

VOLUNTARY DECLARATION  
2030 AGENDA FOR SUSTAINABLE DEVELOPMENT



FOR THE PEOPLE



FOR THE WORLD



FOR THE OCEANS

**MORPHO**®

TRAVEL EXPERIENCE



JUNE 5, 2023



**SUSTAINABLE  
DEVELOPMENT  
GOALS**

Dear Stakeholders:

In 2015, humanity took a brave step towards tackling pressing world issues through the creation of the United Nations 2030 Agenda for Sustainable Development.

This framework includes 17 Sustainable Development Goals (SDGs) that collectively aim to fight inequality, eradicate poverty, ensure human rights, and tackle climate change. All 193 Member States aligned themselves to the cause in order to fulfill this great ambition and ensure a better future for everyone.

This agreement implies a great undertaking that will require collaborative efforts from different societal figures, among them private sector will undoubtedly play a considerable role in consolidating the success of the SDGs.

Regardless of size or industry, businesses can contribute in their own way towards achieving said goals. Developing responsible strategies and business models help the companies establish concrete actions that go alongside with the sustainable development principles: social inclusion, environmental sustainability, and economic prosperity.

Morpho Travel Experience, based primarily in Latin America, operates in 11 different countries with a team comprised of more than 2800 ambassadors\*. With 22 years of experience in the retail travel industry, we operate more than 260 commercial spaces, located in airports, hotels, street locations and attractions with a strong emphasis on "Sense of Place".

We specialize in creating unique experiences for our visitors through a wide variety of areas, ranging from gastronomy to gift shops and convenience articles. Founded in Costa Rica, Morpho Travel Experience shares many of the values that have turned the country into one of the most sustainable places on Earth. In the past 75 years, Costa Rica has been able to abolish the military, strengthen human rights, increase economic prosperity whilst expanding forest coverage and providing renewable, clean energy into the national system.

The sustainability strategy at Morpho Travel Experience is based around three pillars: For the People, For The World, and For The Oceans. This strategy is embedded in all areas of the organization and serves as a guide for how we operate, which in turn fuels our sustainability-directed innovative capacity.

This is an open letter of commitment from Morpho Travel Experience to the world, declaring our intention to strive for a better tomorrow through the implementation of business practices that align with all 17 SDGs. We are ready and willing to continue working on revolutionizing both, shopping and dining experiences, at all airports, hotels and attractions in the region, with a deep commitment to sustainability.

The table below illustrates how the SDGs relate to each of our three pillars, highlights our commitments, and depicts the actions that the company has taken to align with the SDGs over the last years.

Adriana Echandi Bachtold  
Morpho Travel Experience CEO  
March, 2023

\*Ambassadors: as we refer to our employees.



# FOR THE PEOPLE

EVERY POSITIVE CHANGE HAS A POWERFUL IMPACT IN OUR COMMUNITIES







## FOR THE PEOPLE

### SDGS

### OUR 2030 COMMITMENT

### OUR 2017-2022 INITIATIVES



Eradicate extreme poverty for all our ambassadors, ensure their health, well-being and reduce inequalities.

We partnered with a local NGO called "Horizonte Positivo" to apply the Global Multidimensional Poverty Index, created by Oxford University. This allowed us to identify ambassadors in Costa Rica living in poverty and helped us better understand the needs of them, in order to implement strategies aimed at improving their living standards.

We also created a Support Committee composed of top executives that focuses on helping ambassadors with situations related to extreme poverty and health.

Currently, 75% of our purchases are made from more than 1400 local vendors and suppliers that provide products such as handicrafts, textiles and convenience articles.



Prioritize alliances with small and medium sized food producers that allow us to offer great culinary experiences.

Working this way will empower local producers, add value to our supply chain and strive for total completion of our meals.

In the food category, our retail operations offer locally sourced products.

Avokato, our new Food and Beverages concept, seeks to create a healthy and unique gastronomic experience by utilizing a wide variety of ingredients that are locally sourced by small and medium organic food farmers, in this case mainly women from the Central Valley of Costa Rica.



## FOR THE PEOPLE

### SDGS

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Actively promote the well-being of our ambassadors through integral wellness programs.

We look out for our clients by including high quality and healthy. We care for our communities and public health by ensuring proper protocols to manage our environmental local impact.

Our health and well-being program, for the company ambassadors, includes: access to general medicine services, promotion of physical activity, mental health support, incident prevention, ergonomics and safety at all job posts, physical therapy, smoke free headquarters, volunteering, and constant follow-up on any ambassador with health issues.

We guarantee control and reduction of our environmental impact through an annually audited plan that involves all our operations.



Encourage the access to quality education for our ambassadors, their families and our strategic allies.

As a part of our support initiatives, we have complemented the education of over 5200 children in Costa Rica by providing them with bilingual textbooks.

Seven years ago, we founded our Corporate University that seeks to promote education and professional development among our ambassadors.



## FOR THE PEOPLE

### SDGS

### OUR 2030 COMMITMENT

### OUR 2017-2022 INITIATIVES

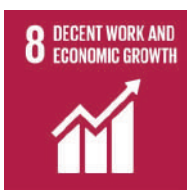


Be a proactive company that advocates for gender equality in all positions and rejects any type of discrimination.

We have achieved gender equality in the organization, which includes equal representation in leadership positions as well as pay.

Our code of conduct includes a policy of zero discrimination of any kind.

Our Inclusion Program has led us to develop recruitment strategies that are inclusive of all individuals, regardless of their age, disability, sexual orientation, and expression.



Promote company growth while generating a positive local impact, transparency and better jobs for true talented and passionate ambassadors.

Our company is constantly growing and currently employs more than 2800 people across 11 countries.

We are compliant with all human rights laws and policies in the countries we operate, while promoting a positive and enjoyable culture that keeps ambassadors motivated and encourages their constant growth.



## FOR THE PEOPLE

### SDGS

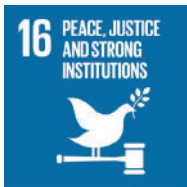
### OUR 2030 COMMITMENT

### OUR 2017-2022 INITIATIVES



Be inclusive and grant access to decent work and opportunities that will elevate our ambassadors' professional career.

We promote a culture of professional growth within the company and have multiple examples of female and male ambassadors that managed to obtain leadership positions and become top executives.



Continue working with transparency under clear norms and codes of ethics. Cultivate the company culture and approach institutions that are involved in the progress of the countries where we operate.

Over the past five years, we have partnered with more than 50 organizations scattered across 11 countries, working hand in hand with those focused on aviation, tourism, work and the environment.





# FOR THE WORLD

TAKING A STEP CLOSER TO NATURE IS CARING ABOUT THE ENVIRONMENT





## FOR THE WORLD

### SDGS

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Ensure all our ambassadors have access to filtered clean water. Offer our clients certified clean water and guarantee our wastewater is managed through a treatment system.

We provide our ambassadors with filtered water stations to promote their well-being and to ensure safe hydration across all operations.

Given our business model, we ensure that the bottled water we offer our clients comes from safe and reputable sources.

Our wastewater is properly processed through specialized water treatment systems with the support of our partners, that guarantee can be reused or safely disposed of into waterways.



Incorporate energy efficiency practices and renewable energy sources in our operations.

All commercial space development projects integrate the most efficient solutions for lighting, electric installation, refrigeration and monitoring equipment, air conditioner, sound and screens.

Our headquarters in Costa Rica, Centro Corporativo Corteza, have a solar farm, comprised of 474 solar panels that cover 80% of energy consumption.



 **FOR THE WORLD**

SDGS

OUR 2030  
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OUR 2017-2022  
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Design resilient, green and safe infrastructure, for improved and sustainable experiences.

Our headquarters in Costa Rica have a LEED PLATINUM certification.

We seek to incorporate the most effective sustainable practices in each development project, starting from the initial architectural design stage and continuing through the project execution.



Advocate for sustainability development from each of our locations. We will also share our best sustainability practices to communities.

Our Corporate Recycling Program allows us to recycle an estimated 300 tons of recoverable materials per year, thereby diverting them from landfills.

We have promoted volunteer work aimed at improving public spaces.



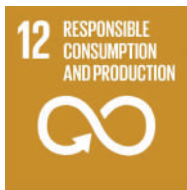


## FOR THE WORLD

### SDGS

### OUR 2030 COMMITMENT

### OUR 2017–2022 INITIATIVES



Promote responsible consumption by ensuring that our suppliers comply with legal working requirements, ensure human rights and apply best environmental practices.

We created a platform to support artisans in countries like Mexico, Costa Rica, Peru, Colombia, and Chile named CLA: Comunidad Latinoamericana de Artesanos by its initials in Spanish.

We implement a rigorous quality control mechanism for our gastronomic experiences that enables us to minimize inventory losses and waste as much as possible.

Our code of ethics ensures that our ambassadors labor rights are upheld and complied with.

Our environmental management program ensures our compliance with legal requirements.



Control and mitigate our carbon footprint with a positive balance of water, energy and waste.

Water: We only acquire highly efficient equipment for water consumption.

Energy: Our headquarters use solar energy through 474 solar panels. A new solar farm, composed of 684 panels, is set to start operations in March 2023 in our main Distribution Center in Costa Rica.

Waste: Our Corporate Recycling Program has managed to avoid over 1000 tons of recoverable waste from ending up in landfills.



## FOR THE WORLD

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Consistently aid in the protection of life on land through alliances that work to conserve and restore land ecosystems.

Our buying policy takes into consideration environmental impact criteria, to find and select small and medium suppliers that are interested in preserving land ecosystems, such as: upcycled-eyewear, souvenirs certified with well-managed forests sources or textiles sourced from responsible animal welfare operations, like the Vicuña Conservation and Management



Look to create strong alliances with our stakeholders for a better world, and join forces with like-minded people.

These are some of the organizations we have partnered with:

-Public Institutions, Local Governments, and business partners.

-Airports Council International, Latin America - Caribbean

-Nonprofit organizations as:

1.Banco de Tapitas, México

2.Fundación Libro para Todos, Costa Rica

3.Asociación Pro-Hospital Nacional de Niños, Costa Rica

4.Asociación Horizonte Positivo, Costa Rica

5.Asociación ProParques, Costa Rica

6.Fundación Remar, Perú





# FOR THE OCEANS

DIVING DEEPER IN CLEAN OCEANS CONNECTS US WITH THE LARGEST SOURCE OF LIFE





 **FOR THE OCEANS**

SDGS

OUR 2030  
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Keep the oceans clean by significantly reducing single-use plastics and proactively working to intercept waste before it ends up in the environment.

The elimination of single-use plastic bags in 2018, has led to a reduction of 5,500,000 plastic bags leaving our commercial spaces.

Our volunteer beach pick-up events have managed to intercept more than 3 tons of trash.

Our gastronomic experiences only have certified compostable to-go tableware.

We know that each SDG is critical to the success of the 2030 Agenda.

Planet Earth is an open system where every action has an impact on its surroundings.

Given Morpho Travel Experience's business model, its operation involves some SDGs more than others, therefore, we have singled out the 9 SDGs where we will focus our efforts.

These are:





# MORPHO®

SUSTAINABILITY

