



SUSTAINABILITY POLICY

CENTRO TURÍSTICO LOS PIONEROS LOS PIONEROS TOURIST CENTER

At **CENTRO TURÍSTICO LOS PIONEROS** (LOS PIONEROS TOURIST CENTER), our Vision is to be an outstanding company for working sustainably, contributing to local and regional development, generating employment in a remote sector such as Melipeuco, establishing ourselves as a prominent tourist destination, generating activities based on the experience, connecting with the environment and the worldview of the earth.

We recognize the importance of valuing our socio-cultural and natural environment, which is why our operation aspires to a constant balance between these components and economic development, committing ourselves to the principles of sustainable development and socio-environmental awareness.

For these purposes, we publicly assume the commitment to evaluate and apply measures that, through a process of continuous improvement, involving all members of our company, favor the development and the local economy, compliance with laws and regulations pertaining to our operation and the generation of the minimum impact on the environment.

We have established the following commitments:

1. Against the exploitation of human beings in any of its forms, especially sexual and particularly when it affects children.
2. Comply with the legal, regulatory, and applicable norms, specially the Protocols for Hotels and Restaurants considering Covid-19.
3. Provide an excellent service that allows our clients to enjoy the tranquility, comfort, beauty, harmony, friendliness, and cordiality that we offer from the southern Patagonian mountain range.
4. Provide the necessary resources to privilege a work environment that ensures the prevention of professional injuries and illnesses, as well as the well-being of our entire work team.

5. Provide equal employment opportunities to members of the local community without any discrimination and with constant training and personal growth.
6. Privilege the supply with local products and ecological products (e.g. biodegradable, organic).
7. Procure the reuse, recycling and waste management in an environmentally friendly way and minimizing waste.
8. Measure the impact of our operations, through the measurement of the carbon footprint and sustainability indicators.
9. Minimize the consumption of energy and water, through systems that favor energy efficiency and water resources.
10. Contribute to the integral development of the tourist destination.
11. Adhere to the principles of fair trade.
12. Provide our clients with information related to our principles on Sustainable Development and the management we carry out to conserve the environment and local culture.
13. Periodically evaluate and update our objectives and goals, as well as review, modify and adapt our Management System to the reality of the establishment and tourist destination.

This Policy is known to all our workers and suppliers, so that they are participants in its implementation within the company.

PAOLA PARRA GUÍÑEZ

Legal Representative