

# 2020 Highlights

## Our Response to the COVID-19 Global Health Pandemic

With the onset of COVID-19, early work efforts at Tropicalia came to a sudden halt when the Dominican Republic declared a national state of emergency on March 19, 2020. Measures to stifle the spread of COVID-19 were among the most robust in the Caribbean and South America, effectively closing borders, schools, hotel operations, and limiting in-country transit of people through prolonged shelter-in-place orders. Our construction efforts found themselves in suspended animation, and we quickly decided to take a pause and survey the landscape given the impact of the pandemic on our industry. Likewise, we immediately implemented work-from-home policies and flexible work schedules to maintain the safety and wellbeing of our team.

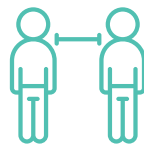
## A Revised Resort Design and Program



Every challenge provides opportunity; the harsh realities of the pandemic gave Tropicalia a unique window to revise its resort design and program in response to the sudden shift in traveler behavior and expectations. Never before have health, safety, multi-generational living, and technology been more prioritized by travelers everywhere.

### Changes made to the Resort Program:

Addressed evolving consumer and industry perceptions, expectations, operating standards, and best practices related to COVID-19. Included redesigned common areas that align with social distancing protocols.



Increased the availability of free-standing and socially distanced residential products that lend themselves to medium and long term stays.

Reduced construction costs and improved design elements when compared to the original bidding process.



Incorporated state-of-the-art connectivity technology consistent with evolving consumer demands.



## Fundación Tropicalia & Community Support



Fundación Tropicalia's initial response to COVID-19 supported biosafety efforts in the local community, and later focused on the prevention of gender-based violence, as cases of child abuse and domestic violence increased due to prolonged periods of confinement.

### In 2020, Fundación Tropicalia:

Locally sourced and distributed **1,350 hygiene kits**, which included antibacterial soap, face masks and informative flyers on COVID-19.



Created COVID-19 prevention and safety awareness campaigns on Fundación Tropicalia's social media channels, highlighting best practices alongside resources on the latest health and safety standards.



Launched *Soy niña, soy importante* (SNSI) in a Box, in lieu of celebrating the annual SNSI Summer Camp, effectively bringing the magic of camp directly to our girls' homes. We supported **310 girls** through the delivery of **1,550 boxes** filled with fun and informative content that supported their development and safety through the pandemic.

Fundación Tropicalia impacted the lives of **3,323 beneficiaries** (66% female, 34% male), by successfully implementing six programs in 2020.



## Awards



Tropicalia was honored by the Mercury Excellence Awards in the category of Corporate Social Responsibility Reports for its 2018 Sustainability Report. This distinction recognizes the quality of our public relations strategy with regards to how we communicate and produce our annual reports.

Fundación Tropicalia was awarded a grant for implementing *Soy niña, soy importante* (SNSI) in a Box by the Canadian Fund for Local Initiatives.