



*Your journey inspires us*  
**SUSTAINABILITY REPORT**

2024



# SUSTAINABILITY REPORT INDEX

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*Galapagos Giant Tortoise*

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## MESSAGE FROM THE CEO

### GRI 2-22

**At Metropolitan Touring, we believe that true leadership combines innovation with a deep sense of responsibility guided by integrity towards people and the planet.**

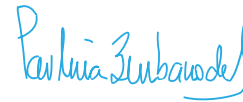
Since our founding 72 years ago, we've held a deep conviction: tourism can and must be a force for good. This first sustainability report marks a milestone on our journey. It reflects – transparently and honestly – how our original conviction has evolved into strategy, action, and above all, corporate culture.

**Sustainability isn't just another area of our business. It's the backbone of every decision we make** from how we operate our vessels in the Galápagos Islands, to how we engage with communities in Quito and the Andean Chocó. It's not something we do; it's who we are.

This report highlights the progress we've made, thanks to the tireless work of our teams, the trust of our explorers, and the valuable partnerships we've built with communities, academia, government and civil society. It also reflects a rigorous materiality analysis that has helped us focus our efforts on what truly matters: conserving biodiversity, promoting education, strengthening community development, and reducing our carbon footprint.

To all who are part of our broad and diverse community – shareholders, employees, explorers, suppliers and strategic partners – **thank you for being part of our vision.** Sustainability isn't a destination; it's a journey. We look forward to continuing on our shared path together, with respect, commitment and purpose.

*To all who are part of our broad and diverse community – shareholders, employees, explorers, suppliers and strategic partners, **thank you for being part of our vision.** Sustainability isn't a destination; it's a journey. We look forward to continuing on our shared path together, with respect, commitment and purpose.*



**Paulina Burbano de Lara**  
CEO  
Metropolitan Touring



# ABOUT THIS REPORT

## THE METROPOLITAN TOURING GROUP

GRI 2-4 / GRI 2-3 / GRI 2-5

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We are proud to present the first Sustainability Report of the **Metropolitan Touring Group, which includes Metropolitan Touring DMC, Finch Bay Galapagos Hotel, Casa Gangotena, and Mashpi Lodge**, prepared in accordance with the Global Reporting Initiative (GRI) Standards. This report reflects our environmental, social, and economic performance during the 2024 reporting period and reaffirms our commitment to transparency, responsible management, and generating a positive impact in the destinations where we operate.

Our vision of sustainability has been part of our DNA since 1953, when one of our founders stated: "To visit Ecuador, we need more than tourists; we first need an attitude of respect and appreciation for the natural and cultural components of our destination." We built a model of conscious and forward-thinking tourism long before sustainability became a global concept.

Over the decades, we have transformed that vision into concrete and pioneering actions: we achieved carbon neutrality in 2017, led solid waste management on Santa Cruz Island, promoted educational programs in Galapagos that strengthen the community's connection with nature and culture, invested in a boutique hotel at the heart of a UNESCO World Heritage Site, and developed a hospitality model that integrates scientific research and conservation as part of its operation. These and other milestones reflect our conviction that tourism must be a positive force for people and the planet.

The process of gathering and analyzing information for this report involved the active participation of different areas across each company in the group, ensuring an accurate representation of our sustainability initiatives, achievements, and commitments. In this way, the Metropolitan Touring Group reaffirms its commitment to continuous improvement and to aligning its strategies with the principles of responsible tourism and environmental conservation.

**By sharing this report, we renew our promise to continue leading a tourism model that preserves destinations, empowers local communities, and ensures a more sustainable future for all.**

### METROPOLITAN TOURING CONTACT

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Report prepared in accordance with the  
Global Reporting Initiative (GRI) standards.



South Plaza Island

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## MILESTONES OF OUR OPERATIONS

# 72 years

building a legacy of sustainability and  
commitment.

**1st** Sustainability Report  
under GRI Standards.

 ENVIRONMENT

**696,000**

plastic bottles avoided  
thanks to water stations  
across all business units.

**40,000**

tires removed from  
Galapagos.

**37%**

of Finch Bay Hotel's  
energy comes from  
solar panels.

**60%**

recycling rate achieved on  
our vessels.



Metropolitan Touring Group Team

**676**

staff members with  
permanent contracts.

**50%**

female representation on  
the Executive Committee.

**42**

staff members participated  
in the dual training  
program.



COMMUNITY

**40%**

of purchases in  
Galapagos come  
from local  
suppliers.

**1,600**

students and suppliers embarked  
free of charge on our Education  
on Board program.

**1,250**

children and young people  
benefited from the United for  
Education program linked to  
our hospitality products.



CONSERVATION

**USD 85,000**

contributed to  
conservation projects  
in Galapagos.

**2,128**

hectares conserved  
through decarbonization  
in the Mashpi-Tayra  
Reserve with Fundación  
Futuro.

**22**

new species  
described at  
Mashpi Lodge.

**54**

scientific articles  
published.

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# ORGANIZATIONAL DATA

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We are a pioneering and leading company in sustainable and luxury tourism in South America, especially recognized for our immersive experiences in the Andean region and the Galapagos Islands. We operate our own products in Ecuador and develop experiences in **Colombia and Peru** through a network of strategic partners, allowing us to offer comprehensive and authentic proposals in each destination. Our portfolio reflects a deep commitment to conservation, service excellence, and the creation of unique experiences for travelers.

## GALAPAGOS ISLANDS

In the Galapagos, Metropolitan Touring offers exclusive experiences aboard three expedition vessels and at a beachfront hotel:



**Yacht La Pinta:** With a capacity for 48 guests, it combines elegance and scientific exploration.



**Yacht Isabela II:** With a capacity for 40 guests, it is perfect for those seeking an intimate journey with personalized attention.

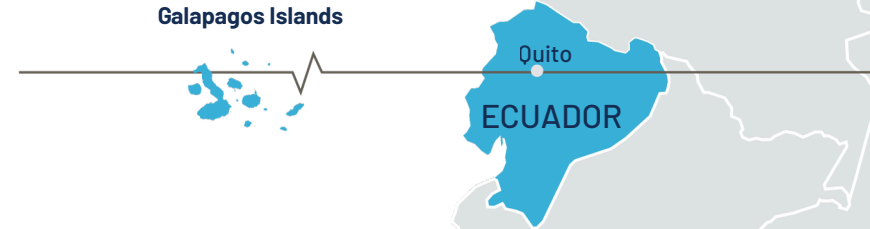


**Santa Cruz II:** A modern expedition vessel with a capacity for 90 guests, ideal for families and groups.



**Finch Bay Hotel:** Located in Puerto Ayora (Santa Cruz Island), perfect for travelers who combine exploration with relaxation. It features 33 rooms.

Galapagos Islands



## QUITO, ECUADOR



**Casa Gangotena:** A heritage mansion located in Plaza San Francisco, in the heart of Quito's Historic Center (a UNESCO World Heritage Site). This majestic boutique hotel offers 31 unique rooms and an immersive cultural experience in one of Latin America's most charming cities.

## ANDEAN CHOCÓ, ECUADOR



**Mashpi Lodge:** A luxury lodge set within a private reserve in the cloud forest of the Andean Chocó. Mashpi Lodge is a biodiversity sanctuary and a model of scientific and responsible tourism. Its experiences are designed to connect visitors with nature through guided hikes, night excursions, a sky bike, and a visit to its Life Center, where guests can learn about ongoing research on the region's flora and fauna.

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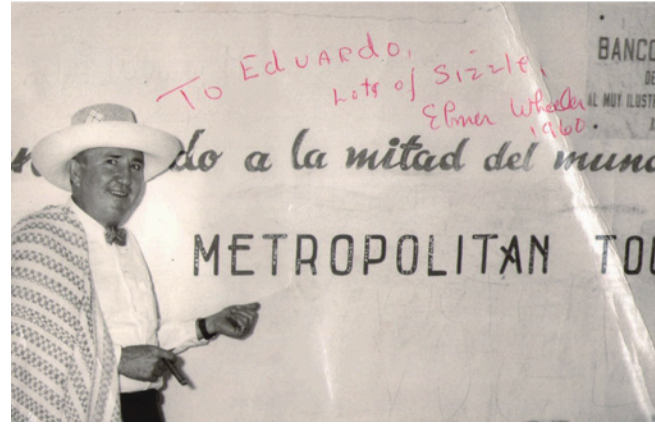
# OUR HISTORY

GRI 1/GRI 2-2

Since **1953**, Metropolitan Touring has been a pioneer in showcasing Ecuador's natural and cultural wealth to the world, beginning with the Galapagos Islands. With an innovative spirit, a passion for service, and a transformative vision of tourism, we have guided explorers from across the globe to discover extraordinary destinations—connecting deeply with nature, local cultures, and themselves.

The turn of the millennium brought new momentum with the incorporation of **Grupo Futuro**, chaired by **Roque Sevilla**. His vision reinforced the conviction that tourism must conserve while generating tangible benefits for the country and its communities, marking a new stage of growth and leadership. Since then, we have raised our standards of comfort, service, and gastronomy, while embedding sustainability as a core element of our management.

Today, we operate with a clear purpose: to passionately create experiences that transform the lives of our explorers while generating a positive impact on people and the planet. From Quito's historic heart to the most remote and awe-inspiring corners of South America, we continue to consolidate our leadership in conscious and sustainable tourism.



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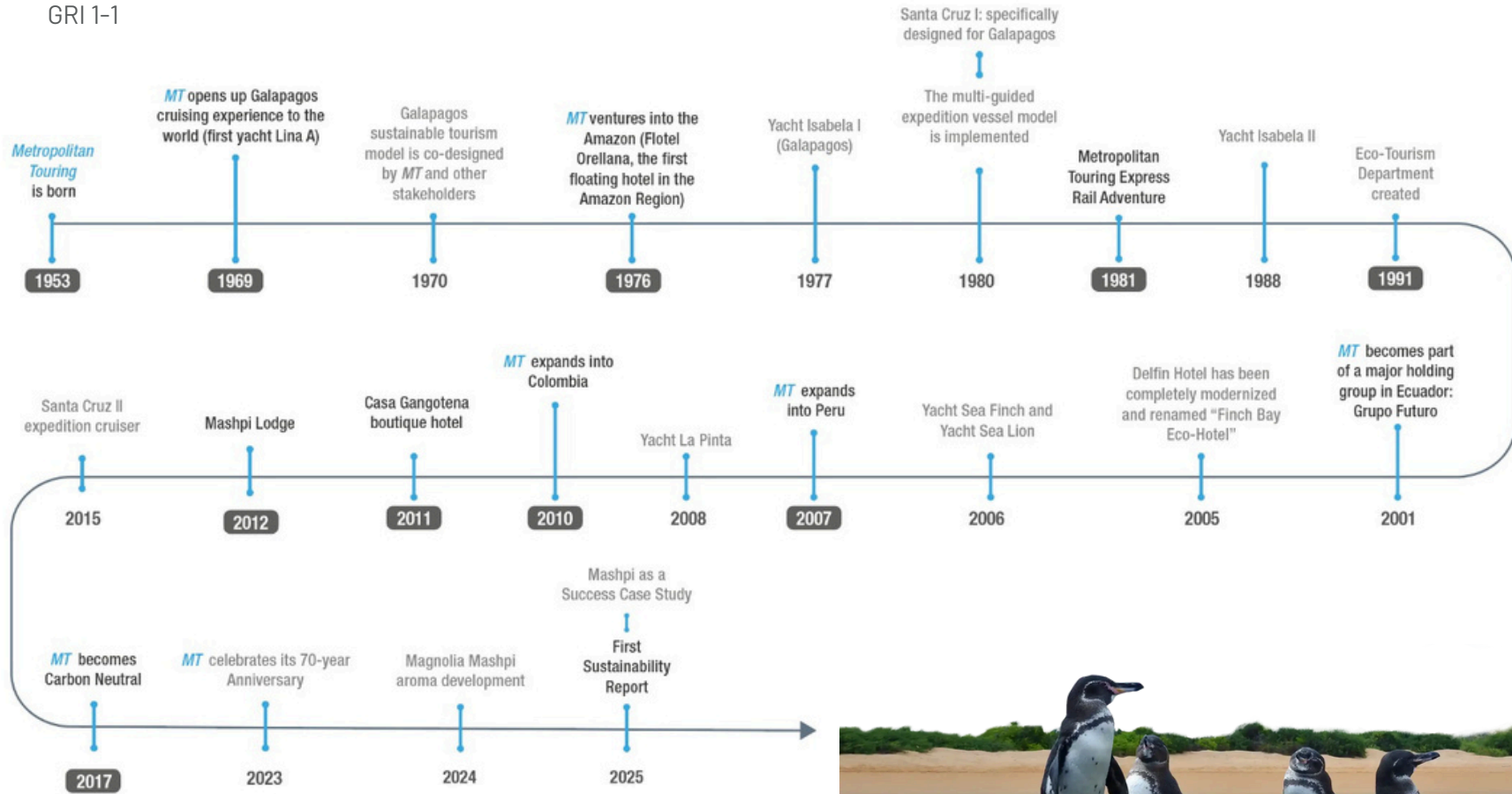
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# METROPOLITAN TOURING THROUGH THE YEARS

GRI 1-1



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# OUR MISSION, VISION, AND VALUES

GRI 2-22

## OUR MISSION

We passionately create experiences that transform the lives of our explorers and generate a positive impact on people and the planet.

## OUR VISION

To be the leading exploration tourism company, owner of iconic products, and recognized for our extraordinary impact on sustainable development in the region.

## OUR VALUES (ROOTS)

**R**esponsables ————— Responsible

**A**pasionados ————— Passionate

**I**ntegros ————— Honest

**C**reativos ————— Creative

**E** Buscadores de la  
xcelencia ————— Seekers of  
Excellence

**S**ostenibles ————— Sustainable





# ACTIVITIES AND VALUE CHAIN

GRI 2-2 / GRI 2-6 / GRI 402-1 / GRI 417-1

Our value chain begins with the conceptualization of sustainable tourism experiences and extends through safe, responsible, and personalized operations. We work hand in hand with a network of local suppliers who provide goods and services for our cruises and hotels, including food, ground transportation, technical maintenance, eco-friendly cleaning products, and specialized naturalist guide services.

We promote ethical, long-term relationships with our suppliers, prioritizing those who meet environmental, social, and governance (ESG) criteria. In addition, we actively integrate allied communities through partnerships for the development of cultural products, handicrafts, and tourism activities with local identity.

## Main Products and Services:

- Expedition Cruises in the Galapagos Islands aboard the Santa Cruz II, Yacht La Pinta, and Yacht Isabela II, all meeting high environmental and comfort standards.
- Sustainable Lodging Experiences through our hotels: Finch Bay Galapagos Hotel, Mashpi Lodge (Andean Chocó cloud forest), and Casa Gangotena (Historic Center of Quito).
- Personalized Travel Planning and Logistics Services focused on ecotourism, scientific tourism, and cultural experience tourism.

## CLIENT EXPERIENCE - EXPLORER JOURNEY

### Transfer In

Comfortable and safe vehicles depending on group size.

Drivers are trained to ensure a pleasant journey for all our guests and explorers.

### Welcome

The first impression of the explorer's stay. A warm welcome helps guests feel personalized service and meet the staff responsible for their hotel and onboard experience.

### Accommodation

We provide high-quality lodging with top-tier facilities to meet the needs of our guests and explorers.

### Dining

We offer a memorable gastronomic experience with high-quality offerings and excellent service, delivered by expert staff attentive to every detail, while positively impacting the local community.

### Bar

At Casa Gangotena, we offer a memorable cocktail experience that highlights Ecuadorian biodiversity, culture, and the country's changing landscapes.

### Expedition

We create enriching experiences with a diverse portfolio, led by exceptional naturalists who share knowledge about the ecosystem and local communities.

### Research and Biology

At Mashpi Lodge, we have a team of resident biologists whose mission is to share research results with explorers and strengthen the training of the expedition team.

### Wellness

We provide wellness experiences that inspire each guest and explorer to achieve their highest health potential in a natural, connected environment.

### Science Corner

On our vessels, we have a team of specialized guides whose mission is to share with explorers the citizen science projects that enhance their experience on the islands while promoting their conservation.

### Farewell

We encourage each guest and explorer to share feedback, which we use to evaluate quality and promote continuous improvement in our products.

### Transfer Out

The final encounter with our guests and explorers, providing efficient and comfortable transportation, ensuring they arrive safely and satisfied at their destination.

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GRI 2-2 / GRI 2-6 / GRI 402-1 / GRI 417-1

## EXPLORER JOURNEY

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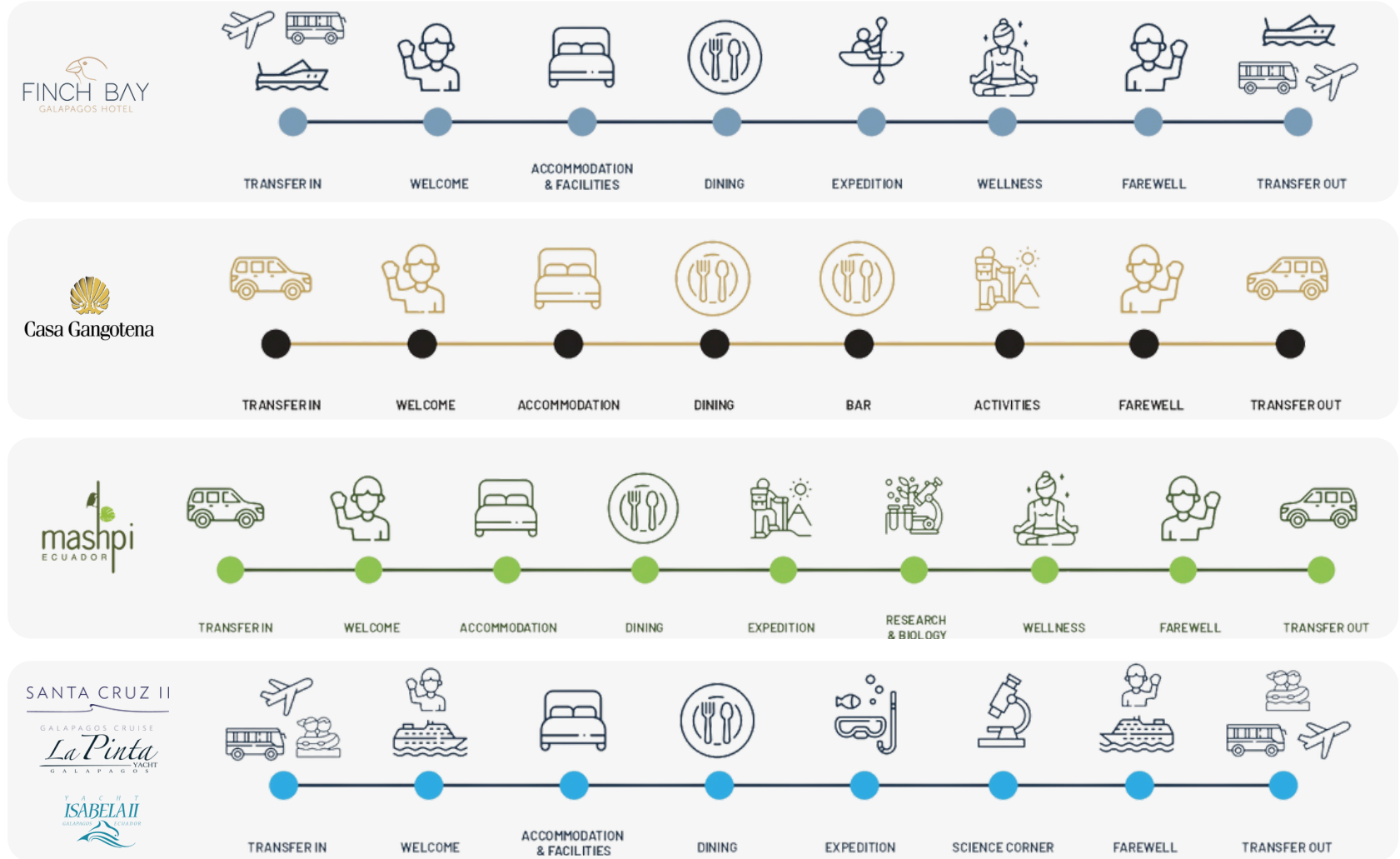
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# MATERIALITY ANALYSIS

GRI 3-1 / GRI 3-2 / GRI 3-3

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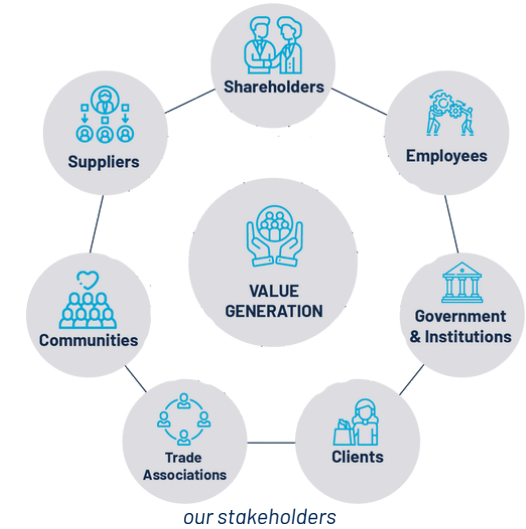
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At Metropolitan Touring, we conduct a rigorous materiality impact assessment, aligned with the GRI 3 Standard, to identify, prioritize, and manage topics that have significant effects on the economy, the environment, and people. We do not see this as merely a reporting requirement, but as a strategic tool that strengthens sustainable decision-making at all levels of our organization.

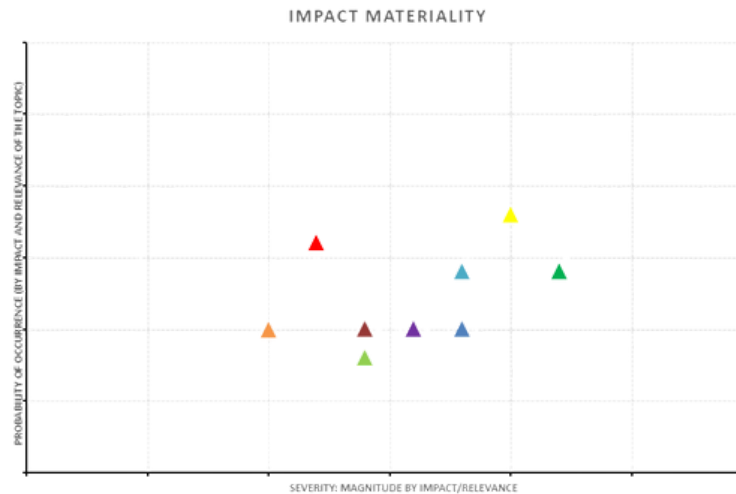
We apply a structured methodology in five sequential stages, designed to ensure a comprehensive understanding of our impacts: their magnitude, scope, severity, and the possibility of remediation, both in the short and long term. Dialogue with our stakeholders was at the heart of this process. We identified and engaged nine key stakeholder groups and, through digital surveys, in-depth interviews, and active listening sessions, collected more than **460 qualitative and quantitative responses**. This exchange allowed us to build a solid map of expectations, concerns, and priorities from those directly connected to our operations.

The analysis of the responses confirmed the relevance of topics we are already working on and revealed opportunities to strengthen diversity management, transparency in the value chain, and resilience to climate change. This exercise enabled us to consolidate a materiality matrix, which will guide our strategic planning and continuous monitoring of critical sustainability issues for Metropolitan Touring.



## Consolidated Results

We identified nine main material topics, which emerged as priorities based on their impact and strategic relevance:



- Entrepreneurship and local development
- Socially responsible tourism
- Circular economy and waste management
- Social investment and community engagement
- Sustainable supply chain
- Conservation and care for biodiversity and ecosystem services
- Governance
- Managing impacts on nature
- Communication and responsible marketing

## Impact Materiality and Sustainable Development Goals (SDGs)

We developed a matrix linking material topics with our strategic management to propose sustainability pillars. This definition allows us to guide our sustainability efforts more precisely, establish differentiated action plans by operational unit, and reinforce their contribution to the Sustainable Development Goals (SDGs), particularly SDGs 8, 12, 14, 15, and 16:

- SDG 8** Decent Work and Economic Growth
- SDG 12** Responsible Consumption and Production
- SDG 14** Life Below Water
- SDG 15** Life on Land
- SDG 16** Peace, Justice, and Strong Institutions



# SUSTAINABILITY STRATEGIC FRAMEWORK

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Following a process of consultations with an array of our stakeholders, we consolidated a strategic framework that integrates our corporate values – encapsulated in the word “RAICES” (roots in Spanish), which stands for Responsible, Passionate, Truthful, Creative, Seekers of Excellence, and Sustainable. Our mission – to passionately create experiences that transform the lives of our explorers and generate a positive impact on people and the planet – is embodied in four key pillars that guide our actions regarding our long-term social and environmental impact.

## SUSTAINABILITY PILLARS AND THEIR MACRO PROJECTS:



### EDUCATION

We implement educational programs to raise awareness and train employees, visitors, and local communities in sustainable practices, promoting responsible tourism and the conservation of natural and cultural surroundings.

- SUSTAINABILITY CULTURE
- COMMUNITY EDUCATION PROGRAMS

### ENTREPRENEURSHIP

We foster the development of local entrepreneurs who implement sustainable and innovative practices, contributing to the creation of a network of suppliers and tourism services that minimize environmental impact and promote sustainable tourism.

- LOCAL SOURCING
- STRENGTHENING BUSINESSES AND ENTREPRENEURSHIP

### ECOSYSTEMS

We promote the preservation of natural and cultural heritage. We foster conservation efforts, comply with environmental legislation, and strive to minimize the environmental impact of our tourism operations.

- DECARBONIZATION
- ENVIRONMENTAL PRACTICES IN OPERATIONAL MANAGEMENT
- CONSERVATION

### EQUITY

We promote equity across all our tourism operations, ensuring fair and equal opportunities for employees, local communities, and suppliers, while fostering a diverse and respectful work environment.

- DIVERSE AND RESPECTFUL CULTURE



PODER Project

# OUR SUSTAINABILITY COMMITMENTS

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## SUSTAINABILITY COMMITMENTS

Our sustainability framework is translated into specific commitments for each of the territories where we operate, reflecting our sustainability pillars according to the particularities and needs of each location.



### AN AGENT OF CHANGE



Transforming tourism into a positive force.



### A GOOD NEIGHBOR



Contributing to strengthening the social fabric in Quito's Historic Center.



### A PROMOTER OF WELLBEING AND PROSPERITY



Driving positive impact in the area, preserving the forest, and continuously supporting community development.



### A GUARDIAN OF THE GALAPAGOS' GRANDEUR



Protecting the archipelago and sharing its grandeur with the world.

## Your journey inspires us

Finally, our philosophy, **"Your Journey Inspires Us"** reflects how, through ongoing dialogue with our stakeholders—clients, employees, local communities, shareholders, suppliers, governments, and explorers—we raise our standards and renew our commitment to people's wellbeing and the preservation of the planet.

**We are inspired** by explorers seeking transformative experiences, local communities driving development and cultural pride, employees whose passion guides our purpose, shareholders promoting balance between prosperity, people, and the planet, and suppliers with whom we innovate to build responsible value chains.

# PILLAR: EDUCATION

GRI 2-23 / GRI 3-3 / GRI 404-1 / GRI 410-1 / GRI 413-1 / GRI 413-2

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## Promoting knowledge and environmental awareness to transform local realities.

In 2024, we strengthened our commitment to education, culture, community development, and conservation, generating a tangible impact in the territories where we operate. In **Galapagos**, 20 of our employees participated in the dual education program on sustainable tourism, while more than 100 Galapagos residents experienced the transformative Education on Board program. Over the past 20 years, more than 1,600 participants have joined this initiative, awakening scientific and tourism vocations.

We trained 12 girls between the ages of 8 and 12 in science and environmental education through the Chicas con Agallas alliance, and conducted hands-on sustainability workshops for employees and suppliers, fostering responsible practices. In **Quito's Historic Center**, we promoted 60 cultural activations, 25 community workshops, 30 concerts, and a civic campaign that revitalized local identity. We also held four sustainability workshops, welcomed 119 university students, and offered internships to six young people—one of whom joined our team permanently.

In the **Andean Chocó**, through our alliances with Unidos por la Educación and Fundación Futuro, we supported 300 students from five schools, while 166 local students took part in immersive learning experiences at the lodge.

**These milestones reflect our vision of tourism that inspires, educates, and creates shared value—driving both ecosystem conservation and sustainable development within the communities we work with.**

## SUSTAINABILITY CULTURE

Our sustainability culture is embedded across the entire organization in a transversal way.

It operates through:

- Committed leadership
- Active participation through training and volunteering opportunities
- Sustainable processes integrated into daily operations
- Recognition of best practices

## PROGRESS EDUCATION PILLAR

PROJECTS	MASHPI LODGE	FINCH BAY HOTEL	CASA GANGOTENA	VESSELS
Employees trained through dual education programs	12	7	10	13
Annual sustainability trainings	6	8	6	4
Community students benefited	300 <small>Children and youth benefited through the Unidos por la Educación program.</small>	12 <small>Girls participated in Chicas con Agallas educational outings.</small>	950 <small>Children and youth benefited through the Unidos por la Educación program.</small>	100 <small>Students and suppliers took part in the Education on Board program.</small>
Educational visits	166 <small>Students from local schools visited our facilities.</small>	8 <small>Students from local schools visited our facilities.</small>	119 <small>University students visited our facilities.</small>	35 <small>Students from local schools visited our facilities.</small>



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## HIGHLIGHTED ACTIONS EDUCATION



### EDUCATION ON BOARD – Shaping the Future Guardians of Galapagos

This flagship program transforms the way young people, residents, and local suppliers connect with their environment, offering them an immersive experience aboard our vessels that fosters pride, awareness, and commitment. Exploring the Galapagos' unique biodiversity and understanding the challenges it faces turns every journey into a valuable life lesson.

More than just an educational outing, **Education on Board nurtures leadership, inspires vocations, and strengthens the bond between the community and conservation.** It is living proof that sustainable tourism can be a powerful tool to protect natural heritage—starting with those who call it home.

- **20+** years leading this pioneering initiative.
- **1,600** participating young people and local residents.
- Direct engagement with local suppliers, strengthening partnerships, and encouraging the adoption of more sustainable practices.
- Former participants are now certified guides in our operations, multiplying the program's impact.



[LINK TO VIDEO](#)



### "OUR NEIGHBORS" MAP – Showcasing Iconic Businesses of the Historic Center

As part of our commitment to the community and cultural heritage, we developed a neighbors' map that highlights iconic businesses in Quito's Historic Center. **This initiative seeks to strengthen our bond with the immediate surroundings, foster a vibrant local economy, and recognize the value of those who, through their daily work, keep the neighborhood's identity alive.** Being a good neighbor also means being an ally in the cultural and economic development of the place we call home.

- 14 iconic businesses featured. Five of these businesses trained through our capacity-building program in partnership with De Vuelta al Centro.



[VISIT THE MAP HERE](#)

### Every Visit, a Responsible Experience

At Metropolitan Touring, we turn every visit into an opportunity to create a positive impact. During each expedition and stay, we engage our guests in environmental and social impact topics through the following experiences:

- Finch moments
- ECO moments
- Mashpi briefings
- Quiteño Commitment & Neighbors' Map
- Wildlife and Flora Spotting Guides

# PILLAR: ENTREPRENEURSHIP

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## Driving local development through responsible and sustainable value chains

Our commitment to sustainable economic growth and community wellbeing is reflected in strong local sourcing practices, the strengthening of value chains, and direct support for the productive actors in the territories where we operate. During this reporting period, no significant real or potential negative impacts on local communities were identified as a result of our operations. All our activities were carried out under principles of social responsibility, participatory dialogue, and respect for collective rights.

Across our business units, we implement initiatives that boost local economies. **In Galapagos**, 40% of food purchases for our vessels and the Finch Bay Hotel came from local suppliers, reducing our logistical footprint and strengthening the islands' economy. **At Mashpi Lodge**, 13% of our procurement directly benefited 20 families in the Andean Chocó, in addition to developing nine value-added products in partnership with Fundación Futuro. **At Casa Gangotena**, 20% of purchases were made from suppliers in Quito's Historic Center.

All Metropolitan Touring Group suppliers sign our Supplier Code of Conduct, which sets guidelines and standards on environmental management, social impact and ethics, human and labor rights, and anti-corruption practices. After assessing the needs of our partner suppliers, we involve them in **training and entrepreneurship projects**. During this period, in the **Galapagos**, we trained 30 entrepreneurs in collaboration with CAPTURGAL and 72 women entrepreneurs through strategic alliances with USAID and IMPAQTO. In the **Historic Center**, we launched the first training cohort for 34 iconic businesses—14 gastronomic and 20 heritage establishments—and at **Mashpi**, our Executive Chef and Head of Gastronomy provided 10 culinary advisory sessions.

## PROGRESS ENTREPRENEURSHIP PILLAR

PROJECTS	MASHPI LODGE	FINCH BAY HOTEL	CASA GANGOTENA	VESSELS
<b>Local sourcing % and families benefited</b>	<b>13%</b> 20 families directly impacted.	<b>40%</b> Average of 12 years of supplier relationships.	<b>20%</b> Suppliers located within 500 steps of the hotel.	<b>40%</b> Average of 12 years of supplier relationships.
<b>Capacity Building</b>	<b>9</b> Women entrepreneurs.	<b>102</b> Galapagos entrepreneurs.	<b>34</b> Iconic businesses.	<b>102</b> Galapagos entrepreneurs.



Relojería Exacta

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## HIGHLIGHTED ACTIONS ENTREPRENEURSHIP



### ASOMEG – Empowering Women’s Leadership and the Local Economy in the Andean Chocó

In partnership with Fundación Futuro and the Guayabillas Women Entrepreneurs Association (ASOMEG), **we strengthen community development by incorporating their organic products into our culinary offering and boutique.** Through mentoring, equipment donations, and technical support, we help this group of women consolidate their brand “La Guapa”, promoting economic independence, women’s leadership, and sustainable practices.

- **13%** of the menu includes ingredients and products from surrounding communities.
- ASOMEG’s La Guapa products are available in our boutique.
- **9 women** entrepreneurs directly benefited from the alliance.



[ENJOY OUR VIDEO](#)



### When Women Grow, Communities Flourish: PODER Project in Galapagos

We believe in the transformative power of women’s entrepreneurship. That’s why, together with USAID and IMPAQTO, we brought the PODER Project to the Galapagos, providing training and support to 72 women from Santa Cruz, San Cristóbal, and Isabela islands. Through this experience, women entrepreneurs strengthened their skills, confidence, and businesses, becoming resilient leaders who inspire the sustainable development of their communities. **Because when a woman advances, her entire community is transformed.**

- **72 women entrepreneurs** participated from Santa Cruz, San Cristóbal, and Isabela.
- **40 hours of hybrid training** covering technical, emotional, and leadership topics.



*“Being part of the PODER Project means not only improving my business skills but also learning to lead with greater confidence and resilience. Thanks to this support, I have the opportunity to grow my business, contribute to my community, and, above all, inspire other women to pursue their dreams no matter the challenges.”*

**- Mercy Sancán, Owner and Manager of Marisquería 7 Mares, Metropolitan Touring supplier and PODER Project participant.**

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## PILLAR: ECOSYSTEM

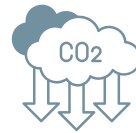
### OUR PATH TO CARBON NEUTRALITY

GRI 305-1 / GRI 305-2 / GRI 305-3 / GRI 305-4 / GRI 305-6 / GRI 305-7

#### EVERY TRIP WITH US IS CARBON NEUTRAL

At Metropolitan Touring, we believe tourism can generate a positive impact that goes beyond the travel experience. That's why, since 2017, we have been pioneers in implementing a carbon neutral tourism model.

We have adopted a comprehensive approach to becoming Carbon Neutral, based on three stages: measuring, reducing, and investing in high-impact projects such as forest conservation to eliminate carbon emissions. In addition, we invest in scientific research, capacity building, and education to promote sustainable livelihoods.



- Emissions Inventory

We measure our carbon footprint annually following international standards, ensuring data consistency and reliability to guide our emission reduction and offset actions.

- Behavior Change
- Operational Efficiency

We work to reduce our carbon emissions by improving efficiency across all our operations and promoting behavior changes within our teams.

- Conservation
  - Sustainable Livelihoods
  - Scientific Research
- Education
- Capacity Building

We recognize that every trip generates emissions, which is why we aim to create verifiable positive impacts on nature and local communities. While most of our offsets occur in the Andean Chocó, the benefits of these projects extend beyond the region, contributing to global sustainable development and conservation.

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# PILLAR: ECOSYSTEM

## 1. CARBON MEASUREMENT

GRI 305-1 / GRI 305-2 / GRI 305-3 / GRI 305-4 / GRI 305-6 / GRI 305-7

### EMISSIONS INVENTORY

Since 2016, we have systematically measured our organizational carbon footprint following the guidelines of the INTE/ISO 14064-1:2019 standard and the GHG Protocol, including Scope 1, 2, and 3 emissions. This exercise is not just a technical requirement—it is a key tool to understand and reduce our climate impact. The 2024 inventory, with 2023 as the base year, was calculated in tons of CO<sub>2</sub> equivalent (tCO<sub>2</sub>e) and includes the gases regulated by the Kyoto and Montreal Protocols. During this period, total reported emissions reached 14,254.91 tCO<sub>2</sub>e, after incorporating land-based operations into the inventory for the first time. This inclusion reflects our commitment to achieving a more representative and comprehensive measurement of our operations, as well as to strengthening our capacity to identify improvement opportunities and design more comprehensive decarbonization strategies.

### EMISSIONS BY BUSINESS UNIT

#### VESSELS

Our maritime operations accounted for 71.82% of total emissions, with the main source of impact being fossil fuel consumption for propulsion and electricity generation. In this context, **Santa Cruz II** generated 4,158.20 tCO<sub>2</sub>e (40.62%), **Isabela II** reached 2,658.27 tCO<sub>2</sub>e (25.96%), **La Pinta** recorded 3,035.55 tCO<sub>2</sub>e (29.65%), and the **Sea Lion** contributed 385.64 tCO<sub>2</sub>e (3.77%).

#### HOTELS

Our hotels generated 9.65% of total emissions. **Finch Bay Hotel** emitted a total of 812.49 tCO<sub>2</sub>e, primarily due to the air conditioning system. This was followed by **Casa Gangotena** (288.16 tCO<sub>2</sub>e) and **Mashpi Lodge** (274.76 tCO<sub>2</sub>e), where emissions originated from LPG and electricity consumption, waste, transportation, and business travel.

#### LAND OPERATIONS

These represented 15.33% of total emissions (2,185.03 tCO<sub>2</sub>e), stemming from guest flights as well as accommodation in third-party hotels and vessels.

#### ADMINISTRATIVE OFFICES

These accounted for 3.20% of total emissions (456.52 tCO<sub>2</sub>e), mainly due to electricity consumption. The **Guayaquil office** had the highest impact (278.43 tCO<sub>2</sub>e), followed by **Puerto Ayora** (92.29 tCO<sub>2</sub>e) and **Quito** (85.80 tCO<sub>2</sub>e).

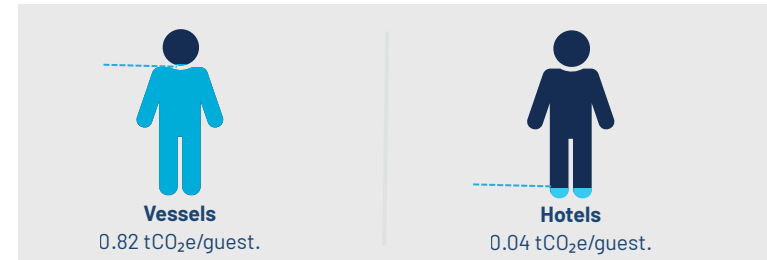


### EMISSIONS DISTRIBUTION

Direct emissions (Scope 1) make up the majority in vessels (80%) and hotels (77%). Indirect emissions (Scope 2 and 3) prevail in land operations (100%) and offices (52%).

### EMISSION INTENSITY PER GUEST

We continuously monitor our carbon footprint using the emissions per guest indicator. This metric allows us to assess operational efficiency based on the number of guests served, where a lower ratio reflects better sustainability performance per unit of service.



By linking our emissions to each guest's experience, we reaffirm our commitment to responsible operations and our transition toward a lower-impact operation. Additionally, emissions per employee in offices reached 1.64 tCO<sub>2</sub>e.

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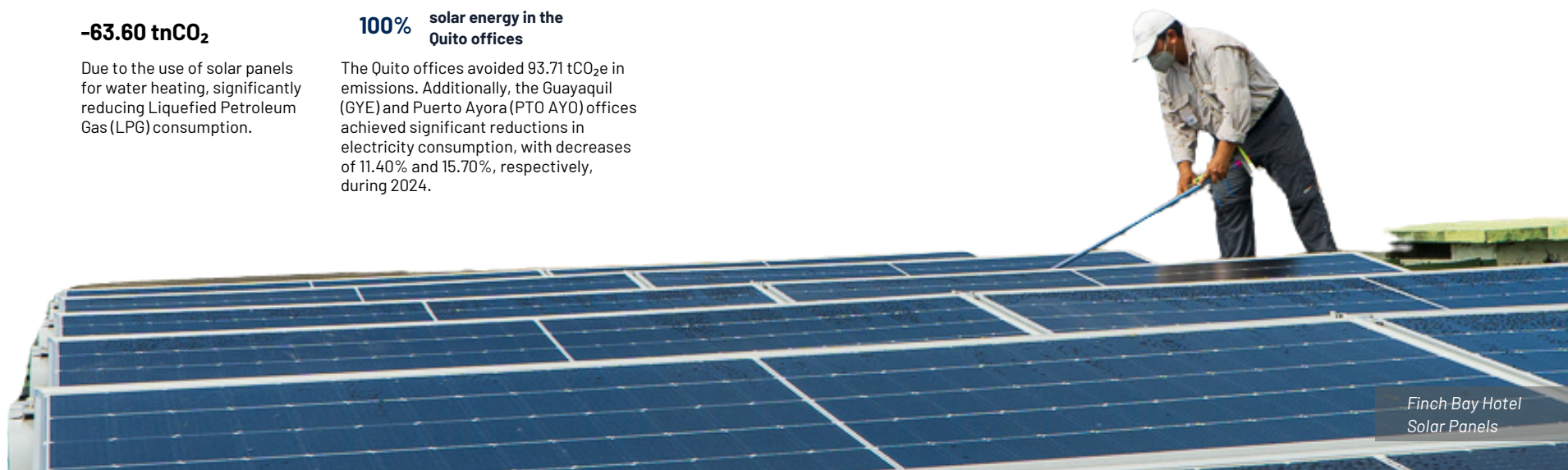
## 2. INITIATIVES FOR CO<sub>2</sub>E EMISSIONS REDUCTION

GRI 305-1 / GRI 305-2 / GRI 305-3 / GRI 305-4 / GRI 305-6 / GRI 305-7

In 2024, we conducted an assessment of the Integrated Waste Management System with the support of a consulting team as part of our actions to strengthen environmental management. At the same time, we promoted training and awareness activities about our sustainability strategy, encouraging responsible practices among our employees. Aligned with our commitment to efficiency, we installed LED lights and motion sensors with energy-efficient technology across all our properties, optimizing energy consumption and advancing the reduction of our environmental footprint. **These initiatives reflect our ongoing commitment to adjust processes and continuously improve across all areas of our operation.**

VESSELS	MASHPI LODGE	FINCH BAY HOTEL
<p><b>Four stroke engines</b>, offer improved fuel efficiency, minimizing CO<sub>2</sub> emissions into the environment.</p> <p><b>Tin free anti-fouling paints</b> improve energy performance.</p>	<p><b>-14%</b> reduction in electricity consumption</p> <p>thanks to the implementation of more efficient equipment in the hot water system.</p>	<p><b>37%</b> of the hotel's energy comes from our 364 solar panels</p> <p>avoiding the emission of 59.84 tCO<sub>2</sub>e and generating 269,385.45 kWh.</p>

CASA GANGOTENA	OFFICES
<p><b>-63.60 tCO<sub>2</sub></b></p> <p>Due to the use of solar panels for water heating, significantly reducing Liquefied Petroleum Gas (LPG) consumption.</p>	<p><b>100%</b> solar energy in the Quito offices</p> <p>The Quito offices avoided 93.71 tCO<sub>2</sub>e in emissions. Additionally, the Guayaquil (GYE) and Puerto Ayora (PTO AYO) offices achieved significant reductions in electricity consumption, with decreases of 11.40% and 15.70%, respectively, during 2024.</p>



Finch Bay Hotel  
Solar Panels

# PILLAR: ECOSYSTEM

## 3. INVESTMENT IN HIGH-IMPACT PROJECTS

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GRI 304-1 / GRI 304-2 / GRI 304-3 / GRI 304-4 / GRI 305-1 / GRI 305-2 / GRI 305-3 / GRI 305-4 / GRI 305-5

### SUSTAINABILITY AND CARBON OFFSET FEE

Through our Sustainability and Carbon Offset Fee, we offset our emissions and those of our explorers through the NFTree initiative managed by Fundación Futuro, while also supporting sustainability projects across all our products and areas of operation.

#### DECARBONIZATION THROUGH A HIGH-INTEGRITY CARBON MODEL

We believe long-term conservation is only viable when linked to a community-based productive model that benefits both people and the environment. The added value of the removal mechanism managed by Metropolitan Touring through Fundación Futuro lies in the concept of "high-integrity carbon." This goes beyond reforestation or conservation investment, ensuring the creation of sustainable livelihoods for local communities, the transition toward regenerative agroecology, capacity building, and improved territorial governance. These actions guarantee that conservation becomes the natural outcome of an integrated and sustainable development model.

#### CONSERVATION

In 2024, we offset the remaining emissions of Metropolitan Touring through this conservation model, protecting 2,128 hectares of high-value ecosystems in the Chocó Biosphere Reserve.



#### SUSTAINABILITY PROJECTS

Aligned with our sustainability strategy, we develop projects that integrate conservation and community development. We support scientific research on whale sharks and pink iguanas, drive the De Vuelta al Centro initiative to strengthen local capacities, and promote environmental education through actions such as tire removal in the Galapagos Islands. These initiatives connect nature conservation with community wellbeing, combining ecosystem protection with local development.

NFTREE

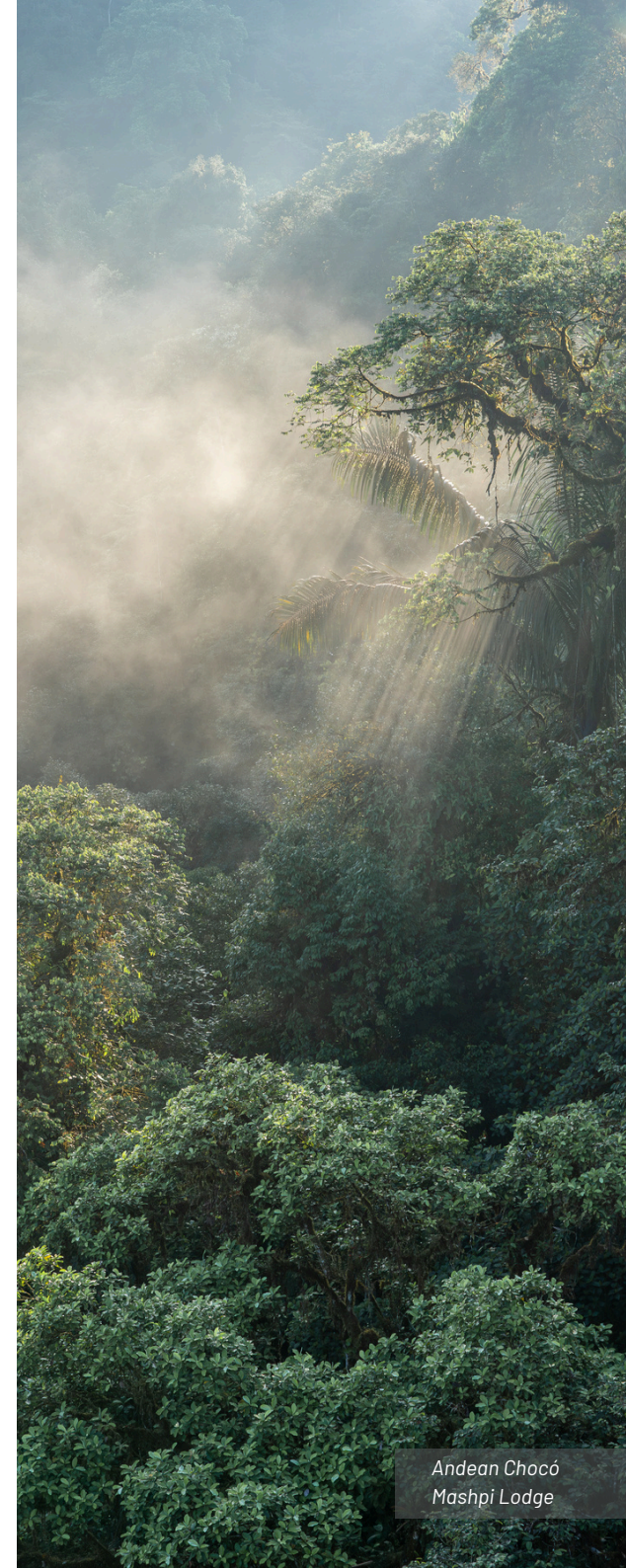
**NFTree ensures that every carbon offset is transparent, measurable, and verifiable.**

[Learn more here](#)

strategic ally: FUNDACIÓN FUTURO

#### HECTARES CONSERVED 2024

1,473 ha	VESSELS
43 ha	CASA GANGOTENA
179 ha	FINCH BAY HOTEL
41 ha	MASHPI LODGE
327 ha	LAND OPERATIONS
68 ha	METROPOLITAN TOURING OFFICES
<b>2,131 ha</b>	<b>TOTAL HECTARES CONSERVED</b>



Andean Chocó Mashpi Lodge

# PILLAR: ECOSYSTEM

GRI 304-1 / GRI 304-2 / GRI 304-3 / GRI 304-4 / GRI 413-1

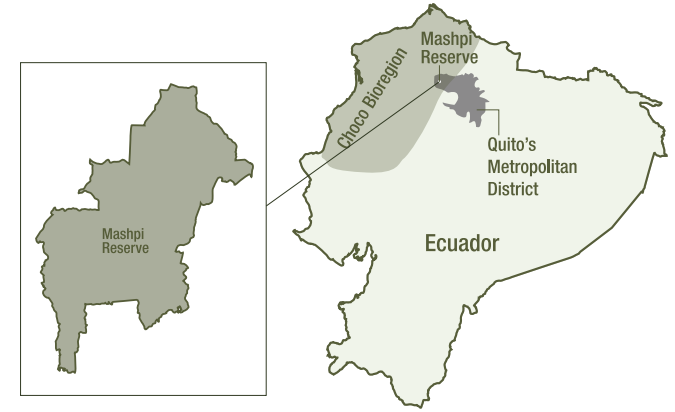
## RESEARCH AND SCIENCE: PARTNERSHIPS FOR CONSERVATION

At Metropolitan Touring, we recognize that effective conservation requires knowledge supported by scientific evidence. For this reason, research and science are integral to our ecosystem pillar. Through these initiatives, we strengthen our understanding of the ecosystems where we operate, promote the protection of flagship species, encourage habitat restoration, and generate technical information that guides responsible decision-making—ensuring the preservation of our territories for current and future generations.

### AT MASHPI LODGE WE PROMOTE SCIENTIFIC RESEARCH

From Mashpi Lodge, we drive world-class scientific research to understand and conserve this cloud forest. Since our inception, scientific research has been a fundamental pillar of our experience and commitment to conservation. Together with local rangers, biologists, and academic partners, we have developed key projects such as camera trap monitoring to study forest fauna and better understand population dynamics and behaviors.

Today, our research team—composed of six members—collaborates with universities in Ecuador and around the world, including Universidad San Francisco de Quito, Pontificia Universidad Católica del Ecuador, Universidad de las Américas, University College London, University of Oxford, University of Cambridge, UC Berkeley, University of Colorado at Boulder, and University of Chicago, among others. We also continuously host undergraduate and graduate students, strengthening knowledge about one of the richest and least-explored forests on the planet.



### MASHPI LODGE

- 22** New species described at Mashpi Lodge
- 54** Scientific articles
- Over 12 years, in collaboration with academic partners and national and international organizations.
- 6** Members make up the research team
- 11** Active projects linked to various organizations

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### HIGHLIGHTED INITIATIVES PUMAS PROJECT

**Understanding the status and abundance of pumas helps us assess the overall health of the ecosystem.**

In 2023, we launched, in partnership with the Carnivore Laboratory (CarnLab) at Universidad San Francisco de Quito, a pioneering study to understand the ecology of the puma (*Puma concolor*) in the Mashpi-Tayra Reserve. During the first phase—12 months of camera trap monitoring—we identified five individuals (two females and three males) and collected over 8,500 records revealing activity patterns, habitat use, and behavior.

We are currently working with GPS collar satellite tracking, genetic analyses, and verification of connectivity corridors. These results strengthen territorial management and the conservation of this key species for the ecological balance of the Andean Chocó.



Photo credit: Chiara Correa

Strategic ally: USFQ

# PILLAR: ECOSYSTEM

GRI 2-29 / GRI 304-3 / GRI 304-4 / GRI 413-1

## OUR CONTRIBUTION TO SCIENTIFIC RESEARCH IN GALAPAGOS

### Whale Shark Conservation Project

In partnership with Universidad San Francisco de Quito (USFQ) and the Galapagos Science Center, we support research that tracks whale shark movements between southern Galapagos, Darwin Island, and the mainland. The project aims to identify key conservation areas, analyze the distribution of adult females through satellite tagging and photo-identification, and train students in scientific research techniques.

#### WHALE SHARK (RHINCODON TYPUS) – KEY FACTS

- Species: Largest fish in the world.
- Size: Can exceed 12 meters in length.
- Feeding: Filter-feeder, consuming plankton, and small fish.
- Conservation status: Endangered (IUCN).
- Galapagos significance: Adult females use the northern area (Darwin Island) as a critical migratory route

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**40K USD**

**Metropolitan Touring and Finch Bay Hotel contribution to the conservation project**

**Objective:**

Identify critical areas for whale shark conservation.

**Methodology:**

Satellite tagging and photo-identification of adult females.

**Coverage:**

Southern Galapagos, Darwin Island, and connection with the mainland.

**Academic development :**

Training students in scientific research and marine monitoring.

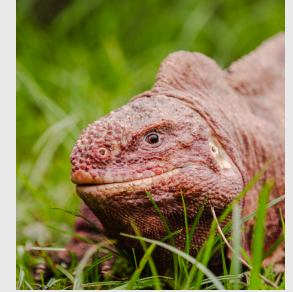
Strategic ally:



### Pink Iguana Conservation Project

In collaboration with Fundación JOCOTOCO, we work on controlling invasive species on Wolf Volcano and Isabela Island, through monitoring, eradication strategies, habitat restoration, and environmental education initiatives with the local community.

- Target species: Pink Iguana (Conolophus marthae).
- Conservation status: Critically Endangered (IUCN).
- Location: Wolf Volcano, Isabela Island – Galapagos.
- Main threats: Feral cats and introduced rodents.
- Highlights: Two new pink iguana hatchlings were identified on
- Wolf Volcano: a promising sign for the recovery of this unique species.



**45K USD**

**Metropolitan Touring and Finch Bay Hotel contribution to the conservation project.**

Strategic ally:



ISLAS GALÁPAGOS



Photo credit: Jonathan R. Green

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## HIGHLIGHTED ACTIONS ECOSYSTEM

### Mashpi Magnolia Conservation Project



The **Mashpi-Tayra** Reserve, located in the Andean Chocó, protects over **3,000 hectares** and has been the site of the discovery of **22 new species** for science, including the **Magnolia mashpi**, a tree that grows exclusively within this reserve.

Mashpi Lodge, in partnership with **The Red List Project (TRLP)** and **MANE**, created a fragrance inspired by the essence of the *Magnolia mashpi*. The flowers were carefully harvested without disturbing their natural environment, and the essence was recreated in the lab using 100% biodegradable materials.



#### Collection Process



- Careful harvesting of fragrant flowers without altering their natural environment.
- Use of the **"Libélula"** aerial tram, spanning 2 km of the reserve, offering guests panoramic views of the cloud forest and the tree in its natural habitat.

#### KEY ACTIONS:

- Conservation of *Magnolia mashpi*, *Magnolia chiguila*, and *Magnolia mindoensis*.
- Identification of remaining populations and priority protection sites.
- Collection of fruits and seeds for germination trials.
- Reforestation of these species.
- Awareness talks about conservation.
- Strengthening community nurseries to propagate seedlings.


#### Sustainability of the project

A percentage of the **royalties** from the *Magnolia mashpi* fragrance is allocated to this and other conservation projects led by the **Mashpi Lodge Research and Biology team**.



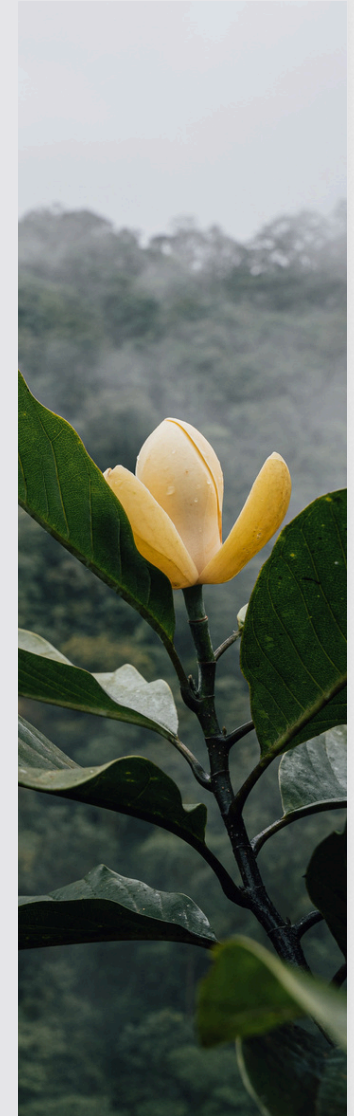
#### Products with **Magnolia Mashpi** Fragrance

- Shampoo
- Conditioner
- Bath gel
- Body cream
- Soap



**Available at:** Mashpi Lodge, Casa Gangotena (Quito), and Finch Bay Galapagos Hotel.

*Mashpi Lodge reaffirms its commitment to protecting the Andean Chocó and Ecuador's unique biodiversity, combining luxury, science, and sustainability.*



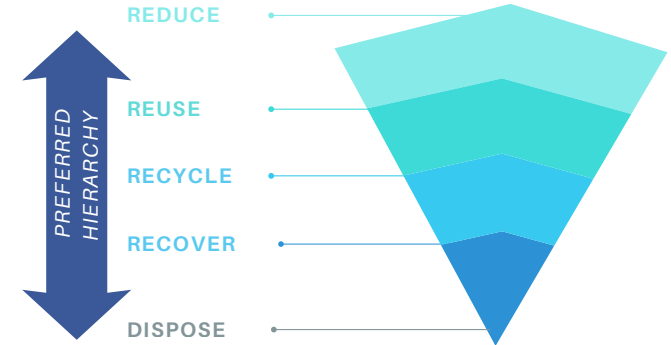
# PILLAR: ECOSYSTEM

## ENVIRONMENTAL PRACTICES IN OPERATIONAL MANAGEMENT

GRI 301-1 / GRI 301-2 / GRI 301-3 / GRI 306-1 / GRI 306-2

### WASTE MANAGEMENT AND RECOVERY

Solid waste management is one of our key environmental priorities and follows the waste management hierarchy, which establishes reduction as the first action, followed by reuse and recycling. For applicable materials, we evaluate their recovery within a transition framework toward a circular economy, and finally, proper final disposal. With this comprehensive approach, we standardize processes across all units to minimize waste generation at the source, ensure effective segregation, and maximize material recovery. This work has allowed us to close operational gaps, optimize resources, and strengthen the organization's environmental culture, promoting good practices from the origin to the final disposal of waste.



- **Waste log:** We maintain a digital waste log to monitor daily waste management by area. This enables continuous tracking and oversight, helping identify opportunities for reduction and valorization.

### HIGHLIGHTED ACTIONS

#### Recycling Rate

FINCH BAY HOTEL		VESSELS	
PROGRESS 2024	2025 TARGET	PROGRESS 2024	2025 TARGET
64.15%	70%	60%	70%
<i>2024 baseline</i>		<i>2024 baseline</i>	

#### Annual Training Sessions

MASHPI LODGE	CASA GANGOTENA
3 TRAINING SESSIONS PER YEAR	6 TRAINING SESSIONS PER YEAR

#### Technological waste

**91%**  
RECYCLING RATE OF WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (E-WASTE)

More than half of the waste generated was recovered and reintegrated into new production cycles within the highly sensitive Galapagos ecosystem.

Beyond recycling, we focus on minimizing waste at the source by rethinking consumption patterns and adopting innovative practices that strengthen our comprehensive environmental management.

We concentrate on building internal capacities for responsible waste management. Continuous training is conducted with experts, complemented by site visits to waste managers to understand processes firsthand, to verify compliance with environmental standards, and enhance traceability of waste management.

### Awareness as a Key to Success

Waste management is linked to environmental education for guests, supplier awareness, and material traceability, promoting circularity in our operations through maximum material recovery and reintegration. These initiatives strengthen innovation and differentiation in our hotel operations and form part of a rigorous approach aimed at reducing carbon emissions and preserving the unique ecosystems of our destinations.



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## PILLAR: ECOSYSTEM

### EFFICIENT MATERIALS MANAGEMENT

GRI 203-1/ GRI 301-1 / GRI 301-2 / GRI 301-3

#### ELIMINATION OF SINGLE-USE PLASTICS

We have progressively phased out the use of single-use plastics throughout our operations by introducing:

- Reusable water bottles
- Water refill stations
- Hygiene products in biodegradable packaging



**696,000**

Plastic bottles  
avoided across all  
business units.

Hygiene products in  
refillable containers

#### TRANSITION TOWARDS A CIRCULAR OPERATION

At Metropolitan Touring, we believe in circularity as a way to honor the resources that nature provides us. Through innovation and creativity, we transform materials into new opportunities, driving solutions that reduce our impact and strengthen the protection of the destinations we love.

#### KEY ACTIONS

##### *From Cup to Plate: Gastronomic Innovation with Coffee Essence*

As part of our sustainability commitment, we have transformed organic coffee waste into an innovative and unique gastronomic proposal. Our Chef **José Tamayo** took on the challenge, developing a special “soy sauce” made from this waste in a process that combines culinary creativity, science, and environmental responsibility. This innovation is part of our tasting menu, paired with the emblematic Pacific grouper, offering our guests an experience that celebrates flavor, innovation, and respect for the planet.



Dish with Pacific grouper  
and soy sauce made from  
coffee waste



José Tamayo, Chef  
Casa Gangotena

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## HIGHLIGHTED ACTIONS

### WASTE MANAGEMENT



#### *Our Leadership in Environmental Management in the Islands*

Since the beginning of our operations in Galapagos, we have assumed a profound responsibility to protect the unique environment in which we operate. A major milestone came in 2010, when we promoted the creation of the **Fabricio Valverde Recycling Center together with the Municipality of Santa Cruz and the local community**. This achievement included the historic implementation of waste separation at the source. In that same pioneering spirit, we adapted our cargo vessel to transport recyclable materials from the islands –such as tires, batteries, and used oil– back to the mainland, marking a milestone in reverse logistics in the country.

**This legacy of solid waste management laid the foundations for many of our current initiatives, including the campaign #GalápagosLibreDeLlantas.** For years, end-of-life tires have posed a latent environmental risk in Galapagos. Their difficult handling, high volume, and limited local recycling capacity made them a persistent threat to both nature and public health. In 2024, in alliance with the **Santa Cruz Municipal DAO and SEGINUS**, we took a firm step forward by donating four containers that now make it possible to transport tires off the island. We also allocated key funds to optimize the operation of machinery at the Fabricio Valverde Recycling Center, directly contributing to reducing the accumulation and impact of this waste.

In the first year of implementation, we successfully removed **40,000 tires**, which are now part of recycling processes that transform them into reusable materials. This achievement demonstrates that sustainability is not only viable but also generates concrete and measurable results.

We are also exploring new ways to integrate recycled tires into our own tourism operations and encouraging our partners to join with creative solutions. From flooring for industrial areas to supplies for playgrounds and roadworks, the circular economy is full of opportunities.



# PILLAR: ECOSYSTEM

## WATER MANAGEMENT

GRI 203-1 / GRI 303-1 / GRI 303-2 / GRI 303-3 / GRI 303-4 / GRI 303-5

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### WASTEWATER TREATMENT

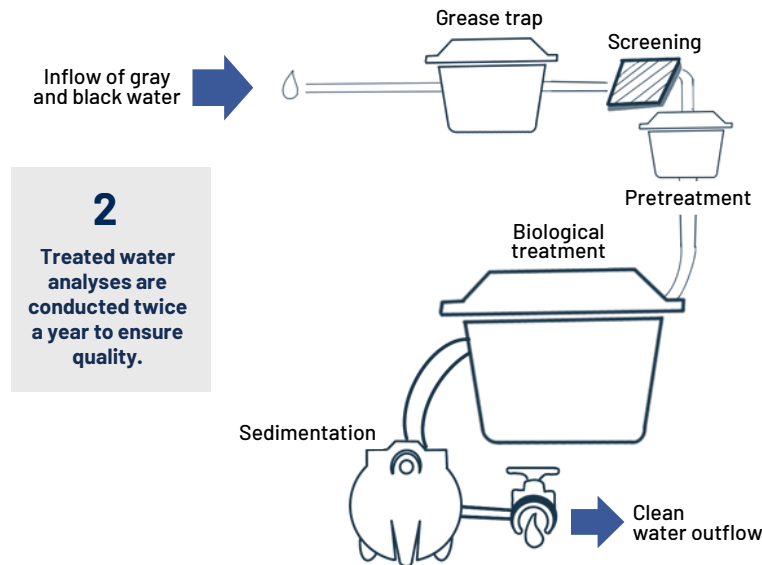
#### Finch Bay Galapagos Hotel

In line with our commitment to environmental conservation, we have implemented an advanced system for treating domestic wastewater. This aerobic system uses microorganisms that break down the organic matter present in wastewater, ensuring efficient and eco-friendly treatment. We treat the water to ensure it meets the required quality parameters, preventing contamination, and promoting responsible recirculation. The treated water is used for irrigating the hotel's plants, optimizing resource use, and minimizing our environmental impact.

#### Mashpi Lodge

We operate a wastewater treatment plant (WWTP) that ensures the purification of generated water before its discharge, in compliance with current environmental regulations. This system plays an essential role in preserving the quality of receiving water bodies through a semi-annual monitoring program that verifies treated water compliance with safety standards and contributes to the conservation of the biodiversity in the Andean Chocó.

Diagram of wastewater treatment plant operations in hotels.

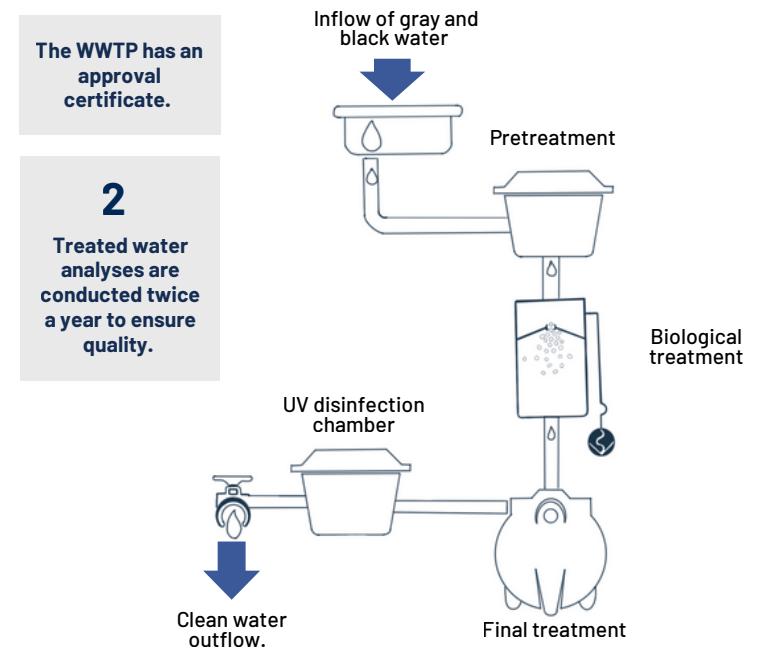


#### Vessels

We operate a HAMANN C-302 wastewater treatment plant with a capacity of 81 m<sup>3</sup>/day, designed to treat all wastewater generated in our operations. It is equipped with a fully automated control system and has a valid operating certificate.

To ensure the quality of the treated effluent, we carry out semi-annual monitoring of discharged water parameters through accredited laboratories, verifying that they remain within the permissible legal limits. Preventive and corrective maintenance is also conducted periodically to ensure optimal performance and extend the system's lifespan.

Diagram of WWTP operations on vessels



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# PILLAR: EQUITY

## A DIVERSE AND RESPECTFUL CULTURE

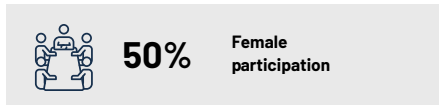
GRI 2-6 / GRI 201-3 / GRI 401-1 / GRI 401-2 / GRI 405-1 / GRI 405-2 / GRI 406-1

For Metropolitan Touring, sustainability begins with people. Therefore, we guarantee inclusion, diversity, and gender equality and equal opportunities in all our operations, promoting an ethical, respectful, and collaborative organizational culture. We have internal non-discrimination policies, equitable representation in committees, and fair labor conditions that promote participation and dignified treatment for all employees and stakeholders.

As part of our preventive and awareness-raising strategy, we regularly conduct Diversity, Equity, and Inclusion (DEI) workshops designed to strengthen intercultural skills, prevent unconscious bias, and promote respectful, equitable, and collaborative work environments.

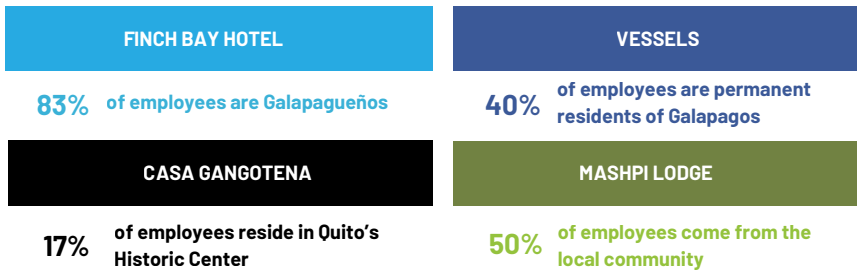


Traditionally, women have shown less inclination towards maritime operations, but we are working on initiatives to encourage their interest and participation.



Representation Figures as of December 2024

### Local Hiring



Representation Figures as of December 2024

### Equitable Opportunities in the Value Chain

We implement clear actions and transparent practices that support the empowerment of women and underrepresented groups, fostering the development of these actors within our value chain.



Grace Lemos

# CORPORATE STRATEGY

GRI 2-9 / GRI 2-10 / GRI 2-11 / GRI 2-12 / GRI 2-13 / GRI 2-18 / GRI 2-30 / GRI 203-1

Message from the CEO

Our corporate strategy is based on solid governance, transparency, and alignment with ethical and regulatory principles. We implement clear policies that strengthen institutional integrity and guide responsible decision-making. This framework ensures compliance and risk mitigation.

We also prioritize customer satisfaction through efficient processes, continuous innovation, and a service culture focused on quality. This integration of governance, institutional policy, and customer-centric focus allows us to consolidate trust-based relationships, generate sustainable value, and maintain a competitive position in a dynamic and demanding environment.

Organizational Information

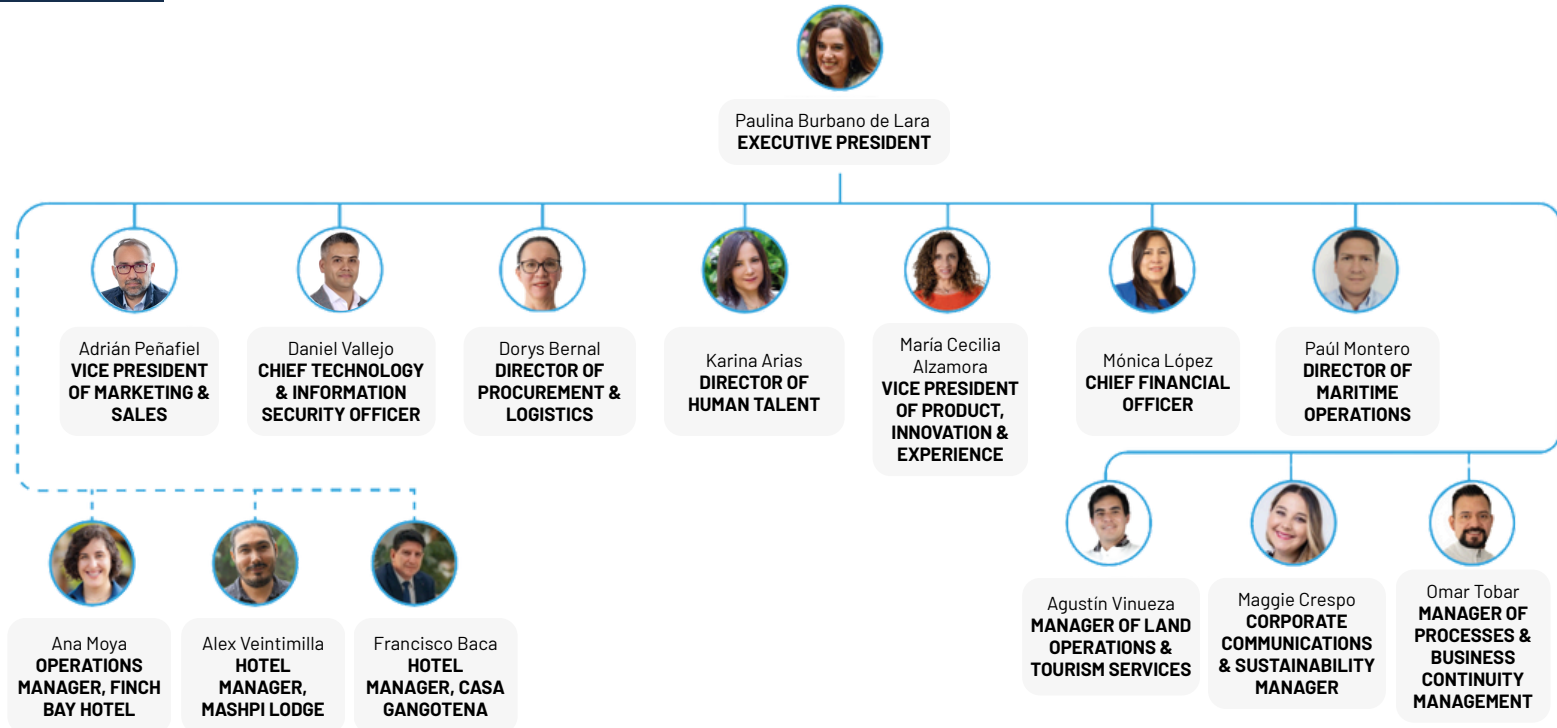
### CORPORATE GOVERNANCE

At Metropolitan Touring, corporate governance is a key pillar to ensure the sustainability of operations in Ecuador, Peru, and Colombia. Oversight of economic, social, and environmental impacts is delegated through clear lines of responsibility, ensuring effective management of risks and opportunities related to sustainability.

Strategic decision-making processes consider ethical and transparent principles, aligned with corporate values and the regulations in each country. Senior management actively participates in reviewing and approving key policies, including those related to environmental management, responsible value chains, and community impact.

Sustainability Strategy

### Executive Structure



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# REVIEW AND MANAGEMENT OF IMPACTS AT METROPOLITAN TOURING

GRI 2-9 / GRI 2-10 / GRI 2-12 / GRI 2-13 / GRI 2-14 / GRI 2-25 / GRI 419-1

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Metropolitan Touring conducts a systematic and periodic review of its economic, social, and environmental impacts as a fundamental part of its comprehensive sustainability and corporate responsibility strategy. This process revolves around **materiality assessment**, **internal control mechanisms**, and **continuous feedback from key stakeholders**, ensuring that the organization's priorities reflect the most relevant issues for its operations and context.

The information collected through these reviews informs strategic decision-making, ensuring that programs, projects, and operations remain aligned with **sustainability principles**, **ESG frameworks**, and the **Sustainable Development Goals** (SDGs). It is also integrated into risk and opportunity assessments, strengthening organizational resilience in the face of economic, social, and environmental changes.

The results of impact management are presented periodically to the company's highest governing body, enabling timely analysis, evaluation, and adjustments when necessary. The Metropolitan Touring Board of Directors holds ultimate responsibility for overseeing impact management. This function is actively exercised through specialized committees and strategic sessions, where sustainability reports, compliance with internal policies, progress on environmental and social goals, and continuous improvement actions are reviewed.

The **executive committee** is also responsible for approving strategies and actions aimed at preventing, mitigating, correcting, or remedying potential or actual negative impacts, ensuring that all company operations remain fully consistent with corporate values, its purpose of shared value creation, and its long-term commitment to sustainable development in the territories where it operates. At Metropolitan Touring, we promote the active participation of employees and key stakeholders through feedback mechanisms, consultations, and training programs, thus ensuring a continuous improvement approach and inclusive governance at all levels of the organization.

## A CORPORATE VISION THAT CONTRIBUTES TO THE FUTURE

We donate **3% of our profits** to socio-environmental conservation programs in Ecuador under the leadership of Fundación Futuro.

**3%** a portion of the profits is contributed to conservation programs.



Finch Bay Hotel

# SUSTAINABILITY- RELATED POLICIES

GRI 2-23/ GRI 2-24/ GRI 3-3 / GRI 2-25 / GRI 2-26 / GRI 201-2 / GRI 205-1/ GRI 205-2/ GRI 205-3 / GRI 206-1 / GRI 306-1 / GRI 306-2 / GRI 306-3 / GRI 306-4 / GRI 306-5 / GRI 307-1 / GRI 308-1 / GRI 308-2/ GRI 405-1 / GRI 406-1 / GRI 401-3 / GRI 412-1 / GRI 413-1 / GRI 414-1 / GRI 414-2 / GRI 417-2 / GRI 417-3/ GRI 418-1

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At Metropolitan Touring, sustainability is grounded in a robust regulatory and ethical framework, supported by institutional policies, processes, and codes that ensure integrity, operational resilience, and compliance with international standards. Key documents include:

## SUSTAINABILITY POLICY

We have a comprehensive sustainability policy applicable to all our operations in Ecuador. It ensures that tourism activities generate a positive impact by promoting biodiversity conservation, respect for local cultures, efficient resource use, emissions reduction, and community development, while guaranteeing authentic and responsible traveler experiences, and value creation for stakeholders.

## RISK MANAGEMENT AND BUSINESS CONTINUITY POLICY

We have a comprehensive risk management and business continuity policy applicable to our operations in Ecuador. This policy guarantees operational continuity in disruptive events, ensuring the protection of employees, critical infrastructure, information, natural environment, corporate reputation, and stakeholders.

## WASTE MANAGEMENT PROCESS

Ensures responsible environmental management in compliance with national and international regulations, including the Organic Environmental Code, Ministerial Agreement 061, MARPOL 73/78, and specific Galapagos regulations. This policy includes systematic practices for the classification, collection, storage, transportation, handover to qualified waste managers, and final disposal of waste, including hazardous or special waste.

## SUPPLIER CODE OF CONDUCT

To ensure that the principles of sustainability and ethical responsibility are applied throughout its supply chain, Metropolitan Touring has implemented a Supplier Code of Conduct applicable to all procurement processes for non-tourism goods and services.

This code sets mandatory criteria on key issues such as:

- Respect for human and labor rights,
- Prevention of forced and child labor,
- Diversity, equity, and inclusion, safe, dignified, and equitable working conditions.

## DIVERSITY, EQUITY, AND INCLUSION POLICY (DEI)

Our DEI policy is based on the following principles:

- Rejection of discrimination, harassment, or intimidation.
- Equity in recruitment, development, and promotion processes.
- Active participation with historically marginalized groups.
- Continuous training and awareness programs.

## METROPOLITAN TOURING CODE OF CONDUCT

Establishes the company's commitment to ethics, integrity, and respect towards stakeholders, covering ethical behavior, harassment prevention, client relations, confidential data management, conflict of interest, responsible resource use, and compliance.

## CLIENT DATA AND PRIVACY POLICY

Ensures data protection through accessible information clauses, confidentiality agreements, contracts, informed consent, internal protocols, security audits, and technical measures that safeguard data integrity throughout its lifecycle.



### OTHER HIGHLIGHTED DOCUMENTS:

- Donations Policy.
- Anti-Corruption Policy.
- Environmental Regulation Compliance Process.
- PESSNA Policy (Prevention of Sexual Exploitation of Children and Adolescents in tourism services).

# HUMAN TALENT MANAGEMENT

GRI 2-7 / GRI 2-8 / GRI 401-1 / GRI 401-2 / GRI 401-3 / GRI 403-1 / GRI 403-2 / GRI 403-3 / GRI 403-4 / GRI 403-5 / GRI 403-6 / GRI 403-7 / GRI 404-1 / GRI 404-2 / GRI 405-1 / GRI 406-1 / GRI 412-2 / GRI 413-1

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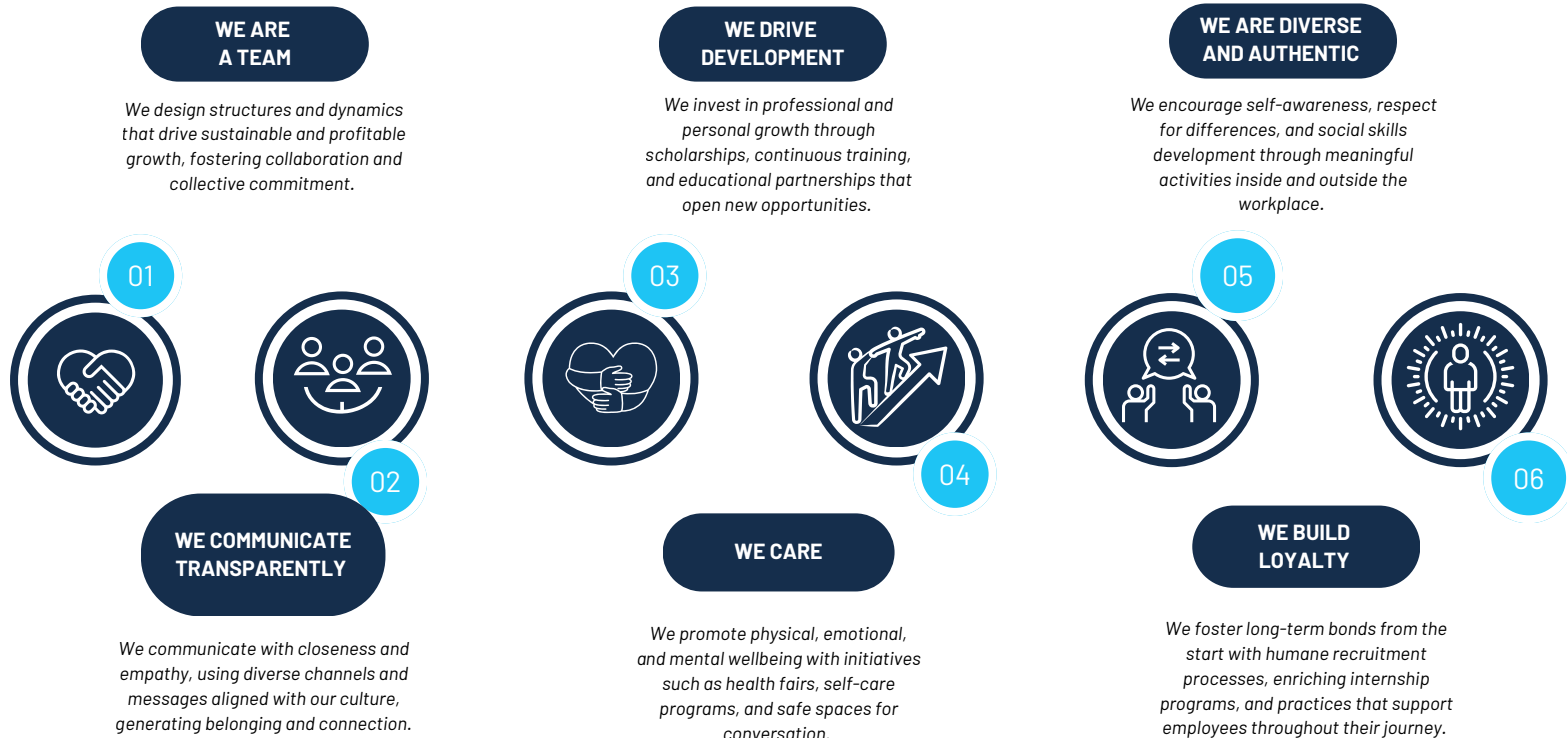
## METROPOLITAN TOURING CULTURE

### Our Culture: People at the Center

At Metropolitan Touring, we believe that our greatest strength is our people. Our culture is deeply rooted in the values we call our **RAÍCES (Roots):** Responsible, pAssionate, Integrity, Creative, Seekers of Excellence, and Sustainable. These principles inspire every decision and action, reminding us that the true engine of our company is the people who form part of it. What makes us unique is the way we live these values: we foster an environment where every voice counts, where differences are celebrated, and authenticity is recognized. At Metropolitan Touring, belonging is not just a concept, but a daily practice reflected in the way we care for, develop, and support our employees at every stage of their journey.

In 2024, we took significant steps to strengthen this culture: we promoted comprehensive wellbeing and emotional support programs, created individualized professional development plans, improved our facilities to ensure optimal working and living conditions, and designed personalized benefits that acknowledge the diversity of our team's lifestyles. We also consolidated spaces for transparent communication, reinforcing trust and respect as pillars of our relationship with each person.

**At Metropolitan Touring, we do not simply seek to attract and retain talent – we build a place where everyone wants to grow, be inspired, and project their future.**



# HUMAN TALENT MANAGEMENT

GRI 2-7 / GRI 2-8 / GRI 2-15 / GRI 2-16 / GRI 2-17 / GRI 2-18 / GRI 2-20 / GRI 401-1 / GRI 401-2 / GRI 401-3 / GRI 403-1 / GRI 403-2 / GRI 403-3 / GRI 403-4 / GRI 403-5 / GRI 403-6 / GRI 403-7 / GRI 404-1 / GRI 404-2 / GRI 405-1 / GRI 406-1 / GRI 412-2 / GRI 413-1

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## ETHICS, TRANSPARENCY, AND ORGANIZATIONAL GOVERNANCE

Metropolitan Touring promotes management based on ethics, equity, and transparency across all organizational levels, supported by formal policies that prevent conflicts of interest, ensure safe channels to report critical concerns, and establish compensation processes aligned with performance, sustainability, and integrity. We promote a fair compensation policy, ensuring that salaries equitably reflect the value and contribution of each employee.

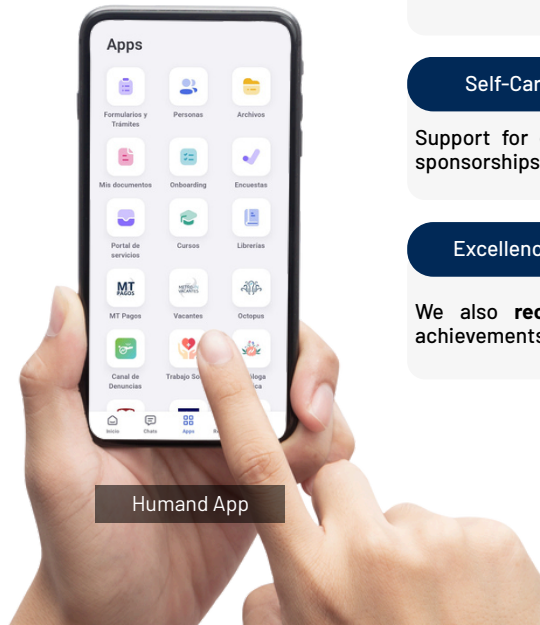
Metropolitan Touring also strengthens its organizational culture through continuous training, a geographically diverse team in Ecuador, and knowledge transfer across strategic and operational levels. **These actions support decisions consistent with our institutional values, foster an inclusive and motivating work environment, and ensure constant improvement of salary policies aligned with industry best practices and labor market conditions.**

## CONNECTED AND INFORMED

Internal communication is essential to strengthen our culture, ensure coordination, and keep the company aligned with its strategic objectives.

We have structured communication channels – corporate mailing, instant messaging, in-person and virtual meetings, digital billboards, and intranet– managed by the Internal Communications Committee.

These promote transparency, reinforce belonging, and motivate participation.



Humand App

## RECOGNITION

Recognition is a tangible expression of our gratitude towards those who make our mission possible. For us, recognition is not only about rewarding achievements but also about valuing authenticity, commitment, and the daily practice of our corporate values.

It is a way to celebrate our people, strengthen our organizational culture, and foster a sense of belonging that goes beyond the workplace.



### Golden Hummingbird Award

Our **highest annual recognition of corporate values**, given during the year-end event to those who embody RAICES values.

### Years of Service

A tribute to loyalty and dedication **of those who have been in the company for 10, 15, 20 years, or more.**

### Self-Care Initiatives

Support for **employees who commit to personal wellbeing** through sports sponsorships and clubs.

### Excellence and Quality

We also **recognize the children of our employees** for their academic achievements with scholarships, gifts, and award ceremonies.

# HUMAN TALENT MANAGEMENT

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## WORKFORCE COMPOSITION AND STRUCTURE

As of December 2024, Metropolitan Touring had **676 permanent employees** distributed across its operational units and categorized by age groups. This workforce is complemented by interns and outsourced staff for specific services such as security. The company maintains detailed information on gender, age, and origin, enabling a cross-sectional analysis of diversity in its human capital.



**676**  
employees under permanent contract.

Representation Figures as of December 2024

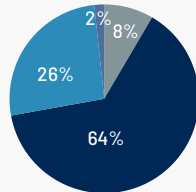
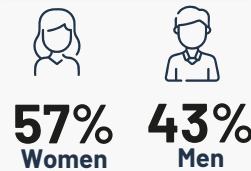
### LEGEND

- Under 25
- 25 - 41 years
- 42 - 58 years
- Over 59

## ADMINISTRATIVE OFFICES

**237** EMPLOYEES

Age Distribution

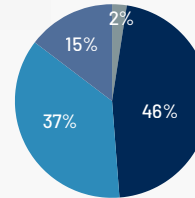
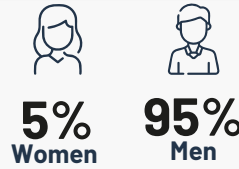


## VESSELS

### YACHT ISABELA II

**41** EMPLOYEES

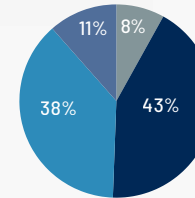
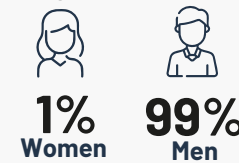
Age Distribution



### SANTA CRUZ II

**87** EMPLOYEE'S

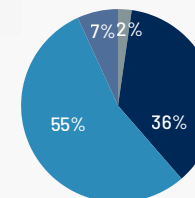
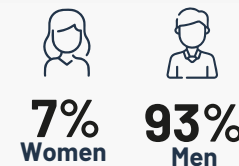
Age Distribution



### YACHT LA PINTA

**44** EMPLOYEES

Age Distribution

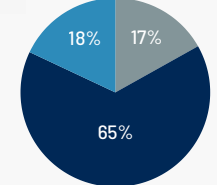
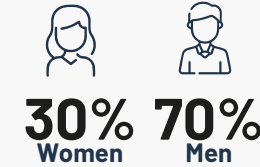


## HOTELS

### CASA GANGOTENA

**89** EMPLOYEES

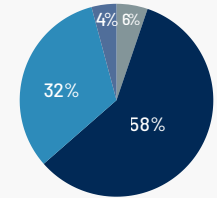
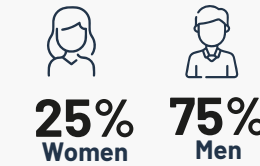
Age Distribution



### MASHPI LODGE

**96** EMPLOYEES

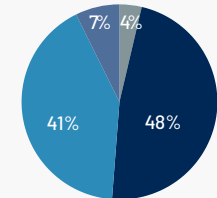
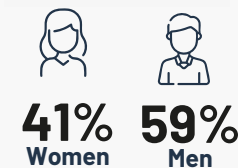
Age Distribution



### FINCH BAY HOTEL

**82** EMPLOYEES

Age Distribution



# WORK CLIMATE EVALUATION

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## WORK CLIMATE AND ENGAGEMENT

We measure team wellbeing through the **Happiness Index**, a tool that allows us to understand how employees feel, identify areas for improvement, and strengthen a positive and engaged work environment.

Results guide actions to **promote inclusion, equity, and diversity while fostering alignment with the sustainability strategy.**



Representation Figures as of December 2024

ADMINISTRATIVE OFFICES

METROPOLITAN TOURING

8.9/10  
Happiness Index

HOTELS

Casa Gangotena  
8.9/10  
Happiness Index

mashpi ECUADOR  
8.4/10  
Happiness Index

FINCH BAY GALAPAGOS HOTEL  
9.2/10  
Happiness Index

VESSELS

SANTA CRUZ II  
GALAPAGOS CRUISE  
8.8/10  
Happiness Index

La Pinta YACHT GALAPAGOS  
9.3/10  
Happiness Index

YACHT ISABELA II GALAPAGOS ECUADOR  
9.1/10  
Happiness Index



Amada Pastrana

# EMPLOYEE BENEFITS

GRI 401-1 / GRI 401-2 / GRI 401-3 / GRI 404-1 / GRI 404-2

Message from the  
CEO

We understand wellbeing as an integral dimension that covers both work and personal life. Our benefits strategy aims to ensure a safe, healthy, and supportive environment where every person can grow.

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## PROGRAMS AND WELLNESS BENEFITS



### Medical and Life Insurance

Accessible medical coverage and life insurance fully paid by the company.



### Solidarity Fund

Non-reimbursable financial support for employees in need.



### MT Products

Special discounts for employees and their families to travel with us across Ecuador. Additionally, we offer them the benefit of deferring the final amount of their trip through payroll deductions.



### Hospital Co-pay Support:

When an employee uses private insurance, especially for surgeries, the company offers the option to defer the pending payment (30% of the amount) through payroll deductions.



### Academic Excellence Program

Recognition of 74 employees' children for outstanding academic performance.

**4%**  
average employee  
turnover rate

\*Average data as of December 2024



### Salary Advances

Employees can request salary advances if they require immediate liquidity. Once their debt has been assessed and compliance with the established conditions verified, they may access this financial benefit, intended to cover unforeseen situations.



### Free Psychotherapy Sessions

Committed to the mental health of our team, we offer all employees free psychotherapy sessions, providing a safe space for professional support in managing stress, anxiety, and other emotional challenges.



### MT Summer, Sports and Cultural Clubs

An annual integration program that promotes wellbeing and camaraderie through recreational activities such as men's and women's soccer championships, dance competitions, self-care talks, and other social spaces that strengthen corporate culture and values.



### Emergency Airfare for disaster or illness

In the event of an emergency, Galapagos-based employees receive one annual airfare covered by the company, ensuring their wellbeing and that of their families in critical conditions.



Luis Cárdenas, Chef  
Mashpi Lodge

# EMPLOYEE BENEFITS

GRI 401-1 / GRI 401-2 / GRI 401-3 / GRI 404-1 / GRI 404-2

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## WORK-LIFE BALANCE



### Flextime

Benefit for all administrative staff, allowing them up to two free hours per day, once a month, for personal use.



### Hybrid Work

A modality that offers the possibility of working from home up to three days a week, promoting a balance between personal and professional life.

## TRAINING AND CAPACITY BUILDING

Metropolitan Touring fosters professional growth through continuous training (in-person, online, hybrid), averaging 158 hours per employee in 2024.

### Topics covered include:

- Risk management and business continuity:**  
First aid, evacuation, emergency handling.
- Sustainability and environment:**  
Waste management, conservation, climate change.
- Personal and family wellbeing:**  
Mental health, self-care, nutrition, work-life balance.
- Soft skills and technical competencies:**  
Leadership, communication, teamwork, budgeting, operating protocols.

## TRAINING

### FINCH BAY HOTEL

**125** average training hours per person

### MASHPI LODGE

**149** average training hours per person

### CASA GANGOTENA

**84** average training hours per person

### VESSELS

**97** average training hours per person

### OFFICES

**158** average training hours per person



Leonidas Sigüenza  
Employee

# HEALTH AND OCCUPATIONAL SAFETY

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GRI 403-1 / GRI 403-2 / GRI 403-3 / GRI 403-4 / GRI 403-5 / GRI 403-6 / GRI 403-7 / GRI 403-8 / GRI 403-9 / GRI 403-10 / GRI 412-3

Across its six business units, Metropolitan Touring applies a preventive and rigorous approach to protect the physical and mental health of staff.

Training includes drills, AED use, fire prevention, ergonomics, accident protocols and emergency reporting, fostering a culture of active prevention and timely response.

Some of the actions implemented are:

- 451 hours of occupational safety training.
- 143 psychological support sessions.

## COVERAGE, INCIDENTS AND PREVENTIVE CONTROL

During 2024, **more than 1,600 hours of specialized in-person and virtual training in occupational health and safety** were provided, covering 100% of employees. The focus was on:

- First aid
- Psychosocial wellbeing
- Mental and physical health initiatives
- CPR
- AED use
- Evacuations, fire prevention, and workplace ergonomics



Comprehensive **medical evaluations** are conducted that go beyond the specific risks of the job position, **incorporating factors inherent to the reality of the communities** where the employees live.



**1,600 hours of training.**

specializing in health and safety.



**2 Health Fairs:**

one focused on physical health, the other on mental health.

The company maintains active policies such as the **Code of Conduct** and the **DEI Policy**, reinforced with **annual training, awareness campaigns, and reporting channels**. We also have a protocol for preventing and addressing harassment, discrimination, and workplace violence.



Yoga session

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# EXPLORERS

## Customer Satisfaction

GRI 416-1 / GRI 417-1

At Metropolitan Touring, our commitment to excellence in the guest experience is a strategic pillar of our tourism operations. For this reason, we conduct satisfaction surveys across all our operational units, using the **Net Promoter Score (NPS)** methodology as a standardized tool to evaluate service quality, identify areas for improvement, and strengthen our relationship with our guests.

In 2024, we achieved an overall **satisfaction rate of 95%**, a reflection of the quality of our service, and the effectiveness of our internal processes. These results inform our continuous improvement system and reinforce the trust of those who choose to explore with us.

Each year, we welcome explorers from around the world—primarily from the United States, the United Kingdom, Europe, and Ecuador—who find in our experiences a unique journey of discovery and connection. In 2024, we hosted over 8,000 guests aboard our vessels, 3,000 at Finch Bay, 4,000 at Casa Gangotena, and 2,000 at Mashpi Lodge.



**95%**  
NPS score



**10,386**  
surveys were  
conducted.

### WHAT OUR GUESTS ARE SAYING

**"Our stay at Finch Bay was incredible.** The location was private and beautiful. We thoroughly enjoyed the Sea Lion yacht excursions and the naturalist insights Fabian shared with us. We also loved our kayaking trip with William, who shared his knowledge and passion with us. The service at Finch Bay was top-notch. **Everyone was very friendly, helpful, and attentive.** We received excellent service from Katty and Sabrina. The front desk staff were very helpful and always made sure we had everything we needed and were well informed about our activities. Without a doubt, the gem of Finch Bay is **César. He truly went above and beyond to make our trip a magical experience.** We looked forward to seeing him every evening; he was always so warm and welcoming—it felt like visiting an old friend. We would return to Finch Bay just to spend time with him again."

Jenny Barsotti - September 2024



# AWARDS AND RECOGNITIONS

GRI 416-1 / GRI 417-1

Every award we receive is a testament to our unwavering commitment to responsible and high-quality tourism. These national and international recognitions highlight the way we care for ecosystems, innovate guest experiences, collaborate with local communities, and uphold exceptional service across all our properties.

More than just accolades, they serve as powerful reminders of our purpose: to create transformative experiences that inspire our guests and generate a positive impact on both people and the planet. At the heart of each recognition is our team. Their passion, dedication, and daily efforts make it possible for us to operate with the excellence, respect, and warmth that define Metropolitan Touring. These honors belong to them—and fuel our drive to keep raising the standard for sustainable tourism.

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 Casa Gangotena	
Granting company	Recognition / Category
Condé Nast Traveller	<b>#6</b> Readers' Choice Awards - Hotels in South America
World Culinary Awards	<b>Winner</b> Ecuador's Best Hotel Restaurant
The Travel Industry Awards	<b>Finalist</b> Hotel or Resort Operator of the Year
World Travel Awards	<b>Winner</b> Ecuador's Leading Boutique Hotel
World Travel Awards	<b>Winner</b> Ecuador's Leading Heritage Hotel
TripAdvisor	<b>Winner</b> Traveler's Choice
Travel + Leisure	<b>Top 500</b> List of the Best Hotels in the World

 FINCH BAY GALAPAGOS HOTEL	
Granting company	Recognition / Category
Condé Nast Traveler	<b>#20</b> World Resorts
Condé Nast Traveler	<b>#3</b> Resorts in South America
World SPA Awards	<b>Winner</b> Ecuador's Best Hotel Spa
World Travel Awards	<b>Winner</b> Ecuador's Leading Boutique Resort
TripAdvisor	<b>Winner</b> Traveler's Choice

# AWARDS AND RECOGNITIONS

GRI 416-1 / GRI 417-1

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Granting company	Recognition / Category
OutThere Experientialist Awards	<b>Finalist</b> Most OutThere Initiative in Community, Conservation and Sustainability
OutThere Experientialist Awards	<b>Finalist</b> The Escapist
Condé Nast Traveller	<b>Gold List</b> World's Best Hotel and Resorts - 2024 Gold List
Magellan Awards	<b>Winner</b> Hospitality - Overall Luxury Hotel/Resort
Condé Nast Traveler	<b>#8</b> Resorts in South America
LATA Achievement Awards	<b>Winner</b> Lodge of the Year
LATA Responsible Tourism Awards	<b>#2</b> Nature Positive
Wanderlust	Travel Green List 2024 - Latin America's top sustainable sleeps
World Travel Awards	<b>Winner</b> Ecuador's Leading Design Hotel
TripAdvisor	<b>Winner</b> Traveller's Choice Awards

	
Empresa otorgante	Reconocimiento / Categoría
AEI	<b>#2</b> Aliado con más espíritu de emprendimiento e innovación del año
Wanderlust	<b>#10</b> Wanderlust Travel Reader Awards - Expedition Cruises
Women Economic Forum	<b>Winner</b> Iconic companies creating a better world for all
LATA Achievement Awards	<b>Finalist</b> Large DMC
LATA Responsible Tourism Awards	<b>#2</b> Increasing Local Sourcing /Creating Shared Value
World Travel Awards	<b>Winner</b> South America's Leading Destination Management Company
Vistazo	<b>#16</b> Empresas responsables con el medio ambiente
Positive Luxury Awards	<b>Winner</b> Positive Luxury Responsible Business of the year

# STRATEGIC ALLIANCES

## Strategic allies

GRI 2-2 / GRI 2-23 / GRI 2-24 / GRI 2-28 / GRI 2-29

Throughout its history, Metropolitan Touring has built a strong and diverse network of strategic partners that share its vision of excellence, sustainability, and innovation in responsible tourism. These alliances have been essential in fulfilling the company's purpose of creating shared value—both in the regions where it operates and across its entire value chain. Everything achieved so far—and all that lies ahead—has been made possible through the commitment and collaboration of these strategic partners. They are key to shaping a more sustainable and prosperous future for all.

### COMMERCIAL PARTNERSHIPS

- Columbus Travel
- Alexander + Roberts
- APT Luxury Travel
- Trailfinders
- Abercrombie y Kent
- Tauck
- Gate 1 Travel
- Lindblad Expeditions
- Studiosus
- Hurtigruten Expeditions
- Adventure World
- Adventures By Disney
- Viva! Expeditions
- Backroads
- Jacada
- Kuoni
- MasterTour
- QueensBerry
- Stanford / Alumni
- UnCruise Adventures
- YPO

### STRATEGIC PARTNERSHIPS



Message from the CEO

Organizational Information

Sustainability Strategy

Corporate Governance

Human Talent

Occupational Health and Safety Management

Clients

Awards and Recognitions

Strategic Partnerships

# GRI CONTENT INDEX 2024

Metropolitan Touring has prepared this Sustainability Report in accordance with the GRI Standards, covering the reporting period from January 1, 2024, to December 31, 2024.

GRI Standard	GRI Standard Description	Location	Detail or Omission
GRI 1: Foundations 2023	<i>Introduction</i>	2	-
	<i>From our CEO</i>	1	-
	<i>Timeline</i>	5, 6	-
<b>GRI 2: General Contents 2023</b>			
GRI 2-1	<i>Organization Details</i>	4	-
GRI 2-2	<i>Entities included in the organization's sustainability reports</i>	5, 8, 43	-
GRI 2-3	<i>Reporting period, frequency, and point of contact</i>	2	-
GRI 2-4	<i>Restatement of information</i>	2, 4	-
GRI 2-5	<i>External verification</i>	<b>Omission</b>	<i>In this reporting cycle, the organization has not submitted its Sustainability Report for third-party verification.</i>
GRI 2-6	<i>Activities, value chain, and other business relationships</i>	8, 15, 28	-
GRI 2-7	<i>Employees</i>	32, 33	-
GRI 2-8	<i>Non-employee workers</i>	32, 33	-
GRI 2-9	<i>Governance structure and composition</i>	29, 30	-
GRI 2-10	<i>Nomination and selection of the highest governing body</i>	29, 30	-

## GRI INDEX (2)

<b>GRI 2-11</b>	<i>Chair of the highest governance body</i>	<b>29</b>	-
<b>GRI 2-12</b>	<i>Role of the highest governance body in overseeing the management of impacts</i>	<b>29, 30</b>	
<b>GRI 2-13</b>	<i>Delegation of responsibility for managing impacts</i>	<b>29, 30</b>	-
<b>GRI 2-14</b>	<i>Role of the highest governance body in sustainability reporting</i>	<b>30</b>	-
<b>GRI 2-15</b>	<i>Conflicts of interest</i>	<b>33</b>	-
<b>GRI 2-16</b>	<i>Communication of critical concerns</i>	<b>33</b>	-
<b>GRI 2-17</b>	<i>Collective knowledge of the highest governance body</i>	<b>33</b>	-
<b>GRI 2-18</b>	<i>Evaluation of the performance of the highest governance body</i>	<b>29</b>	-
<b>GRI 2-19</b>	<i>Remuneration policies</i>	<b>Omission</b>	<i>This information is not disclosed due to confidentiality constraints and the need to protect sensitive information. Disclosing this data could compromise individual privacy and internal compensation policies.</i>
<b>GRI 2-20</b>	<i>Process to determine remuneration</i>	<b>33</b>	-
<b>GRI 2-21</b>	<i>Ratio of annual total compensation</i>	<b>Omission</b>	<i>This information is not disclosed due to confidentiality constraints and the need to protect sensitive information. Disclosing this data could compromise individual privacy and internal compensation policies.</i>
<b>GRI 2-22</b>	<i>Declaration on Sustainable Development strategy</i>	<b>1, 7</b>	-
<b>GRI 2-23</b>	<i>Policy commitment</i>	<b>13, 15, 31, 43</b>	-
<b>GRI 2-24</b>	<i>Incorporation of policy commitments</i>	<b>31, 43</b>	-
<b>GRI 2-25</b>	<i>Processes for remediating negative impacts</i>	<b>30, 31</b>	-
<b>GRI 2-26</b>	<i>Processes for remediating negative impacts</i>	<b>31</b>	-

# GRI INDEX (3)

GRI 203: Indirect Economic Impacts			
203-1	Infrastructure investments and supported services	Omission	
203-2	Significant indirect economic impacts	15	
GRI 2-30	Collective bargaining agreements	29	-
GRI 3: Material Topics 2023			
GRI 3-1	Process to determine material topics	10	-
GRI 3-2	List of material topics	10	-
GRI 3-3	Management of material topics	10, 13, 15, 31	-
GRI 201: Economic Performance 2016			
201-1	Direct economic value generated and distributed	15	-
201-2	Financial implications and other risks and opportunities due to climate change	31	
201-3	Defined benefit plan obligations and other retirement plans	28	-
201-4	Financial assistance received from government	Omission	During the reporting period, the organization did not receive any significant financial assistance from governmental entities.
GRI 203: Indirect Economic Impacts			
203-1	Infrastructure investments and services supported	15, 25, 27, 29	
203-2	Significant indirect economic impacts	15	

# GRI INDEX (4)

GRI 204: Procurement Practices 2016			
204-1	<i>Proportion of spending on local suppliers</i>	15	-
GRI 205: Anti-Corruption 2016			
205-1	<i>Operations assessed for risks related to corruption</i>	31	-
205-2	<i>Communication and training about anti-corruption policies and procedures</i>	31	-
205-3	<i>Confirmed incidents of corruption and actions taken</i>	31	-
GRI 206: Anti-Competitive Behavior			
206-1	<i>Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</i>	31	-
GRI 301: Materials 2016			
301-1	<i>Materials used by weight or volume</i>	24, 25	-
301-2	<i>Recycled input materials used</i>	24, 25	-
301-3	<i>Reclaimed products and their packaging materials</i>	24, 25	-
GRI 302: Energy 2016			
302-1	<i>Energy consumption within the organization</i>	19	-
302-2	<i>Energy consumption outside of the organization</i>	19	-
302-3	<i>Energy intensity</i>	19	-
302-4	<i>Reduction of energy consumption</i>	19	-
302-5	<i>Reduction in energy requirements of products and services</i>	19	-

# GRI INDEX (5)

GRI 303: Water and Effluents			
303-1	<i>Interactions with water as a shared resource</i>	27	-
303-2	<i>Management of water discharge-related impacts</i>	27	-
303-3	<i>Water withdrawal</i>	27	-
303-4	<i>Water discharge</i>	27	-
303-5	<i>Water consumption</i>	27	-
GRI 304: Biodiversity			
304-1	<i>Operational sites owned, leased, or managed in or adjacent to protected areas or areas of high biodiversity value outside protected areas</i>	20, 21	
304-2	<i>Significant impacts of activities, products, and services on biodiversity</i>	20, 21	
304-3	<i>Habitats protected or restored</i>	20, 21, 22	-
304-4	<i>IUCN Red List species and national conservation list species with habitats in areas affected by operations</i>	20, 21, 22	
GRI 305: Emissions 2016			
305-1	<i>Direct (Scope 1) GHG emissions</i>	17, 18, 19, 20	-
305-2	<i>Energy-indirect (Scope 2) GHG emissions</i>	17, 18, 19, 20	-
305-3	<i>Other-indirect (Scope 3) GHG emissions</i>	17, 18, 19, 20	-
305-4	<i>GHG emissions intensity</i>	17, 18, 19, 20	-
305-5	<i>Reduction of GHG emissions</i>	20	-
305-6	<i>Emissions of ozone-depleting substances (ODS)</i>	17, 18, 19	-

# GRI INDEX (6)

305-7	<i>Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions</i>	17, 18, 19	-
<b>GRI 306: Waste and Effluents</b>			
306-1	<i>Wastewater discharge by type and destination</i>	24, 31	-
306-2	<i>Management of significant waste-related impacts</i>	24, 31	-
306-3	<i>Waste generated</i>	31	-
306-4	<i>Waste diverted from disposal</i>	31	-
306-5	<i>Waste directed to disposal</i>	31	-
<b>GRI 307: Environmental Compliance</b>			
307-1	<i>Non-compliance with environmental laws and regulations</i>	31	-
<b>GRI 308: Supplier Environmental Assessment</b>			
308-1	<i>New suppliers that were screened using environmental criteria</i>	15, 31	-
308-2	<i>Negative environmental impacts in the supply chain and actions taken</i>	31	-
<b>GRI 400: Social Standards – Aligned with the Sustainability Pillars</b>			
<b>GRI 401: Employment</b>			
401-1	<i>New employee hires and employee turnover</i>	28, 32, 33, 37, 38	-
401-2	<i>Benefits provided to full-time employees that are not provided to temporary or part-time employees</i>	28, 32, 33, 37, 38	-
401-3	<i>Parental leave</i>	31, 32, 33, 37, 38	-
<b>GRI 402: Labor/Management Relations</b>			

# GRI INDEX (7)

402-1	<i>Minimum notice periods regarding operational changes</i>	8, 9	-
<b>GRI 403: Occupational Health and Safety 2018</b>			
403-1	<i>Occupational health and safety management system</i>	32, 33, 39	-
403-2	<i>Hazard identification, risk assessment, and incident investigation</i>	32, 33, 39	-
403-3	<i>Occupational health services</i>	32, 33, 39	-
403-4	<i>Worker participation, consultation, and communication on occupational health and safety</i>	32, 33, 39	-
403-5	<i>Worker training on occupational health and safety</i>	32, 33, 39	-
403-6	<i>Promotion of worker health</i>	32, 33, 39	-
403-7	<i>Prevention and mitigation of occupational health and safety impacts directly linked to business relationships</i>	32, 33, 39	-
403-8	<i>Workers covered by an occupational health and safety management system</i>	39	-
403-9	<i>Work-related injuries</i>	39	-
403-10	<i>Work-related ill health</i>	39	-
<b>GRI 404: Training and Education</b>			
404-1	<i>Average hours of training per year per employee</i>	13, 32, 33, 37, 38	-
404-2	<i>Programs for upgrading employee skills and transition assistance programs</i>	32, 33, 37, 38	-
404-3	<i>Percentage of employees receiving regular performance and career development reviews</i>	<b>Omission</b>	<i>We are implementing a standardized performance</i>
<b>GRI 405: Diversity and Equal Opportunity</b>			
405-1	<i>Diversity of governance bodies and employees</i>	28, 31, 32, 33	-

# GRI INDEX (8)

405-2	Ratio of basic salary and remuneration of women to men	28	-
<b>GRI 406: Non-discrimination</b>			
406-1	Incidents of discrimination and corrective actions taken	28, 31, 32, 33	-
<b>GRI 407: Freedom of Association and Collective Bargaining</b>			
407-1	Operations and suppliers where the right to freedom of association and collective bargaining may be at risk	Omission	Following a risk assessment, no operations or direct suppliers were identified where the right to freedom of association or collective bargaining is considered at
<b>GRI 408: Child Labor</b>			
408-1	Operations and suppliers at significant risk for incidents of child labor	Omission	Following a risk assessment of our operations and direct supply chain, no areas were identified with a significant risk of child labor.
<b>GRI 409: Forced or Compulsory Labor</b>			
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Omission	Following a risk assessment of our operations and direct supply chain, no areas were identified as posing a significant risk of forced or compulsory labor.
<b>GRI 410: Security Practices</b>			
410-1	Security personnel trained in human rights policies or procedures	13	-
<b>GRI 411: Rights of Indigenous Peoples</b>			
411-1	Incidents of violations involving rights of Indigenous peoples	Omission	No incidents related to violations of Indigenous peoples' rights were recorded during the reporting period. Metropolitan Touring operates with respect for local communities and cultures, fostering relationships based
<b>GRI 412: Human Rights Assessment</b>			
412-1	Operations that have been subject to human rights reviews or impact assessments	31	-
412-2	Employee training on human rights policies or procedures	32, 33	-

# GRI INDEX (9)

412-3	Significant investment agreements and contracts that include human rights clauses or were subject to human rights screening	39	-
<b>GRI 413: Local Communities</b>			
413-1	Operations with local community engagement, impact assessments, and development programs	13, 15, 21, 22, 31, 32, 33	-
413-2	Operations with significant actual or potential negative impacts on local communities	13, 15	-
<b>GRI 414: Supplier Social Assessment</b>			
414-1	New suppliers that were screened using social criteria	15, 31	-
414-2	New suppliers that were screened using social criteria	31	-
<b>GRI 415: Public Policy 2016</b>			
415-1	Political contributions	<b>Omission</b>	During the reporting period, Metropolitan Touring did not make any financial or in-kind contributions to political parties, representatives, campaigns, or political activities. This stance reaffirms the organization's commitment to institutional neutrality and transparency in all its operations.
<b>GRI 416: Customer Health and Safety</b>			
416-1	Assessment of the impacts of product and service categories on health and safety	40, 41, 42	-
416-2	Non-compliance concerning the health and safety impacts of products and services	<b>Omission</b>	No incidents of non-compliance with health and safety regulations or voluntary codes were identified in relation to products and services.

# GRI INDEX (10)

GRI 417: Marketing and Labeling 2016			
417-1	<i>Requirements for product and service information and labeling</i>	8, 9, 40, 41, 42	-
417-2	<i>Incidents of non-compliance concerning product and service information and labeling</i>	31	-
417-3	<i>Incidents of non-compliance concerning marketing communications</i>	31	-
GRI 418: Customer Privacy 2016			
418-1	<i>Substantiated complaints concerning breaches of customer privacy and losses of customer data</i>	31	-
GRI 419: Socioeconomic Compliance			
419-1	<i>Non-compliance with laws and regulations in the social and economic area</i>	30	-