

SUSTAINABILITY POLICY STATEMENT

Defining and specifying a solid Sustainability Policy which is measurable, realistic, systematic and convincing, and which is applicable to our reality, is the foundation of a wonderful construction that today's world demands of us. Therefore, the underlying sense is not only to achieve greater prestige with a consequent growth. It is, above all, a way of life that commits us to spreading it to other.

SUSTAINABILITY POLICY

Giardino Tours, Tourist Operator in Arequipa with 25 years in the business, has reached a leading position in the market. We specialize in high quality tourist services that exceed the expectations of our clients, as stated in their reports. We apply principles and ethical-moral values, instilling in all of them a great amount of dedication and care, our collaborators and suppliers being the ones responsible for this achievement.

We also work towards sustainable tourism by integrating our operations with the protection of our flora and fauna, as well as contributing to the legacy of our history, the growth of culture and the development of the communities with which we work. All of this is in line with our great interest in saving our "common home".

Based on our values and compliance with the current legislation, the company is committed to providing travel experiences that allow us to enjoy the natural and cultural heritage in selected destinations, contributing to their preservation, as well as the development and improvement of the quality of life of the communities visited and that of our collaborators. The company seeks to minimise any negative impact of tourism management, enhancing its social, environmental and economic benefits. In order to achieve these objectives, this Sustainability Policy is incorporated into the company's management which provides all the necessary support and follow-up for its strengthening and implementation, thus reflecting our vision.

The implementation of the Sustainability Policy demands the selection of suppliers of goods and services capable of contributing to the process, constantly willing to improve the management for the benefit of the environment and society.

Our employees and suppliers in total harmony with the Sustainability Policy, have an understanding that, in order for something to be shown on the outside, it must first be

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cultivated on the inside. By changing our practices, we achieve a noble role within tourism, revaluing its virtues. Our participation is also required in the creation and strengthening of local, national and international organizations which work for the promotion and development of responsible and sustainable tourism

We aim to finance a Local Environmental Project, inviting our clients to show them our commitment to society. There is no model for the implementation of good practices, but rather, good tools to meet challenges. Our commitment to the Sustainability Policy is reflected in each of the work areas, as described below.

THE MISSION

Our objective is to contribute towards the social and economic development of the country, through the preservation and promotion of the natural and cultural heritage. To achieve this objective, we incorporate a culture of sustainability in all areas of our company and contribute to creating knowledge and awareness of the subject among our clients, suppliers and business partners.

Our programmes are very selective, with the least negative impact, and we opt for those with the greatest socio-environmental concern. We provide eco-friendly services, improving the quality of life of those involved. Our main asset: our human team. We offer services with more sense, appealing to awareness; services that not only offer the visitors enjoyment and fun, but that actually change their mentality.

Our internal processes and social and environmental responsibility:

The Company's Sustainability Policy is manifested in the internal processes of the organisation, especially in relation to the hiring and training of personnel, the acquisition of goods and services, the consumption of resources and the production and management of waste.

Giardino Tours is convinced that sustainable management begins with ourselves, in full agreement between the areas.

HUMAN RESOURCES

We promote a healthy and safe workplace for our staff; a pleasant, motivating work environment that encourages open communication and builds trust. We also promote staff training and coaching to contribute towards professional development and, in turn, contribute towards the competitiveness of the company. We comply with national

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regulations regarding the management and hiring of personnel, guaranteeing access to work in an equitable manner and without any type of discrimination, including aspects related to occupational health and safety.

We contribute towards strengthening an environmentally friendly attitude and behaviour among our staff. The staff receive information, support and training to reduce the use of polluting means of transport. We encourage the use of public and shared private transport, and support and facilitate the use of environmentally friendly vehicles. Business trips are counted, in order to take compensatory measures for the emissions produced. Each member of the team is committed to complying with and disseminating the company's Sustainability Policy, both within the company and among all stakeholders.

The Sustainability Coordinator is in charge of implementing the Policy, assessing compliance, improving it and updating it when necessary. The operations and sales staff, who are in contact with the client and suppliers during the excursions, will ensure that the message effectively reaches our clients and suppliers and is complied with. They will also be responsible for gathering information to verify that a sustainable operation is taking place. The marketing team will place emphasis on promoting the management of our good sustainability practices in all our networks with systematic suggestions and motivations for all those who have access.

Likewise, the Sustainability Coordinator will ensure that the staff in all areas always feel comfortable, respected and caring towards others so as to cultivate a happy coexistence.

ACQUISITIONS

The company measures and evaluates the characteristics and quantities of the office materials it purchases, in order to avoid waste and reduce its production. The purchase of disposable goods is reduced and the reuse of materials is prioritized. The use of reusable food and beverage containers is also encouraged. The company has an updated database of suppliers for the acquisition of eco-friendly products and will only work with these suppliers for the purchases. If not with all of the them, then a gradual selection will be made.

ENERGY AND WATER

The company has a policy of reducing energy and water use. We contribute to the saving of energy and natural resources, implementing in our office and promoting among our staff

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and suppliers, various actions such as the purchase of low energy consumption equipment and the reduction of the time this equipment is turned on; promoting and controlling the turning off of lights, computers and equipment while they are not in use, especially at night and on weekends. A periodic control of installations is carried out to avoid waste of water. The rainy season is used for watering gardens and plants, avoiding the use of potable water. Purified water is provided in containers to staff, suppliers and customers for refilling their personal bottles or containers, avoiding the purchase and increased circulation of plastic. The latest technologies for energy saving are taken into account.

WASTE AND POLLUTION

We maintain a policy focused on reducing the production of solid waste, so attention is paid both to the type of products purchased and to the packaging and wrapping used. All waste produced by the company is classified and recycled whenever possible. We avoid the use of polluting materials, both in paints and in any other type of product required.

We use containers with labels to classify the waste in the offices of each area, the accesses to customers and the common areas. The weekly collection is delivered to a recycling company with which there is an agreement belonging to the Municipality of the city. Both send out letters from the collection site and congratulate the company on its good practices.

OUR SUPPLIERS

The various service providers we work with have a very important role to play in the implementation of the Corporate Sustainability Policy. We select suppliers who have responsible practices and ethical initiatives in their management; preferably, who have a sustainability policy and have an environmental certification or seal. We prefer, whenever possible, to contract local suppliers. We encourage and facilitate the participation of our suppliers in training initiatives that improve the sustainability of their management.

Our company does not offer or support products or services that harm human beings (discrimination of any kind, bullying, etc.), animals (profit, mistreatment, captivity, etc.), plants, natural resources, or that are socially or culturally unacceptable; especially related to any kind of child mistreatment or abuse.

Giardino accepts, promotes and demands from its suppliers the application in our country of the ESNNA Code against the sexual exploitation of children and adolescents. We promote a policy regarding anti-corruption, the protection of biodiversity and adequate waste management. Respect for the privacy and customs of the inhabitants, respect and care of archaeological remains; correct, kind, solicitous and respectful treatment of clients. These

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issues are included in a sustainability clause in the contracts with our suppliers; if we have evidence that these criteria are being breached, we will stop operating with them.

ASSOCIATED AGENCIES

The local agencies that provide us with services have a policy to constantly improve the sustainability of their operations, and have a code of conduct that identifies sensitive visiting areas or excursions and take measures to avoid negative impacts. Wherever possible, these measures are designed in conjunction with the local community and non-governmental organisations committed to the sustainability of the destination.

ACCOMMODATION AND MEALS

We prefer accommodation and food establishments with a clear commitment to sustainability, which respect and promote local culture, support the production and distribution of sustainable crafts and have a Code of Conduct that rejects the exploitation of children and the commercialisation of crafts, food or any type of product that affects biodiversity. In addition, we prefer the use of small hotels which belong to the local community.

The hotels have licenses, permits, legal and valid certifications. They apply the ESNNA code, as well as occupational health and safety policies. The signage is clear, multilingual and well placed. Their staff have the necessary hygiene, distance and safety regulations. The classification and recycling of their waste, as well as all their eco-friendly foods, are mainly with products from the area, with high evidence of good sustainability practices.

The same criteria apply as mentioned above for the restaurants we work with.

TRANSPORT

We prefer means of transport that use cleaner fuels and select those that offer the most sustainable alternatives.

The units count with predictive, preventive and corrective maintenance as a standard. Biodegradable products are used to clean them. The means of transport which have toilets inside demonstrate good waste water management according to current techniques and regulations. It is guaranteed that their residues and hazardous waste such as fuel, oils and others do not contaminate the soil, subsoil, water, etc. Their garages and mechanics are also monitored for the application of good sustainability practices. The documentation of the units as well as of their drivers, is in order and in force.

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OUR DESTINATIONS AND THE LOCAL COMMUNITIES

We support sustainable development in our destinations by promoting visits to protected natural areas

We support projects and collective actions that contribute towards local development, the preservation of the environment and the promotion of the area's sustainability. We prefer the use of small hotels and eco-hotels owned or managed by the local community. We stimulate the interest of visitors in the purchase of sustainable and locally produced products and crafts, in such a way that direct benefits are generated in the destination. We support educational and environmental projects, as well as local development initiatives that stimulate education and training in environmental conservation and sustainable development issues in the communities visited.

We support the improvement of the quality of life of the inhabitants of the communities of our destinations, with training in health, prevention, education and culture in general, protection and improvement of their green areas, as well as offering social support of many different kinds.

We prefer local people with experience and knowledge of the area, and we support their training and coaching. Together with Guides, they are the image of the company. Therefore, they are in perfect and true harmony with our Sustainability Policy. Sensitized and trained.

OUR CLIENTS

From the initial contact, our clients receive travel recommendations which promote respect for the natural and social environments they will be visiting; they also receive information about laws and rules of conduct regarding trafficking in cultural goods, endangered wildlife species in the national territory, protection of human rights of vulnerable communities and the prevention of trade and sexual exploitation with minors.

The information is extended after confirmation and during the provision of services so that the most appropriate standards of behaviour can be complied with, motivating our clients to be respectful and to care for the cultural and natural heritage of the sites visited. We inform them and motivate them to select less polluting transport alternatives, both in the transfers to the destination and in the destination itself. We are also committed to maintaining the privacy of clients' data and involving them in our support of environmental conservation and social development projects, so that they can mitigate the carbon footprint left by their trip.

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From the moment of making contact, the clients are offered decarbonised alternatives, accommodation in nearby hotels, city tours, etc. Walk more! Our services go even further, no contamination is produced and we don't allow it to be; afterwards, a monitoring chain is carried out.

THE ORGANIZATION 'S COMMITMENT

We inform our staff, suppliers and customers about our commitment towards sustainability and current regulations, especially in relation to endangered wildlife species, trafficking in cultural goods, racism, discrimination and sexual exploitation of children. We allocate economic resources for conservation and social support activities and have a Sustainability Policy Action Plan, which includes goals, actions, measures, responsibilities and deadlines. We have the Travelife online system as a tool to monitor and evaluate the implementation of the Policy, its objectives and goals. The Policy guidelines must be reviewed at least once a year, identifying if any modifications are necessary as a consequence of new regulations, information or technology available, in relation to the development of sustainable tourism. The services are carried out with a sense that is additional to just entertainment. We make sure that our clients have contact with places in which we feel committed, as well as creating interest in them. Social and environmental responsibility must be shared, it has to be transmitted and it has to favour the development of a circular economy.

The company develops risk management. It recognises threats, faces them better, changes, breaks with traditional patterns and revitalises itself. It is innovative, attractive and develops competitiveness, fulfilling an exemplary management by respecting the environment and biodiversity, as well as providing safety and welfare at work. It believes that communication is very important, but it does not communicate about anything that it does not do. The company's organisation is organic and, as a living cell, it changes, regenerates, believes in strong and innovative partnerships, believes in circles (teamwork) and that decisions are always better made in circles, because its greatest investment is its employees.

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