

Sustainability policy of Wild Coast Costa Rica



Purpose

The company is committed to responsible and sustainable tourism development. The purpose of this policy is to minimize negative environmental, social and cultural impacts while maximizing positive benefits for local communities by integrating sustainability principles into daily operations, supplier selection and customer information.

Scope

This policy applies to all operations of Wild Coast Costa Rica, including trip design, supplier selection, customer communication and collaboration with local service providers.

Sustainability management & legal compliance

Wild Coast Costa Rica is fully committed to integrating sustainability into all aspects of its operations. The company is committed to conducting its business in an ethical, transparent and responsible manner and applies a strict Code of Conduct based on a zero-tolerance approach towards corruption, bribery, forced labour, child exploitation and any form of discrimination.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Internal management: social policy & human rights

Wild Coast Costa Rica S.A. recognises that responsible management of people and respect for human rights are fundamental to the long-term sustainability of the company.

As a small, owner-operated company, internal management responsibilities are carried out directly by the company's management.

The company is committed to:

- ♦ Full compliance with local labour legislation and international human rights standards, including those related to non-discrimination, freedom of association and the protection of children's rights.
- ♦ Upholding a zero-tolerance policy towards corruption, bribery, forced labour, human trafficking and any form of discrimination.
- ♦ Supporting professional development and continuous learning, particularly in areas related to sustainability, responsible tourism and ethical business practices.
- ♦ Ensuring that sustainability principles are integrated into daily operations and decision-making, with responsibility for implementation and monitoring resting with company management.
- ♦ Expecting the same standards of respect for human rights and ethical conduct from partners and suppliers with whom the company collaborates.

Internal management: environment

Wild Coast Costa Rica S.A. is committed to managing its environmental impact as an integral part of its daily operations and long-term business strategy.

Given the small scale of the company and its office-based activities, the direct environmental footprint is limited; however, the company actively seeks to minimise negative impacts and continuously improve its environmental performance.

The company applies environmentally responsible principles in its internal operations and is committed to:

- Reducing resource consumption by monitoring and limiting the use of energy, water and office supplies.
- Avoiding paper use by prioritising digital communication, contracts and documentation.
- Implementing energy-saving practices, such as switching off lights and electronic equipment outside office hours and using energy-efficient devices whenever possible.
- Reducing waste generation through a “reduce, reuse, recycle” approach and ensuring proper separation and disposal of waste in accordance with local regulations.

Success is defined by continuous reduction of the company’s environmental footprint, compliance with regulations, and the consistent integration of environmentally responsible practices into everyday operations.

General suppliers policy

Wild Coast Costa Rica S.A. is committed to sourcing tourism products and services responsibly, with the objective of minimising negative environmental, social and cultural impacts and maximising positive contributions to local communities and conservation.

Given the nature and scale of the company, Wild Coast Costa Rica works primarily with local suppliers, including accommodations, activity providers, transport companies and guides operating within Costa Rica. Suppliers play a key role in the quality of the travel experience and in the sustainability performance of the company.

Wild Coast Costa Rica prefers to collaborate with partners who share a commitment to sustainability, responsible tourism and ethical business practices. When selecting suppliers, preference is given to those that:

- ♦ Are locally owned or locally managed, contributing directly to the local economy.
- ♦ Employ local staff under fair and legal working conditions.
- ♦ Demonstrate respect for the natural environment, biodiversity and protected areas.
- ♦ Operate in compliance with local, national and international laws and regulations.
- Show awareness of sustainability issues, even if a formal sustainability policy or certification is not in place.

Wild Coast Costa Rica expects all suppliers to act in accordance with basic principles of responsible business conduct, including:

- ♦ Compliance with all applicable laws and regulations.

- ♦ Respect for human rights, including labour rights, children's rights and women's rights.
- ♦ Zero tolerance for corruption, bribery, discrimination, forced labour and human trafficking.
- ♦ Active prevention of sexual exploitation of children in tourism.
- ♦ Responsible use of natural resources and protection of the environment.
- Respect for local communities, cultures and traditions.

In line with a zero-tolerance approach, Wild Coast Costa Rica reserves the right to discontinue cooperation with any supplier that is found to be involved in serious violations of human rights, environmental regulations or ethical standards.

Wild Coast Costa Rica is committed to raising awareness among its suppliers about responsible tourism practices and to supporting continuous improvement in sustainability wherever possible.

Inbound partner agencies

Wild Coast Costa Rica operates as an inbound tour operator (DMC) and therefore does not work with inbound partner agencies for the organization of travel services within the destination.

Wild Coast Costa Rica receives and manages clients directly and is responsible for the design, coordination, and delivery of travel itineraries in Costa Rica. As such, the company collaborates directly with local service providers such as accommodations, excursion providers, guides, and transport companies, rather than through intermediary inbound agencies.

Transport

Wild Coast Costa Rica works exclusively with licensed local transport providers that operate in compliance with national legislation regarding safety, insurance, and tourist transport. All transport partners are expected to respect environmental and social standards in line with the company's general suppliers policy.

As part of its travel products, Wild Coast Costa Rica offers the following transport options:

- ♦ Self-drive car rentals
- ♦ Shared shuttle transfers
- Private transfers with local drivers

When selecting transport options for clients, the company considers route efficiency, safety, comfort, price, and environmental impact, while also taking into account the practical limitations of the destination.

Due to Costa Rica's geography, long travel distances, limited coverage, and frequent delays, public transportation is not considered a reliable or suitable option for tourism itineraries and is therefore not promoted as part of the company's products.

To reduce the environmental impact of transportation, Wild Coast Costa Rica applies the following principles:

- ♦ Preference for ground transportation over domestic flights whenever feasible
- ♦ Avoidance of in-destination flights where practical alternatives exist
- ♦ Use of appropriately sized vehicles according to group size to avoid unnecessary fuel consumption
- ♦ Preference for modern, well-maintained vehicles that meet national emission and safety standards
- Promotion of shared shuttle services where logistically possible, as a lower-impact alternative to private transfers

As the company does not operate its own vehicle fleet, it relies on transport partners for vehicle maintenance and emissions management. Transport sustainability is monitored through long-term partnerships, operational reviews, and client feedback.

Accommodations

Wild Coast Costa Rica favours the selection of accommodations that respect and protect land use, are well integrated into their natural surroundings, and respectfully highlight elements of local architecture, customs, and traditions.

Whenever possible, preference is given to accommodations that:

- ♦ Are locally owned or managed
- ♦ Employ staff from the local community
- ♦ Implement measures to reduce water and energy consumption
- ♦ Apply waste reduction and recycling practices
- Limit the use of single-use plastics

Sustainability performance is assessed through direct knowledge, long-term partnerships, supplier communication, and guest feedback.

Wild Coast Costa Rica continuously seeks to strengthen collaboration with accommodation partners in order to encourage gradual improvements in sustainability practices, while balancing environmental responsibility, cultural authenticity, guest comfort, and economic feasibility.

Activities & Excursions

All activities and excursions offered by or on behalf of Wild Coast Costa Rica are designed and operated in a way that respects local customs, traditions, cultural integrity, and natural resources, while ensuring a safe and meaningful experience for guests.

Wild Coast Costa Rica is committed to not offering any activities or excursions that cause harm to people, wildlife, the environment, or natural resources, including water, land, and energy.

Preference is given to activities and excursions that:

- ♦ Benefit local communities through local employment and fair compensation
- ♦ Respect animal welfare, avoiding any form of exploitation or captivity-based wildlife interactions
- ♦ Support environmental conservation and education
- Promote small-group experiences to minimize environmental and social impact

Tour Leaders, Local Representatives, and Guides

Wild Coast Costa Rica is committed to working with qualified local guides and drivers recognizing their essential role in delivering authentic, safe, and responsible travel experiences.

Wild Coast Costa Rica does not operate with dedicated tour leaders accompanying guests throughout the trip. Guided services are provided exclusively during specific excursions or activities, through qualified local guides contracted by trusted suppliers.

Wild Coast Costa Rica acknowledges that local guides and drivers act as key intermediaries between guests and the social, cultural, and natural environment of the destination. For this reason, all guides working with or on behalf of the company are expected to promote responsible behavior and to share accurate information about local culture, biodiversity, and conservation challenges.

Destinations

Wild Coast Costa Rica operates exclusively in Costa Rica, a destination chosen for its extraordinary natural heritage, rich biodiversity, and strong commitment to environmental conservation and sustainable development. Our connection to the destination is long-term and deeply rooted in respect for its ecosystems, communities, and cultural identity.

Wild Coast Costa Rica prefers to operate in destinations and communities that demonstrate a commitment to sustainability as an integral part of their social, environmental, and economic development.

Whenever possible, we aim to design itineraries that include secondary or lesser-known destinations in order to reduce pressure on heavily visited areas, mitigate overtourism, and encourage a more equitable distribution of tourism benefits.

Wild Coast Costa Rica does not support destinations or communities where tourism activities are associated with human rights violations, environmental degradation, or exploitation of local populations.

Customer Communication and Protection

Privacy and Data Protection

Protecting our customers and their personal data is a top priority for Wild Coast Costa Rica. Customer data is only collected when necessary for the provision of our services and is never shared with third parties unless required for the delivery of the travel experience or by law.

Marketing and Communication

Wild Coast Costa Rica is committed to honest, transparent, and responsible communication at all times. We use our communication channels not only to inform and inspire our customers, but also to promote responsible travel behaviour and raise awareness about environmental protection, local cultures, and community well-being within Costa Rica.

If you have any questions about our sustainability policy and practices, please contact our Sustainability Coordinator:

Andrea Temelini per Email at: a.temelini@wildcoastcr.com

Definitions

“Sustainable Tourism” is defined as tourism that takes full account of its current and future economic, social, and environmental impacts, addressing the needs of visitors, the industry, the environment, and host communities.

Effective date

This policy is effective from February 1st, 2026.

Revision history

This policy will be revised by February 1st, 2028.