

Sustainable  
Lima, Perú  
May 8<sup>th</sup>, 2019



Adriana Bejarano, Aeris Holding Costa Rica

- Introduction
- Sustainable passenger experience
- Excellence Program
- Achievements
- Next Steps

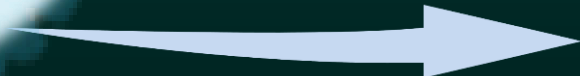
# Costa Rica Plans to Decarbonize Economy by 2050



Decarbonization and resilience



Transport and Sustainable Mobility



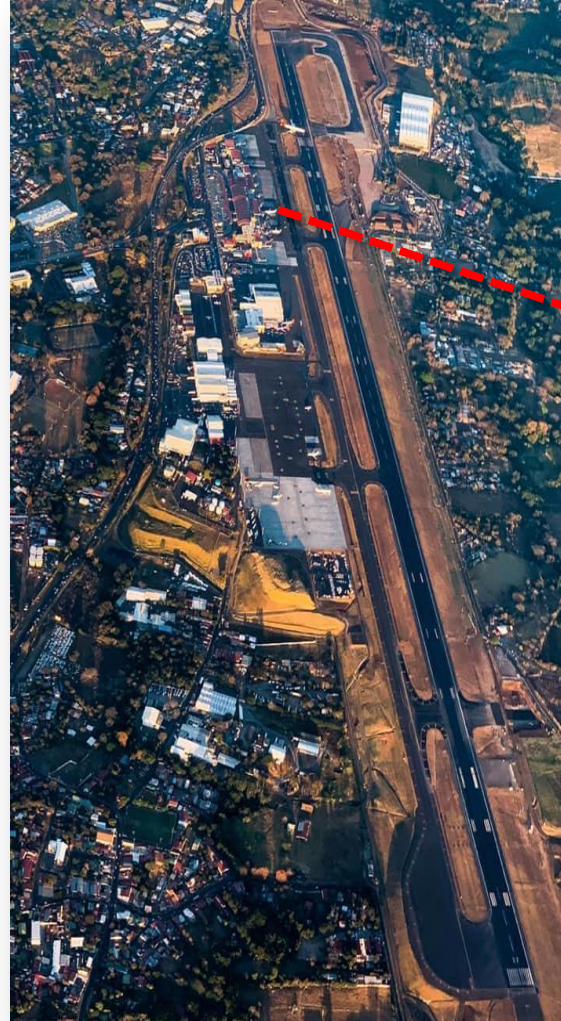
Eliminate the use of fossil fuels



# Country Goal: Aligned Actions



- ✓ Sustainable construction standards
- ✓ Sustainable operational measures
- ✓ Master Plan 2025-2040 Sustainability Chapter
- ✓ Sustainable Passenger Experience



# Sustainable passenger experience

2018 vs 2017



2,485,512 pax ↑ 3.7%

2019 vs 2018

2,620,452 pax ↑ 5.40%



Environmental Dimension

Social Dimension

Economic Dimension



# Certified Excellence Program for Commercial parties



**Environmental  
Responsibility**



**Social  
Responsibility**



**Economic  
Responsibility**



# Environmental Responsibility



Excellence  
Program  
2019

- ★ Waste management plan.  
Carbon Footprint Workshop.
- ★ Closure of environmental non-conformities.
- ★ Environmental celebrations e initiatives .

# Social Responsibility



Excellence  
Program  
2019

- ★ Safety Training
- ★ Occupational health risk matrix
- ★ Environmental celebrations & initiatives



# Economic Responsibility



Excellence  
Program  
2019

Subcontractors  
of commercial services

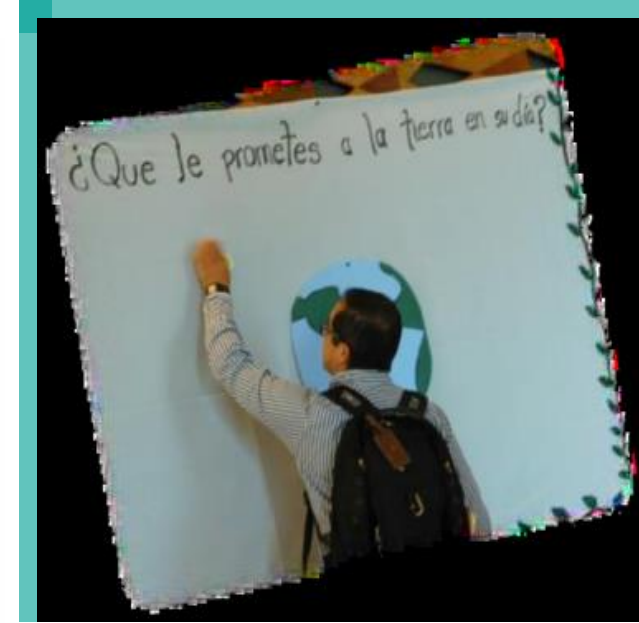
Subcontractors  
with sales report.

- ★ Fulfillment of obligations
- ★ Sales \$/ Pax
- ★ Compliance guarantee and Marketing plan

# Achievements

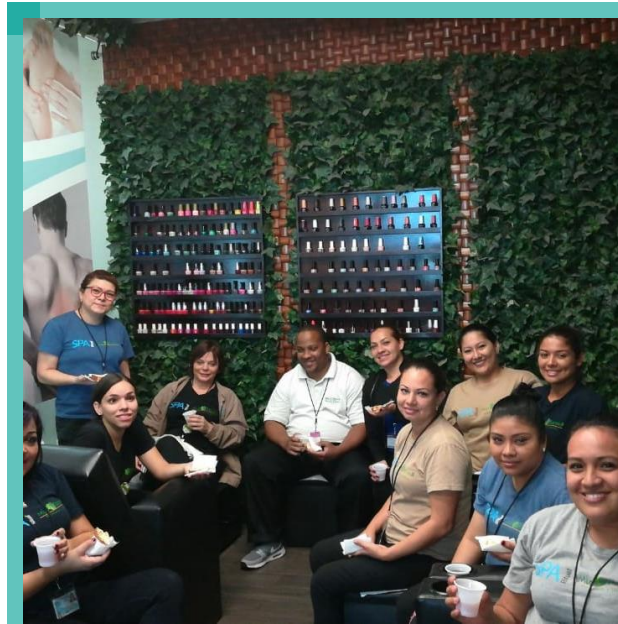


# Achievements

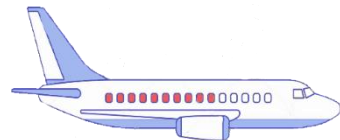




# Achievements



# Next Steps



## ➤ Certified Excellence Program:

Airlines

Ground Handlers

## ➤ Inclusion of Carbon Footprint mapping:

Phase 1: Ground transportation

Phase 2: Airlines





Thank you!