

Management & Governance Mechanisms



Environmental and Social Management System

Tropicalia relies on its Environmental and Social Management System to monitor and assess issues in sustainable destination and stakeholder management, community development, biodiversity and other key topic areas.

Tropicalia's Environmental and Social Management System (ESMS) consists of plans, policies and procedures that set key performance indicators and guide the project's environmental and social performance. The ESMS prompts us to analyze issues in key topic areas such as stakeholder engagement; the environment; health and safety of workers; contractor management; supply chain management; and grievance mechanisms, among other issue areas.

The general scope of the ESMS encompasses the resort, the Tropicalia master-planned development and Fundación Tropicalia when appropriate, which also coincides with the reporting boundaries of this sustainability report.

The ESMS and supporting documents are reviewed periodically and support Tropicalia's ongoing materiality assessment.



Stakeholder Engagement

We nurture and foster trusting relationships with our stakeholders, thanks to their active participation in the communication and dialogue spaces that allow us to give and receive critical information in a fluid and constant manner, as well as the wide dissemination of the Project's impact and the transparent and timely communication we have maintained throughout the years.

In line with the project's Stakeholder Engagement strategies, we carry out a continuous mapping of those people and/or institutions that are involved or will be impacted by the Project, and we approach them in accordance with stakeholder engagement strategies.

Based on the identification of our social actors and key external stakeholders associated with our activities, we developed a Stakeholder Engagement Plan, which describes our commitment to participation, consultation and collaboration with individuals, groups, communities and institutions involved in the Project.



Sustainability Committee

Tropicalia's Executive Committee is the maximum governing body that oversees design, development, construction and financing decisions for the Project. In addition, Tropicalia has a Sustainability Committee, the highest governing body that oversees environmental and social issues, which informs the Executive Committee in high level strategy.

The day-to-day environmental, social and occupational health and safety issues are coordinated through Tropicalia's Sustainability department, which in turn delegates implementation of the Project's Environmental and Social Management System (ESMS) to construction, design and operations teams.

Tropicalia's Sustainability Committee is a cross-functional team that meets annually to discuss strategy, report progress, and define goals for the upcoming year. Our committee is the highest governing body for reviewing environmental and social issues impacting our business and sector.

The diversity of our Committee members brings strength to this corporate governance body. Members include senior-level Cisneros executives, and we convene external advisors depending on the particular topic and area of expertise needed.



Labor and Human Rights

In 2010, we committed to the United Nations Global Compact's Universal Principles on human rights, labor, the environment, and anti-corruption.

Our commitment to the protection of human and labor rights prevails as a fundamental element for creating a healthy workplace. Our policies mitigate the risk of engaging in child labor and allow us to advocate for gender equality and equal opportunity employment, as well as individual freedom of association.

32% of our current workforce are women; all employees are remunerated based on experience and position. We also hire and train local residents, of which 61% come from rural regions. All Miches-based operations deploy local community engagement and development programs with the support of Fundación Tropicalia.

In 2022, the Code of Conduct and Internal Labor Regulations of the project which complies with labor and occupational health and safety laws in the Dominican Republic, and the conventions of the International Labor Organization (ILO); it also contains the rules and conditions related to the selection and hiring of personnel under the principles of: gender equality and non-discrimination, equal opportunity and fair treatment, freedom of association, prohibition of employing minors and harassment at work, provision of decent work, respect for human rights at work, and availability of grievance mechanisms (internal and external).