



NAYARA

BOCAS DEL TORO

Panama



SUSTAINABILITY MANAGEMENT PLAN



Sustainability Management Plan

OUR VISION

"To be the leading destination for discerning travelers seeking an unparalleled eco-luxury experience on our private island, where sustainability is seamlessly integrated into every aspect, preserving the natural beauty and cultural heritage for generations to come."

OUR MISSION

"At Nayara Bocas del Toro, we are dedicated to providing exceptional personalized service while minimizing our ecological footprint. We strive to create unforgettable experiences for our guests, immersing them in the pristine beauty of nature and fostering a deep appreciation for sustainability. Through our commitment to conservation, community engagement, and personalized attention, we aim to be a beacon of sustainable luxury, inspiring others to embrace a harmonious coexistence with our planet."



OUR COMMITMENT

- **Local Employment and Economic Support:**

Prioritize hiring local residents, offering them meaningful employment opportunities, and providing fair wages and benefits. This commitment helps support the local economy and enhances the well-being of the community.

- **Collaboration with Local Businesses:**

Foster partnerships with local businesses, suppliers, and artisans to source goods and services. This support helps boost the local economy, promotes cultural exchange, and showcases the unique offerings of the community.

- **Environmental Education Programs:**

Develop and implement educational programs for our employees / local community, such as workshops, seminars, or school initiatives, that focus on environmental conservation, sustainability, and eco-friendly practices. This commitment helps raise awareness, inspire behavioral change, and empower community members to become stewards of the environment.

- **Community Outreach and Engagement:**

Actively engage with the local community by organizing events, volunteering for community projects, or supporting local initiatives that align with sustainability and conservation goals. This involvement demonstrates your commitment to being a responsible and supportive neighbor.

- **Philanthropic Initiatives:**

Establish philanthropic initiatives that contribute to the well-being of the community, such as supporting local schools, healthcare facilities, or environmental conservation projects. By investing in the community's development, you foster a positive relationship and make a tangible difference.

- **Cultural Preservation:**

Respect and celebrate the local culture, traditions, and heritage. Promote cultural exchange opportunities for guests and actively engage in preserving and promoting the community's unique identity.

- **Community Consultation and Feedback:**

Seek input and feedback from the local community on your sustainability practices and initiatives. Engage in open dialogue to understand their concerns, needs, and aspirations, and incorporate their input into your decision-making process.



CODE OF ETHICS

- **Integrity:**

We conduct ourselves with honesty, transparency, and fairness in all aspects of our business practices. We adhere to high moral and ethical standards, maintaining the trust and confidence of our customers, employees, and stakeholders.

- **Respect:**

We treat all individuals with respect, dignity, and equality, regardless of their race, ethnicity, gender, religion, sexual orientation, or social background. We foster a diverse and inclusive work environment, valuing different perspectives and contributions.

- **Accountability:**

We take responsibility for our actions and decisions. We strive for accuracy, reliability, and quality in the products and services we offer. We promptly address any errors or issues, seeking resolutions that are fair and equitable.

- **Compliance with Laws and Regulations:**

We operate in full compliance with all applicable laws, regulations, and industry standards. We uphold the highest standards of legal and regulatory compliance, ensuring the protection of our employees, customers, and the environment.

- **Environmental Stewardship:**

We are committed to minimizing our environmental impact and promoting sustainability. We strive to conserve natural resources, reduce waste generation, and mitigate the effects of our operations on the environment. We seek innovative solutions that prioritize environmental protection and ecological balance.

- **Customer Focus:**

We prioritize the needs and satisfaction of our customers. We strive to understand their expectations, deliver exceptional products and services, and provide transparent and timely communication. We handle customer data and information with the utmost confidentiality and respect their privacy rights.



- **Employee Well-being:**

We value our employees as our most valuable asset. We provide a safe and inclusive work environment, promote professional growth and development, and foster a healthy work-life balance. We prohibit discrimination, harassment, or any form of unfair treatment within our organization.

- **Ethical Sourcing:**

We engage in fair and ethical business practices throughout our supply chain. We work with suppliers and partners who share our commitment to ethical conduct, human rights, and environmental sustainability.

- **Social Responsibility:**

We actively contribute to the betterment of society by supporting community initiatives, philanthropic endeavors, and charitable causes. We aim to make a positive impact on the communities in which we operate, supporting social development and addressing societal challenges.

- **Continuous Improvement:**

We embrace a culture of continuous improvement, seeking opportunities to enhance our ethical practices and standards.



PURCHASING POLICY

- **Supplier Selection:**

We prioritize suppliers who align with our values and ethical standards. We assess suppliers based on their quality, reliability, sustainability practices, and compliance with relevant laws and regulations. We strive to develop long-term relationships with suppliers who demonstrate a commitment to social and environmental responsibility.

- **Competitive Bidding:**

We encourage fair and open competition among suppliers by soliciting competitive bids for goods and services. We evaluate bids based on a combination of factors, including price, quality, delivery times, sustainability practices, and supplier track record.

- **Ethical Standards:**

We expect our suppliers to adhere to high ethical standards and comply with all applicable laws, regulations, and industry standards. We prioritize suppliers who promote fair labor practices, ensure safe working conditions, and respect human rights. We reject any form of bribery, corruption, or unethical behavior in our purchasing activities.

- **Sustainability Considerations:**

We give preference to suppliers who demonstrate environmental stewardship and sustainability practices. We consider factors such as the supplier's environmental impact, use of eco-friendly materials, waste management practices, and commitment to reducing carbon footprint.

- **Quality Assurance:**

We require suppliers to provide products and services that meet our specified quality standards. We may conduct quality audits and inspections to ensure compliance with agreed-upon specifications and expectations.

- **Contract / Agreements:**

We establish clear and mutually beneficial contractual agreements with our suppliers, outlining expectations, pricing, delivery terms, and quality requirements. We ensure that contracts include provisions for dispute resolution, confidentiality, intellectual property rights, and termination procedures.



- **Supplier Diversity:**

We actively seek to promote supplier diversity and inclusivity. We encourage the participation of small and minority-owned businesses, women-owned enterprises, and other underrepresented groups in our supply chain.

- **Continuous Improvement:**

We regularly review and evaluate our purchasing practices to identify areas for improvement. We seek feedback from suppliers, monitor market trends, and adopt innovative solutions to enhance the efficiency and effectiveness of our procurement processes.

- **Compliance and Risk Management:**

We maintain compliance with all applicable laws, regulations, and industry standards related to purchasing activities. We conduct risk assessments and implement risk mitigation strategies to ensure supply chain resilience and minimize potential disruptions.

- **Supplier Performance Evaluation:**

We periodically evaluate supplier performance based on predetermined key performance indicators (KPIs) and provide feedback for improvement. We recognize and reward suppliers who consistently meet or exceed our expectations and demonstrate exceptional performance.



SUSTAINABLE PRACTICES

- **Energy Efficiency:**

Conduct an energy audit to identify areas of high energy consumption. Implement energy-efficient practices, such as using LED lighting, installing motion sensors, and using energy-efficient appliances. Invest in renewable energy sources like solar panels, wind turbines, or hydroelectric power to generate clean energy. Encourage guests to participate in energy conservation efforts, such as turning off lights and air conditioning when not in use.

- **Water Conservation:**

Implement water-saving measures like low-flow faucets, showerheads, and toilets. Capture and store rainwater for non-potable uses like irrigation and cleaning. Educate guests and staff about water conservation practices and encourage responsible water usage.

- **Waste Management:**

Establish a comprehensive recycling program for guests and staff, with clearly labeled recycling bins. Reduce waste generation by minimizing single-use items and opting for reusable or biodegradable alternatives. Compost organic waste to create nutrient-rich soil for landscaping. Partner with local recycling facilities or organizations to properly dispose of hazardous or non-recyclable waste.

- **Sustainable Food and Agriculture:**

Source locally produced and organic ingredients to reduce food thousands and support local farmers. Implement a farm-to-table concept by establishing an on-site organic garden or partnering with nearby farms. Minimize food waste by accurately forecasting demand, composting food scraps, and donating excess food to local charities.

- **Biodiversity and Ecosystem Protection:**

Conduct regular biodiversity assessments to understand the island's ecosystem and protect vulnerable species. Implement measures to preserve and restore native habitats, such as planting indigenous vegetation and removing invasive species. Educate guests about the island's biodiversity and the importance of conservation through interpretive signage, guided nature walks, and wildlife viewing programs.

- **Community Engagement:**

Foster positive relationships with the local community by supporting local businesses and hiring staff from nearby areas. Collaborate with local conservation organizations and community groups to initiate environmental projects and initiatives. Organize educational programs and workshops for guests and staff to raise awareness about sustainability and local culture.

- **Continuous Improvement:**

Regularly monitor and evaluate the effectiveness of sustainability initiatives. Set measurable goals and targets to improve sustainability performance over time. Stay updated on industry best practices and technological advancements to enhance sustainability efforts.

Scott Dinsmore

Scott Dinsmore
General Manager

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THE LEADING HOTELS
OF THE WORLD®