

SUSTAINABILITY POLICY

NATURE EXPERIENCE

1. SUSTAINABILITY MANAGEMENT AND COMPLIANCE WITH LEGISLATION

Commitment to sustainability

Nature Experience's management is fully committed to the company's sustainability performance and supports the company's mission statement and sustainability policy with staff and resources devoted to achieving its sustainability goals.

The company will use the Travelife platform to report on its progress in terms of sustainability and to monitor and evaluate its progress. It commits to publicly communicate its sustainability performance through the Travelife report.

Sustainability management and legal compliance

The company complies with all local, regional, national and international standards related to human resources, human rights, children's rights, land rights, environmental management, wildlife and land use. Nature Experience follows a strict code of ethics, including a zero-tolerance policy for corruption, bribery, forced labor and discrimination. Nature Experience is committed to continuous improvement of its sustainability practices, including continuous tracking and assessment of its sustainability policy.

2. INTERNAL MANAGEMENT: SOCIAL POLICY AND HUMAN RIGHTS

When delivering a service or experience, tourism is to a large extent customer-centric, which implies that the human component is of paramount importance. Employees, including office staff and front-line staff, have the power and opportunity to shape the visitor experience, hence, employees and human capital are a vital asset to the company. Therefore, Nature Experience maintains a clear human resources policy to ensure:

- Legal compliance in all its aspects.
- A safe, healthy and welcoming workplace where all employees can perform their functions and develop their potential.
- Fair contractual conditions, including fair remuneration.
- Inclusion and equal opportunities for all employees, especially in terms of compensation, promotion, benefit sharing, training and career development opportunities.

- Fair and equal pay for all employees, regardless of gender, race, origin, marital status, age, religion and function.
- Zero tolerance policy for acts of bribery, corruption, discrimination and violation of human rights, including forced labor, human trafficking and all children's rights.
- Flexibility in work schedules, reflecting the company's support for professional development activities not related to career or job.
- Participation of all employees in sustainability planning activities and other aspects of importance for the best development and performance of the work team and the company in general.

3. ENVIRONMENTAL MANAGEMENT OF OFFICE OPERATIONS

Nature Experience strives to minimize as much as possible the direct footprint of its operations and actively pursues the principles of the 5 "R's" in its operations and office activities: Refuse, Reduce, Reuse, Repurpose, Recycle. It therefore applies the following measures:

- Measure, monitor and evaluate the use of all raw materials and purchased products, especially in terms of water, paper, waste, fuel and energy.
- Purchase locally produced, fair trade office supplies with limited packaging whenever possible.
- Print only when absolutely necessary and when doing so, prefer double-sided printing, always on FSC-certified paper or equivalent.
- Turn off / unplug / put in standby mode all equipment and lighting when not in use.
- Remember water saving measures in common areas and bathrooms.
- Use rainwater recovered from the roof for washing vehicles and irrigating the office courtyard.
- Reject foam flex material as packaging for take-out food purchases. Replace these materials with reusable containers for both employees and customers.
- Separate waste into the following categories: plastic, organic, paper and cardboard products. Encourage adequate collection by a qualified person.
- Avoid the use of toxic or hazardous substances in cleaning, in order to minimize soil, water or air pollution.
- Encourage participation and communicate our commitment to responsible environmental management, promoting environmental responsibility among employees and stakeholders and soliciting their input to better achieve our environmental objectives.

Carbon management of office operations

Nature Experience is committed to reducing its carbon footprint and strives to minimize the amount of travel it undertakes for itself. Nature Experience:

- Allows occasional teleworking and encourages its employees to limit their carbon footprint by using environmentally-friendly means of transport.
- Reduces the number of unnecessary trips to a minimum.
- Works with energy-efficient vehicles, equipment and devices (where appropriate and possible).
- Commits to proper maintenance of its vehicle fleet.

4. TRANSPORT

When selecting and offering its customers means of transportation within the destinations where it operates, Nature Experience is committed to choosing the most environmentally friendly options available, taking into account distance, price, itinerary and comfort, including the following measures:

- Promoting ground (or possibly river) transport rather than air transport for medium-distance journeys.
- Avoiding internal flights within the destination as much as possible.
- Seeking to optimize its itineraries in order to limit the number of movements.
- Suggesting passengers to stay longer at each site than before, for a more authentic experience and greater enjoyment of each site.
- Offering semi-public transport options, where available, as an option for long-distance travel and as a means of reducing the ecological footprint.
- Using vehicles of a size adapted to the size of its groups.
- Acquiring the most efficient vehicles available.
- Performing regular and optimal maintenance of the vehicles on its property.

5. ACCOMMODATIONS

In the process of selecting accommodations, Nature Experience considers sustainability practices including sustainability management and the social and environmental footprint of the accommodations. Nature Experience gives preference to accommodations that have a certificate in sustainability, accommodations that respect and protect land use and those that respectfully highlight elements of local architecture, customs and traditions. Where possible, it always tries to work with small to medium-sized accommodations that are locally owned and managed and employ local communities. It also favors the use of lodges located in areas of high diversity and conservation importance, supporting these initiatives focused on the protection of fragile ecosystems. The Nature Experience team periodically carries out self-assessments and on-site inspections to verify this. Nature Experience financially supports different lodging projects for their economic growth with a controlled and sustainable approach.

6. ACTIVITIES AND EXCURSIONS

Protecting biodiversity and wildlife is one of Nature Experience's priorities. All excursions and activities organized by or on behalf of Nature Experience respect local natural resources, as well as local customs, traditions and cultural integrity. Nature Experience is committed to not offering any excursions that harm humans, wildlife, the environment or natural resources such as water and energy and gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection. Where available, preference will be given to activities and excursions that operate on the basis of recognized and controlled sustainability standards.

Nature Experience relies on clear guidelines for environmentally sensitive excursions: strict rules of approach, observation and monitoring are actively communicated to clients and distributed and applied by excursion providers and guides.

Nature Experience offers its tour operators training in sustainability management, including free access to the Travelife online learning and information platform.

7. TOURS LEADERS, GUIDES AND DRIVERS

Nature Experience is committed to employing qualified local guides, drivers or other local staff, paying them decent wages and providing safe and fair working conditions. It expects the same from its suppliers who hire local staff on Nature Experience's behalf.

Nature Experience understands that guides are the intermediaries between guests and the socio-cultural and environmental context of the destination, conveying appropriate behavior to them. Therefore, the company ensures that all guides hired or leading tours on its behalf receive regular training and are familiar with the destination's sustainability concerns.

The company offers the guides learning opportunities on sustainability topics, including free access to the Travelife online learning platform. The company has set up a physical and digital library freely accessible to its guides and other staff to provide them with up-to-date and appropriate knowledge on different related topics (biology, ecology, history, gastronomy, astronomy, conservation, etc.).

8. DESTINATIONS

Sustainable destinations

When selecting new destinations, accessibility by the most sustainable means of transport is taken into account. Nature Experience favors destinations that are committed to sustainability as an integral part of community and destination development. In addition, Nature Experience strives to send its visitors to secondary or lesser-known tourist areas to avoid overtourism.

Contribution to local communities / local economic network

Nature Experience is engaged in making a positive contribution to the destinations in which it operates, through:

- Respecting and upholding all human rights (children's rights, women's rights, labor rights, etc.) as well as land rights.
- Collaborating with other local tourism stakeholders, including the academic world, local governments, community groups and other tourism businesses, to promote the sustainable tourism development of the destination.
- Encouraging visitors to shop responsibly and informing them about illegal/prohibited souvenirs.

Environmental management at destinations

Nature Experience is committed to acting in an environmentally responsible manner in the destinations in which it operates:

- Ensuring that natural resources remain intact.
- Educating visitors on the basics of responsible travel and responsible behavior.

9. COMMUNICATION AND CUSTOMER PROTECTION

Privacy

The protection of our customers is important to Nature Experience. Therefore, we maintain a clear privacy policy to ensure:

- Legal compliance in all aspects.
- The protection of clients and their data.

Marketing and communication

Nature Experience strives to be truthful in all situations and at all times. We offer products and services that meet our statements in our detailed programs and other communications. Nature Experience lives up to its explicit and implicit commitments and promises, is against "green washing" and stands 100% behind its sustainability claims.

Communication on sustainability

Nature Experience informs its clients about the sustainable options they can choose during their trip, including social and environmental impact, through transparent communication about:

- The activities and excursions for the benefit of local communities and environmental protection.
- Threats affecting species in general.



Customer experience

The company aims for all customer experiences to be positive and follows strict health and safety, marketing and tour policies to ensure this full satisfaction. These policies cover specific issues of (but not limited to):

- Health and safety
- Transportation
- Satisfaction and complaints

Nature Experience maintains an open line of communication with its clients and encourages feedback at any time and on any topic, particularly sustainability.

Contact person

All Nature Experience staff are responsible for endorsing this policy and are responsible for the promotion and implementation of this sustainability policy in their departments.

The contact person for this policy is the Sustainability Coordinator (voyage@ecuador-experience.com).

The current policy will become effective on September 1, 2023.

This policy will be reviewed on September 1, 2025.