

Management & Governance Mechanisms



Environmental and Social Management System

Tropicalia employs its ESMS to guide, monitor, and measure the performance of both the project and its suppliers during the construction and operational phases. The ESMS covers critical areas such as environment, safety and health, sustainable destination management, stakeholder engagement, community development, biodiversity, and other key areas.

The ESMS includes plans, policies, and procedures that define key performance indicators and guide the project's environmental and social performance. It monitors critical aspects such as stakeholder engagement, environmental management, occupational health and safety, contractor management, supply chain oversight, and grievance mechanisms.

The ESMS covers the hotel complex, Tropicalia's development, and, in some cases, Fundación Tropicalia. The system's documents undergo periodic review, contributing to the ongoing assessment of materiality at Tropicalia.



Stakeholder Engagement

Tropicalia fosters trust-based relationships with our stakeholders through constant, transparent, and timely communication, facilitating the smooth exchange of information regarding the impact of our operations.

We conduct ongoing mapping of individuals and institutions involved with or impacted by Tropicalia, engaging with them according to development stages and participation strategies. From this identification, we have developed a Key Stakeholder Engagement Plan that outlines our commitment to involving and consulting with affected communities and institutions.

In 2023, we held a crisis management workshop with executives from BCRD, Tropicalia, and the Tropicalia Foundation, resulting in a crisis management protocol and designated responsibilities. Our stakeholders include government entities, the community, workers, business partners, NGOs, investors, and the supply chain.



Sustainability Committee

The Executive Committee of Tropicalia is the highest governance body, overseeing decisions related to the design, development, construction, and financing of the Project. Additionally, Tropicalia has a Sustainability Committee, which serves as the primary governing body for environmental and social issues, reporting to the Executive Committee on high-level strategy.

Environmental, social, and health and safety matters in daily operations are coordinated by Tropicalia's Sustainability Department, which delegates the implementation of the Environmental and Social Management System (ESMS) to the construction, design, and operations teams.

The Sustainability Committee is an interdisciplinary team that convenes annually to discuss strategy, report on progress, and set objectives for the upcoming year. This committee is dedicated to reviewing the environmental and social issues that affect both the business and the sector.

The diversity of its members enhances this corporate governance structure, which includes senior executives from Cisneros and external advisors who are brought in as needed based on specific topics or areas of expertise.



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 corporate policy promotes respect for human rights across all operations and throughout our value chain. We are committed to protecting fundamental and labor rights while fostering a healthy and safe work environment. Our policies prevent child labor, advocate for gender equality, ensure equitable opportunities, and uphold freedom of association.

Women represent 37% of Tropicalia's workforce, with all employees compensated based on experience and role. We also hire and train local residents, 58% of whom are from the Miches community, supported by community development programs from Fundación Tropicalia.

In 2023, we launched our Code of Conduct and Internal Work Regulations, aligning with local labor laws and ILO conventions to set standards for recruitment, equal opportunities, and complaint resolution.

For the Four Seasons Tropicalia project, we implemented a Safety and Health Plan for both construction and operations, ensuring compliance with local regulations and active contractor participation. We expect to create 2,000 local jobs during construction.

Additionally, we assess contractors and suppliers to mitigate environmental and social risks and monitor project access to uphold labor standards, including the prohibition of child labor.