



# PROGRESS REPORT

AUGUST 2017 - JULY 2019



HOTEL  
SAINT GEORGE  
IGUAZÚ ★ ★ ★ ★



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## ABOUT THIS REPORT

The objective of the following Progress Report is to show to all our groups of interests the efforts, challenges and actions made by the Hotel Saint George.

The first Corporate Report was presented in 2017 and the performance of 2014, 2015, 2016 and most of 2017 was also included in that report. The present report entitled "Progress Report" has the objective to share the performance from August 2017 to July 2019. It is important to mention that the Hotel Saint George does not follow the Gregorian calendar, so the period is from August to July.

The preparation of this document was guided by some principles and criteria from the methodology of the Global Reportive Initiative (GRI), including basic content for the elaboration of GRI memories. This report has not been subject to external evaluation.

# PRESENTATION



In this second time I am proud to present our advances and to share everything we did from August 2017 to July 2019. In this period we learned to be more and more ourselves, achieving a faithful and honest version of the Hotel Saint George.

You will notice that the name of this report has changed (the first one was titled "First Report of Sustainability ") and although it seems something insignificant, it is not casual since it has to do with a change of perspective and also with our own evolution as a company. On one hand, we realized that many of the values that define sustainability are part of our company, from our essence and even from our beginnings. On the other hand, we consider that sustainability is not a separate area, but it integrates our DNA as an approach that goes entirely from one point to the other. For this reason, in this second opportunity we did something a little more organic in what we were feeling.

Along the same lines, we decided to release some labels that limited us, as for example the classic corporate triad: vision-mission-values. We realized that everybody could know us better through our Reason for Being, which reflects where we come from, what moves us and where we are going. Giving, serving, satisfying, entertaining and nurturing is in our nature.

This idea of thinking in the other person transcends the limits of the company itself, and among the various actions towards the community. It is worth highlighting our Program of Prevention against Sexual and Commercial Exploitation of Girls, Boys and Adolescents, since we have achieved sustainable growth of those persons involved in it. We are motivated thinking more and more people are caring for children's rights.

We believe that one of the most tangible ways to be ourselves was shown in the design of our organization chart, which is shown in this report. I feel grateful to the people who accompany us daily, as they enhance and enrich who we are.

A handwritten signature in black ink, appearing to read 'Yamila'.

**Yamila Chemes**

Operational Manager and  
Responsible of Sustainable Management



## OUR REASON OF BEING

*Giving, serving, satisfying, entertaining, caring  
and nurturing is in our nature.*





*We are a family business  
dedicated to provide well-being to  
our guests and all the people  
around us.*

*We conceive ourselves as a part of an  
interrelated whole: we dedicate our  
energy and creativity to find  
new and better ways to reduce the  
impact of the activity in the  
environment and to make significant  
contributions in  
our natural and social environment.*

*A deep desire of improvement always keeps us  
moving. We aim to become referents of the  
conscious tourism.*



## HUMAN QUALITY

- *People are important for us.*
- *We fulfill ourselves serving others.*
- *Giving nourishes us, offering enriches us.*
- *We protect children.*
- *We are naturally optimistic.*
- *We trust human nature.*





# HONESTY AND COMMITMENT

- *We honour our word.*
- *We say what we do, we do what we say.*
- *We get involved in what we do.*
- *We put our soul in everything we encourage.*





## SOCIAL AND ENVIRONMENTAL AWARENESS

- *We are part of an ecosystem.*
- *We raise awareness.*
- *We promote the figure of responsible traveller.*
- *We promote respect for the local culture and love of nature.*
- *We are convinced that each contribution counts.*



## OVERCOMING DESIRE

- *We are open to dialogue.*
- *We welcome the changes.*
- *We build a collaborative work culture.*
- *We celebrate the challenges.*
- *We aim to make improvement a sustainable behaviour.*



# WE ARE OUR COMMITMENTS



# ADMINISTRATION AND ETHICAL COMMITMENT CORPORATE



Laila Chemes, Víctor E. Chemes, Nidia N. Fuchs, Yamila Chemes, Jorge A. Chemes

The corporate administration of YAJOLA S.A. is represented by the Board of Directors, which is the highest management body of the business. It is formed by a president, a vicepresident and two directors. This body has the responsibility to take strategic decisions, the discussion of projects of medium and long terms, the incorporation and treatment of issues that are adapted to relevant changes, the evaluation and monitoring of established goals and objectives, among other tasks.

Members, August 2019:

<b>PRESIDENT</b>	Víctor Eduardo Chemes
<b>VICE-PRESIDENT</b>	Jorge Alberto Chemes
<b>DIRECTOR</b>	Nidia Nilda Fuchs
<b>DIRECTOR</b>	Laila Chemes
<b>DIRECTOR</b>	Yamila Chemes



## CODE OF ETHICS

The Code of Ethics of the Hotel Saint George aims to guarantee an environment of respect, harmony and good coexistence, as well as the legality and integrity of its business. In that document, it is explicated the commitments and it is determined the values, principles and rules that must govern the behaviour of Directors, Collaborators, Guests and Suppliers. Besides, a complaint procedure is available according to each group of interest.

The document is available at  
[www.hotelsaintgeorge.com](http://www.hotelsaintgeorge.com)



# ACCOMPANYING THE OBJECTIVES OF SUSTAINABLE DEVELOPMENT (OSD)

The Hotel Saint George takes as reference and aligns with the 10 principles of the **United Nations Global Compact**, assuming the commitment to apply the following values in its activities:

## The 10 Principles of the **United Nations Global Compact**



### HUMAN RIGHTS

1. Businesses should support and respect the protection of internationally proclaimed fundamental human rights within their sphere of influence.
2. Businesses should make sure that they are not complicit in human rights abuses.



### LABOUR STANDARDS

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced or compulsory labour.
5. Businesses should uphold the effective abolition of child labour.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation .



### ENVIRONMENT

7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.



### ANTI-CORRUPTION

10. Businesses should work against corruption in all its forms, including extortion and bribery.

In September 2015, the 193 member states of the United Nations Organization adopted the new agenda 2030 for the sustainable development that includes 17 objectives with 169 goals that cover the economic, social, and environmental sphere, in order to eradicate poverty, protect the planet and ensure peace and prosperity for all.

## The HSG and the ODS:



- Monthly donation of food to the San Ramón Nursing Home.
- Program Plato Guazú.



- Medical Service for Collaborators.
- Breastfeeding Friend Space for collaborators.
- Extension of the Paternity License for collaborators (trascends the law).
- License for loss of pregnancy for collaborators (trascends the law).
- License for son/daughter illness, for collaborators (trascends the law).



- Contribution with volunteers to Environmental Education Programs in Iguazú public schools.



- Gender Equality Policy.
- Policy and Protocol for the prevention of Commercial Sexual Exploitation of Girls, Boys and Adolescents.
- Diversity Respect Policy.
- Training program on Gender Equality and Human Trafficking for the collaborators.
- Program of Good Practices in Hotel Hospitality.



- Goals and strategies for reducing water consumption.
- Leak Detection Program.
- Incorporation of devices with flow reducers.
- Waste Management Program.
- Frequent order to suppliers of Water Potability Analysis.
- Awareness actions among Guests, Collaborators and Community by means of trainings, posters, events, radio spots, among others.



- Goals and strategies for reducing energy consumption.
- Energy efficiency improvement goals.
- Renewable Energy (Pellets) for water heating and heating in public areas.
- Awareness actions among Guests, Collaborators and Community by means of trainings, posters, events, radio spots, among others.



- Offer of formal work and under the law, which includes training and career development.
- Child Labour Prevention Policy.



- Video of how to behave in Guaraní communities.
- Suggested purchase of local crafts, through posters.



- Waste Management Program.
- Reforestation of native trees in the city of Iguazú.
- Hotel sidewalks adapted to blind people.
- Road improvements in streets adjacent to the hotel.



- Annual evaluation to suppliers according to sustainable criteria.
- Purchasing Policy and Program.
- Sustainability Education Program aimed at suppliers.
- Reduction and monitoring of the maximum use of chemical products in our tasks



- Compensation of 100% of our emissions. We are Carbon Neutral.
- Strategy offered to our Guests to compensate the carbon footprint produced in their trip.
- Awareness among the community, collaborators and guests on how to mitigate the climate change through posters, events, trainings, radio spots, etc.



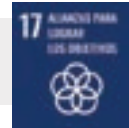
- Reduction of plastic products.



- Alliance and monthly financial contributions to protect the Jaguar (Jaguar Project, CEIBA).
- Alliance and monthly financial contributions to protect the Paranaense Forest (Argentina Wildlife Foundation).
- Alliance and monthly financial contributions to protect the Paranaense Forest (Native Forest Foundation).
- IMIBIO Alliance (Biodiversity Institute of Misiones).
- Sustainability Video Tips.
- Video of how to behave in natural areas.
- Awareness among the community, collaborators and guests through different actions and supports on the importance of: conservation of biological diversity, reduction of animal running-over on the roads, encouragement of reforestation of native trees, prohibition of illegal purchase of native species, prohibition of poaching, etc.



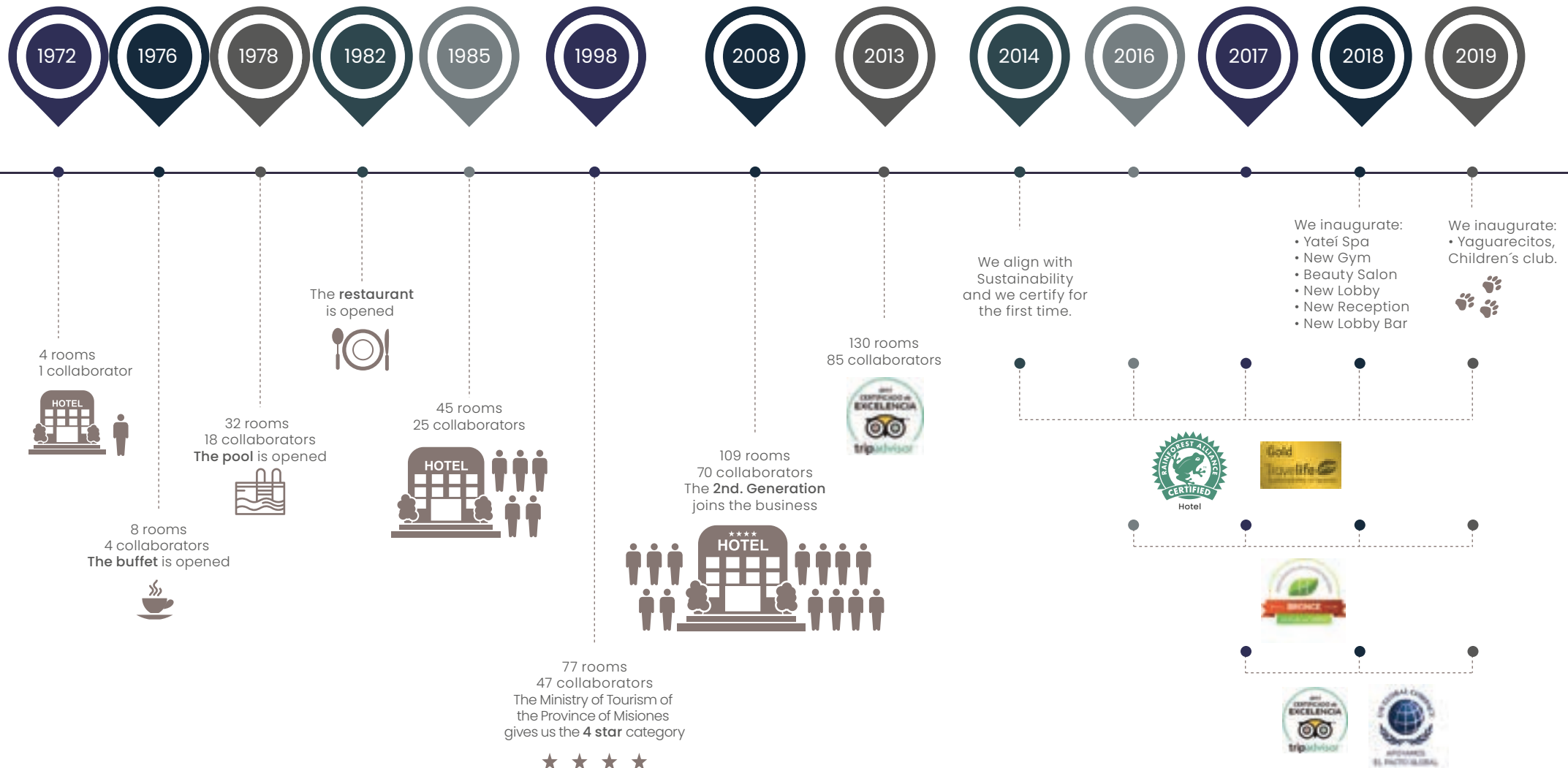
- Code of Ethics and complaints channels.
- Internal work regulations.



- Active participation in different organizations: A.G.H.A.I., A.H.T., I.C.B.
- Alliance with companies certified by R.A in order to launch the Sustainable Suppliers Program.



# HISTORY OF A GROWING FAMILY



A photograph of a hotel room, specifically a master bedroom. Two beds with dark wood headboards are visible, each with a white pillow and a red decorative pillow. A wooden nightstand sits between the beds, holding a glass vase with greenery and red berries. Two square wall sconces with warm light are mounted above the beds. A semi-transparent white banner with the text "OUR GROUPS OF INTEREST:" is centered over the image.

## OUR GROUPS OF INTEREST:





## CLIENTS

*We fulfill ourselves serving others*





POOL AREA

## SERVICES



127  
ROOMS



1 ROOM  
FOR DISABLED



PARKING  
FOR DISABLED  
PERSONS



PARKING  
PERSONS



3 ROOMS FOR  
EVENTS  
WITH CAPACITY UP TO  
120 PERSONS



SOUVENIR  
SHOP



NEW  
LOBBY



GYM



BEAUTY  
SALON



EXTERNAL PLAYGROUND  
FOR CHILDREN



ADULTS AND CHILDREN  
POOL



YAGUARECITOS  
CHILDREN'S CLUB



YATEÍ SPA



Doña María  
RESTAURANT  
DOÑA MARÍA



LOBBY BAR



QUINCHO BAR

## QUALITY MANAGEMENT

The main objective of the Hotel Saint George is to provide an excellent stay for the client. That is why we constantly work to improve the quality of the service, creating and updating **Quality Manuals** of the different areas, training and teaching Collaborators and considering the continuous feedback of quality perceived by customers and activating automatically corrective actions.

The main way to evaluate the quality perceived by the client is the Survey of Satisfaction, which is available in our electronic platform, and the results given by O.T.A.S.



## HEALTHY AND SECURE TOURISM

The HSG works in the Protection of children, that is why since 2014, it has a Prevention Policy of Sexual Commercial Exploitation of Girls, Boys and Adolescents by means of which it is ensured that no minor can stay with an adult who can NOT demonstrate affiliation or corresponding authorization. That Policy involves an action protocol, in which it is considered all the hotel areas.



### MINOR GUESTS

<b>4.348</b>	<b>3.589</b>
2017-2018	2018-2019

They were protected by our prevention policy and protocol of sexual commercial exploitation of girls, boys and adolescents



## TRAVEL AGENCIES

Being one of the most important groups of interest, we privileged a direct and fluid contact with the Travel Agencies that work with Hotel Saint George. We work to be more efficiently in the process of making reservations, as well as in special requirements; in order to make the guest experience adjusted to the expectations.

## ACCESSIBILITY

The HSG supports inclusion and the provision of equal conditions for all the people, so it was making the necessary adjustments with the idea that more and more disabled people can enjoy its services. In this period:

- We remodeled the **access ramp of the hotel**.
- We opened an **access ramp to the pool area**.
- We made a **new path** for blind people and those with reduced mobility.
- We opened a **new bathroom in the restaurant area** for disabled people.
- We incorporated **Braille menus** in the Restaurant and Pubs.
- We incorporated a **Braille Directory and Code of Ethics** in the room for disabled people.
- We started installing **Braille signs in all the public areas**.



Would you recommend the Hotel Saint George?

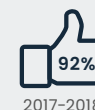


2017-2018

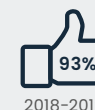


2018-2019

The sustainable actions that are applied by the hotel, do they add value to your stay?



2017-2018



2018-2019

\*Data obtained from our Survey of Satisfaction.





## IN FIRST PERSON



*"What I really like of the Hotel was Yaguarecitos. My son, Felipe, was fascinated and I think they achieve a unique space, full of content and educational. I also highlight the good predisposition of all the staff, always with a smile, a natural willingness to help you. Thank you!".*

**María Bernal, Capital Federal.**



*"The experience at the HSG was very beautiful. There are details that I did not see in other hotels, such as the fact that when they have cleaned my room, they unplugged my cell phone charger, neatly folded the cables and left it on the light table. These are details with an ecological sense made with love, and that, the love and good predisposition of all the staff is striking. We had a great time!"*

**Dolores Barberis, Santa Fe.**

## GOALS FOR 2023:

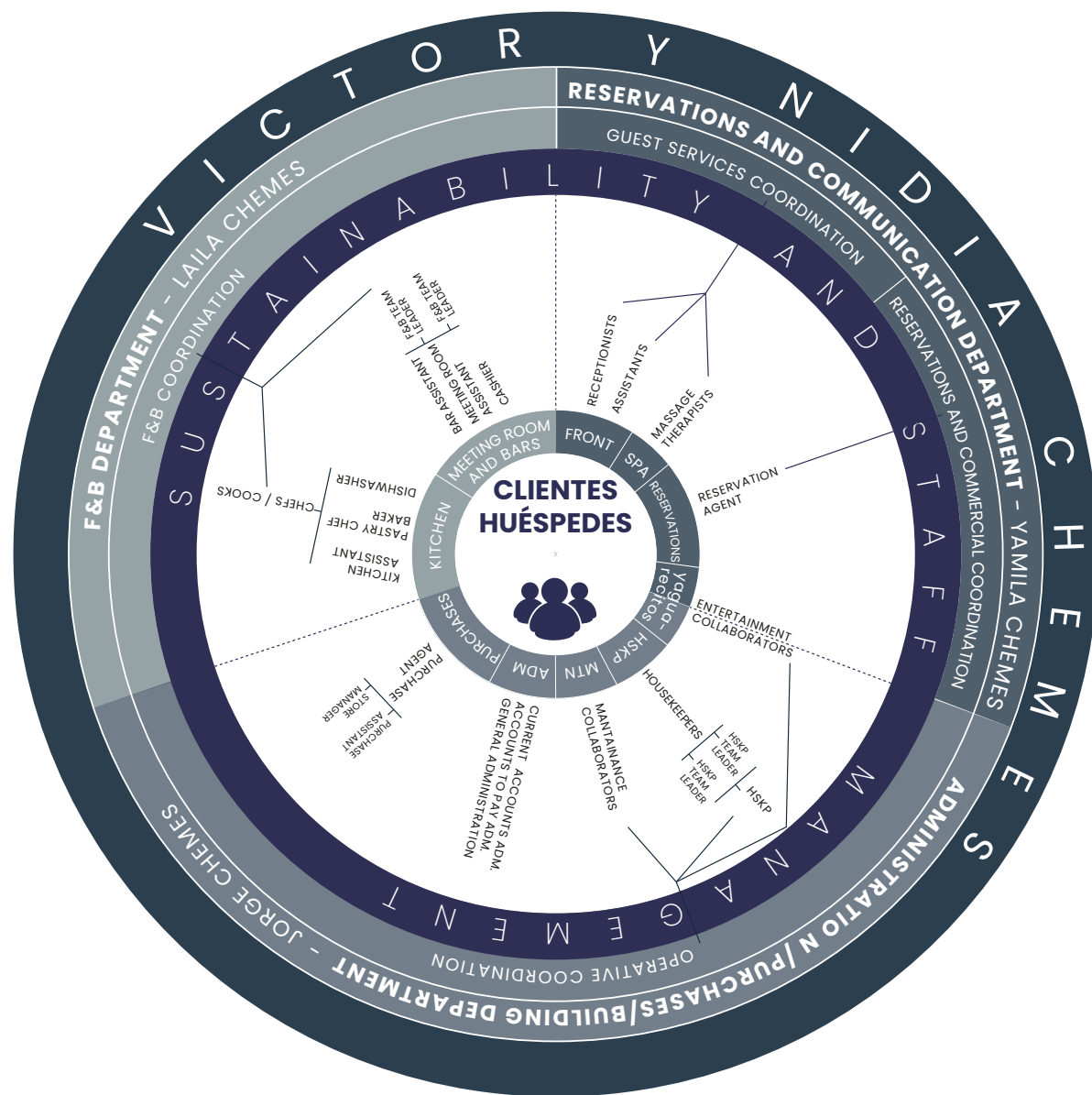
- Continue inserting ourselves in sustainable consumer markets.
- Continue increasing the sales through direct channels.
- Communicate more and better our actions.
- Continue improving Accesibility including different types of disabilities.
- Incorporate new technologies to facilitate contact with the guest.
- Continue improving the quality of our guest service.





## COLLABORATORS

*People are important for us*



## ORGANIZATION CHART

The organization chart of the HSG is a reflection of the actual business management, with a dynamic, flexible and organic spirit. Under this internal structure, the client is our centre and core. The customer maintains and moves all the persons involved in the system. The Area Coordinators and Directors provide support from the periphery and containment to the Collaborators who are daily in direct and indirect contact with the customers. For that reason, for the HSG the well-being of its collaborators is proportional to the satisfaction of the client. In this circular web, teamwork is unavoidable and the synergy of the parts impacts positively in the whole.







## PEOPLE MANAGEMENT AND SUSTAINABILITY

In 2019 Hotel Saint George officially created the area for the well-being of its Collaborators. Some of the functions: Personnel Management, Selection of new Collaborators, Induction, Training, Working environment, Performance Evaluation, Benefits and Motivation. Besides, this area is responsible for carrying out and maintaining sustainable practices of the HSG.

### BENEFICIOS



WEEKLY MEDICAL  
SERVICE



BREAST FEEDING  
FRIEND SPACE



EXTENSION OF THE  
PATERNITY LICENSE



LICENSE FOR  
SON/DAUGHTER  
ILLNESS



LICENSE FOR LOSS  
OF PREGNANCY



FREE WORKER  
RESTAURANT



HEALTH  
PROMOTION  
CAMPAIGN



CAMPAIGN OF INTERNAL  
SALES FOR  
COLLABORATORS



BIRTHDAY:  
GIFT AND  
HOLIDAY



AGREEMENT OF  
BENEFITS IN LOCAL  
SHOPS PRIORITY



CELEBRATIONS IN SPECIAL DATES: CHILD'S  
DAY, WOMAN'S DAY , FRIEND'S DAY,  
WORKER'S DAY, ETC.



## BREASTFEEDING FRIEND ROOM

In this room mothers can extract milk or breastfeed their babies guaranteeing their privacy. It has a minibar for proper storage of breast milk. This space achieved recognition from the National Ministry of Health.

## PROTECTING THE FAMILY

### • Extension of Paternity License

(Trascends the law): The HSG believes in Gender equality, so for that reason it extends the Paternity License adding 5 days to those estipulated by the Argentine Law.

### • License for son/daughter illness

(Trascends the law) The HSG gives 3 days annualy of justified absences for those parents who need to take care of their sick children.

### • License for loss of pregnancy

(Trascends the law): The HSG gives 3 days annualy of justified absences for those women who have lost a pregnancy.



## HOURS OF WORKSHOPS AND TRAINING

110

2017-2018

119

2018-2019



## VALUES AWARD

Every year the HSG formally recognized those Collaborators that represent and stand for the values of the company in their daily work.





Every year, the Team of the AABB participated in the contest of the Iguazú Gastronomic Week, organized by AGHAI. ¡In 2019 the HSG won the 1st. prize!

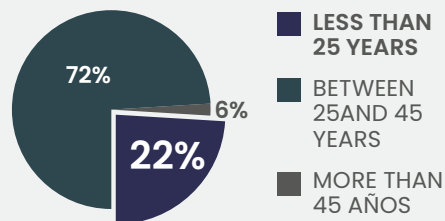


## INTERNAL COMMUNITY

### STAFF AND GENDER NOW

	REFERENCE	
49%	%	51%
56%	AUTHORITIES MEDIOS EN %	44%

### STAFF AND AGE



### HSG, FIRST EMPLOYMENT



### WORKING ENVIRONMENT

Every year the HSG makes an analysis of the Working Environment in order to measure the perception of the working environment and with this feedback we can design and re-design policies and actions.

**84%** of all the Collaborators consider their job satisfaction as VERY GOOD

### INTERNAL PROMOTIONS

**1**  
2017-2018

**5**  
2018-2019



**59%** of the Collaborators have children

As the HSG is a family business, it promotes family care and children protection.



### FIRST PERSON

*"In the Laundry area I have been working for more than 2 years. I think I have grown in this area because I love what I do.*

*Everything I have learnt, I have learnt here. In my free time, I like to stay with my children, my wife and brothers.*

*We like to walk in the promenade, ride our bicycles and go over the 600 ha and the 2000 ha and the green areas of the city. Sharing with my family is the best".*

Cristian Alvez Souza, Laundry.

### GOALS FOR 2023:

- Continue to support the policies and benefits that contributes with the balance between personal and family life and working life with a focus in the protection of maternity
- Training in new topics.
- Improve the efficiency of the Performance Evaluations.
- Provide greater support to Area Coordinators in their leadership task.





## SUPPLIERS

*We build a collaborative work culture*



**85%**  
2017-2018

**88%**  
2018-2019

**OF THE MONEY USED FOR  
HABITUAL PURCHASES  
REMAINED IN MISIONES**

## BETTER TOGETHER

Since 2016 the HSG is part of a group of local hotel companies sharing the values of sustainability. Together they annually evaluate their habitual suppliers under the criteria they

have agreed. Therefore they can provide support in order to improve the conditions related to these topics: Working practices, Decent work, Responsibilities on the Products, Environment and Social Responsibility.

The HSG is aware that Purchases and Wastes go hand in hand and the generation of wastes, in quantity and quality, closely depends on the purchasing strategy. Since 2014 we work on the following direction:



### ATEGIC PURCHASES

These Products and Services are considered priorities:

- local products and services
- their carbon footprint, emitted by the transportation, should be reduced as less as possible
- biodegradable products
- with returnable and reusable containers
- with reduced packaging
- that guarantee the energetic efficiency
- recycled products and that generates recyclable waste
- organic products
- that contemplate human rights and the appropriate working conditions of those who produce and transport the products
- that guarantee the safety and health of the involved persons
- that somehow prove the commitment to the environment and the community.
- we avoid single-use plastic products.



### WASTES

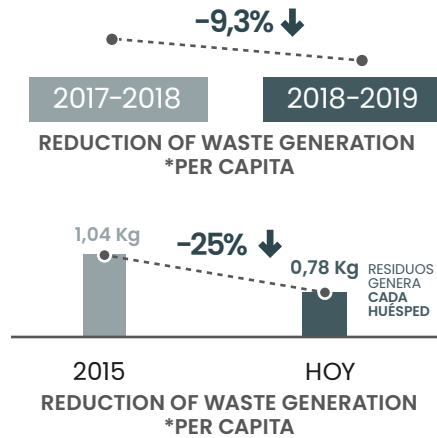
- In the HSG both Guests and Collaborators separate waste.
- Everyday all the solid waste is weighed, in order to evaluate the result of strategic purchases and set goals.
- We work to reduce the amount of non-recyclable waste reaches the sanitary landfill.
- Annually the HSG establishes alliances for the best final destination of each type of waste as much as possible and if the city allows it.

*\* Expressed in the Purchasing Policy and Manual of HSG*



## IMPACT OF PURCHASES IN THE REDUCTION OF SOLID WASTE:

0,78 Kg = WASTE THAT GENERATES EACH GUEST



DANGEROUS WASTE: THEY ARE KEPT TILL THEY HAVE A **SAFE FINAL DESTINATION**



THE FINAL DESTINATION OF **100%** OF THE USED KITCHEN OIL: **RECYCLING.**



**32%** OF THE HABITUAL PRODUCTS AND THOSE INHERENT TO THE INDUSTRY ARE USED IN REFILLABLE PACKAGING.

BEFORE	NOW
SHAMPOO, HAIR CONDITIONER AND SOAP IN INDIVIDUAL PRESENTATION	DISPENSERS
PLASTIC BAGS IN ROOMS FOR LAUNDRY	BASKET
PLASTIC STIRRING STICK	BAMBOO STIRRING STICK
PLASTIC STRAW	GLASS WITHOUT STRAW
PAPER COASTERS	CLOTH COASTER
BUTTER, JAM, SUGAR IN INDIVIDUAL PACKETS	BIGGER REFILLABLE SUGAR BOWLS AND CONTAINERS
SATISFACTION SURVEY IN PAPER	DIGITAL
FLYERS AND BROCHURES IN PAPER	DIGITAL
WASTE BAGS IN BINS	BIODEGRADABLE BAGS
DISPOSABLE EATING UTENSILS FOR OUTSIDE EVENTS IN THE HOTEL	GLASS UTENSILS
WASTE BAG IN BINS (ROOMS)	



POOL AREA



## JEJYÁ: TO PRODUCE PRESERVING THE FOREST

Jejyá means pulp in Guaraní, pulp of the Palmito fruit.

HSG supports the purchase to undertakings like Cooperativa Agroecológica Península de Andresito, which sells fruit pulp of Palmito on a small scale (native and endemic palm tree of the Atlantic Forest) for gastronomic use.

This Project encourages local families to make a productive use of their farms, specially of those areas of native forests. At the same time that the families diversify their production, the maintenance of native forest remnants are promoted.

From a social perspective, the Palmito is a crucial resource for the regional conservation and the welfare of its producers.



## IN FIRST PERSON

*"I think it's very good that Saint George has incorporated the Jejyá in the gastronomy and the interest in the promotion so in this way we achieve a short selling chain involved and personalized with the producers. Our goal is that this product becomes exclusive and genuine here and its consumption runs out in the region. We aim to develop a smart market, which does not generate more demand than that the resource can give and understand that it has certain periodicity, so it is not available all year. It is also important to know that the volume of production can change year by year. We desire that more hotels and Iguazú restaurants join this project."*

**Dra. Norma Hilgert**, Researcher IBS, UNaM – CONICET. Prof. FacFor

## GOALS FOR 2023:

- Continue replacing products and services that guarantee less environmental impact and best social impact.
- Continue growing with the group of businesses in favor of the good practices in the value chain.





## COMMUNITY

*We get involved*



THE HSG IS SENSITIVE TO ONE OF THE GROUPS IN GREATER VULNERABILITY SITUATION: GIRLS, BOYS AND ADOLESCENTS, FOR THAT REASON IT DIRECTS ITS ACTIONS TO THEM.

COMMUNITY EXTENSION

In 2018 the HSG decided to extend the the Sexual Commercial Exploitation Prevention Policy of Girls, Boys and Adolescents to the hotel industrial sector of the city of Puerto Iguazú presenting the Program of Good Practices for the Sexual Commercial Exploitation Prevention Policy of Girls, Boys and Adolescents. It has the technical assistance of National Ministry of Justice, the National Secretary of Government of Tourism, the Ombudsman of Girls, Boys and Adolescents of the Government of the Province of Misiones and UNICEF Argentina.



The Program started in April 2018 and finished in October of that year. It included an invitation to other hotel companies in order to receive training about the topic, training and monitoring on how to incorporate this policy and its application. The training was given by volunteers of the Reception Area of the HSG.

RESULTS:

- 8 of the 9 registered companies finished the Program.
- The 84% of the business practices presented by the Program were adopted by the companies.
- 93% of Satisfaction of the Adherent Participants.
- 100% of Satisfaction of the Volunteers of HSG

ADHESION TO THE CODE OF CONDUCT

The HSG adhered in 2018 to the Code of Conduct for the Protection of Girls, Boys and Adolescents Rights in Travel and Tourism, which is part of the Program of Responsible Tourism and Childhood of the National Secretary of Government of Tourism. In this way, the HSG is part of the National Network of Adherents to present Code.





## SOME INITIATIVES OF HSG

- Monthly economic support to **San Ramon Nursing Home**.
- Borrowing of rooms and event room for projects of social/cultural interest and to NGO's and institutions of common good.

## PARTICIPATION IN SPACES OF ARTICULATED MANAGEMENT IN IGUAZÚ:

### THE HSG IS:

- Founder of the Chamber of Tourism of Iguazú.
- Founder and active member of the Association of Gastronomic Hotel of Iguazú (AGHAI).
- Founder and active member of the Convention Bureau of Iguazú.
- Active participant of the Board of Directors of AHT, Iguazú subsidiary.
- Founder and active participant of companies united in favour of good practices in the value chain.

## IN FIRST PERSON



*"We are part of the Hotel Saint George campaign against Sexual Commercial Exploitation of Girls, Boys and Adolescents. They have given us several trainings during this period, and we acquired this process as part of our operational procedure. We could see that it is easy to apply and provides security to guests. It is important to implement it in our hotel and in the largest possible amount of ventures, since we have to ensure the safety of our guests and the community in general. Thank you! "*

**Adriana Silvero.**

Receptionist of Hotel Yvy, Iguazú.



## GOALS FOR 2023:

- Continue training other tourist ventures of the area in the Sexual Commercial Exploitation of Girls, Boys and Adolescents.
- We get involved in the dissemination of the Cultural Heritage of destination.



## ENVIRONMENT

*We are convinced that each contribution counts*



## ALLIES



### ARGENTINE WILDLIFE FOUNDATION:

Civil association that works on solving the main environmental issues of Argentina. It represents the World Wide Fund (WWF) in this country and it is the largest conservation entity in the world. The HSG makes monthly financial contributions.



### JAGUAR PROJECT:

This project is part of the civil association Ceiba. They work generating information about the present state of the jaguar (*Panthera onca*) so as to implement conservation measures in the northern region of Argentina. The HSG makes monthly financial contributions.



### ARGENTINE NATIVE FORESTS FOR BIODIVERSITY:

Argentine public interest entity, non-profit, which objective is to promote the regeneration of native forests, encourage the restoration of biodiversity and support the Argentine scientific research. The HSG makes monthly financial contributions.



### IMIBIO, Biodiversity Institute of Misiones:

Their efforts are focused on enhancing the Biodiversity of the province of Misiones, providing knowledge to the people of Misiones for a sustainable development in an integrated, collaborative and innovative way for the future generations.



THE HSG HAS BEEN WORKING WITH  
ARGENTINE WILDLIFE FOUNDATION FOR 10 YEARS IN  
THE PROTECTION OF THE PARANAENSE FOREST



### CO2 FOOTPRINT COMPENSATION:

100%  
2017-2018

100%  
2018-2019

### WHAT IS THE CARBON FOOTPRINT?

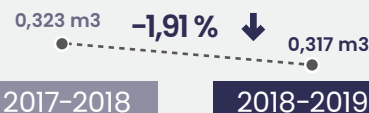
It is an environmental indicator that aims to reflect the gases of greenhouse effect (GHG) emitted by direct or indirect effect of a person, organization, event or product.

The HSG compensates the carbon footprint emitted by its operation and also invites guests to compensate their travel footprints by CheckOut for Nature, of Wildlife Foundation.



## WATER

### REDUCTION OF WATER CONSUMPTION \*PER CAPITA



The HSG measures and owns **Flow meters** in the areas which are source of higher consumption, in order to analyze the hydric footprint. Every year objectives of reduction and in some cases of maintenance are established with a strategy.



### STRATEGIC ACTIONS IMPLEMENTED AND CONTINUOUS DEVELOPMENT:

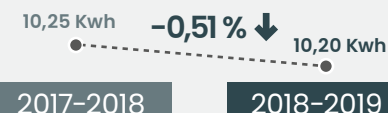
- Leak Detection Program.
- Incorporation of devices with flow reducers and double discharge system.
- Acquisition of efficient equipment in Laundry and Pool area.
- Campaigns to raise awareness among Collaborators and guests.

**80% OF WATER  
SOURCES HAVE SOME SAVING  
TECHNOLOGY**

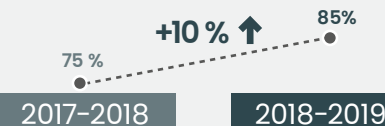


## ENERGY

### REDUCTION OF ENERGY CONSUMPTION \*PER CAPITA



### AMOUNT OF EFFICIENT ELECTRONIC EQUIPMENT



**97% OF THE LUMINARIES  
ARE EFFICIENT**



**75% OF THE LUMINARIES  
ARE LED**



**CLIMATE CONTROL WITH  
PELLETS BALANCE  
0 IN CO2 EMISSIONS**





## AWARENESS ACTIONS

### DIRECTED TO CUSTOMERS:

- Yaguarecitos, Children's Club: area created with a strong environmental imprint.
- Station with books of native flora and fauna.
- Social networks and Website.
- CheckOut for nature (Wildlife Foundation for compensation for travel carbon footprint).
- Celebration of Planet Month and Water Day.
- Code of Behaviour of how to behave in natural areas.
- Decoration and signage.
- Cultural and Environmental map of Misiones.
- Videos of sustainable tips in the lobby.
- Directory and posters in rooms.

### DIRECTED TO COLLABORATORS:

#### ANNUAL TRAININGS IN:

- Principles and Values of Sustainability
- Paranaense Forest
- Rational Water Use.
- Efficient Use of Energy.
- Waste management.
- Climate change.
- Visit to the supply plant of Iguazú
- Celebration of Environmental Children's Day
- Environmental competition among areas

## GOALS FOR 2023:

- Continue entering in markets of sustainable consumers.
- Continue increasing sales through direct channels.
- Communicate more and better our actions.
- Continue improving Accesibility including different types of disabilities.
- Incorporate new technologies to facilitate the contact with the guest.
- Continue improving the quality of our guest service.

## CERTIFICATIONS



### RAINFOREST ALLIANCE:

In 2015 we certified for the first time and we continue the following years up till now.

### SCORE OF THE LAST AUDIT (AUGUST 2019):

Business Management: 100%

Sociocultural Management: 96,67%

Environmental Management: 98,33%

**Global score: 98,33%**

Mark of Critical Indicators: 100%



### HOTELES MAS VERDES

Validation in 2017 and 2019.



### TRIP ADVISOR :

Certificate of Excellence  
2018 and 2019

## ADHESIONS



Protección de los  
Derechos de Niñas,  
Niños y Adolescentes  
en Viajes y Turismo

## ALLIANCES







HOTEL  
SAINT GEORGE

★★★★  
IGUAZÚ