

## SUSTAINABILITY POLICY OF TURAVION-TRAVELART

We are a travel agency and incoming tour operator committed to the proper tourism development of the country and the welfare of all its inhabitants, along with being a socially responsible company.

Our company focuses all its efforts on providing quality services, ensuring that our operations positively impact the culture and environment of the areas in which we operate, while safeguarding the health and safety of employees, suppliers, and passengers.

As part of our global responsibility, we believe that all services offered should directly benefit our land, wildlife, and local communities, as well as provide an authentic experience of the local culture, flora, and fauna of Chile. For this reason, when creating our programs, we emphasize that our passengers can enjoy these unique experiences in harmony with the culture and nature.

The pillars and principles on which we base this Sustainability Policy are:

### 1. SUSTAINABILITY MANAGEMENT AND LEGAL COMPLIANCE

We are committed to sustainability management, practiced through the following actions:

- Have a designated employee responsible for sustainability coordinator tasks.
- Have a sustainability mission statement that is communicated to customers, partners, and suppliers.
- Have an accessible, written sustainability policy that aims to enhance the positive social, cultural, economic, and environmental impacts of the company's activities, and includes health and safety aspects related to employees.
- Collaborate and actively participate in external forums and working groups that support tourism sustainability.
- Conduct a baseline assessment of the company's performance in sustainable practices.
- Have sustainability guidelines and an evaluation system in place to assess the sustainability performance of key suppliers and partners.
- Have a sustainability action plan with clear objectives, actions, measures, responsibilities, and a timeline.
- Develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives, and targets.
- We ensure that all staff are fully aware of our sustainability policy and are committed to implementing and improving it.
- We are committed to complying with all national legislation, regulations, and codes of practice.

## 2. INTERNAL MANAGEMENT: SOCIAL POLICY AND HUMAN RIGHTS

We are committed to sustainable internal management through a clear, written and well communicated social policy, which includes the following principles:

- Grant employees the freedom of employment termination with notice (ideally at least one month) and without penalty.
- Include in the employment contract the working conditions as per national labor legislation and a job description.
- Specify the salary in the contract, ensuring it exceeds the national legal minimum wage.
- Determine and compensate overtime, previously authorized by management, based on agreed terms for specific projects.
- Provide labor insurance in accordance with national legislation.
- Grant employees paid annual leave and sick leave as mandated by current legislation.
- Maintain a health and safety policy for employees that complies with national legal standards.
- We ensure first aid equipment and trained personnel are available at all relevant locations.
- Comply with national regulations regarding the minimum age for admission to employment.
- We establish effective and documented procedures for employees to express their complaints and expectations.
- Maintain a clear disciplinary procedure that is effectively communicated to employees.
- Implement a system to regularly measure employee satisfaction.
- Provide regular orientation and training to employees on their health and safety roles, rights, and responsibilities, including relevant fire and natural disaster procedures.
- Create opportunities for students to participate in internships, traineeships, or apprenticeships.
- Promote employment opportunities for people with special needs.
- We reject all forms of sexual and commercial exploitation of children, adolescents, and adults in all its forms, and we do not endorse child labor or contracts with minors.

We are committed to upholding human rights by ensuring compliance with the following practices:

- We do not obstruct union membership, collective bargaining, or the representation of members by trade unions.
- We prohibit discrimination in hiring, conditions of employment, access to training, advancement to higher positions, or promotion based on gender, race, age, disability, ethnicity, religion/belief, or sexual orientation.
- We ensure that all employees have equal opportunity and access to resources and opportunities for personal development through regular training and education.

### 3. INTERNAL MANAGEMENT: ENVIRONMENT AND COMMUNITY RELATIONS

We are committed to practicing environmental protection and improving community relations, ensuring compliance with the following practices:

- Reduce actively the use of disposable and consumer goods.
- Encourage the purchase of sustainable goods and services, office and catering supplies, gifts and merchandise.
- Set copying and printing machines to default to double-sided printing or other forms of paper saving.
- Use non-hazardous, non-eutrophic, biodegradable cleaning materials that are certified with an eco-label, if available locally.
- Print brochures on recycled paper.
- Implement measures to reduce brochure waste or an "Internet only" policy.
- Have an active commitment to measure, monitor and reduce energy consumption.
- Turn off lights and equipment when not in use, use an automatic on/off system with timers or motion sensors, and default equipment to energy-saving mode whenever possible.
- Prefer energy-efficient equipment when purchasing new items, including cost and quality considerations.
- Use sustainable water sources that do not negatively affect environmental flows.
- Comply with national legislation regarding waste disposal.
- Develop and implementing a solid waste reduction and recycling policy, with quantitative targets.
- Take measures to reduce the amount of plastic (non-refillable) drinking water bottles for use in the office.
- Separate all materials that can be recycled and organize proper collection and disposal.
- Apply waste reduction methods when using ink and toner cartridges for printing and copying, whenever possible.
- Recycle correctly or disposing of batteries.
- Comply with national legislation on wastewater treatment, which must be reused or disposed of safely.
- Reduce impacts related to transportation of personnel, through teleworking.
- Provide orientation, training and/or periodic information to all staff members on their roles and responsibilities with respect to internal environmental practices.
- Contribute to the protection and preservation of local properties and sites of historical, archaeological, cultural and spiritual importance, and not impeding access to them by local residents.

#### 4. ASSOCIATED PARTNERS

Our goal is to achieve sustainable development for each of our company's partners.

We are committed to this through:

- Maintain a list of the sustainability practices of associated accommodations and local operators.
- Work with organizations that truly implement sustainability in their tourism policy.
- Raise awareness of key partners on sustainable consumption by organizing campaigns and trainings (online)
- Inform key partners about Travelife and national tourism standards.
- Have a cooperation contract that includes an annex to the national code of conduct, for local partners to promote their practices towards sustainability.
- Periodically evaluate the sustainability practices of our main partners to ensure that their practices are truly sustainable.
- Inform partners about the sustainability policy and what they are expected to comply with and/or communicate to end customers where relevant.
- Include clauses in commercial contracts that allow for premature termination of the contractual agreement if the partner counterpart does not take adequate measures to prevent sexual exploitation of children within the direct supply chain.
- Ensure that partner companies comply with all relevant national laws protecting the rights of employees.

#### 5. TRANSPORT

We try to ensure that the vehicles used on excursions do not cause above-average pollution. We believe that transportation is an important aspect of sustainable tourism, and we do our best to lower the average level of pollution.

We are committed to this through:

- Select the most sustainable options considering price and comfort when choosing transportation options to the destination.
- Consider and give preference to the most sustainable alternatives when selecting transportation options for transfers and excursions at the destination, considering price, comfort and practical considerations.
- Integrate and/or promote one or more sustainable vacation product(s)/package(s) based on a recognized methodology, including sustainable transportation, accommodation and sustainable activities.

## 6. ACCOMODATIONS

We aim to achieve a tourism supply chain that is fully sustainable. The accommodation partners play an important role in achieving this, and are encouraged and motivated to adopt sustainable practices.

We are committed to this through:

- Select accommodations that meet sustainability and quality standards, with special attention to the following aspects.
- Motivate and encourage partner accommodations to obtain sustainability certification.
- Prefer and select locally owned and managed accommodation.
- Select accommodations that employ local communities.
- Have accommodations sign a sustainability annex or declaration.
- Encourage accommodations to follow best practices/training on responsible tourism.
- Encourage accommodations to complete the sustainability questionnaire to learn about their practices.
- Clearly and actively communicate our sustainability objectives and requirements in relation to contracted accommodation and other relevant accommodations.
- Include in all contracts with accommodation suppliers standard sustainability clauses focusing on child labour, anti-corruption and anti-bribery, waste management and biodiversity protection.
- Ensure that, throughout our accommodation supply chain, children's rights are respected and safeguarded.
- Work with accommodation and restaurants that incorporate elements of local art, architecture or cultural heritage, respecting the intellectual property rights of local communities.
- Terminate cooperation with accommodations if there is clear evidence that the contracted accommodations endanger the integrity of basic services such as food, water, energy, health care or land for neighboring businesses.

## 7. EXCURSIONS AND ACTIVITIES

We highly value the welfare of the animals and the community, and our goal is that the excursions leave only a minimal ecological footprint. We safeguard the authenticity of communities and the natural environment, and are strongly opposed to harming wildlife and polluting the environment.

We are committed to this through:

- Advise guests on standards of behavior during excursions and activities, focusing on respect for local culture, nature and the environment.
- Communicate our sustainability objectives and requirements to contracted suppliers and other relevant excursion providers, distributing this information through the code of conduct, representative agents, social networks, email, discussions and/or meetings, to minimize negative visitor impact and maximize enjoyment.

- We do not offer any excursion that harms people, animals, plants, natural resources such as water and energy, or that is socially and culturally unacceptable.
- We do not offer any excursion in which wildlife is kept in captivity, except in the case of activities duly regulated in compliance with local, national and international legislation.
- Not to be involved with companies that collect, consume, exhibit, sell or trade wildlife, unless it is part of a regulated activity that guarantees that its use is sustainable and in compliance with local, national and international legislation.
- Have qualified and/or certified guides available to guide our guests at sensitive cultural sites, heritage sites or ecologically sensitive destinations.
- Promote and advise our guests on excursions and activities that directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects.
- Promote and advise our guests on excursions and activities that support the local environment and biodiversity, such as visiting protected areas or environmental protection projects.

## 8. TOUR LEADERS, LOCAL REPRESENTATIVES, AND GUIDES

Our goal is to involve as many local people as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We are committed to this through:

- Ensure that all employees have a written employment contract, including working conditions and a job description, and that they fully understand the terms and conditions.
- Prefer to work with local people.
- Ensure that our tour guides, hosts and other contracted employees are qualified and receive regular training.
- Ensure that our local employees are informed about and comply with the relevant aspects of our sustainability policy through newsletters, references or supplements to contracts, emails or training and information sessions.
- Have our guides inform clients about relevant sustainability issues at the destination (e.g. protection of flora, fauna and cultural heritage, resource use), social norms and values (e.g. tipping, dress code and photography) and human rights (e.g. sexual exploitation).
- Train our tour guides to prevent sexual exploitation of children.

## 9. DESTINATION

Our goal is to maximize the positive and minimize the negative impacts on the destination to ensure the sustainable development of the places where we operate.

We are committed to this through:

- Consider sustainability aspects while selecting new destinations and, possibly, offer alternative, non-conventional destinations.
- Avoid selecting destinations where tourism would cause structural negative local effects.
- Consider selecting new destinations that can be reached by more sustainable means of transport.
- Ensure compliance with legal regulations governing land management, protected areas, and heritage, as well as adhere to destination management strategies outlined by local, regional, and national authorities.
- Support biodiversity conservation, including protected and high biodiversity areas, through financial contribution, political support and integration into product offerings.

## 10. COMMUNICATION AND CUSTOMER PROTECTION

The well-being and information of our customers are very important to us. We guarantee clear and constant communication and a high level of customer protection.

Before booking, we commit to this through:

- Ensure that client privacy is not compromised.
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages, and do not promise more than is delivered.
- Make product and pricing information clear, complete and accurate, relating to the company and its products and services, including sustainability claims.
- Provide information about the destination, including sustainability aspects, that is factually correct, balanced and complete.
- Inform the client about sustainable alternatives in terms of accommodation, tours, package tours and transportation options, if available.
- Clearly informing direct clients about commitments and measures in sustainability.

After the booking and during the stay, we commit ourselves to:

- Inform clients about health and safety risks and precautions at the destination.
- Maintain a contact person and telephone number permanently available for emergency situations.
- Train staff and keep guidelines available on how to act in emergency situations.
- Provide clients with information on commercial, sexual or any other form of harassment, especially of children and adolescents.
- Motivate clients to use local restaurants and stores (where appropriate).
- Inform clients about sustainable transportation options at destinations, when possible.

After providing our assistance and tourist services in Chile, we are committed to:

- Systematically measure customer satisfaction and take the results into account to improve service and products.
- Include sustainability as an integral part of customer satisfaction research.
- Have clear procedures in case of customer complaints.