

## TURAVION - TRAVELART SUSTAINABILITY POLICY

We are a Travel Agency and Incoming Tour Operator committed to the correct tourist development of the country and the wellbeing of all its inhabitants, in addition to being a socially responsible company.

Our company is committed to providing quality services, ensuring that its operations have a positive impact on the culture and environment of the areas in which we operate, and protecting the health and safety of our staff, suppliers and passengers.

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

The principles on which our Sustainability Policy is based are the following:

- **Environmental:** we are committed to protecting the environment, and we ensure that our decisions contribute to the preservation of nature and the conservation of national and international heritage.
  - Progressive elimination of the use of paper in our daily work: the transversal implementation of electronic signatures, the implementation of digital catalogues and the preparation of virtual business cards are some of the initiatives that we have developed.
  - We make sure to maintain an environment-friendly infrastructure, through various water and energy saving mechanisms.
  - We encourage the use of bicycles, through the availability of parking spaces in our offices, which not only helps to improve the health of our employees, but also reduces traffic congestion in our city.
  - Since December 2021 we have had a hybrid work model that combines the face to face and teleworking, which has led to a considerable reduction in the use of cars or public transport and therefore, in carbon dioxide emissions. Another benefit of this model is the reduction of light and noise pollution in the city, improving the health, comfort and productivity of our employees.
  - We generate various initiatives to involve our employees in actions to care for the environment.
- **Suppliers:** We set standards to guarantee the quality of our products and services, which we verify with the results of the surveys we carry out, and we also work to prioritize and give greater visibility to those suppliers with sustainable policies. Our Compliance Certification provides us with the guidelines to ensure that business performance is carried out under strict Ethics and Crime Prevention guidelines.
  - We have a Crime Prevention Model and a Code of Ethics that allows us to maintain strict standards of probity and transparency in the performance of our business and our relationship with our suppliers.

- We are committed to offering trips and activities with a focus on sustainability, which includes close collaboration with local organizations, responsible selection of service providers together with careful attention to the specific characteristics of our country and a positive working environment.
  
- **Labour policies and commitments to our employees:** We promote the professional growth of our staff, without distinction of gender, religion, ethnicity or political beliefs, and with ongoing training on issues of service, quality, care and conservation of the environment. We are committed to the continuous improvement of the Organizational Climate and the working conditions in which our collaborators work.
  - We maintain a diverse staff, 70% of whom are women, 9% are foreigners, and 5% are seniors.
  - We measure our Organizational Climate annually, and currently have a positive perception of 80% of the work environment and the conditions in which our collaborators work.
  - We have a Well-being Program, consisting of various workshops focusing on Quality of Life.
  - We constantly add new Corporate Benefits that meet the needs of our employees.
  - We have a Support Program for our employees with disabilities.
  
- **Socio-Cultural:** We are unified in our commitment to provide services that provide quality and safety while maximizing the positive impact that our operation can have on the environment, culture and local customs where we operate.

We are committed to generating actions related to social responsibility and community development, with annual programs and initiatives that promote and protect our cultural heritage, as well as supporting local communities to preserve their traditions and cultural identity, as is the case in San Pedro de Atacama, where we privilege the services offered by the various indigenous peoples.

We reject all forms of sexual and commercial exploitation of children, adolescents and/or adults, in all areas, and we do not promote child labor or contracts with minors.

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