

COYOL
FREE ZONE
DESIGNED TO INNOVATE



Sustainability Report

2020

Sustainable
Development
for Costa Rica



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Message from the Chairman

Going back in time and remembering that Coyol Free Zone, only 13 years ago, was a sugarcane plantation where 200 people worked and observing its metamorphosis into a free zone that employs more than 16 500 people fills us with pride. Throughout time we have become the absolute export leader in the sector of life sciences, this fills us, as pioneers of a great idea, with joy, as well as it does our country. Costa Rica is frequently elected as a global destination for investment and access to opportunity for national talent.

Since the very beginning of project conceptualization Coyol Free Zone had its mission clear attempting to attend four business sectors: life sciences, logistics, electronics and aggregated value services.

Eventually, the preferences of the enterprises of the life sciences industry made us the most important cluster in the country and turned us into the number one free zone for Latin America and the Caribbean.

As the years passed the free zone's performance has generated an impact in the country as well as in the province of Alajuela in different sectors, all the way from road infrastructure to the amount of employment generated in the surrounding communities. Today a radial with access to national arteries and the country's most important export hotspots is available.

Therefore, communities such as San Ramón, Palmares, Naranjo, Sarchí, Grecia, Orotina, Atenas, Poás, downtown Alajuela and the provinces of San José and Heredia work with us hand on

hand to bring employment and benefit more families by giving them access to transportation through new routes.

Sustainable development has had a strong economical, social, and environmental impact by implementing concrete actions. Focused on education support for costarican children, harmony with the environment, health promotion, and constant quest of partnership among educational institutions, that allow their collaborators and people of the community to continue their academic formation in order to be better qualified for job accessibility and to grow professionally within the organizations.

Definitely, the achievements in this area make us proud and motivate us, year after year, to improve and innovate our projects, which are highlighted in this report.



Álvaro Carballo Pinto
Chairman, Coyol Free Zone



Message from the General Manager



Coyol Free Zone is a park under ongoing change and one that looks for continuous improvement. 2020 allowed us to enjoy a big success in the Life Sciences cluster despite being a year filled with

challenges brought by the world pandemic.

All together, last year, we exported more than \$2,000 million, reached a record of 16,500 jobs and implemented digital payment in our transport system. We also developed our Coyol Academy with the goal of offering remote employee training.

Due to the high demand for medical devices generated by the pandemic, we implemented online hiring processes with the help of the digital platform: *Intégrate a Coyol*. This allowed us to support the companies located in Coyol Free Zone which required to extend working hours and production lines.

The Covid-19 pandemic has confirmed the strategic position that Costa Rica holds as a country where companies from the Life Sciences sector are guaranteed business continuity despite contingency situations.

As a result, we continue to offer a privileged location for companies that wish to relocate their operations to nearby countries (nearshoring) levelling up with strong competitors.

In addition, over the course of these years, we have strengthened our position by offering an ecosystem made up of a wide range of suppliers for the Life Sciences companies inside the park. There are services such as packaging, manufacturing, logistics and exporting which lower costs and maximizes time and resources for the companies

who face a global complex transportation logistic.

In the area of sustainability, we have set ourselves the goal of continuous growth and achieving excellent results, always focused on our values of excellence and innovation and on the principle of developing in harmony with the environment. This environmental commitment manifests through initiatives like LEED-certified buildings, the use of renewable energy sources, the participation in programs such as *Esencial Costa Rica*, which allow the park to be consistent with the country's sustainable development policy towards the world efforts.

Among the greatest accomplishments in this regard are the 78,774 kWh of electricity generated by solar power systems and the

creation of two Sustainability Commissions, one at a manager level and the other appointed by the companies of the park.

With this report, Coyol Free Zone hopes to share with all our stakeholders the 2020 performance and refer to the challenges we shall face as we move forward. Likewise, we aim to reach those who are interested in knowing more about Coyol Free Zone, so that they have a broader understanding of how we have contributed to sustainability and wish to join in our effort to consolidate our honorific position in the national and international scenarios, in order to keep rating Costa Rica and Coyol Free Zone as a key destination for Foreign Direct Investment that searches for capacity, quality and experience that guarantees access to world exports



Carlos Wong Zúñiga
General Manager, Coyol Free Zone

Accomplishments 2020



Coyol Free Zone and our companies employ **16,500** people.

Teradyne y Nevro signed a contract to open operations in 2021.

Companies in Coyol Free Zone exported **US\$ 2,071** million worth of medical devices - amount that exceeds the 1% of the country's GDP. (2019 Data)

78,774 kWh generated by solar panels installed in Coyol Free Zone.

Current ongoing efforts to install digital payment for transport system and its users, making Coyol Free Zone the first free zone to offer **a comprehensive solution to its transport service**

The *Intégrate a Coyol* program virtualized its training allowing **90 people** to be employed

Recognized by fDI Magazine as:

- Best Free Zone for Medical Devices (two consecutive years)
- Best Free Zone for Recruitment Assistance (three consecutive years)
- Best Free Zone for Academic Partnerships
- Best Free Zone for Sustainability
- Best Free Zone for Large Tenants

Ranked No. 7 in the World's Top 10 Best Free Zones by Site Selection Magazine.

1,052 people enrolled & 347 graduated in training programs offered by FUNDATEC through a partnership with Coyol Free Zone.

Coyol Free Zone sponsored the Robotic programs at *la Escuela de Carbonal y la Escuela de Los Lagos* with a total of **¢12,844,300**

An online platform opened with the development of the **Academia Coyol**, - a platform that offers virtual tailored courses - designed to meet the professional interests and needs of the users

Recognized by The European Magazine as:

- Best Free Zone in Latina America and the Caribben
- Most Innovative Free Zone
- Best Business Center for Life Sciences and Advanced Manufacturing in Latin America

Creation of two **Sustainability Commissions** One at a manager level and the other appointed by the companies of the park.

Adopted Necessary measures to protect workers' health, permitting the continuity of operations and support of Costa Rica's efforts to combat the Covid-19 pandemic.

US\$ 307,000 cash and in medical equipment donation given to organizations and communities affected by COVID-19.





1 Actions supporting Sustainability



About Us



Coyol Free Zone is located in the province of Alajuela in Costa Rica, and is a free zone known for its specialization in providing tailor-made solutions for medical devices and advanced manufacturing companies. It offers services in construction, maintenance of infrastructure and common areas, human talent recruitment, employee development, transportation of workers and more.



Privileged Location



Top quality infrastructure



Ecosystem made up of suppliers and qualified contractors



Highly skilled human talent

The free zone's business proposal has been successful in attracting **30 companies dedicated to manufacturing and exporting of medical devices**. Currently, Coyol Free Zone produces a wide range of high-tech and value-added medical devices like heart valves, gastric tubes, surgical devices, knee implants, breast implants among many others. As a result of this, Coyol Free Zone has become the leading free zone in the exporting of medical devices in Costa Rica.

Since its foundation in 2007, this free zone has shown its commitment to sustainable development. Through each one of its partnerships, projects and initiatives highlighted in this report, Coyol Free Zone prompts the creation of jobs, the construction of sustainable infrastructure, the support of education, environmental balance and health promotion.



Total area: **107 hectares**



Total area of construction: **222,000 m²**



The 13 % of Coyol Free Zone's total area is under protection and strives to conserve native trees

Coyol Free Zone is Costa Rica's **first Smart Park**, specialized in the Life Sciences industry, meaning that it offers a comprehensive set of services made to fit the needs of the companies that manufacture medical devices.



Leaders in Life Sciences and y Advanced Manufacturing

Coyol Free Zone is a convergence point for thirty national and multi-national companies who are leaders in the manufacturing and exporting of high-tech and added value medical devices.

They account for **32% of medical device companies in the country's sector.**

On 2020 contracts where signed with Teradyne y Nevro – companies whose operations will open at the free zone in 2021.



Impact on the National Economy

For the third consecutive year running, the study of Coyol Free Zone's impact on the national economy was carried out. Its objective was to understand how the free zone and its companies influenced the gross domestic product (GDP), exports, the creation of jobs and Costa Rica's Free Trade Zone Regime.

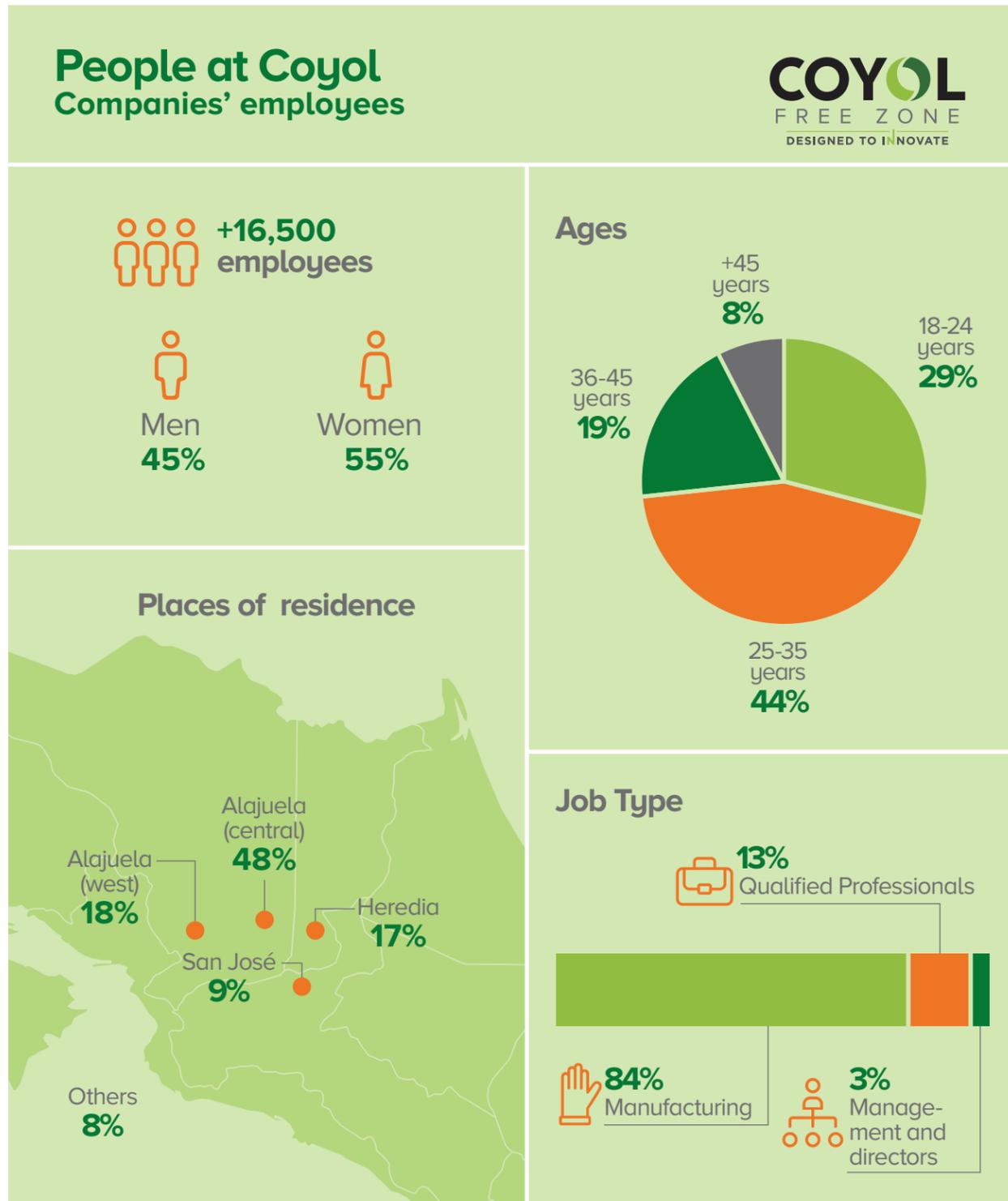
The 2020 study concluded that, during 2019, the companies in Coyol Free Zone exported **US\$2,071** million in medical devices, accounting for **58%** of the exports from the Free Trade Zone Regime's manufacturing sector. This figure exceeds the 1% of the country's GDP.

In addition, during this same period, an increase in the creation of jobs was maintained thanks to the recruiting efforts of Coyol Free Zone and its companies. The availability of new jobs is directly impacting local communities and contributing to the response given to employability challenges in the country.

The hope is that these numbers will continue to grow as, next year, the operations of new companies, as well as the most recent expansions in the free zone are expected to open.



Seven companies of the free zone are part of the world's top 30 companies in the Life Sciences sector: Medtronic, Philips, Cardinal Health, Abbott Medical, Smith & Nephew, Microvention-Terumo y Hologic.



Coyol Community

Coyol Free Zone offers job opportunities and training, allowing people to access different technical knowledge in order to develop professionally within the thirty companies operating in the free zone. Each year, the free zone works along with these companies to carry out a survey to generate insights about the workforce - a workforce that is made up of more than **16,500** people.

From 2016 to December 2020, Coyol Free Zone has experienced:

- »»» A greater hiring of women
- »»» An important increase in the percentage of workers coming from remote places like Cartago and others
- »»» An increase of 107 % in the workforce



Increase in Coyol Free Zone's workforce



This data refers to the total number of workers in the companies operating at the free zone.

The Free Zone where Innovation, Adaptability, and Experience meet

Since its beginnings, Coyol Free Zone has based its development on a differentiated value proposal with a long-term time frame. Following 13 years of experience and growth, the Free zone holds a shared vision of innovation and sustainable development with its stakeholders.

Certifications and Awards

Over the years, Coyol Free Zone has received awards and certifications including recognition of its work, commitment, and capacity to attract international investment, promote highly added value exports, create quality jobs and productive chains that positively impact hundreds of small and medium-sized Costa Rican companies.



Esencial Costa Rica

In 2017, Coyol Free Zone underwent an evaluation process with the goal of being granted the *Esencial Costa Rica* license. In the process, aspects related to excellence, sustainability, social progress, innovation, and solidarity with Costa Rica were evaluated.

Coyol Free Zone was granted the *Esencial Costa Rica* license as a distinguishing feature of its services, allowing it to join a community of companies that share the values of country branding and represent Costa Rica globally.

International Awards

Since 2016, Coyol Free Zone has received multiple international recognitions. 2020 was no exception and the free zone was recognized in a number of different categories by well-known magazines like Site Selection Magazine, The European and the specialized investment publication, fDi Magazine.

Coyol Free Zone has been rated for three consecutive years as the Best Free Zone for medical devices and recruitment assistance.



Site Selection - Conway Data

2020



- Ranked 7 from the top 20 Free Zones of the world.
- Top Free Zone in Latin America and the Caribbean.

2019

- Top Free Zone in Latin America and the Caribbean

2018

- Top Free Zone in Latin America and the Caribbean

fDi Magazine - The Financial Times

2020



TOP 10 GLOBAL

OVERALL



SPECIALISM:

MEDICAL DEVICES



COMMENDED FOR:

SUSTAINABILITY



COMMENDED FOR:

RECRUITMENT ASSISTANCE



WINNER: AMERICAS

LARGE TENANTS



COMMENDED FOR:

ACADEMIC COLLABORATION

2019

- Best Free Zone for Medical Devices
- Best Free Zone for Recruitment Assistance
- Best Free Zone for Expansion Projects

2018

- Specialization in Medical Devices
- Best Free Zone for Recruitment Assistance
- Best Free Zone for Academic Collaboration
- Best Free Zone for Expansion Projects

The European - Thompson Reuters Magazine

2020



Partnerships for Development

Coyol Free Zone has partnered with industry associations, business chambers and has built alliances with universities and local governments. In partnership with all these organizations, the Free Zone has worked collaboratively to boost Costa Rica's economic, social and environmental development.

Associations and Business chambers

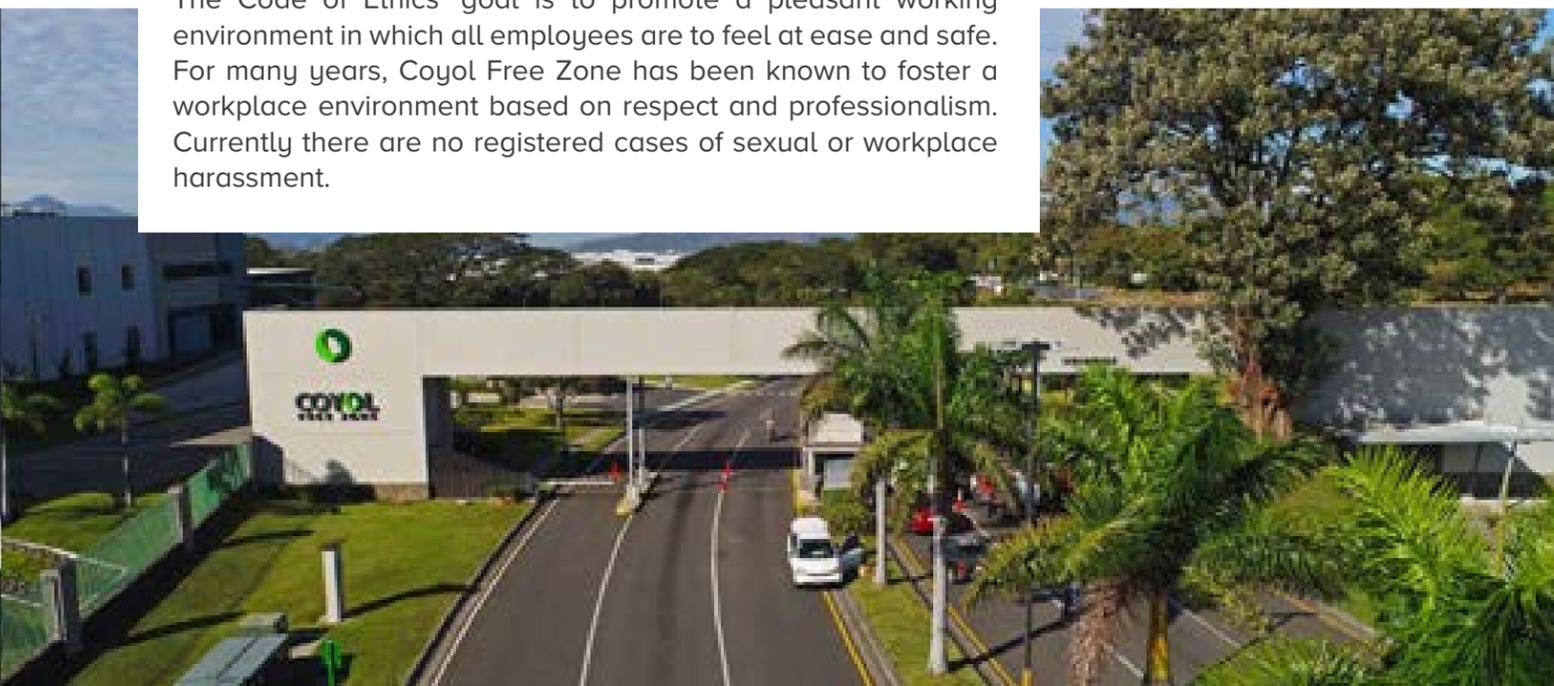
- *Coalición Costarricense de Iniciativas de Desarrollo (CINDE)*
- *Asociación de Empresas de Zonas Francas de Costa Rica (AZOFRAS)*
- *Horizonte Positivo Association*
- *Asociación de Zonas Francas de las Américas (AZFA)*
- *Cámara Costarricense de la Construcción (CCC)*
- *Cámara Costarricense Norteamericana de Comercio (AmCham)*

Universities

- *Tecnológico de Costa Rica (TEC)*
- *INCAE Business School*
- *Instituto Nacional de Aprendizaje (INA)*
- *Universidad LEAD*
- *Universidad de Costa Rica (UCR)*
- *Universidad Latinoamericana de Ciencia y Tecnología (ULACIT)*

Local government

- Municipality of Alajuela
- Municipality of Grecia
- Municipality of Sarchí
- Municipality of Naranjo
- Municipality of Palmares
- Municipality of San Ramón
- Municipality of Poás
- Municipality of Atenas
- Municipality of Orotina
- Municipality of Heredia
- Municipality of Belén
- Municipality of San José
- Municipality of Mora
- Municipality of Santa Ana
- Municipality of Escazú



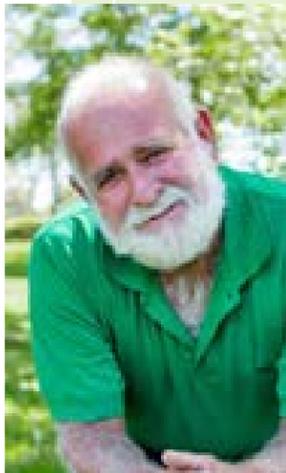
Ethics

As part of good corporate governance, Coyol Free Zone has a Code of Ethics, a Work Place Harassment Policy and an Ethics Committee made up by the General Director, Head of Human Resources and other members of its companies depending on the issue. The Ethics Committee has the responsibility of immediate response to reports of misconduct and to ensure compliance with the Ethics Code throughout the whole organization.

Coyol Free Zone's Ethics Code is compiled of the following policies and procedures:

- Ethics and Honesty Policy
- Conflict of Interest Policy
- Business Courtesies Policy
- Use of Computers and Electronic Resources Policy
- Use of Confidential and Information Property Policy
- Anti-Bribery Policy
- Equal Opportunities and No-Discrimination Policy
- Work-Life Balance Policy
- Uniform and Dress Code
- Physical and Psychological Harassment and Mistreatment Policy
- Environmental Policy
- Procedures to report and resolve non-compliance of the Code of Ethics

The Code of Ethics' goal is to promote a pleasant working environment in which all employees are to feel at ease and safe. For many years, Coyol Free Zone has been known to foster a workplace environment based on respect and professionalism. Currently there are no registered cases of sexual or workplace harassment.



Tobías Barrantes
AKA. Gabino,
Maintenance of
Green Areas

“I have always been treated in a warm and kind way by this company which makes me feel held and an important part of the group of people who work here. Feeling active motivates me and I like to always be doing new things.”



Seidy Montero,
Corporate Assistant
and Human Resources
Coordinator

“I am very grateful to be working in a place that makes me feel safe and at ease. There is always a pleasant working environment where I feel respected and able to express what I think and to be heard. I am also grateful to be working with such experienced and

knowledgeable people who I am continuously learning from. Coyol Free Zone allows us to develop and eagerly give our best.”



Continuous Improvement

Quality Management System

As a company dedicated to sustainable development, Coyol Free Zone has a quality management system certified to ISO 9001:2015 standard, which encompasses all the processes related to construction project management. The quality management system was put into place in 2015 and seeks to ensure the building of first-class infrastructure for companies operating in the free zone.

The primary goal of the quality management system is to guarantee that the clients' needs in terms of time, cost, safety, and quality in the project are met.

For this purpose, this system has four macroprocesses:

- Project Management
- Financial Management
- Human Resources
- Quality Management

Each one of the macroprocesses is made up of a set of manuals, policies and indicators that are related to areas such as project design, preventive action, corrective action, adherence to schedule, payments, charges, billing, recruitment and training for workers.

Quality Policy

Coyol Free Zone specializes in finding modern and innovative solutions to space design for its clients. It has a team of professionals who are in charge of leading and completing the design and building management processes, ensuring the success of the project.

We are committed to guaranteeing quality and safety in our projects as well as the meeting of agreed requirements for each one.

With our quality management system, we ensure the continuous improvement of our processes and customer satisfaction.

Furthermore, to ensure customer satisfaction via the continuous improvement of construction processes, the quality management system makes each completed project undergo an evaluation phase. This evaluation seeks to determine the client's perspective, study the quality of the process and indentify improvement areas for future projects.

The quality management system is led by a team of four representatives from different business areas – each one is responsible for one of the system's macroprocesses. With that, the system seeks to involve all Coyol Free Zone's employees through a digital platform, which holds all the necessary documents. In this way, anybody can suggest changes and the person in charge of each macroprocess must consider the suggestion and make the improvement.

In addition to this, internal and external audits are carried out. The internal audit team is composed of people from different business areas and is supported by Applus Certification in the implementation of follow-up audits and quality management system recertification.

Supplier Management

At the beginning of 2020, the supplier management project was founded with the goal of evaluating whether trade partners were aligned with the company's values and principles especially in terms of environmental management.

To achieve this, the project includes optimizing the approach used in reviewing the companies in the supply chain. A standard tool that enables the evaluation of each supplier under the same parameters was developed. As well as the usual technical criteria, the new tool also assesses the supplier's general information and aspects related to environmental management.

Over the next few years, Coyol Free Zone expects to continue with supplier management system and to build a program that promotes good sustainability practices along with all those in the supply chain.



Process Automation at CFZ

For Coyol Free Zone, it has always been important to achieve continuous process improvement to offer solutions that are increasingly more innovative to the park's companies. One of those efforts, is to continue working on the digital transformation of its processes.

In July 2020, a project was launched to implement a project management system and enterprise resource planning system (ERP) that enables the collecting, storing, management and interpretation of data from companies' business activities. With their integration, both systems simplify and automate business operations.

Some of the benefits of automating business processes are:

- Savings in time and lowering of operational costs.
- Reduction in rate of human error and operational risks.
- Improvement in the flow of data between different areas of the business.
- Enhancement of process management related to stakeholders.
- Paper savings of 20 kilograms per month (the equivalent of saving a tree a month)

For the future, the hope is to make further progress in the automation of Coyol Free Zone's processes and to use collected data to support decision-making and the development of new projects.

Sustainability at CFZ

During Coyol Free Zone's creations, the founders hoped to generate more and better job opportunities for all Costa Ricans. From that moment on, we have been aware of the potential that the free zone has to contribute to the country's sustainable development. As a result, our efforts in terms of social responsibility have been focused on employment, education and harmony with the environment. These three aspects have been the focal point of our work over the years.

In 2020, seeking to merge sustainability with business strategy, the Sustainability Committee was created, involving management and key areas of the business. The Committee began by defining the guiding principles for the approach to sustainability, approved action plans, appointed managers, and established specific parameters for each one.

The vast majority of the actions stipulated in the plan were already being implemented, by merging them in one only strategy with specific objectives and metrics, it was possible to have greater vision of the development and impact in each one of the projects.

For 2021, the Sustainability Committee is expected to continue and to recruit a larger number of human resource in order to develop more innovative projects that will influence and impact not only Coyol Free Zone's employees and management, but also local communities that make up an important part of our stakeholders.



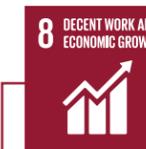
Sustainable Development Goals

On September 25th, 2015, a new global agenda was set for 2030: The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.

Every organization and business is capable of contributing to the SDGs through its products, services and specific actions in the effort to overcome the development challenges in the countries where they operate. At Coyol Free Zone, we have given priority to the SDGs that are most relevant to our operations.



4 QUALITY EDUCATION
We invest in Costa Rican education and promote learning in sciences, technology, engineering, and mathematics at primary school level. Plus, we offer training opportunities and skill development to people who seek employment.



8 DECENT WORK AND ECONOMIC GROWTH
Together, the Free Zone companies, generate formal employment for 16.500 people and we export a 58% within the manufacturing sector of the Free Zone regime.



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
We host 30 companies with high added value and technology. 19% of the total constructed area enjoys LEED certification for sustainable design and construction.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION
We put into practice improvement projects and efficiency processes that reduce the use of natural resources and the generation of waste. We also encourage the implementation of sustainable practices in our companies.



15 LIFE ON LAND
Since its foundation, the free zone has planted more than 2,000 trees. Today, 13 % of Coyol Free Zone's total area is given to conservation.



17 PARTNERSHIPS FOR THE GOALS
We build partnerships with governmental entities, the private sector and civil society to work towards common goals.

Stakeholders

Stakeholders are individuals and groups with whom we work or could be influenced by our operations. To be in contact with them is fundamental in our efforts to understand their expectations and to incorporate them into our work ethics as well as to identify ways to work collaboratively to foster sustainable development.



We have open channels of communication with our stakeholders through work commissions, participation in sector-oriented spaces, social media monitoring and evaluation of specific groups.

Human Capital

Employees working directly with management



Professional Development

Coyol Free Zone offers its employees the necessary training tools for their professional development within the company. Each management area is responsible for creating a training program that responds to the identified training needs and that enables employees to develop their skills.

Every employee at Coyol Free Zone is given the opportunity to take on new responsibilities or even be promoted within the company in accordance with their performance. To illustrate this, we have several success stories of employees who have, grown professionally mentored by the Coyol Free Zone over the years.



David Salas,
Director of Engineering

“In 2009, at the time when Coyol Free Zone was going into its second stage of infrastructure and began offering interior remodeling, I had been a Project Manager for 6 years. In 2015, I took on the area of Construction Management, which meant that I didn’t only oversee my projects but also supervised all the building that was going on at the free zone.

In 2018, I took over the management of the department where, in the last two years, high costing projects were built - a milestone in the history of the free zone.

We work in such a way that we are continually innovating processes with an aim to improve the final product.

I am proud to work at Coyol Free Zone, and I am very grateful for the opportunities that I have had which have been far more than just one. I have been given the opportunity to build a professional career and work on very challenging projects. In fact, I was given the opportunity to do a master’s degree at INCAE in 2018.

My relationship with Coyol Free Zone is a win-win. As long as challenges exist, there will always be motivation. The presence of a challenge is what allows me to evolve and brings emotion to what I do.”



Karol Jiménez,
Treasurer

“I began as a corporate receptionist at the age of 19. Two years later, I was given the chance to work in projects related to free zones in charge of procurement for construction projects.

When the Coyol Free Zone project began, I was permitted to take on the area of treasury, and

so here I am today.

During this process, I have gained much experience. Coyol Free Zone has offered me a stable working environment and it has supported me in learning, growing and studying. I studied Customs Administration and at the moment I am studying Business Management.

I love working here; there is a peaceful environment. It is a lovely feeling to have seen the free zone in its early days when it was a sugarcane plantation and now today where we have a bunch of companies. It makes me proud; I am proud to say that I work for Coyol Free Zone.”

Promoting Integral Wellbeing

Health

Staff from the administrative division of Coyol Free Zone have the have access to medical attention from Latam Health Solution Clinic y *Emergencias Médicas*. During 2021, due to the Covid-19 pandemic and the shift to telecommuting, there was a 42% decrease in the total number of medical consultations.

In previous years, through this health care service, an increase in the number of stress-related cases was detected. This was how the Zero Stress Program came to be – a program that ensures the employees’ integral wellbeing by promoting mental health, encouraging sports and offering nutritional consultation.

Following the challenges of 2020, the Zero Stress Program was replaced by a number of initiatives to protect employees’ health facing Covid-19. Educational talks were organized, personal protection equipment was handed out, access to the Covid test was made available to employees who showed symptoms and there was support from a medical expert to attend or guide whoever needed it.



Business Multidimensional Poverty Index

In 2018, with support from Horizonte Positivo Association, a diagnosis was carried out to determine the socio-economic needs of employees in Coyol Free Zone's administrative division. Part of this was a voluntary and confidential survey that looked at factors such as education, living conditions, health, work and the social security status of employees and their families.

From the results obtained from the diagnosis, a number of households were identified as being in a condition of socio-economic vulnerability. Each case was analyzed individually, and a hand was extended accordingly: financing for education, salary increases among other targeted measures. Furthermore, a series of talks on financial education were organized for the whole company.

Throughout 2020, the initiatives to support employees and their families in vulnerable socio-economic conditions were focused on the needs related to the Covid-19 pandemic.

Employee Solidarity Association

In 2016, an employee solidarity association was founded with the purpose of offering its members - workers from the administrative division - the necessary tools to undertake personal projects and maintain financial wellbeing. Currently, more than 85% of the employees are part of the association.

Some of the benefits offered by the solidarity association are a Christmas savings plan, extra saving scheme, school saving scheme, an employer contribution of 5.33%, an employee contribution (mandatory 5% , and extraordinary/voluntary 1%) and automatic loans.



Promoting Sports

With a view to encouraging an active and healthy way of living, Coyol Free Zone has been, for some years now, organizing sports activities targeted at administrative employees as well as those of companies operating within the free zone.

Companies are invited to build male and female teams to participate in 11-aside and 5-aside football championships. These tournaments take place once or twice a year outside office hours, and the winning teams are awarded medals, trophies, and personalized T-shirts. These football championships have become a space for healthy competition and are highly anticipated by the employees.

Additionally, the Classic Coyol Race is organized annually with the purpose of raising funds in support of schools in the free zone's local vicinity. For eight years, this race has been organized inside Coyol Free Zone and the participants run distances of 10 and 5 km as well as a 3km walk. As part of the event, there is also prize giving and other social activities.

During 2020, due to the Covid-19 pandemic, these types of sports activities were not possible. The focus was on protecting employees' health in conjunction with the companies in the free zone.

1200 employees participated in the 2019 anual Classic Coyol Race.





2

In Harmony with the Environment



Environmental Management

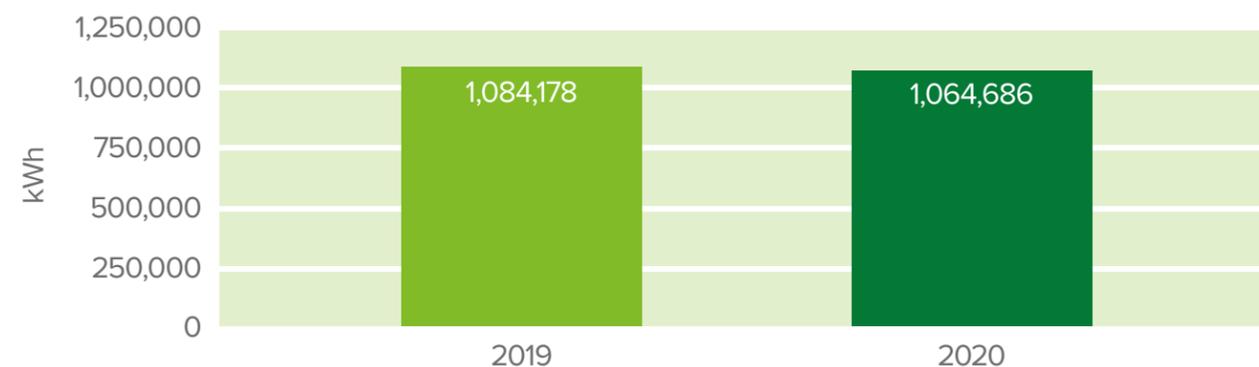
Environmental management is one of the pillars of Coyol Free Zone’s sustainability strategy; we are constantly performing initiatives and projects into action with the goal of reducing the impact on the environment of construction processes as well as the operations and maintenance of our premises.

As part of a continuous growth and improvement process, since 2020, we have been strengthening our environmental management, improving the recording and analysis of consumption indicators along with planning projects that benefit the environment. Our commitment for 2021 is to extend this process and support the workforce in order to continue implementing initiatives that decrease the impact of our operations.

Electric Power

Coyol Free Zone’s electricity consumption (specifically in this report) encompasses the administrative offices, the main area of maintenance services and the free zone’s common areas. Each one of the companies is in charge of managing its own power consumption.

Electricity consumption 2019-2020

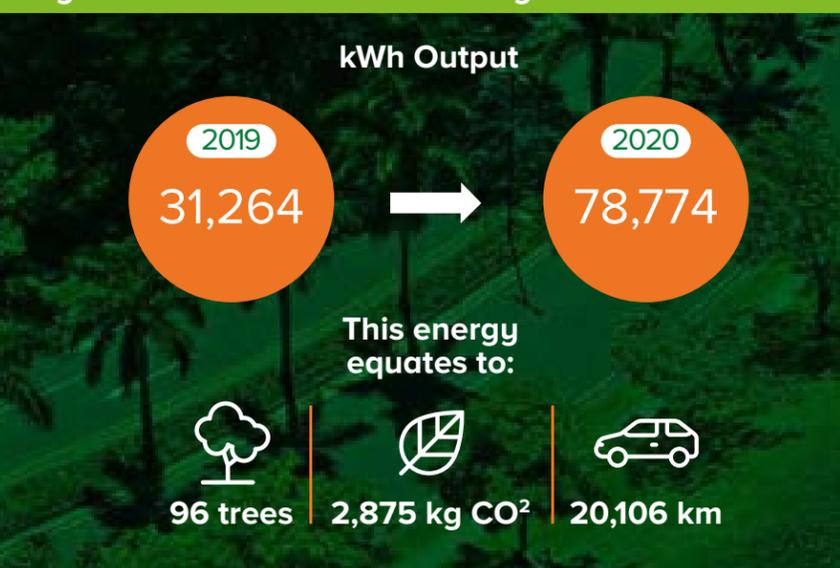


In 2020, the total consumption was 1,064,686 kWh, which represents a 0.02% reduction in comparison to the previous year. Even though 2020 was an unusual year due to Covid-19, Coyoil Free Zone's electricity consumption has remained stable, due to its use in the maintenance of the free zone's common areas such as car parks, treatment plants and water supplies.

Over the last few years, specific efforts have been carried out to promote the efficient use of electricity inside Coyoil Free Zone. Light fittings were replaced with LED technology, lights fed by solar panels were installed in six of the free zone's parking lots and air conditioning units were upgraded to more efficient ones.

In addition, solar panels that supply clean energy to a number of administrative buildings were installed. The photovoltaic system was installed in two stages: the first in 2016 and the second in 2019, which doubled the number of solar panels.

Coyoil Free Zone's Photovoltaic System



Water Resources

Water consumption in Coyoil Free Zone is managed centrally, which means that it includes the consumption of the administrative offices, the maintenance services center, common areas, and all the companies at the free zone. The main sources of water supply come from four wells with a water concession, and the supply from the national water company, *Instituto Costarricense de Acueductos y Alcantarillados (AyA)*.

Water consumption 2020

Source	Total m ³ per person
Underground water (wells)	18.62
Public Water Service (AyA)	18.88
Total	37.49

Despite a large percentage of Coyoil Free Zone's water consumption being used in the manufacturing processes, in this report the water consumption indicator is presented in relation to the free zone's total amount of employees (16,500). In this way, it is possible to analyze the consumption efficiency by taking into consideration the increase in the number of companies, the size of their operations and the increase in export numbers.

Regarding Coyoil Free Zone's significant growth over the last few years, during 2020 more energy-efficient water pumps were installed. These new pumps had the capacity to supply constant water pressure to the whole free zone. Furthermore, the irrigation system was enlarged to be able to take harvested rainwater to more green areas during the dry season.

During the course of 2021, a project for the reutilization of wastewater will be developed to supply green areas, which will prompt the recycling of about 500m³ from the 1300m³ of wastewater that is treated on daily basis by the treatment plant.

More energy-efficient water pumps were installed.



Wastewater

Coyol Free Zone has a wastewater treatment plant, once the wastewater is treated and meets the quality levels allowed by law, it is released into the *Ojo de Agua* gorge. In 2020, an average of **1,278 m³** of wastewater was treated daily.

A strict daily control of wastewater quality is kept, tests are run to measure acidity, chemical oxygen demand (COD), biochemical oxygen demand (BOD), suspended solids and other solids and sediments in the water so as to guarantee compliance with the standards established by law. Throughout 2020, no reports were made of levels outside the permitted range.

Coyol Free Zone's treatment plant, also, produces 44 tons of mud per month with a moisture content of 70%, which goes into the landfill.

Considering the free zone's growth, the treatment plant's processing capacity needs to be increased. Work has been done on the design of an expansion project that is expected to be completed in 2021.

The expansion will allow the treatment plant to be divided into two complementary plants that will work independently and with different technology. The new section will work with fixed bed reactors.



Currently, the treatment plant's processing capacity is **1,750 m³** of wastewater a day; with the expansion, it is expected to increase to **2,750 m³** a day.



Waste Management

Coyol Free Zone's waste management only includes the administrative offices, the maintenance services center and the communal areas. The reason for this is that each company manages its own waste separately.

During 2019, 639kg of paper, 704kg of cardboard and 575kg of plastic were disposed properly. However, in 2020, facing Covid-19 and the shift to telecommuting, the amount of waste was significantly less, and a monthly record was not kept.

Reforestation

The land where the free zone is currently located used to be a sugarcane plantation meaning that there were very few trees. It is for this reason that Coyol Free Zone has promoted a reforestation program from the start.

Over the years, **2000** native species of trees have been planted in the free zone's green areas and in the gardens of all the companies. These include *Roble Sabana, Cereza, Ceiba, Palo Verde, Guarumo, Copey, Corteza Amarilla, Ilan-ilán*, among others. In 2018, **15** trees of 300 to 500 years of age were saved, and **13%** of the free zone's total area was given to the conservation of native trees in an effort to foment the restoration of biological corridors.

A team of garden experts are in charge of the maintenance and protection of the trees throughout the year. In addition, technical expertise is available from forest engineer Luis Sheik, a specialist in the conservation of century-old species.

In 2020, **60** new trees were planted in Coyol Free Zone.



Sustainable Construction

Coyol Free Zone has expectations on becoming the leading free zone in sustainable real estate development in the region. For this reason, it is focused on the efficiency and responsibility shown in each of the expansions or new construction projects for the companies in the life sciences and advanced manufacturing sector who are looking to join the free zone.



All construction projects at Coyol Free Zone are built by subcontractors. For this reason, there are a series of guidelines with which all companies must comply without exception to ensure good work practices, the sustainable use of resources and environmental impact mitigation in compliance with current legislation.

Coyol Free Zone imparts obligatory workshops for the suppliers and assigns a risk-assessment engineer to each construction project. Moreover, a consulting firm with environment experts makes monthly inspections of each construction site. Ultimately, each completed building is evaluated according to the ISO 9001:2015 standard with the purpose of reviewing the quality of the process and identifying opportunities for improvement for subsequent construction projects.

2020 became the year with the largest number of constructions in the history of Coyol Free Zone



LEED Certification

Coyol Free Zone has the experience to offer the necessary guidance in the construction processes and to facilitate the documenting and reviewing of the companies that wish to undertake the LEED (*Leadership in Energy and Environmental Design*) certification process.

19.73 % of the free zone's total area enjoys a LEED certification



This is an internationally recognized certification that rates leading projects in sustainable design and construction. To pursue this rating, companies undergo an evaluation process to determine performance throughout the whole building and its lifecycle in areas such as location, transport, use of materials, water management, power management, among others.

Once this process is completed, the building is awarded a certain number of points in each category. Depending on the total number of points earned, the building may be eligible for LEED certification or a Silver, Gold or Platinum rating.

Certified 40- 49 points	Silver 50- 59 points	Gold 60- 79 points	Platinum 80- 110 points



Goals of a LEED-certified Construction Project

-  Reduce climate change
-  Promote sustainable and renewable materials
-  Improve each individual's health
-  Become a green economy
-  Protect and conserve water resources
-  Improve the quality of life of the communities
-  Protect and foster biodiversity and ecosystems

Currently, four of the companies in Coyol Free Zone have a LEED certification, meaning that an area of **43,693 m²** is certified; this accounts for **19.73%** of the free zone's total area. In addition, three buildings are pursuing certification.

LEED-certified Buildings

Medtronic	Platinum
Establishment Labs	Gold
Abbott	Silver
Smith & Nephew	Silver

Buildings pursuing LEED Certification

Coopervision
Smith & Nephew (segundo edificio)
CooperSurgical



Construction Waste Management

Every single new construction project in Coyol Free Zone puts together its own waste management plan, where it stipulates how waste products will be classified and treated. In the monthly inspections of each construction project, proper compliance with the plan is verified.

Throughout the different stages of the construction projects, numerous types of solid waste are generated. These wastes are classified into ordinary, harmful, special, recyclable, re-usable and infectious waste products. Each project assigns a manager in charge of disposing of the solid wastes in compliance with current waste legislation.

Since 2012, an initiative has been developed where all metal waste produced by construction projects is separated and sold. These profits are donated to different charities that are supported by Coyol Free Zone

During 2020, the crafting of a collective waste management plan for all the construction projects in the free zone was developed. This new initiative includes hiring one sole vendor for the management of construction waste. This change will enable the identification of different waste types and make a record of the volume created per type as well as indentifying the treatment option with the least environmental footprint. Moreover, by monitoring the wastes more carefully, it is possible to further encourage reduction, reuse y recycling.

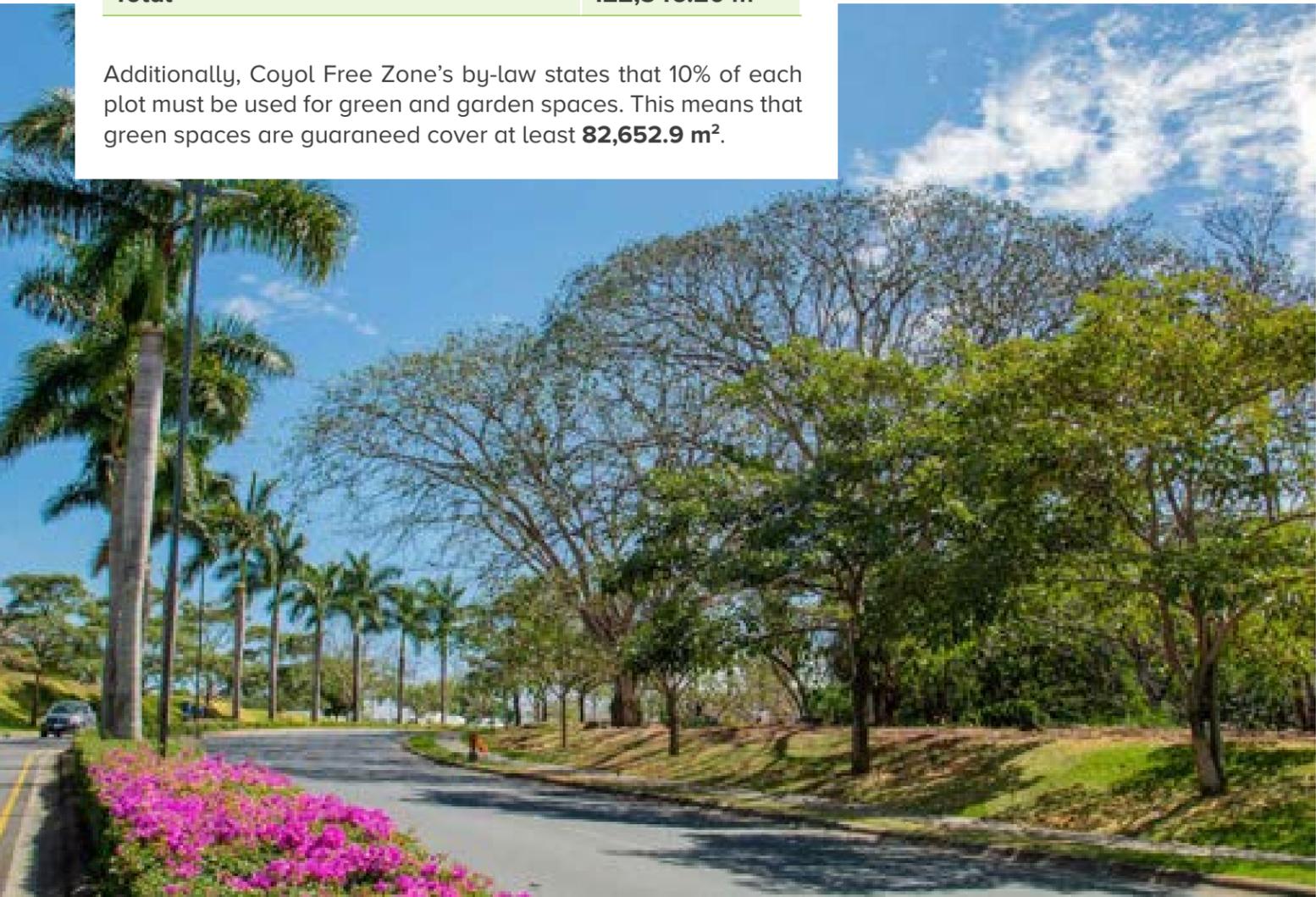
Green Areas

As part of our efforts to ensure sustainable real estate development and the working community's wellbeing, Coyoil Free Zone considers it fundamental to have ample green areas and to look after them with suitable maintenance and protection.

Coyoil Free Zone's Green Areas

Ravine protection zone	22,330.11 m ²
Sewage treatment plant's buffer zone	1,889.81 m ²
Los Ceibos Park (area designated for conservation of native trees)	28,361.59 m ²
Recreational area	20,843.44 m ²
Gardens	49,121.25 m ²
Total	122,546.20 m²

Additionally, Coyoil Free Zone's by-law states that 10% of each plot must be used for green and garden spaces. This means that green spaces are guaranteed cover at least **82,652.9 m²**.



Sustainable Transport

Over the years, Coyoil Free Zone has worked on consolidating and improving a private transport network to help the companies have their employees commute to and from the free zone. The cost of the service is subsidized by each company with the intention of providing employees a safe, affordable, and punctual transport service.

A concerted effort has been made to increase the number of bus routes and open new ones, encouraging employability in different communities, both in the Great Metropolitan Area and west Alajuela.

During 2019, nine new routes were opened that service communities in Atenas, Turrúcares, Ciudad Colón, Hatillos, San Pedro de Barva, Belén, Carrizal, Naranjo, Sarchí, Grecia y Sabana Redonda.

2020 did not see the opening of new routes due to Covid-19; however, there was an increase in the number of units to guarantee social distancing during the bus ride.

In 2020, a bus transport service was provided for more than 10,000 employees with bus routes going to more than 310 destinations every day.

In 2019, the bus transport fleet added 10 bus units – each one complying with the Euro 5 standard and fitted with technology capable of reducing particulate matter pollution by 96.3%.





Transport with Electronic Payment

Now, Coyo Free Zone's transport service uses a system that prints and collects tickets. Users need to obtain the tickets in their respective places of work and show them upon entering the bus. With the opening of new bus routes and the increase in the number of users, 20,000 tickets need to be printed every day.

The printing of the tickets creates long lines of employees and uses a great amount of paper and ink. Also, this system requires that the tickets be counted manually to keep a daily count of the number of users on each trip.

Given this situation, in 2020, work began in conjunction with the companies, transport service providers and a provider of technology solutions to develop a project that digitizes payment and optimizes the way the Coyo Free Zone's transport system works. This aims to be up and running during 2021.

The first step will be to install payment devices that work with contactless communication in the 200 bus units that serve the free zone. In addition, there will be two mobile applications that will enable the users to have payment records and access to information, in real time, about routes, arrival and departure times as well as travel time.

Additionally, a monitoring maintenance module is to be developed to monitor performance indicators like expiry dates for road permits, oil and tire changes, fumigation, among others.

This project is expected to keep evolving to offer users innovative solutions, to promote the reduction of the transportation network's impact on the environment and have Coyo Free Zone become the first free zone in the country to offer a comprehensive solution to its transport services.

The new electronic payment system will save 2.5 tons of paper each year.



Driving safely inside CFZ

In 2020, necessary measures were reinforced with the goal of easing up traffic inside Coyo Free Zone and promoting safe and responsible driving among employees and visitors.

- Speed reducers were placed near pedestrian crossings.
- An electronic speed camera was installed in the busiest road inside the free zone.
- An access control scanning system was implemented to read the number plates of employees' cars.
- A space was opened exclusively for vehicles that need to register on entry.
- Security guards patrol several different key points in the free zone.

Since 2020, a monthly traffic incident record has been kept in order to keep track of the accidents that take place in the free zone, by the end of the year, a total of 17 small accidents with only material damage were registered.

For 2021, the aim is to organize a series of campaigns on social media to raise awareness among the employees and other visitors about the importance of driving safely in the free zone.





3

Committed to Costa Rica's Development



Employability

“Intégrate a Coyol”

Intégrate a Coyol is a program created to support companies in their efforts to attract human talent from the surrounding communities. The program comes into action when any of our companies request Coyol Free Zone's service which includes the recruitment, selection and training processes for candidates interested in becoming medical manufacturing operators.

Intégrate a Coyol works together with the municipalities of Poás, Sarchí, Grecia, Naranjo, Palmares, Atenas, Mora y Orotina. Also, during 2020, an agreement was signed with the municipalities de Santa Ana, Ciudad Colón y Heredia.

The Coyol Free Zone team visits neighboring communities to preselect candidates through information sessions, tests and interviews; those who pass the first stage of the process go through a medical test and an interview with the company who is hiring.

Finally, they are given the opportunity to take an introductory course on basic medical device manufacturing concepts and are shown what the medical industry is like and its constant evolution. This course lasts 28 hours. The candidates that approve the course are ready to start working.



In 2020, there were four on-line courses, and **90** people were hired



Updated results from *Intégrate a Coyol*



Normally, the recruiting, selecting and training processes of the “Intégrate a Coyol” program take place in the communities to have a broader reach and to offer more people the chance to have a job free of travelling costs. However, in 2020, amid the Covid-19 pandemic, four online courses were offered which helped **90** people find a job in the companies operating in Coyol Free Zone.

Mass Recruitment

The mass recruitment service was launched due to the hiring of factory operators, brought about by the expansions in operations of some of our companies in the free zone.

This service comes in response to the companies’ need to hire great numbers of workers, and thanks to Coyol Free Zone’s talent acquisition services, in 2021, a total of 1,500 people were given the opportunity to find a job.

Coyol Academy

As a result of the new demands for human capital and the importance of extending the employability process, work was carried out during 2020, on developing Coyol Academy: an online platform where internal and external users will be able to take online courses targeted to interests and professional needs.

Use of the platform will be available starting 2021 and will open with an initial course named Introduction to the Medical Device Industry. This course is made up of 10 modules that

cover the main processes of the medical device industry, basic mathematical concepts, computer skills, fine motor skills, basic English proficiency, tips for writing a curriculum vitae, tips on how to do well in interviews, among others.

The course will be free of cost and those that complete all ten modules and the respective assessments can be added to the database and taken into consideration by the companies in their recruitment processes.

The free zone will build partnerships with educational institutions like Tecnológico de Costa Rica y FUNDATEC, with the goal of building an academic program tailored to the companies’ training needs and to the different professional capacities.

Job Bank

Coyol Free Zone offers the companies operating from the free zone a virtual platform where they can post available job openings and search for possible candidates. Every new job opportunity posted in the employment bank is also placed in *Gente Coyol’s* social media platform.

Those interested in applying to one of the jobs available in the companies in the free zone can access the platform, create a user account and deposit their curriculum so that their details are registered on the website.

Seeing that Coyol Free Zone’s job bank has been used mainly for posting jobs and filling positions for operators and technicians, as of 2021, a project is underway to give all registered job bank users the chance to also access Coyol Academy.

Coyol Free Zone’s job bank has more than **130,000** registered users.



Community Development

Prompting skills for STEM

Since its foundation, Coyo Free Zone has aimed to support Costa Rican education by encouraging children to study sciences, technology, engineering, and mathematics (STEM). Beginning in primary school, the idea is to promote the development of skills such as collaboration, critical thinking and other areas whose importance is prioritized by the job market.

During 2019 and 2020, work was done to build partnerships with *Fundación Quirós Tanzi* to sponsor the courses on Robotics at the *Escuela de Carbonal* and the *Escuela de Los Lagos*. Coyo Free Zone donated a total of $\text{¢}12,844,300$ – funds collected from the entry fees to the *Clásica Coyo* 2019 Race and other funds given by the free zone's administrative division.

Teachers, parents, and students from both schools received workshops on Robotics imparted by *Fundación Quirós Tanzi*. At the same time, *Escuela de Carbonal* was equipped with computers, software and other supplementary materials required for the courses.



Figures of the partnership with Fundación Quirós Tanzi 2019 - 2020

Escuela de Carbonal	Escuela de Los Lagos
94 students	113 students
94 parents	91 parents
12 teachers	6 teachers

In 2020, the Robotics workshops were given online. Additionally, Coyo Free Zone sponsored a number of online activities designed to educate teachers and children. These webinars were streamed real time via Facebook and YouTube.

During the live streamings of the webinars a total of **28,587** people joined.



Diagnostic of Educational Centers

In 2020, Coyo Free Zone built a partnership with *Fundación Caricaco*, a local charity that works to reduce inequality and increase access to opportunities through quality education.

With this partnership, the goal is to diagnose the needs of 35 educational centers in the region of Alajuela. *Fundación Caricaco* works in collaboration with the Ministry of Education (MEP), which allows it to have access to the necessary information in the process of determining the needs of the selected schools. This diagnosis will identify schools that are in a more vulnerable situation and detect what their specific needs are.

Based on the results, in 2021, Coyo Free Zone will be able to develop and implement a strategic workplan to support educational centers. At the same time, the plan is to find sponsorship from the companies operating in the free zone who would like to join the initiative.

Waste material converted into support for the community

For eight years, Coyoil Free Zone has been running an initiative to separate and sell the metal waste that is created in the construction and expansion projects in the free zone. The money collected through the selling of steel waste is donated to different educational centers or charities.

This initiative not only prompts responsible construction waste management, but also gives the much-needed support to neighboring communities. As the amount of construction projects in Coyoil Free Zone has grown considerably, in the last few years, more schools and institutions have seen the benefits of the initiative.

In 2020, ₡5 million were donated to schools in nearby areas.



Donations generated by sales of metal waste material



In 2019, the *Escuela Pacto del Jocote* received a donation which purchased exercise machines. These machines were placed in the schools's common areas with the purpose to encouraging the children to do exercise during recess as well as in their physical education classes.

In 2020, the *Escuela Miguel Carballo* was given a donation to build a small gym as the school did not have a space for children to practice sports and other recreational activities.

In addition, a donation was given to the *Posada de Belén* Association, a charity that offers comprehensive care to teenage mothers and their children. The donated money was used to pay for food and hygiene products needed during the Covid-19 pandemic.





Innovation

Costa Rica Center of Medical Innovation

With the vision of placing Costa Rica as the leading country in the medical and advanced manufacturing industry, Coyol Free Zone is working in conjunction with Global Center for Medical Innovation (GCMI), CINDE y other companies, organizations and national universities to start an association named Costa Rica Center for Medical Innovation (CCMI).

This association aims to offer support and guidance in investigation, development and innovation processes to entrepreneurs, private companies and the country's academic sector of life sciences.

CCMI aims to be an association

- Building of strategic, national, and international partnerships
- Guidance in the development of skills for investigation processes
- Guidance in the collecting of market data and information to be able to determine the business model
- Guidance in the design, development, manufacturing, distribution and regulatory processes in the life sciences industry
- Guidance in finding public and private financing for projects through mechanisms such as *Sistema de Banca para el Desarrollo*.

Principales actores involucrados:

- »»» CINDE
- »»» PROCOMER
- »»» Ícaro
- »»» UCR
- »»» ULACIT
- »»» MICITT
- »»» INA
- »»» Estado de la Nación
- »»» Hospital Clínica Bíblica
- »»» Hospital Metropolitano
- »»» TEC
- »»» Boston Scientific
- »»» Establishment Labs
- »»» Philips
- »»» Allergan
- »»» Hologic
- »»» Coyol Free Zone.
- »»» GCMI

It is estimated that CCMI will begin to operate in 2021. In the short term, the aim is to have a center for professional training in the skills for innovation and investigation in the field of medical devices that also feeds into the know-how and infrastructure that is already available in the country. In the future, the hope is to have CCMI be able to attract new sources of international financing and to encourage the investigation into medical devices by the development of skills and strategic partnerships.

Tecnológico de Costa Rica Partnership

Given that 84% of the total workforce at the free zone is made up of people working in manufacturing jobs and that most of them do not have a university degree, Coyol Free Zone is building partnerships with the *Tecnológico de Costa Rica* and FUNDATEC with the intention of assisting companies in the free zone to identify their training needs and to promote professional development among the employees.

As part of this partnership, FUNDATEC has opened premises inside the free zone so that employees have access to on-site training opportunities.



At first, the programs offered by FUNDATEC our employees were oriented towards technical-professional training. Over the years, the programs have expanded to include courses on software use, processes, languages, technicians, specialization courses and even master's degree programs.

During 2020, **1,052** students enrolled in and **347** graduated from the different training programs offered by FUNDATEC.





Programs at FUNDATEC Coyol Free Zone

- »»» Quality Technician
- »»» Production Supervisor Technician
- »»» Logistics and Inventory Technician
- »»» Metrology Technician
- »»» Excel Course
- »»» MiniTab Course
- »»» Customer Service Specialization
- »»» Six Sigma Specialization
- »»» Quality Audit Specialization
- »»» Online Business Administration Technician
- »»» Master in Medical Device Engineering
- »»» Master in Modern Manufacturing Systems
- »»» Master in Supply Chain
- »»» Master in Administration of Electromechanical Engineering
- »»» Master in Project Management
- »»» Regular English Course
- »»» Intensive English Course
- »»» Solidworks Course
- »»» Agile Project Management Course

In 2021, it is projected that the first group master's degree group will graduate under Coyol Free Zone's partnership with *Tecnológico de Costa Rica*. Furthermore, efforts are being made to padvance in the planning process for the construction el *Centro Académico de Alajuela*, which will be located inside the free zone with a total construction area of approximately 7,735 m².

Liaison with INA

Coyol Free Zone ha trabajado de la mano con el *Instituto Nacional de Aprendizaje (INA)* desde el 2015. Durante estos años, el *INA* ha apoyado a la zona franca en iniciativas como la certificación del conocimiento de inglés de los colaboradores de las empresas, coordinación de ferias de empleo para la atracción de talento y el acercamiento a posibles candidatos a través de bases de datos.

Por otra parte, Coyol Free Zone le ha abierto las puertas al *INA* para promover sus cursos de capacitación entre los colaboradores y brindar a las empresas la posibilidad de publicar los puestos vacantes en su plataforma de empleo.

15 of Coyol Free Zone's companies took part in the diagnostic process carried out by INA to determine training needs.



In 2020, following the *CINDE*'s initiative, *INA* identified training needs – a process for which it used a number of the companies operating in Coyol Free Zone. The results enabled them to determine the programs required by the companies and to begin offering courses tailored to the manufacturing of medical devices, occupational health and human resources. Today, employees from Philips, Moog Medical and CooperVision are taking advantage of the training opportunities that *INA* offers.



CFZ's External RS Committee

In 2020, Coyol Free Zone coordinated the creation of a Sustainability Committee, composed of sustainability managers and other representatives from our companies at the free zone. This committee meets once a month in order to facilitate training, the exchange of good practices and the development of joint projects that maximize the participation of our companies in such areas as education, employability, employee wellbeing and environmental management.

Some of the main topics covered by the free zone's Sustainability Committee during this year were related to the Sustainable Development Goals, the cooperation among our companies, the current economic situation in Costa Rica, environmental management amid the Covid-19 pandemic, among others.



4

Adapting to 2020's challenges



Response to COVID-19

The COVID-19 pandemic has meant unprecedented challenges for the free zone. In the face of this complex situation, the innovation that has always characterized Coyoil Free Zone was the main tool used to search for timely solutions that would allow for; employees' health to be protected and the companies to keep operating. With this we contributed to Costa Rican society.

Administrative Division

Firstly, to protect the health of Coyoil Free Zone's 33 employees, telecommuting was adopted in the areas of work where it was possible. Cleaning supplies and personal hygiene products, like hand sanitizer and masks, were sent to these employees.

At the same time, necessary measures were taken to implement strict sanitary protocols in accordance with the recommendations given by the health authorities to protect the employees and suppliers that continued to work in-person. Plastic screens were placed on the tables in the cafeteria and in the reception area to create safe individual working spaces.

Each company maintained constant communication with each employee which made it possible to identify people with possible symptoms or any related need and provide the required attention. A medical expert was hired with the purpose of attending and orienting the employees. In addition, an agreement with *Laboratorios Echandi* was established to make tests available to employees suspected of carrying the COVID-19 virus.



Additionally, informative talks and discussion groups with Dr. María Luisa Ávila and representatives from the *Caja Costarricense del Seguro Social* were organized. These virtual activities allowed the Coyol Free Zone employees to receive advice about their own health protection and understand the necessities and risks that the country and the industry are facing during the pandemic.

The implementation of measures and the compliance with protocols allowed Coyol Free Zone to continue with its operations and keep attending the needs of our companies operating in the free zone. None of the construction projects were paused, which made 2020 the year with the most construction projects in the history of the free zone. Additionally, the recruitment and training services were adapted to the virtual world and saw 1,500 people hired throughout the year.

Our Companies

In the face of the pandemic, Coyol Free Zone has maintained close coordination with our companies. A committee made up of representatives of the administrative division and several of the companies was created, with the intention of coordinating initiatives and making necessary decisions to confront the new challenges.



Similarly, talks were offered on subjects that focused on medical advice, legal advice, advice for service providers, good telecommuting practices, among others. Even a report was shared periodically on the number of positive COVID-19 cases among employees of our companies at the free zone.

Coyol Free Zone's maintenance and gardening divisions were in charge of continually cleaning the common areas like bus stops, entry and exit points. At the same time, an entry protocol was established for the external suppliers and other visitors, who could only enter the free zone with prior authorization. Each customer had their own protocol for external suppliers and other visitors.

As for the employees' transport service, measures were taken to reduce the possibility of transmission in the buses. A space in the free zone was allocated to the proper sanitization of the bus units before every trip. In addition, a protocol was established that included the reduction of passenger capacity in each bus, the use of masks, and social distancing at bus stops.

Supporting Costa Rican society

During 2020, in consideration of the country's needs amid the Covid-19 pandemic, Coyoil Free Zone reassessed its usual source of donations and focused its efforts on generating cash donations as well as medical equipment and other items needed by various organizations and affected populations. Likewise, national initiatives were supported by sponsoring activities such as concerts which looked to provide a message of hope and solidarity for the Costa Rican people.

- A donation was given to the Municipality of Naranjo for the promotion of cultural activities streamed on Facebook Live – activities that included storytellers, musicians and other local artists.
- A piece of Abbott equipment and 5,000 reagents to carry out PCR tests were donated to the *Instituto Costarricense de Investigación y Enseñanza en Nutrición y Salud* (INCIENSA) – an entity in charge of testing during the first months of the pandemic in the country.
- 36 sliding glass doors were donated to the *Hospital de Alajuela*; these doors were used to adapt the facilities to care for Covid-19 patients.
- Assistance was given to the organization of a music concert with Editus to thank the frontline workers for their great contribution to the fight against the pandemic.
- 50,000 masks were donated to the “*Ponete una mascarilla en tu corazón, también*” Campaign - an initiative led by Costa Rica's Red Cross to make masks available to vulnerable populations.

- Support was given to the organization of a concert that was part of the “*Así suena un país unido*” initiative. The concert brought together a big number of national artists and was televised by Teletica.

A cash and medical equipment donation worth US\$ 307,000 was made to organizations and communities affected by the pandemic.



Donación	Organización/población beneficiada	Monto equivalente en dólares estadounidenses
Cultural activities	Municipality of Naranjo	\$1,785.71
Equipment and necessary reagents for PCR testing	INCIENSA	\$250,000.00
Sliding glass doors	Alajuela Hospital	\$10,714.29
Concert with Editus	Frontline workers	\$3,500.00
50.000 Masks	“ <i>Ponete una mascarilla en tu corazón, también</i> ” Campaign led by the Costa Rican Red Cross	\$11,000.00
Concert with national artist	<i>Así Suena Un País Unido</i> Initiative	\$30,000.00
Total		\$307,000.00



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