowledge of the ecosystem, implement

conservation programs for key species, and educate our visitors about the importance of local biodiversity.

178 Tree Species

193 Bird Species

21 Reptile Species

20 Amphibians Species

33 Mammal species, including 9 species of bats

BIRD COUNT 2024

Bird counts are of great ecological importance, as they provide long-term information on the diversity and population ecology of birds, enabling the development of conservation strategies.

Additionally, the data collected through bird counts increase the available information for birdwatching enthusiasts who engage in scientific tourism and position Costa Rica Sky Adventures nationally and internationally as a highly preferred site for birdwatching.

For the 2024 count, 228 species and 428 individuals were recorded. The most abundant species were the following: *Streptoprocne zonaris*, *Ardea ibis*, and *Chlorothraupis carmioli*.

However, we have many more species registered on the eBird platform.

359
Species reported
on eBird





ENVIRONMENTAL EDUCATION

We reaffirm our commitment to environmental education through a wide range of initiatives. From practical workshops at Hogarcito San Juan Bosco and Escuela La Fortuna, focusing on energy efficiency and water resource management, to environmental education fairs in El Castillo and Escuela El Burrito, where we share knowledge on the importance of biodiversity and recycling.

In addition, we joined the celebration of World Recycling Day alongside CTP La Fortuna, the Municipalidad de San Carlos, and the ADIFORT Collection and Recycling Center, strengthening partnerships for a more sustainable future. Furthermore, we conducted talks on sustainable mobility at Liceo Rural El Castillo, promoting responsible practices among young people.



Our collaborators also received various informative sessions and talks covering crucial topics such as fossil fuels, air pollution, sustainable mobility, pollinators and climate change, environmental footprint, waste management, composting, eco-driving, potable water quality, bio-gardens, and renewable energy.

Through these actions, we aim to inspire individuals and communities to adopt sustainable lifestyles and become agents of change for the protection of our planet.



F. Certifications



Tourism Declaration



Certification for Sustainable Tourism



Essential Costa Rica



Central American Integrated System for Quality and Sustainability



At Costa Rica Sky Adventures, we believe that every action counts. The achievements presented in this report are the result of a collective effort, where every collaborator, partner, and visitor has played a fundamental role.

We are proud to see the positive impact we have generated in our environment and the surrounding communities. We will continue working closely with our stakeholders, seeking new ways to innovate and build a future where sustainability is the cornerstone of every adventure. Together, we can achieve lasting change for Costa Rica and the world.





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