

A photograph of a young green seedling with several leaves growing out of a mound of dark brown soil. The background is a soft, out-of-focus green, suggesting a natural environment. The seedling is the central focus of the image, symbolizing growth and sustainability.

Sustainability Management

Costa Rica | 2019-2020

Moving towards a triple utility approach.

Introduction

2nd

Latin American country with better electricity coverage (99,43%)

80.6%

Public schools with computer science education

2nd

Place in political stability in Latin America

92.4%

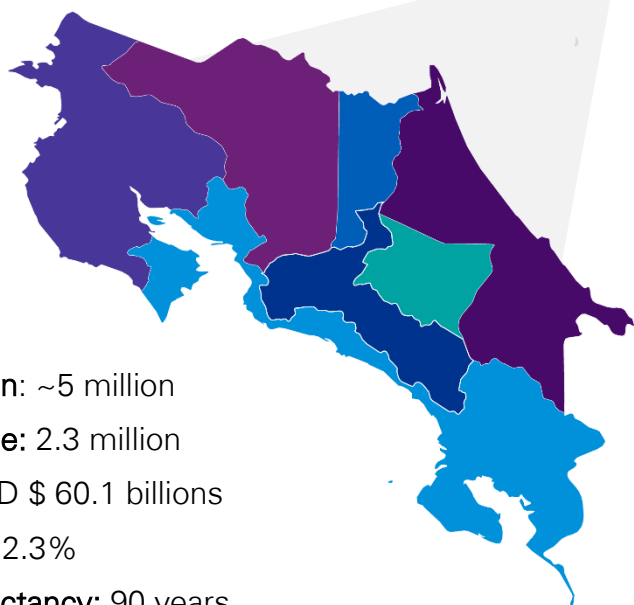
Access to drinking-water

98%

Of used energy comes from renewable sources

97.4%

Literacy rate



300 high-tech companies located in Costa Rica

Foreign direct investment growth: 8.4% annually since 2003

Main export industry: **Medical Devices**

Economic sectors with the highest growth (regarding number of companies and employees): Manufacturing, food, shared services, life sciences


Population: ~5 million

Workforce: 2.3 million

GDP: USD \$ 60.1 billions

Inflation: 2.3%

Life expectancy: 90 years



In order to present updated data that reflects the current situation in Costa Rica, this report systematizes the main results of the study named:

Sustainability management in the business sector in Costa Rica, 2019-2020

This study was carried out as a joint effort of KPMG Costa Rica, Alianza Empresarial para del Desarrollo (AED), and the United Nations in Costa Rica.

Its purpose is to address sustainability as an approach for strategic planning, where both the fundamental pillars (mission, vision and values) and the operational planning seek to generate symbiotic relationships that last over time, not only with strategic allies, but also with the economy, the environment, and society as a whole. Thus, from the creation of a sustainability management strategy, organizations acquire the means to take responsibility for the impact of their operations.

Since this hasn't been enough in recent years, sustainability has intertwined with national initiatives, such as the National Pact for the contribution to Sustainable Development Goals. In the international context, results such as 60% of organizations reporting on corporate responsibility¹ are indicators which demonstrate how companies evolve in the inclusion of sustainability within their business models and strategies, in a transversal and operational way.

In addition, the global study¹ indicates how organizations are strengthened by reporting financial and non-financial matters in an integrated way, evidencing an interdisciplinary effort and commitment from management and boards of directors.

This report comes as the first effort towards establishing a baseline for subsequent work, and aims to be carried out in a periodical fashion.

This past year, 84 organizations belonging to more than 12 economic sectors took part in the study.

¹ KPMG Corporate Social Responsibility Survey 2017



"From the perspective of consulting, today we're witnessing that sustainable practices are increasingly a component that guides strategic planning in the business sector, and that achieving organizational objectives requires joint efforts.

For this reason, sustainability must be first approached from a strategic perspective and then communicated to the entire organization in order to generate collective value. The social, environmental, economic and governance-related issues relevant to each organization are the foundations for the generation of lasting symbiotic relationships.

This, with the ambitious vision of sustainable development towards the achievement of the 2030 Agenda, intends to be a starting point to demonstrate the commitment that organizations in the business sector in Costa Rica have with sustainability, and therefore towards reaching the Sustainable Development Goals (SDGs). "

Luis Rivera, Partner
KPMG Costa Rica



"The traditional way of doing business is no longer an option. The world faces huge challenges that require the commitment of all actors in society, in order to promote more inclusive growth and sustainable development. For us in AED, it is essential to consider how other companies are incorporating economic, social and environmental sustainability as part of their business strategies, and how the different sectors of the economy are preparing to respond to current and future challenges.

This joint effort with KPMG and the United Nations in Costa Rica seeks to show the current state of business sustainability in the country, and we hope it will allow us, year after year, to show advances in the business sector's commitment towards sustainable development. "

Olga Sauma, Executive Director
Alianza Empresarial para el Desarrollo



"In 2015, the 2030 Agenda for Sustainable Development was adopted as a programmatic roadmap to end poverty, protect our planet from degradation and the effects of climate change, and guarantee human rights for all people. With the ambition that comes from positioning common goals around these major issues, innovative and intersectoral alliances play a fundamental role for the advancement of Sustainable Development Goals, which will not be possible to achieve without the participation and commitment of all sectors and people.

In this regard, we have the opportunity to take advantage and channel the strengths, resources and innovation of the business sector, joining forces in order to enable a better response to major global issues.

We know the world we want. Ten years away from 2030, we must call for shared responsibility and guarantee collective action that allows us to accelerate the efforts towards sustainable development without leaving anyone behind. "

Alice H. Shackelford, Resident Coordinator
United Nations, Costa Rica

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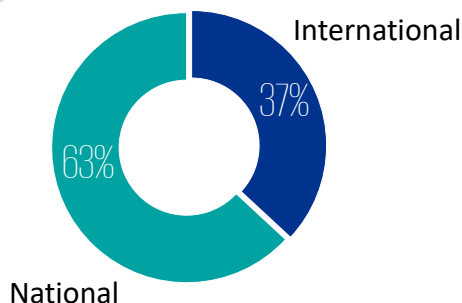
09 Conclusions and recommendations



Executive Summary

Executive Summary

Main characteristics of the business sector's organizations



61%

of organizations with more than 100 collaborators.

Main results

6 out of 10

organizations are including sustainability management as part of the responsibilities for management and middle management positions.



#1 Benefit of SR Management:

Improved reputation and increased credibility



Most relevant topic for the next 5 years:

OBJETIVOS DE DESARROLLO SOSTENIBLE

89%
identify the impact of their operations

2 out of 3
interviewees indicate they conduct public-private partnerships



of organizations have a strategic plan.

Between 5 and 6 of every 10

organizations take into consideration the impacts of their actions on society and the environment, through their organizational strategy

63%

of respondents indicate that sustainability management is part of their **formal assignments and responsibilities**



Banking and finance
21%



Services
14%



Shared services
11%



Manufacture
11%



Agriculture and
agro-industry 7%



Commerce
7%



Construction
7%



Food and
beverages 11%



Tourism
6%



Education
7%

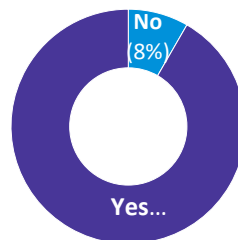


5 out of 10 organizations already have
greenhouse gas (GHG) inventories, and 25% plan to
have one in the medium term.

18%

of companies
approach SR in an
interdepartmental
way.

9 out of 10 organizations
identify their stakeholders



The publication of business impact
has grown at a compound annual
rate of 14% from 2001 to 2019.

1 out of 4

are unaware of the SDGs
and the 2030 Agenda

42%

Acknowledge evaluating
impact from a triple utility
approach, incorporating
environmental, social and
economic issues



25%

do not conduct evaluations regarding
the impact of a sustainability
strategy/program, through the use of
indicators and goals



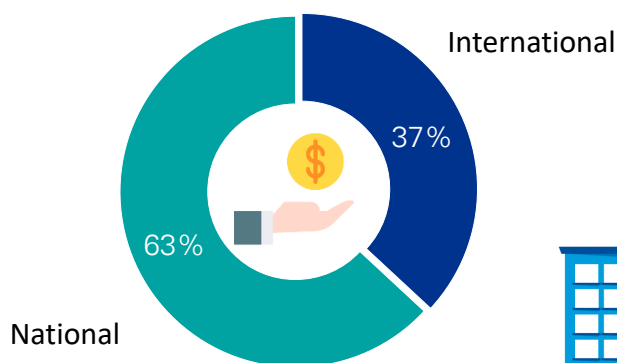
About the Study

About the Study

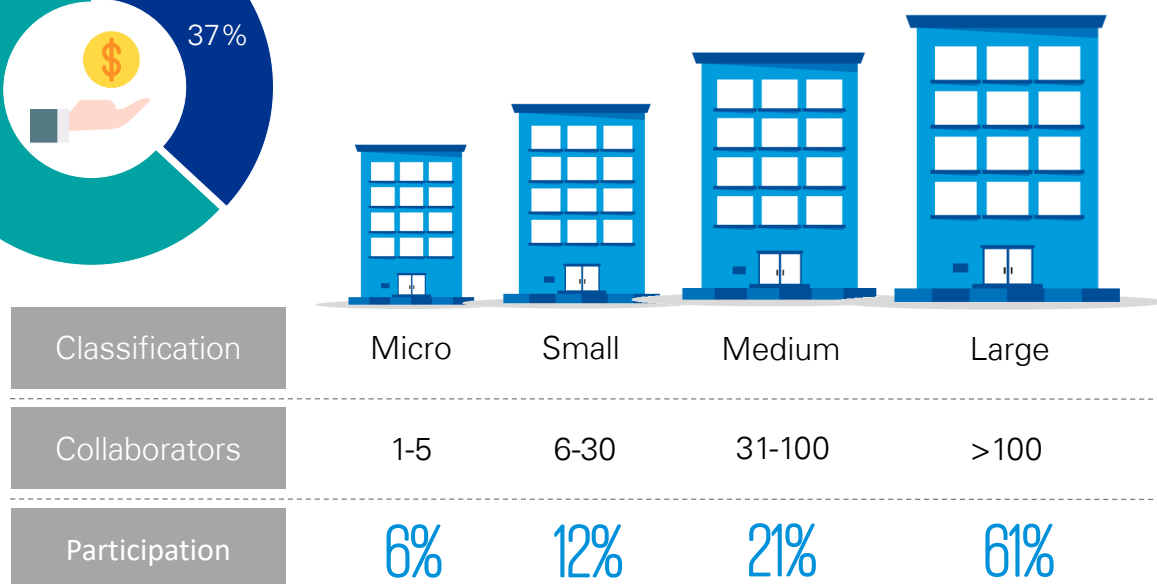
During August and September of 2019, **84 organizations** took part in the pulse of "Sustainability Management", with representation from various national and international companies, of which more than half reside in our country since the 1990s.

Objective This study was carried out in order to recognize how sustainability management is applied in the business sector's operations in Costa Rica.

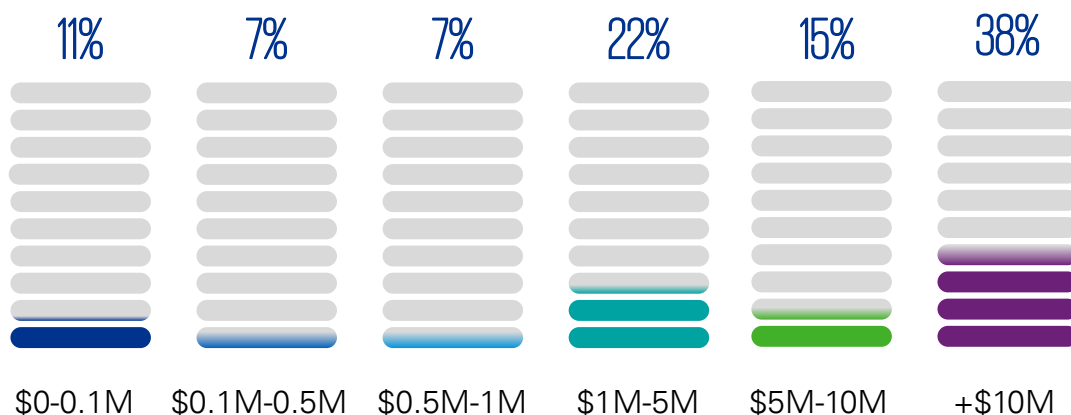
Main characteristics of participant organizations



Organization size according to the number of collaborators



Size according to annual income (in millions of US dollars)



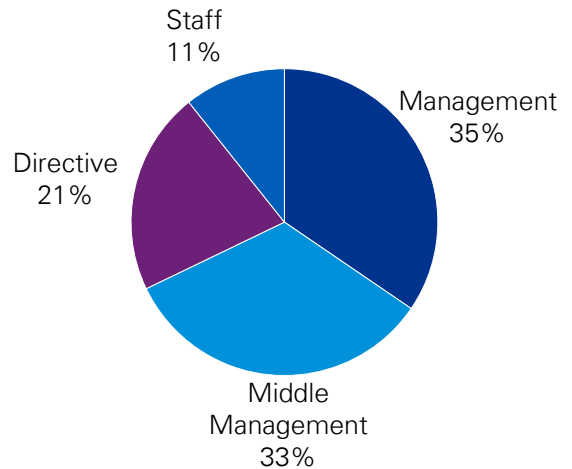
Note: The distribution by industry can be found in **Annex 1**.

Profile of the interviewees

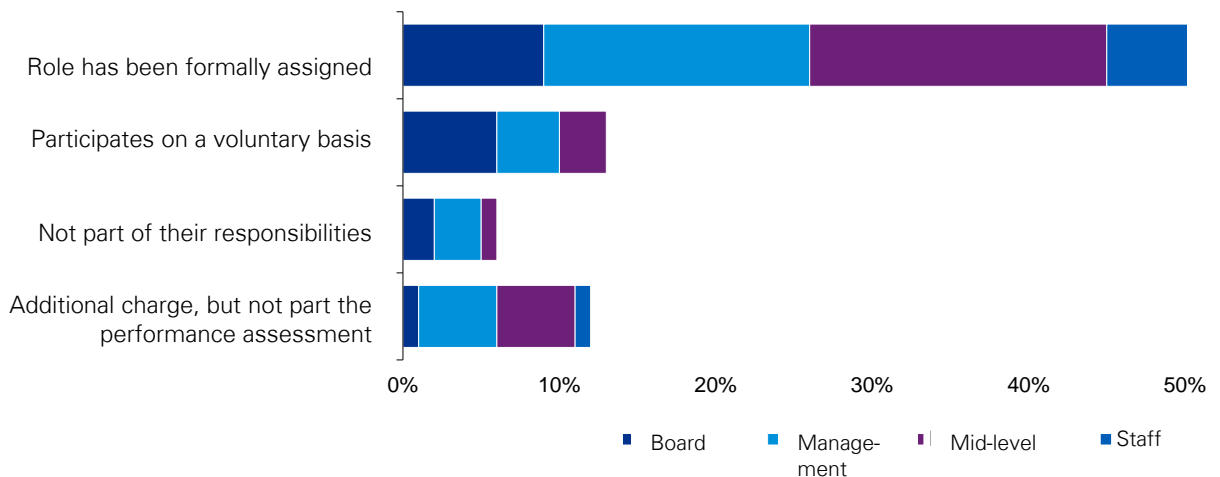
In Costa Rica, the business sector is committed to maintaining sustainability in all levels of the organization. This study reveals that more than 50% of the responses were answered by collaborators in management or management-related positions.

6 out of 10 organizations are including sustainability management as part of the responsibilities for management and middle management positions.

Percentage distribution of positions of the participants



Reasons why sustainability management is part of their responsibilities



63%

of respondents indicate that sustainability management is part of a formal assignment to their responsibilities

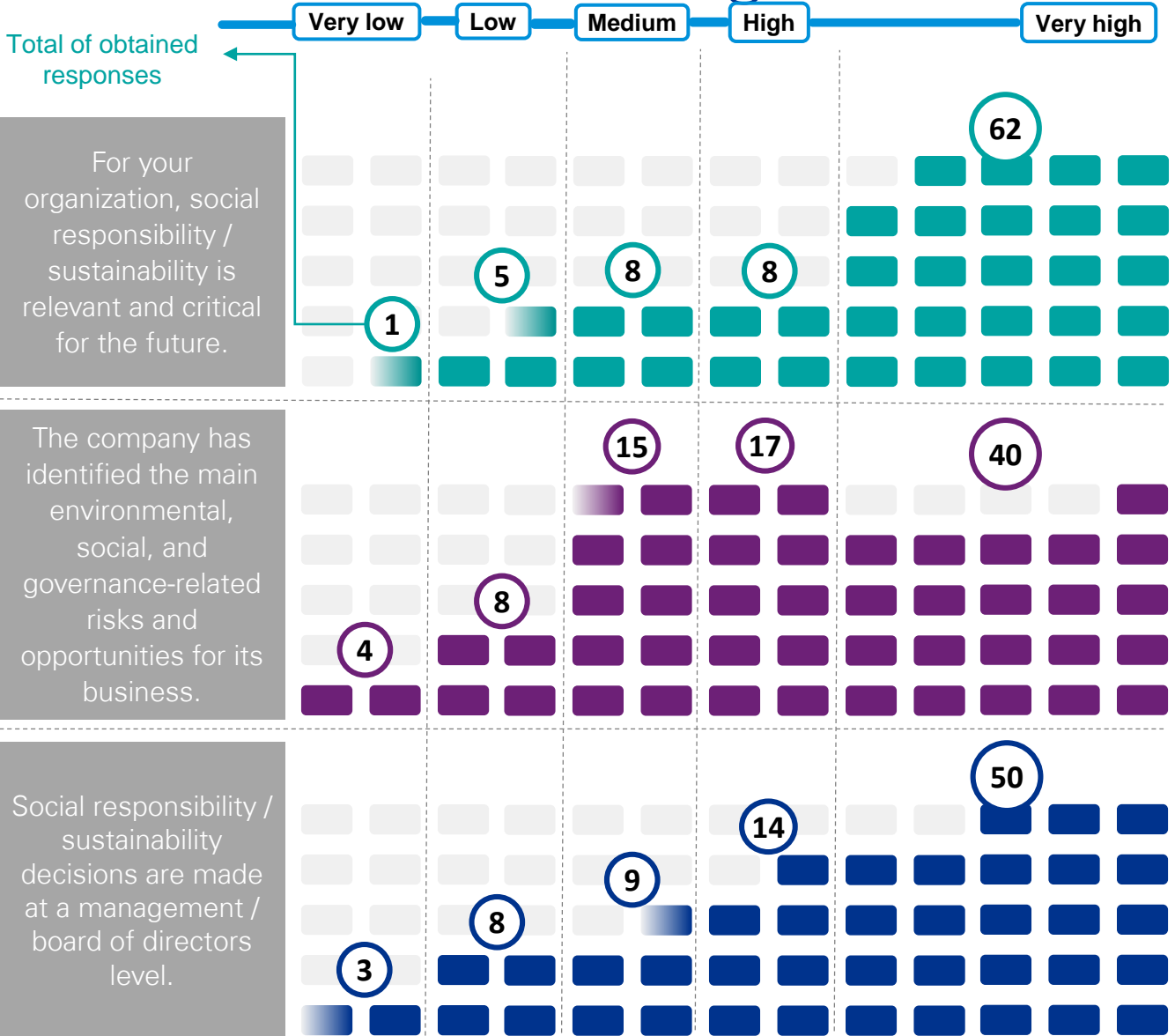
Main Results





Relevance for the Organization

Relevance for the Organization



- 74% of organizations agree that SR is relevant and critical for the future of their organizations.
- 48% has fully identified the environmental, social and governance-related risks and opportunities related to their business.
- 11% have made no efforts whatsoever in order to identify the impact of their operation.

Between 5 y 6 of every 10 organizations take into consideration the impacts of their actions on society and the environment, through their organizational strategy

89% identify the impact of their operations

Relevance for the Organization

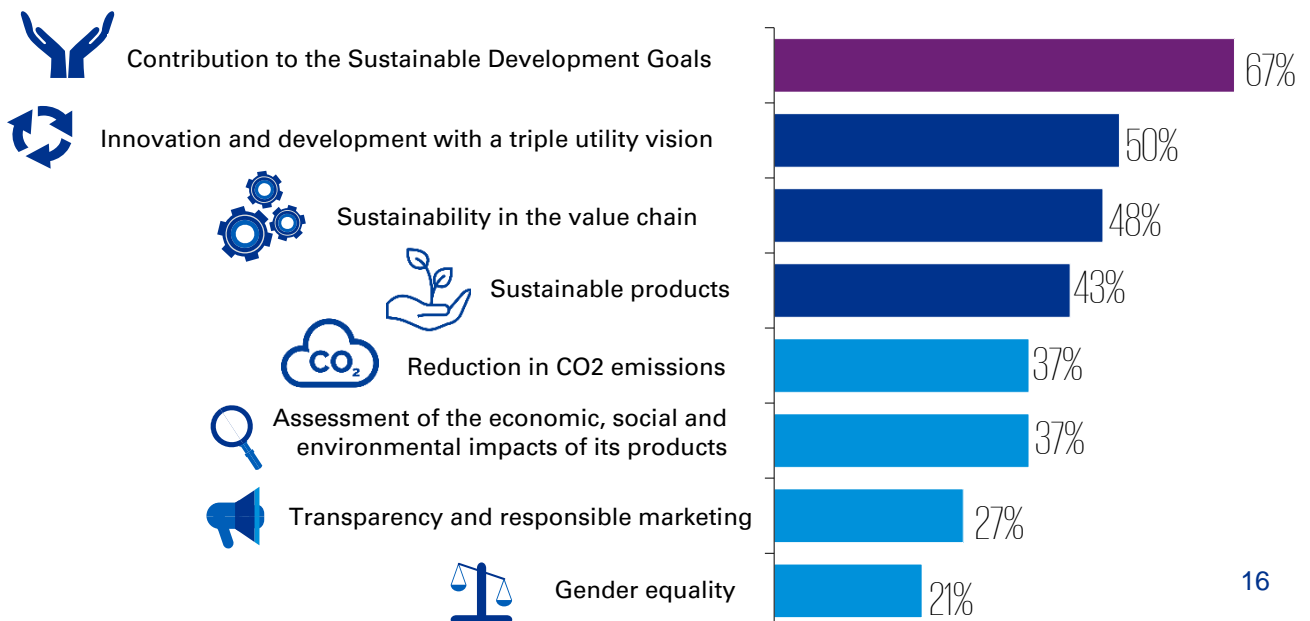
Top 5 perceived benefits of managing Social Responsibility



Other benefits pointed out by organizations:

- Investor attraction
- Productivity
- Greater ability to attract talent
- More loyal customers
- Reduction in costs
- Consumer recognition of the work made by the company
- Better response to the stakeholders' demands

Relevant topics for the next 5 years:



Respondents do not perceive the attraction of investment as one of the greatest benefits of managing SR

Despite the fact that respondents do not consider benefits such as the attraction of investment as one of the effects of managing social responsibility in their organizations, in recent years the concept of **impact investing** has gained momentum internationally, and it is only a matter of time for this financing model to present itself ubiquitously within many Costa Rican companies.

¿What is impact investing? (11)

Impact investing is a financing model that intentionally seeks to generate specific and measurable social and environmental benefits, in addition to financial gains.

To do this, investors have become interested in mechanisms for evaluating the impact and results of financial, social and environmental returns.

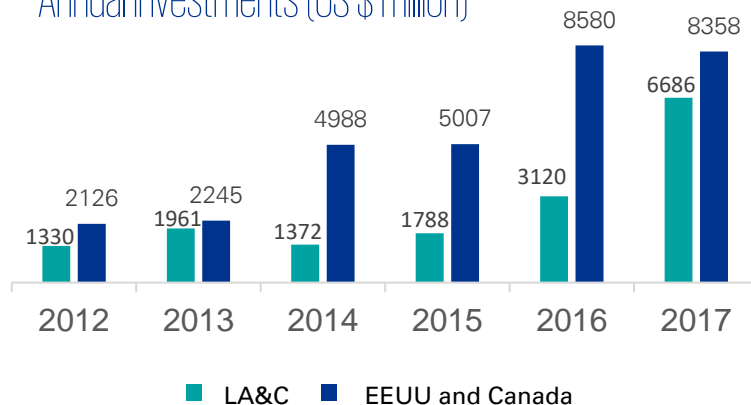
In 2017, Latin America and the Caribbean received investments of more than 6,5 billion dollars, receiving a compound annual increase of 38% since 2012.

Some of the most common examples are green bonds and development / social impact bonds.

What are funders looking for?

- Positive environmental and social impact
- Measurement of their impact before and after projects and investments
- Risk mitigation and risk transferring for investments
- Greater resource leveraging (public and private)

Annual investments (US \$ million)



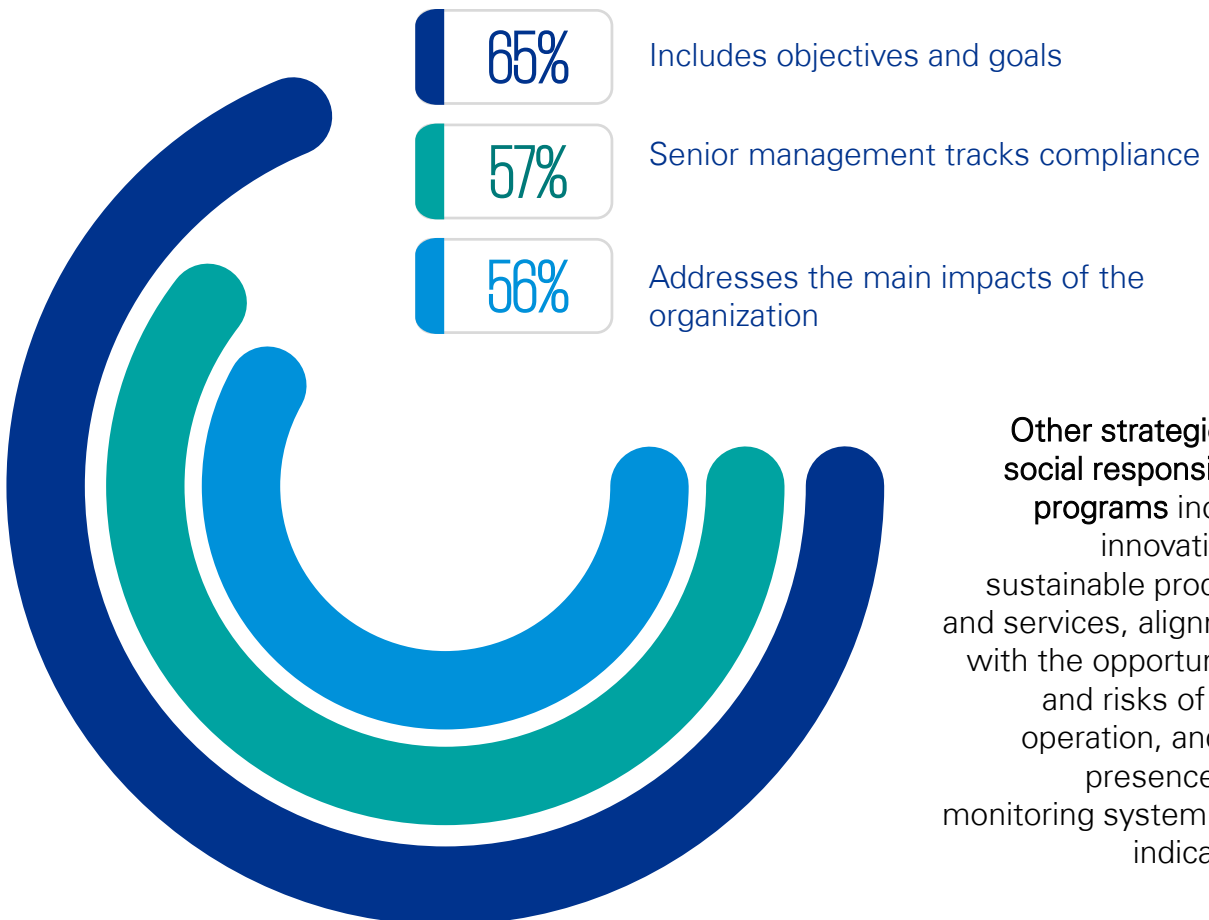
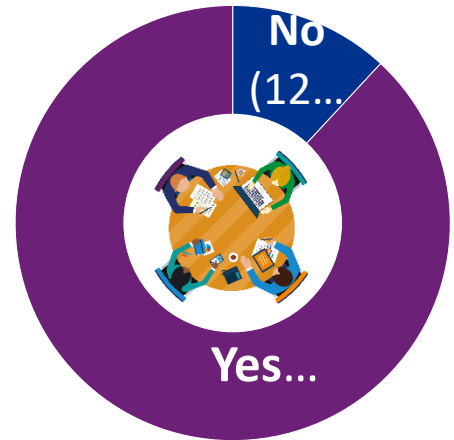


Social Responsibility (RS) / Sustainability

Strategic and socially responsible planning

More than three quarters of the organizations surveyed have a strategic plan, of which one third incorporates the objectives of social responsibility or sustainability within their organizational strategy.

Nearly 80% of organizations have been considering social responsibility or sustainability programs since 1953 (increasingly towards 2019), where 2018 stands out as the year with the largest number of programs or strategies implemented in favor of triple well-being.

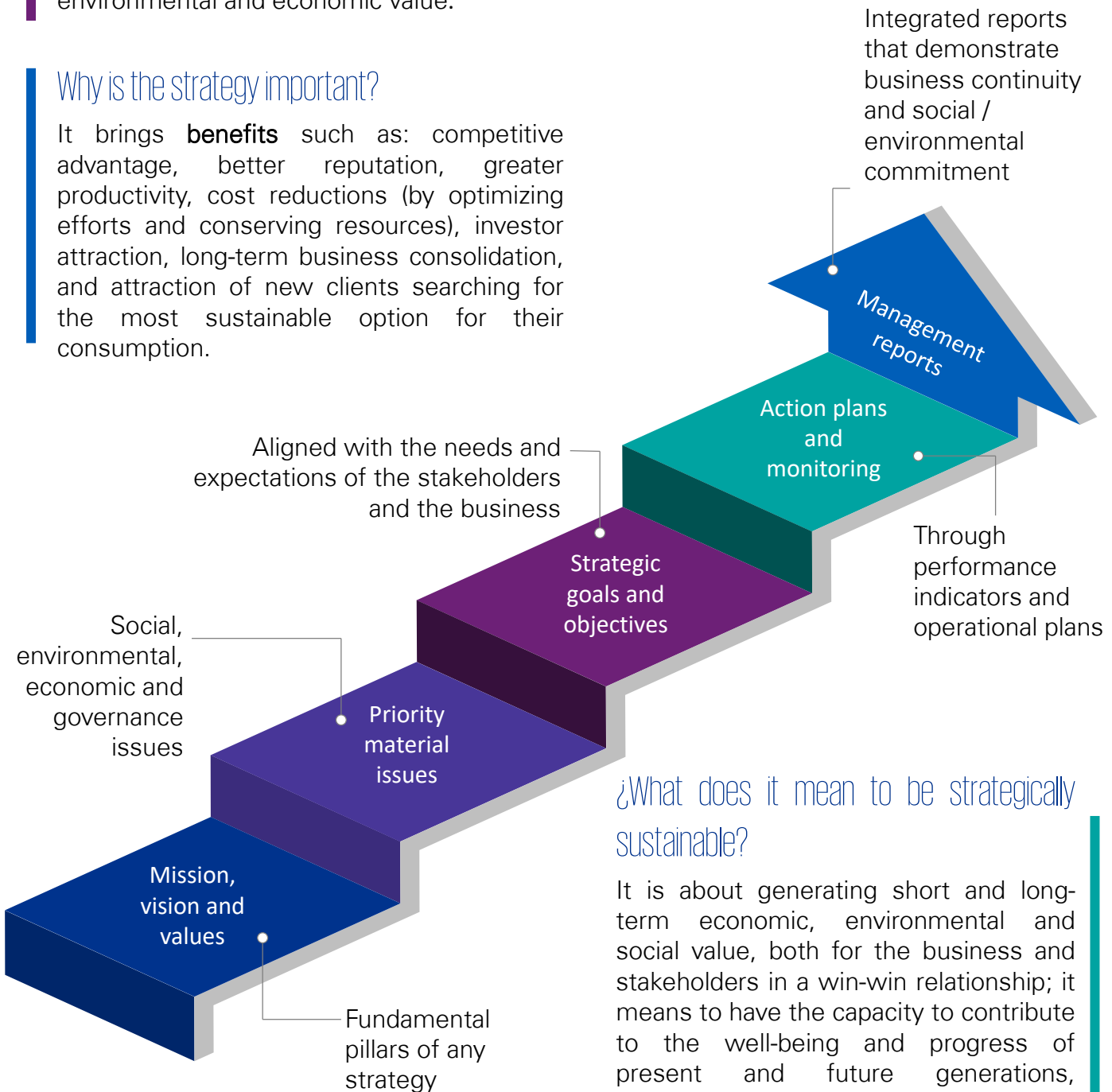


Towards sustainable planning

A sustainability strategy implies planning and carrying out a series of priority actions for the organization, which in turn are linked to the objective of providing social, environmental and economic value.

Why is the strategy important?

It brings **benefits** such as: competitive advantage, better reputation, greater productivity, cost reductions (by optimizing efforts and conserving resources), investor attraction, long-term business consolidation, and attraction of new clients searching for the most sustainable option for their consumption.



What does it mean to be strategically sustainable?

It is about generating short and long-term economic, environmental and social value, both for the business and stakeholders in a win-win relationship; it means to have the capacity to contribute to the well-being and progress of present and future generations, including their interest groups.

2018, a year of big steps for Costa Rica



Some of the most relevant sustainability events for Costa Rica during 2018:

Creation of the National Policy for Sustainable Production and Consumption 2018-2030 N° 41032-PLAN-MINAE-RE

Host of the 16th edition of the Industrial Symbiosis Research Symposium

First year of application of the National Social Responsibility Policy 2017-2030

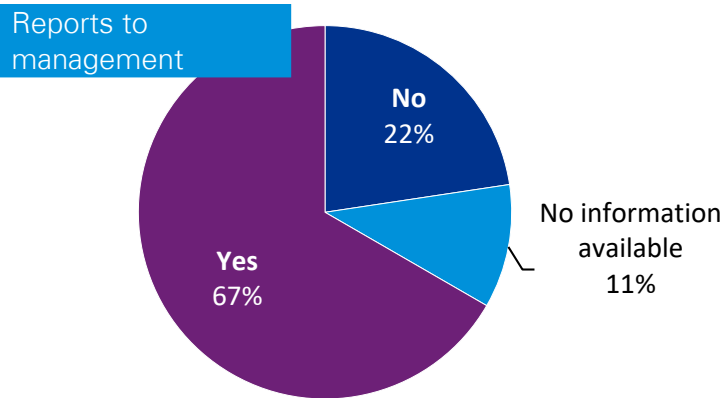
Costa Rica is preparing to host the preconference on Climate Change, also called preCOP25

Presentation of the "Coalition for All" at the UN, an initiative that links environmental diplomacy, climate change, social inclusion and gender equality from a comprehensive and strategic approach

The Global Environment Facility allocated \$12 million to Costa Rica for the creation and implementation of sustainable policies until 2022

Host of the 1st Latin American Congress on Sustainability, Ecology and Evolution

Who is responsible for managing sustainability strategies? Do they measure the results?



The management and accountability of social responsibility / sustainability in organizations is strongly divided between the areas and managers involved with social responsibility, corporate relations, human resources, marketing, sustainability, quality, innovation and customer service, where it is worth highlighting that 1 in 10 organizations still do not have a person responsible or assigned to these issues (in 2019), and only 6 out of 10 report directly to management.

social responsibility

corporate relationships human

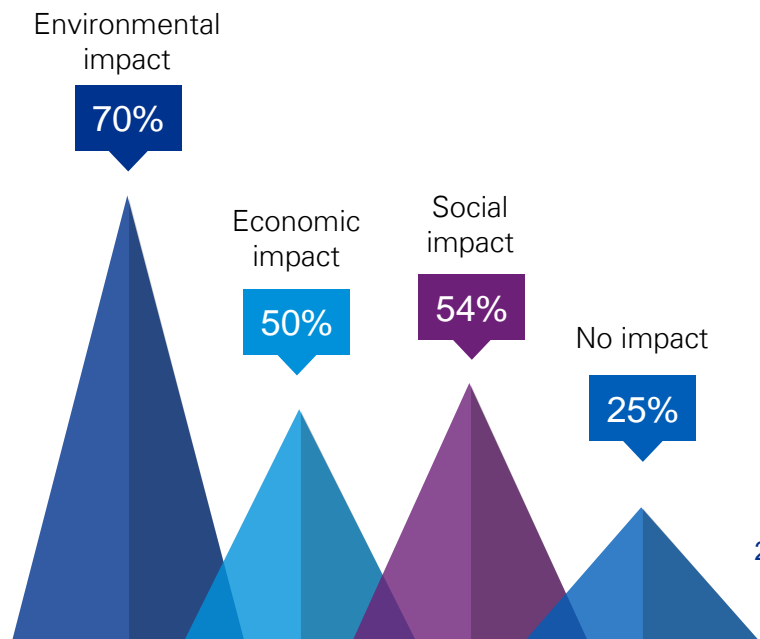
resources marketing sustainability quality

innovation customer service

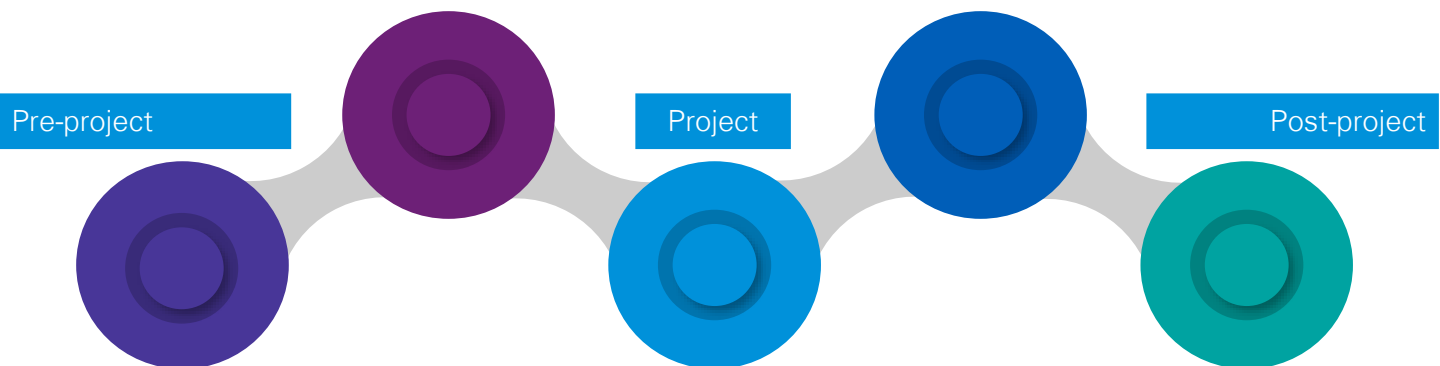
Furthermore, around 18% of companies address these issues interdepartmentally.

42% of the organizations surveyed acknowledge evaluating impact from the triple utility approach, incorporating environmental, social and economic issues.

25% of the organizations do not conduct evaluations of the impact of sustainability strategies or programs using indicators and goals.



What are the benefits of conducting pre- and post-project impact analysis?



When an impact analysis is carried out prior to conducting the project, additional benefits or opportunities can be obtained, such as:

- Analyzing the profitability of the project
- Limiting resources for other projects
- Controlling risks
- Identifying opportunity costs
- Identify the optimal time required for the project
- Making cash flow projections to make sure the project fits within the budget
- Complying with the quality required with the available resources

Post-project impact analysis allows:

- Acting to prevent harm to your stakeholders by:
 - Decreasing carbon footprint
 - Paying appropriate salaries
 - Mitigating reputational or operational risks
- Benefitting stakeholders by:
 - Proactively improving your collaborators
 - Selling products that support good health or educational results
- Working towards superior long-term financial performance
- Contributing with solutions to social or environmental problems



Work opportunities on sustainability: Recognitions and strategic alliances



The sustainability programs being worked by Costa Rican companies have left national recognitions and initiatives such as:

01	Ecologic Blue Flag Program	07	B Corporations	13	INTE-ISO 14001 & 50001 certification
02	C-Neutral Brand	08	Innocuousness Certification	14	Organic certification
03	Essential Costa Rica	09	Sustainable Construction Award	15	Environmental Excellence Award
04	RS Management System	10	LEED	16	Youth initiatives
05	Equity and Equality Program Certificate	11	Great Place to Work	17	Green Flag Award
06	CST- Tourism Certification	12	National Medal of Agricultural Merit	18	Good labor practices for Gender Equality-INAMU

Two thirds of the interviewees indicate that they make public-private partnerships.

Alliances stand out for being mostly between 2 parts: **a financial and a technical role.**

50% have a work plan, cooperation agreements or defined common objectives.





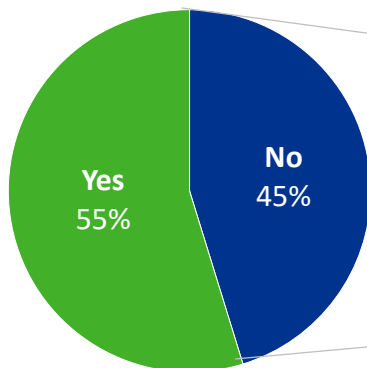
Components of Social Responsibility / Sustainability

Environment

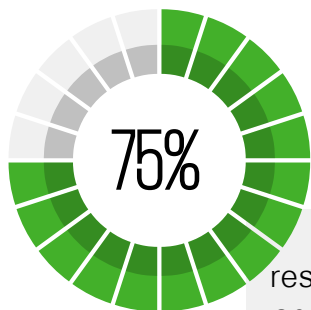
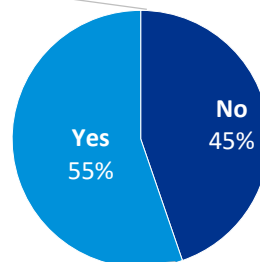


5 out of 10 organizations have a greenhouse gas (GHG) inventory and only 25% plan to have a GHG inventory in the medium term (1-3 years).

GHG inventory



Plan to have a GHG inventory in the medium term (1-3 years)?



75% of organizations respond positively with an action plan to adapt or mitigate their operations regarding climate change.

Over half of the organizations have identified **potential impacts associated with climate change** that could negatively affect the operation of the company, most of which are associated with:

Natural disasters



Water consumption



GHG emissions



Nevertheless, some organizations conduct their impact analysis directly in their businesses, identifying client losses, fall in demand, indebtedness and loss of financial liquidity, as well as difficulty in obtaining and transferring personnel.

What are GHGs and what do they cause?



What is the greenhouse effect (GE)?



It is a phenomenon in which the radiation of heat from the Earth's surface is retained by gases in the atmosphere, and then redirected in all directions. This effect makes life on our planet possible.

What happens when there is an excess of GHGs?



GHGs are the most efficient gases in heat absorption. Their increase damages the thermal balance by retaining more heat than terrestrial ecosystems require to be at their thermal equilibrium point, thus causing global warming.

What is global warming?



Global warming is the increase in temperature in the atmosphere and in the oceans, and it is one of the most visible impacts of climate change.

What is climate change?

It involves climatic alterations that affect known weather patterns.

Some of the trends in the last five years (2015-2019):

- 0.2°C Increase in global temperature in 5 years.
- 20% CO₂ rate increase with respect to the increase of the previous five years (2010-2014).
- 5mm Average global rise in sea level per year.

Not all GHGs potentiate global warming to the same extent or come from the same sources.

The main GHGs are:

Carbon dioxide (CO₂): Main responsible for global warming. It arises as a result of combustion processes, deforestation and production of cement and other goods.



Methane (CH₄): Caused by activities such as livestock farming, agriculture and sewage treatment.



Chlorofluorocarbons (CFCs): They come from the production of chemical compounds used in refrigeration and metallurgy.



Nitrous oxide (N₂O): It is mainly used in fertilizers in massive agricultural processes.



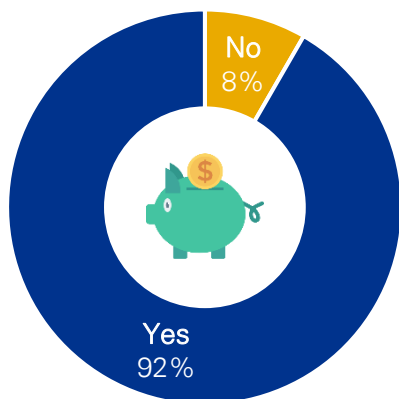
Ozone (O₃): Caused by the burning of polluting energy sources (fuels).



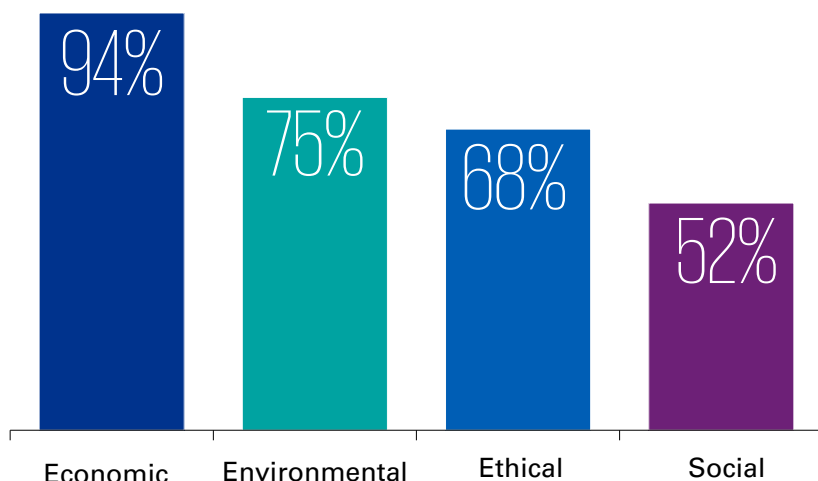
Economy



Code of ethics



Provider selection criteria



Corporate Governance

12% do not have corporate governance guidelines

18% are in the process of developing good corporate governance

7% have guidelines for good corporate governance

1%



Implementing a sound corporate governance strategy helps to:

- Develop a firm and efficient corporate governance structure, which is key to strengthening the organization's capacity for strategic and operational management.
- Build confidence with potential stakeholders
- Reduce conflicts and improve the image of the company before third parties
- Report and account for every company interaction in order to drive sustainable growth

Source: KPMG



Society

Community involvement

4 out of 10 organizations acknowledge that they do not have a strategy for community involvement with their immediate community nor civil society in general.

However, **5 out of 10** claim to have a strategy that takes into account the main issues of their neighborhoods and civil society. Their relationship is strengthened by mechanisms of action such as:

Volunteer programs

Partnerships with organizations

Employment generation

6% of the organizations indicate they do not address the problems or needs of the community through any mechanism.

Volunteer Programs

The volunteer programs are mostly aligned with the organization's strategy, and therefore, the organizations carry out these actions within their working hours.

Human Resources Programs

Organizations are more involved at the human resources level through the inclusion of policies that prevent and sanction any type of forced labor and physical/psychological abuse, and less interested in generating inclusion programs for people deprived of liberty, people with prison benefits or former convicts. Likewise, the programs focus on inclusion, diversity and equal pay.

In Costa Rica, **7 out of 10** organizations are implementing work-from-home positions





Human Resources Programs

12%



Inclusion of persons deprived of liberty, with prison benefits or ex-convicts

45%



Diagnosis of the social problems of their collaborators

48%



Labor inclusion for people with disabilities

58%



Paternity leave

61%



Balance of the collaborators' personal and professional life

70%



Work From Home

80%



Flexible hours on issues related to paternity/maternity

82%



Improvement of the integral health and well-being of their employees

83%



Personal and professional development for collaborators

86%



Equal opportunities for all collaborators

88%



Analysis and control of health / safety risks derived from their activities

90%

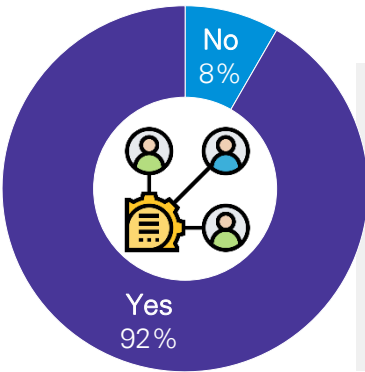


Policies for the prevention and sanctioning of any type of physical abuse, psychological abuse or forced labor within the company



Stakeholder Engagement

Stakeholder identification

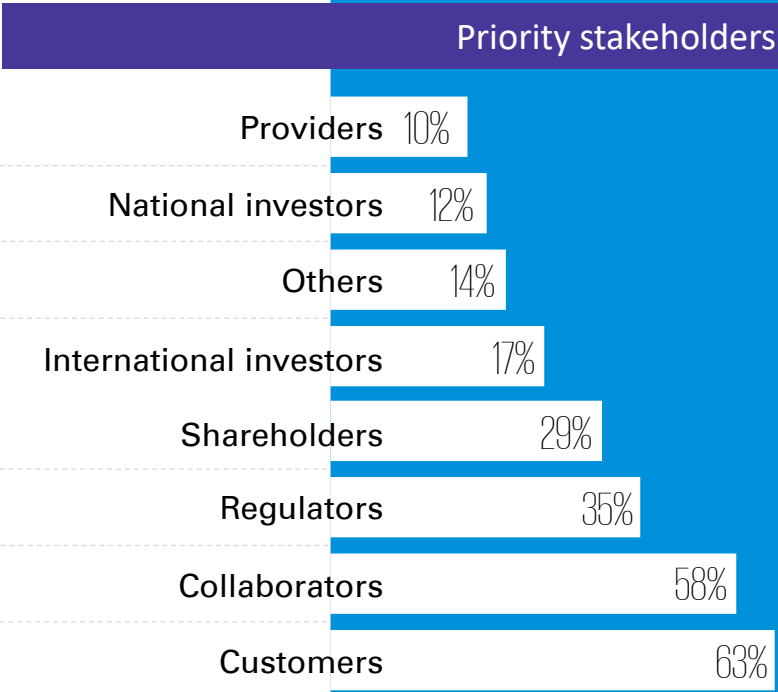


9 out of 10 organizations identify their stakeholders, and about 63% consider that their most relevant stakeholders are their customers, followed by their collaborators with 58%

Stakeholders...

Also referred to as “concerned parties”, these are all organizations, individuals or groups that can affect or be affected by the operations of an organization

- Community in general
- Partners
- Universities
- Corporate area
- NGOs
- Authorities
- Other companies
- Associates



What do you miss out on when you don't interact with your stakeholders?

Needs and expectations can open up your eyes to the wider picture of what stakeholders require and want, which in turn generates a better and greater context to devise and build a relationship strategy with each one of them.

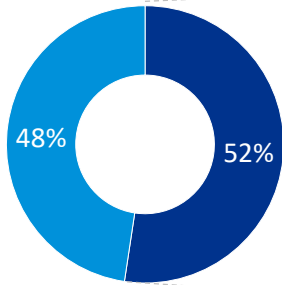
In this way, the organization ensures that requirements of their highest priority stakeholders are met based on their proximity, stakeholder effect, influence and responsibility, and in turn, defines the "extra mile" to generate sustainable relationships and strengthen its value chain.

By failing to engage in healthy and strategic relationships with stakeholders, organizations incur in losses or difficult challenges, such as:

- Inability to improve products and processes because of being unaware of their shortcomings, as a consequence of lacking feedback from their consumers.
- Ignorance about the needs of society.
- Difficulties attracting and retaining talent.
- The lack of necessary competence to solve problems in an integral way, incorporating the interests of stakeholders.
- Difficulties in the creation of strategic business opportunities.
- Difficulties in the establishment of social license, corporate strategy, inclusive businesses, risk reduction, and business opportunities through solid relationships with stakeholders.
- Non-compliance with a more equitable and sustainable social development
- Lag in risk and reputation management at a business level
- Inability to generate trust with customers and steady competition in the markets.
- Difficulties in the allocation of resources (knowledge, people, money and technology) to solve problems and achieve objectives.

Impact Publication: An Opportunity for Sustainability Reports

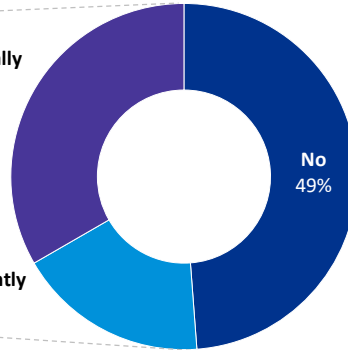
Sustainability reports



Impact publication

Yes, sporadically
33%

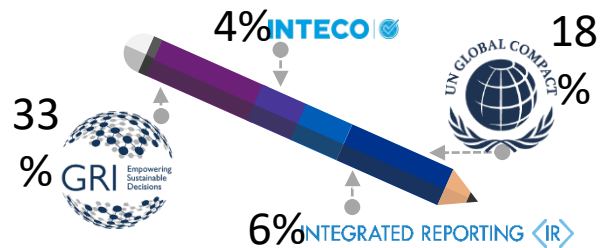
Yes, constantly
18%



There is a 1:1 ratio between the publication requests for negative and positive impacts, and the sustainability reports.

The main reasons for publishing sustainability reports are accountability to stakeholders and greater transparency. The impact publishing trend has grown at a compound annual rate of 14% from 2001 to 2019.

Impact reporting standards



Almost 40% of the organizations do not use world-class standards to report their negative and positive impacts, but rather internal guidelines or marketing strategies.

Reputation issues

33%

Regulation and requirements

18%

Reasons for reporting

Greater transparency

39%

Accountability to stakeholders

44%

Customer or market demand

11%



Sustainable Development Goals (SDGs)

Costa Rica's commitment to the 17 SDGs and the 2030 Agenda

4 years after the enactment of the SDGs, in Costa Rica, Member State:

1 in 4
organizations do
not know about
the SDGs / 2030
Agenda.

2 out of 5
organizations that do
know about the
SDGs prioritize
them

Commitment to the SDGs

2%

External

12%

Internal

15%

No
commitment

20%

Take pride in
their
contribution
and public
reporting

23-35%

Have
initiatives to
strengthen
their
commitment

The United Nations Sustainable Development Goals (SDGs) are the result of an agreement reached by the Member States of the United Nations in September 2015.

They consist of a Declaration, 17 Sustainable Development Goals and 169 goals.

Member states have agreed to try to achieve them by 2030.

Partnerships for meeting the SDGs



54%
Private
sector



32%
Civil society
organizations



26%
Academy



30%
Local
governments



42%
Government
institutions



14%
United Nations
system

Prioritization of the Sustainable Development Goals



SDGs in Costa Rica

In September 2016, Costa Rica became the **first country** to sign a [National Pact](#) for the advancement of the SDGs.

The National Pact for the advancement of the SDGs within the framework of the 2030 Agenda for Sustainable Development was created with the intention of **improving the quality of life of the Costa Rican population**, through the collaborative action of **public institutions** (Government, Tribunal Supremo de Elecciones [Supreme Electoral Court], Defensoría de los Habitantes [Ombudsman's Office], unions and faith-based organizations), **private sector, civil society, academic community, local governments and the United Nations**.

It also aims to promote the **mobilization of available resources** to achieve the objectives, the **strengthening of institutional capacities** for the development of policies, plans, programs, and projects, and **transparent accountability** about the progress and gaps in the implementation of defined goals.

In line with the stated in the Pact, our country has been working on:

- Workshops with the Environment, Energy and Land Management Sectors
- Production of information and awareness-raising activities with the aid of entities of the public sector
- Work sessions to address strategic alliances
- Diagnosis and improvement of institutional capacities to contribute to the SDGs and their monitoring
- Monitoring and activities for reviewing goals and indicators
- Publication of the SDG baseline and launch of the ods.cr website.
- The conformation of the intersectoral governance structure for the implementation of the SDGs through Executive Decree 40203
- The National Voluntary Exam prepared with inputs from the Pact signing actors in 2017.
- National Development Plan and Public Investments during the Bicentenary of the Costa Rican independence aligned with the SDGs.

Value creation through SDGs

Understanding the most relevant issues on sustainable development for the external context of the organization.



Identification of material issues on sustainable development that influence the creation of value for the organization and its stakeholders.



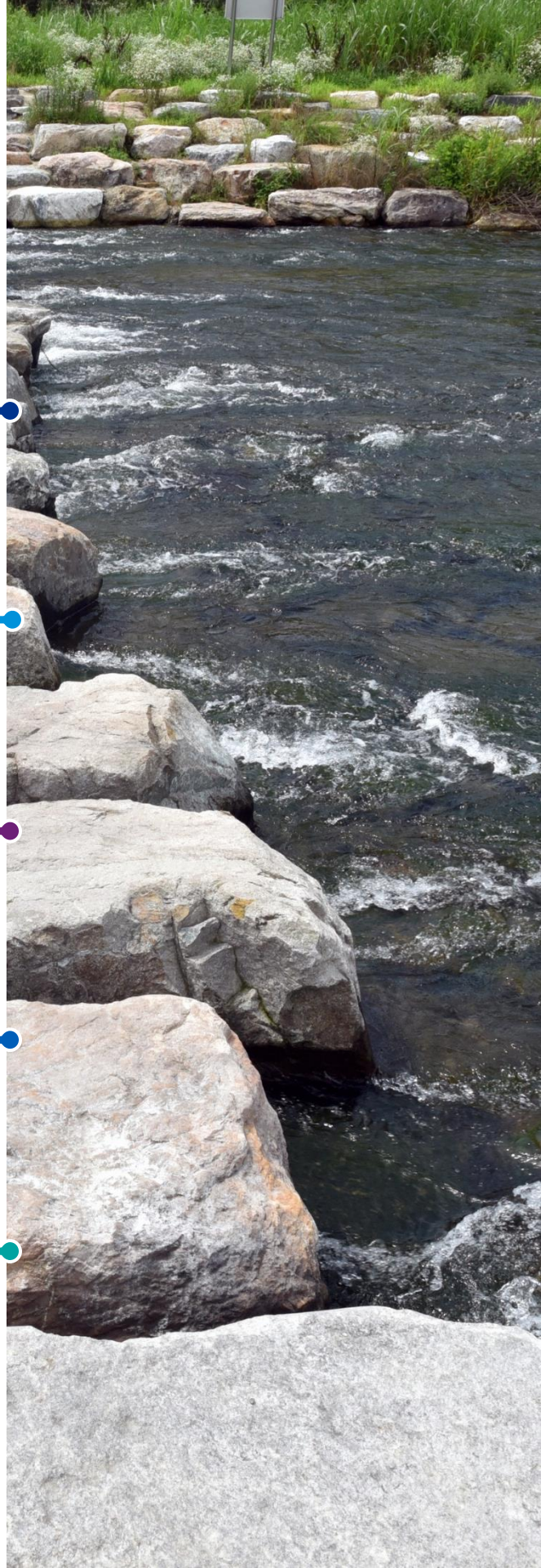
Developing a strategy to contribute to the SDGs through the business model.



Developing integrated, connected and governance-focused thinking that responds to stakeholder needs.



Preparation of an integrated report that combines financial and sustainability management matters.



Relevance of the SDGs



—It provides universal goals and a frame of reference that **unifies and aligns** the approaches of different actors.



—Built on a **global language** that was developed by and is applicable to developed and developing countries.



—It sets ambitious targets that presuppose an active role of the **private industry and investors**.



—It includes **seven objectives** for vulnerable populations.



—Enables prioritizing the agenda with potential for local alliances, civic engagement and co-benefits of the goals

\$60 trillion of investments in environment, society and government are increasingly aligning with the SDGs

The SDGs have the potential to create 380 million new jobs by 2030



\$2.5 trillions of dollars are needed annually to achieve goals



The SDGs will present at least \$12 trillion in new business opportunities by 2030 in the private sector



More than 50% of the SDGs market will be in developing countries



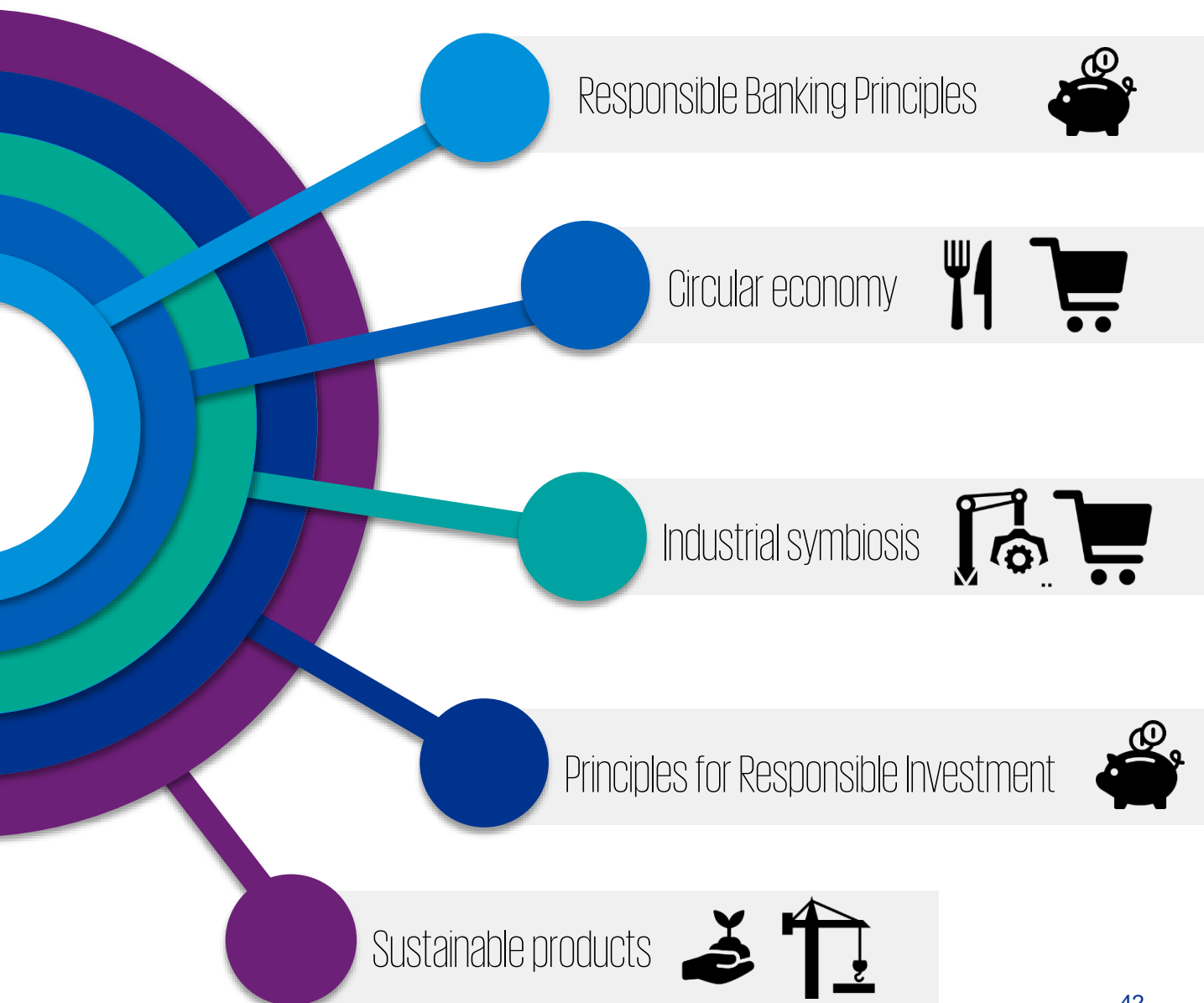


Initiatives and Programs by the Economic Sector

What are international organizations in the business sector talking about?

Outside our Costa Rican borders, organizational strategies and sustainability are being increasingly linked. Organizations are betting on strengthening their businesses and attracting investment through environmentally friendly practices and social development, as well as through symbiotic relationships.

Below are some trends in terms of methodologies or initiatives that are sensitizing some or several sectors to promote the migration to operations strategies that result in less impact on the environment and society as a whole.



Banking and Finance / Insurance



- Financial Education Program
- Mechanisms to ensure that your clients receive complete and clear information about the terms and conditions of financial products
- Taking action, such as the development of new products and services or incentives related to sustainability and contractual conditions
- Loans and credits with favorable conditions for projects with vulnerable populations
- Ensuring that your retail customers have the knowledge and skills to effectively manage their finances
- Company investment policy and credit analysis also consider social and environmental criteria
- Professional development program
- Promoting social responsibility / sustainability within your value chain

Services

- Professional development program
- Managing the efficient use of resources
- Promoting social responsibility / sustainability within your value chain
- Working on the implementation of an occupational management system
- Promote purchases from local suppliers



Shared service Centers

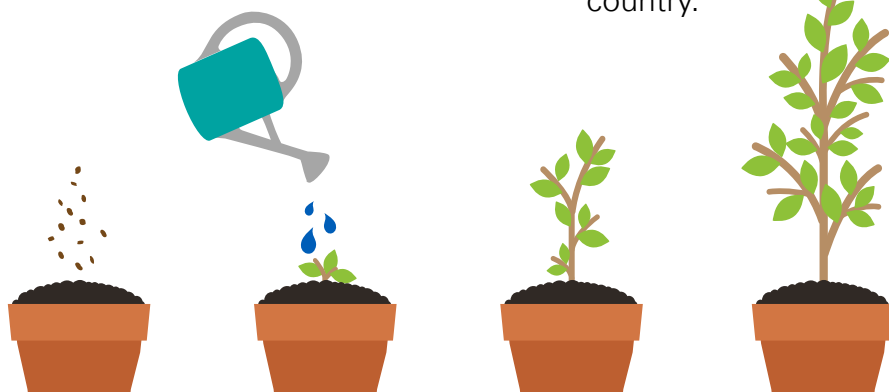


Manufacture



Agriculture and agro-industry

- Reviews compliance with human rights within its operation.
- Implements actions for the development of small producers and farmers.
- Uses outsourced or migrant labor in field activities.
- It has adapted its operations to the potential impacts of climate change.
- Implements actions to reduce the use of agrochemicals in its operation.
- It has analyzed the implications that climate change may have in its operation.
- Implements sustainable production methods.
- Uses environmentally friendly packaging.
- Efficient use of water in its operations.
- Promotes the cultivation of endemic and / or resilient products regarding climate change in the country.

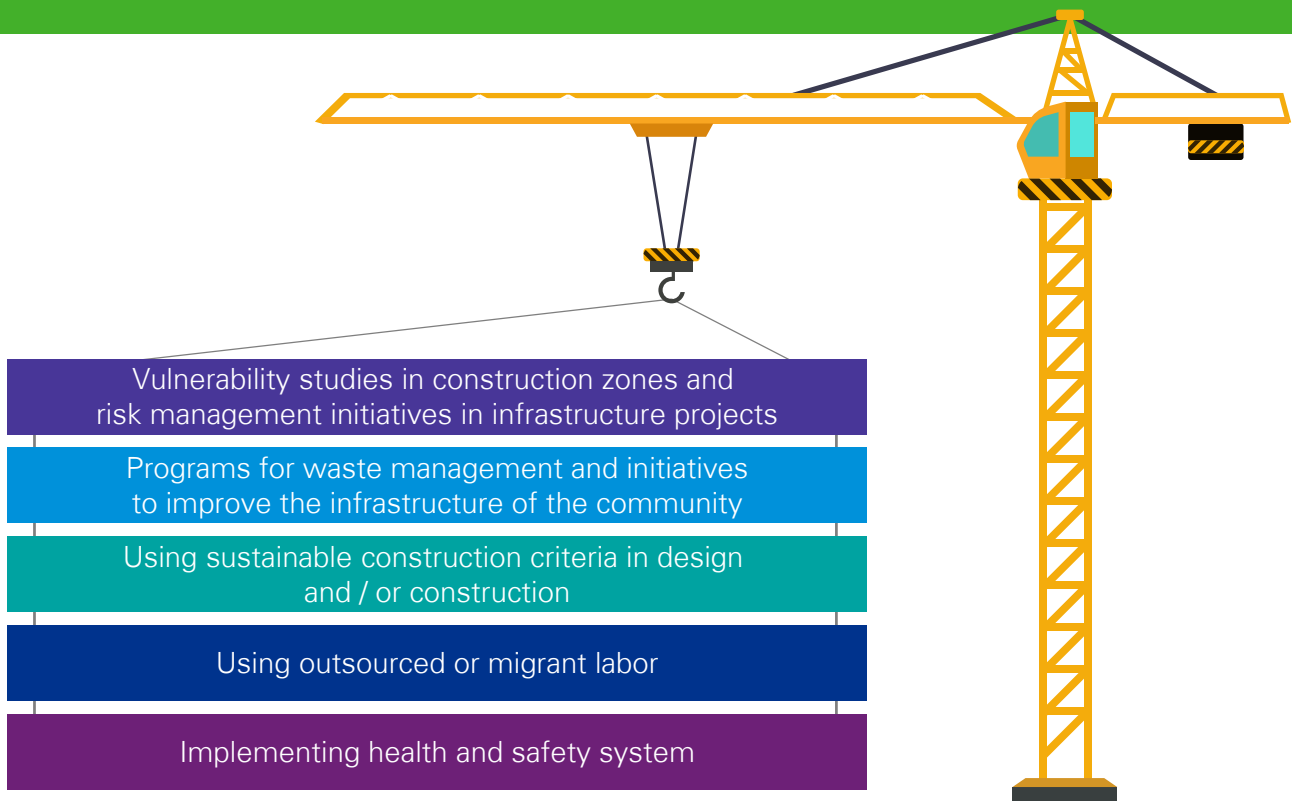


Commerce and retail



- Professional development program.
- Managing the efficient use of resources.
- Promoting purchases from local suppliers.
- Managing the carbon emissions generated by its operations.
- Using environmentally friendly packaging.
- It has specific policies for waste management.
- Promoting social responsibility / sustainability within your value chain.
- Working on the implementation of an occupational management system.

Real Estate and Construction



Food and Beverages



It has obesity prevention and nutrition programs for its collaborators, clients or its community.

Implementing sustainable production methods and actions for the development of small producers and farmers.

Investing in product development, research or innovation.

It manages the responsible marketing of their products and sensitizes and trains consumers about how to dispose of the waste associated with their products.

Promoting social responsibility / sustainability within their value chain and managing food waste sustainably.

Promotes the efficient use of water resources in its operations and uses environmentally friendly packaging.

Tourism

It implements actions both for the conservation of the biodiversity in the areas where it operates, and for the correct management of water and energy.

Programs or initiatives for the conservation of the idiosyncrasy or organizational culture.

Has actions in place to offset the carbon emissions that their operation generates directly and indirectly.

CST Certification

It develops actions for the strengthening of local suppliers and / or entrepreneurs, and the constant involvement in the communities where it operates.

It is part of the initiative "Code of Conduct for the Protection of Children against commercial sexual exploitation associated with travel and tourism in Costa Rica".

Education

Has worked on the implementation of an occupational management system

Promote social responsibility / sustainability within its value chain

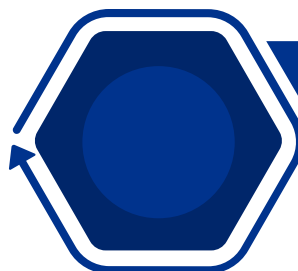
Has a professional development program

Manages the efficient use of its resources



Conclusions and recommendations

Conclusions and recommendations



SUSTAINABILITY

Our country and the world in general is actively changing the way in which business is conducted. The financial sector presents a challenge in a new, sustainable world. That is why both investors and those seeking to raise funds must appeal to non-traditional financing models such as impact investing, a model that enhances the profile of organizations by demonstrating their social value and possible contributions to sustainable development.



SUSTAINABLE DEVELOPMENT

Given a level of ignorance regarding SDGs of around 25% for the organizations in our country, it is logical and necessary that these goals become a priority issue for organizations in the short, medium and long term.

Contribution to the SDGs has now become a global trend with the clear objective of achieving the goals of the proposed Agenda for 2030, which, after 5 years of being enacted, does not remain a commitment for 75% of the organizations in our country.



STRATEGY AND ADAPTATION

Strategy development is a common practice in organizations. Today, 50% of the national organizations surveyed incorporate sustainability components (environment, society and economy) in the construction and design of their institutional objectives and goals. For the remaining 50%, this step implies a process of adaptation and redirection of the business model, as well as a cultural challenge due to resistance to change.



GLOBAL STANDARDS

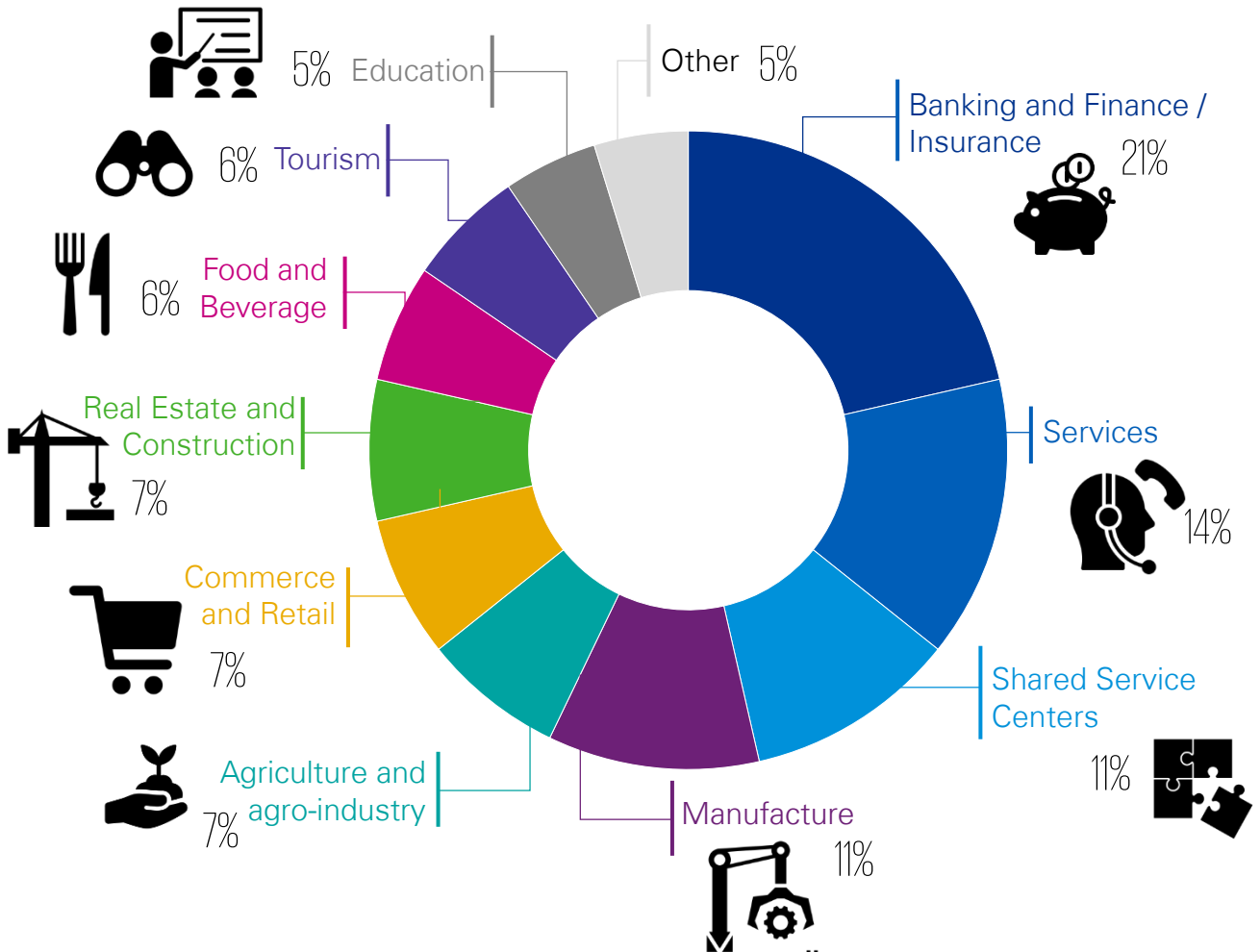
In an effort to report the impacts and contributions to sustainable development, and to a fairer and more equitable society, organizations should consider aligning with one or more global standards. Complementing two or more of these global standards favors transparency of sustainability in financial and other operations.



Annexes

Annex 1 - Participating organizations

Industry distribution of participating organizations



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