



 METROPOLITAN
TOURING

Your journey inspires us
SUSTAINABILITY REPORT
2025

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Blue-footed Booby

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MESSAGE FROM OUR CEO

GRI 2-22

Leading a company means embracing a responsibility that goes beyond financial results. A company's performance – and that of its team – is largely defined by the impact we generate in the territories where we operate and in the lives of the people who are part of them.

At Metropolitan Touring, we understand regenerative tourism as the way forward. **We reduce and offset our carbon footprint, while seeking to restore and revitalize the destinations where we operate** through concrete actions that create shared value and contribute to the wellbeing of nature and local communities.

This commitment is built alongside partners who share our vision. We understand that only through collaboration is it possible to drive deep, lasting, and sustainable transformation.

I invite you to explore the pages of **our second Sustainability Report** to better understand who we are, how we work, and the impact we aspire to generate. Beyond results, you will find a way of understanding tourism as a tool for positive transformation

*Looking ahead, we will continue on our sustainability journey, convinced that **regenerative tourism is not a trend, but a shared responsibility and a unique opportunity to create long-term positive impact.***



Paulina Burbano de Lara
CEO
Metropolitan Touring



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CONSOLIDATING OUR STRATEGY

We are proud to present our **second Sustainability Report of the Metropolitan Touring Group**, which includes Metropolitan Touring DMC, Finch Bay Galapagos Hotel, Casa Gangotena, and Mashpi Lodge. This year, we have moved from the definition to the consolidation of a strategy that continues to evolve alongside our organization, the regions in which we work, and the people who make it possible.

Over the course of 72 years, we have built an identity deeply connected to our roots. That history reflects a way of managing our business in which sustainability is embedded as an essential part of decision-making and of the way we operate. Today, **this foundation also allows us to evolve toward a regenerative approach** – one that seeks not only to minimize impact, but to actively contribute to the restoration and vitality of the ecosystems and communities we engage with. This report aims to reflect that process: how what was once defined as a vision is now being strengthened as practice.

One of our main challenges has been to build a sustainability culture that respects and enhances the diversity of the places where we operate. Galapagos, Quito's Historic Center, and the Andean Chocó are distinct worlds, each with its own dynamics, yet all connected to our RAÍCES ("ROOTS" in Spanish), our values. Understanding those particularities has allowed us to align our strategy not only with corporate objectives, but also with the DNA of each experience and with the social, cultural and environmental realities of each location.

The lessons drawn from this process have been clear: sustainability is built from within, grounded in the values that uphold the organization; it requires genuine alignment between strategy, purpose and operations; and it is only possible when people are actively engaged. Above all, we have reaffirmed that **building with purpose takes time, coherence and consistency – this is what makes real transformation possible.**

The information presented in this report has not undergone external verification.

We look to the future with responsibility and conviction. We know significant challenges still remain, but we also recognize the opportunity to continue deepening this path, strengthening our management approach, and **expanding our positive impact through a regenerative lens that guides how we operate, collaborate, and create value across our destinations.**

We thank everyone who is part of this process and who inspires us to continue building, together, an increasingly sustainable organization.

This Sustainability Report covers the period from January to December 2025 and is issued on an annual basis, in alignment with financial reporting practices. For any inquiries regarding its contents, please contact:

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



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MILESTONES OF OUR OPERATIONS

72 years

building a legacy of sustainability and commitment.

2nd Sustainability Report under GRI Standards.

ENVIRONMENT

700,000+ plastic bottles saved from landfill thanks to water refill stations across all operations.

15.6% reduction in CO2e emissions across our hotels.

39% of Finch Bay Hotel's energy comes from solar panels.

62% recycling rate achieved across our vessels.



Metropolitan Touring Group **TEAM**

676

staff members with permanent contracts.

50%

female representation on the Executive Committee.

40

employees participated in the dual training program.



COMMUNITY

40%

of Galapagos purchasing is made locally.

1,785

students and suppliers have joined our Education on Board program free of charge to date.

325

students from local schools visited our hotel facilities.



CONSERVATION

USD 85,000

contributed during 2024 and 2025 to conservation projects in Galapagos.

2,284

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

24

new species described at Mashpi Lodge.

62

scientific articles.

ORGANIZATIONAL DATA

GRI 2-1 / GRI 2-2 / GRI 2-4

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

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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, she combines elegance and scientific exploration.

ETICA C.A



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

ETICA C.A



Santa Cruz II: A modern expedition vessel for up to 90 guests, ideal for families and groups.

ETICA C.A

GALAPAGOS, ECUADOR



Finch Bay Hotel

Located in Puerto Ayora, on Santa Cruz Island, Finch Bay is ideal for travelers looking to combine exploration with rest and relaxation. Its privileged setting – just minutes from the heart of town, yet secluded enough to offer true tranquility while guests enjoy the island's unique ecosystem – makes it an exceptional retreat. It features 33 rooms designed for unwinding after a day of exploration, striking a perfect balance between nature and comfort.

INDEFATIGABLE S.A

QUITO, ECUADOR



Casa Gangotena

A heritage mansion overlooking Plaza San Francisco, in the heart of Quito's Historic Center, a UNESCO World Heritage Site. This majestic boutique hotel, awarded 1 MICHELIN Key, offers 31 unique rooms that bring together historic elegance and contemporary comfort in one of Latin America's most captivating cities, turning every stay into an immersive cultural experience surrounded by history, art, and tradition.

HOTEL CASAGANGOTENA S.A

ANDEAN CHOCÓ, ECUADOR



Mashpi Lodge

A luxury lodge set within a private reserve in the cloud forest of the Andean Chocó. Awarded 2 MICHELIN Keys, Mashpi Lodge is both a biodiversity sanctuary and a model of scientific, responsible tourism. Its experiences are thoughtfully designed to connect guests with nature through guided hikes, night excursions, a sky bike, and visits to the laboratory, where they can gain a close-up view of ongoing research into the flora and fauna of this extraordinary environment.

HOTELMASHPI S.A

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OUR HISTORY

GRI 2-1

The story of Metropolitan Touring is deeply intertwined with the **development of tourism in Ecuador** and with a conviction that has only grown stronger over time: travel can — and should — create value for those who visit, for host communities, and for the country as a whole.

Since the 1960s, we have played a key role in establishing Ecuador as a tourism destination, with a pioneering presence in Galapagos. **From the very beginning, conservation principles were built into our operations**, grounded in the belief that protecting the natural environment is essential to the long-term sustainability of tourism.

Over the decades, we have worked under a management model that brings together experience, conservation and local development. **We have been pioneers** in developing and operating properties in some of the country's most iconic destinations, including the Galapagos Islands, the Andean Chocó, and Quito's Historic Center. Our presence in these places is about more than offering extraordinary experiences: it is also about actively contributing to the protection of natural and cultural heritage. Today, this commitment **continues to evolve toward a regenerative approach**, where our role is not only to protect, but to help restore and enhance the ecosystems and communities that make these destinations unique.

That vision comes to life in a diverse portfolio of travel experiences and products that **reflect our commitment to sustainability, authenticity and quality**. Through our operations, we connect travelers with the richness of Ecuador while creating shared value in every destination.

More than a business trajectory, this story reflects the consolidation of a way of doing tourism in Ecuador — one that looks ahead, learns, adapts, and continuously raises its standards in pursuit of ever greater positive impact.



Birdwatching
Mashpi Lodge

METROPOLITAN TOURING SUSTAINABILITY MILESTONES 2025

GRI 2-24

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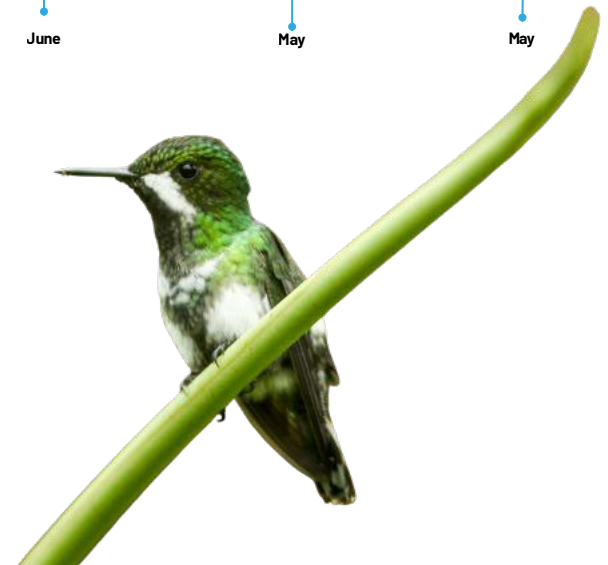
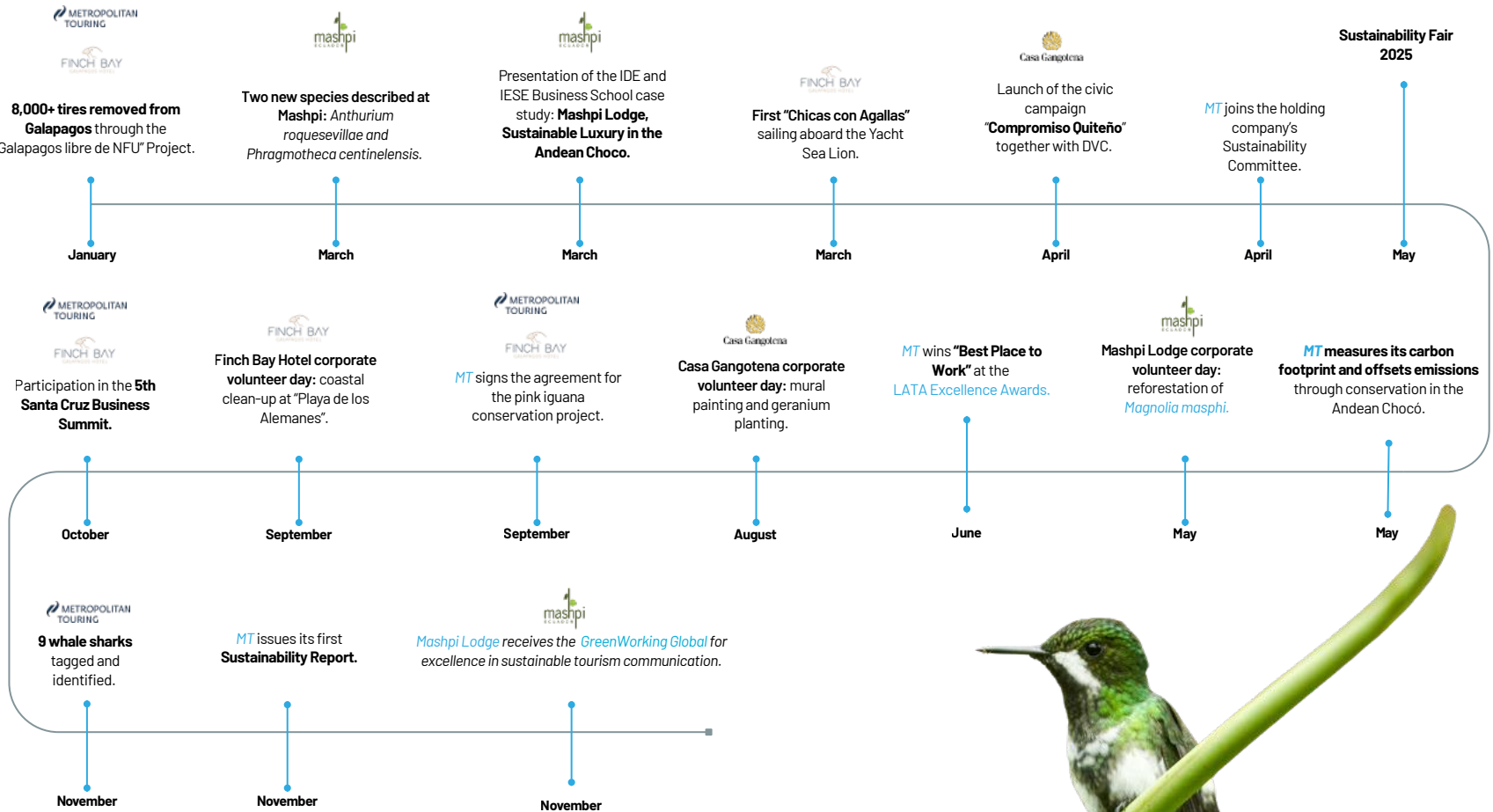
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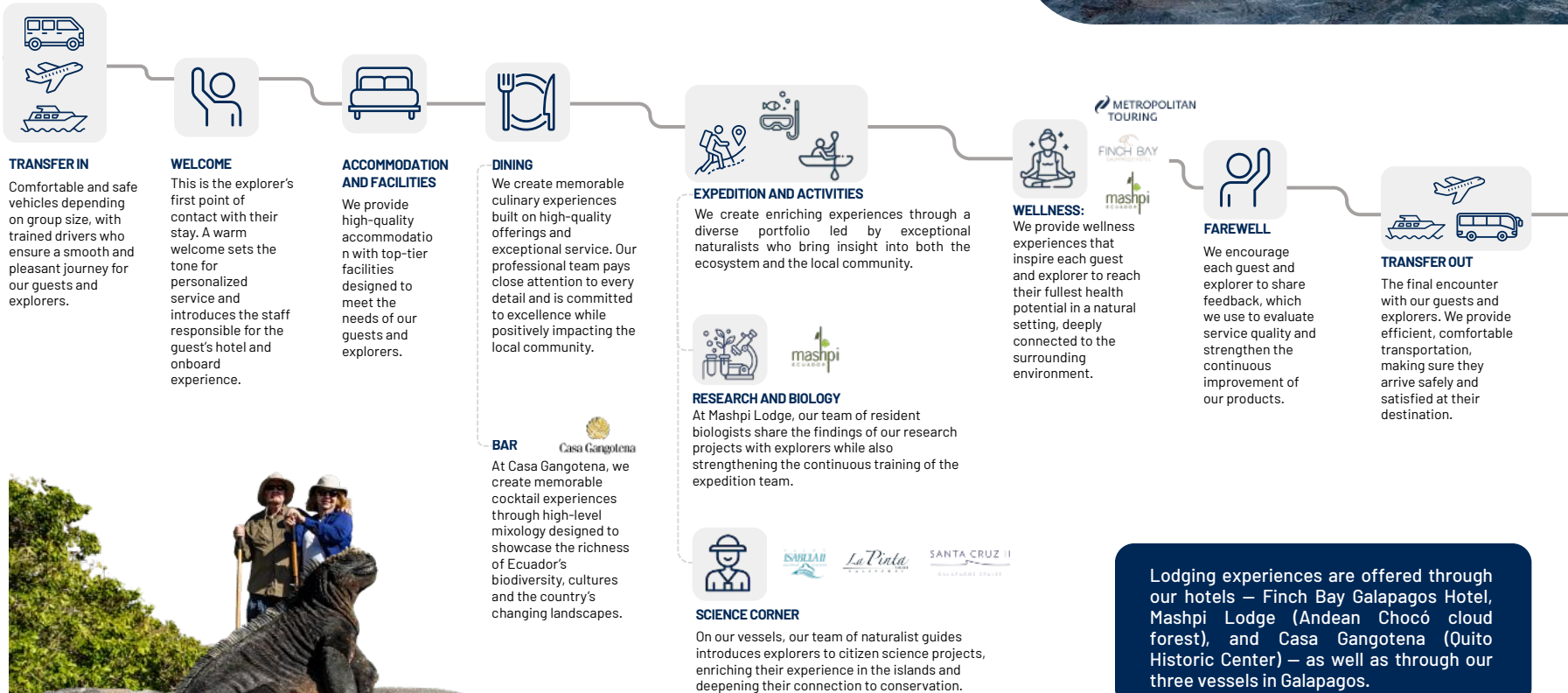
ACTIVITIES AND VALUE CHAIN

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

Our value chain begins with the design of sustainable travel 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 in areas such as food, ground transportation, technical maintenance, eco-friendly cleaning products, and specialized naturalist guiding 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 experiences with local identity.

CUSTOMER EXPERIENCE - EXPLORER JOURNEY



Lodging experiences are offered through our hotels – Finch Bay Galapagos Hotel, Mashpi Lodge (Andean Chocó cloud forest), and Casa Gangotena (Quito Historic Center) – as well as through our three vessels in Galapagos.

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MATERIALITY ANALYSIS

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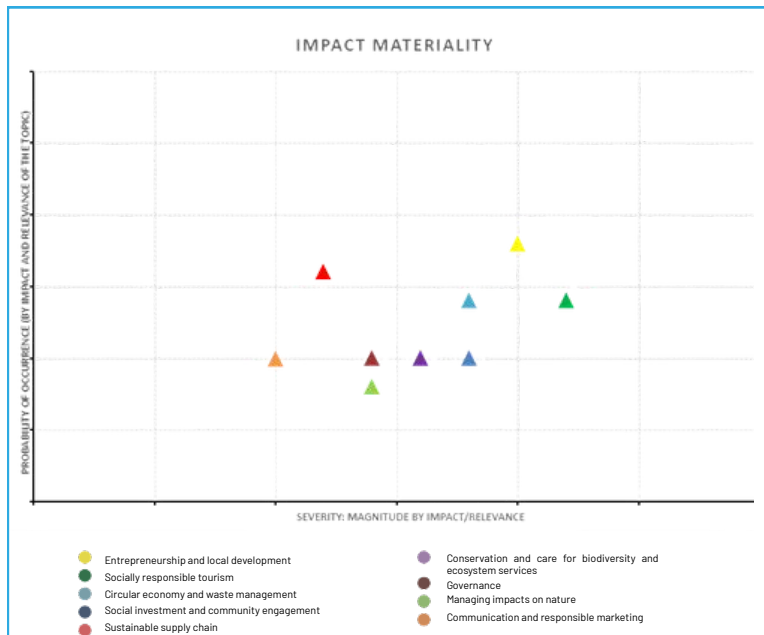
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GRI 3-1 / GRI 3-2 / GRI 3-3

At Metropolitan Touring, we conduct a rigorous **materiality impact assessment** aligned with **GRI Standard 3**, 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 decisionmaking at all levels of our organization.

The analysis of the responses confirmed the relevance of issues we have already been addressing 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.

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



IDENTIFICATION OF MATERIAL TOPICS

GRI	TOPIC-SPECIFIC CONTENT	MATERIAL TOPICS
GRI 200 ECONOMIC	Indirect Economic Impacts GRI 203	<ul style="list-style-type: none"> Entrepreneurship and local development
	Procurement Practices GRI 204	<ul style="list-style-type: none"> Entrepreneurship and local development Sustainable supply chain
	Anti-corruption GRI 205	<ul style="list-style-type: none"> Governance
GRI 300 ENVIRONMENTAL	Materials GRI 301	<ul style="list-style-type: none"> Circular economy and waste management
	Energy GRI 302	<ul style="list-style-type: none"> Managing impacts on nature
	Water and effluents GRI 303	<ul style="list-style-type: none"> Managing impacts on nature
	Biodiversity GRI 304	<ul style="list-style-type: none"> Conservation and care of biodiversity and ecosystem services
	Emissions GRI 305	<ul style="list-style-type: none"> Managing impacts on nature
	Waste GRI 306	<ul style="list-style-type: none"> Circular economy and waste management
GRI 400 SOCIAL	Local communities GRI 413	<ul style="list-style-type: none"> Socially responsible tourism Social investment and community engagement
	Customer privacy GRI 306	<ul style="list-style-type: none"> Communication and responsible marketing

SUSTAINABILITY STRATEGIC FRAMEWORK

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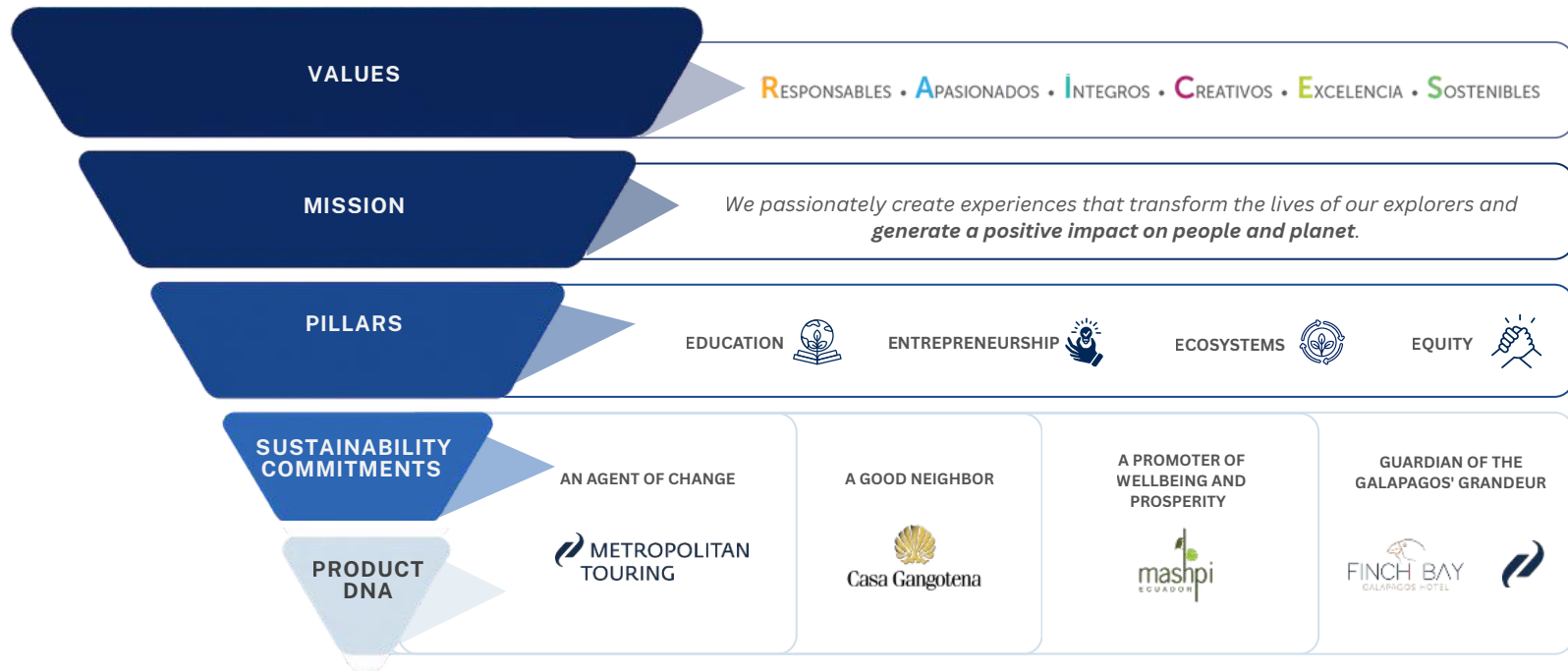
GRI 2-22/ GRI 2-23 /GRI 2-24

SUSTAINABILITY STRATEGY

Metropolitan Touring’s sustainability strategy is deeply rooted in our corporate values: encapsulated in the word “RAÍCES” (“ROOTS” in Spanish), which stands for Responsible, Passionate, Truthful, Creative, Seekers of Excellence and Sustainable, with particular emphasis on the “S” for Sustainability as a transversal principle throughout our management approach. These values not only define who we are; they also guide our decisions, behaviors and strategies, giving coherence and direction to the way we operate.

On this foundation, we advance our mission: to passionately create experiences that transform the lives of our explorers and generate a positive impact on people and planet. Sustainability, understood as a holistic commitment, allows us to align this purpose with our actions and embed it at every level of the organization.

In 2024, we carried out a materiality assessment based on the Global Reporting Initiative (GRI) Standards, with the aim of identifying the issues most relevant to our business and stakeholders, while also anticipating emerging challenges. This process has enabled us to strengthen our strategy, define priorities and shape our ESG objectives, ensuring management that is aligned with the expectations of our environment and grounded in a long-term vision.



STAKEHOLDER ENGAGEMENT

GRI 2-29

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At Metropolitan Touring, engagement with our stakeholders is an essential component of our sustainable management approach. Through ongoing dialogue, we identify their expectations, strengthen relationships built on trust, and **ensure that our operations create regenerative value** in the territories where we are present – contributing not only to their development, but also to the restoration and long-term resilience of their ecosystems and communities.

ENGAGEMENT MECHANISMS

We rely on a range of engagement and communication mechanisms that promote transparency and access to information. These include our Sustainability Report, internal and external communication channels, training spaces, community programs, strategic partnerships, as well as direct experiences in our destinations. Through these channels, we share progress, challenges and results from our management efforts, encouraging active participation and two-way dialogue.

This approach allows us not only to inform, but also to listen and incorporate stakeholder perspectives into decision-making, thereby strengthening the relevance and impact of our sustainability strategy.

STAKEHOLDERS	COMMUNICATION CHANNELS	FREQUENCY	KEY TOPICS
 EMPLOYEES	"Humand" intranet, screens, sustainability workshops and training sessions, internal fairs, website/blogs, Sustainability Report.	ONGOING	Sustainability culture, environmental management, projects and impact indicators
 LOCAL COMMUNITIES	Community meetings, territorial alliances, social programs, management reports, accountability processes, education, entrepreneurship, and conservation projects.	PROJECT-BASED / PERIODIC	Local development, employment, education, entrepreneurship, conservation, social impact
 EXPLORERS (clients)	Destination experiences, interpretive guides, website, social media, direct communication	ONGOING	Regenerative tourism, conservation, sustainable experience
 SUPPLIERS	Procurement processes, training sessions, technical support, codes of conduct, Sustainability Report.	PERIODIC	Sustainable sourcing, capacity building
 STRATEGIC PARTNERS	Joint projects, working groups, agreements, events and collaborative spaces, Sustainability Report.	PROJECT-BASED	Science, conservation, public policy, territorial development
 SHAREHOLDERS	Board meetings, annual executive reports, Sustainability Report	PERIODIC	Strategy



SUSTAINABILITY PILLARS

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Our strategy is built around four key pillars, which connect directly with the DNA of each of our products. In this way, they respond to the geographic, social and economic particularities of the locations where we operate, allowing us to turn our vision into concrete actions and sustainability commitments that generate regenerative value – contributing not only to the performance of our business, but also to the restoration, resilience and long-term vitality of the ecosystems and communities we are part of.

SUSTAINABILITY PILLARS AND THEIR MACRO PROJECTS



We develop educational programs that raise awareness and build capacity among employees, visitors, and local communities around sustainable practices, promoting regenerative tourism.

- SUSTAINABILITY CULTURE
- COMMUNITY EDUCATION PROGRAMS



We foster the development of local entrepreneurs through the implementation of sustainable and innovative practices, strengthening a network of suppliers and tourism services with lower environmental impact.

- LOCAL SOURCING
- STRENGTHENING BUSINESSES AND ENTREPRENEURSHIP



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

- DIVERSE AND RESPECTFUL CULTURE
- FAIR AND EQUITABLE OPERATIONS



We promote the conservation of natural and cultural heritage, ensure compliance with environmental regulations, and reduce the impact of our operations.

- DECARBONIZATION
- ENVIRONMENTAL PRACTICES IN OPERATIONAL MANAGEMENT
- CONSERVATION

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SUSTAINABILITY COMMITMENTS

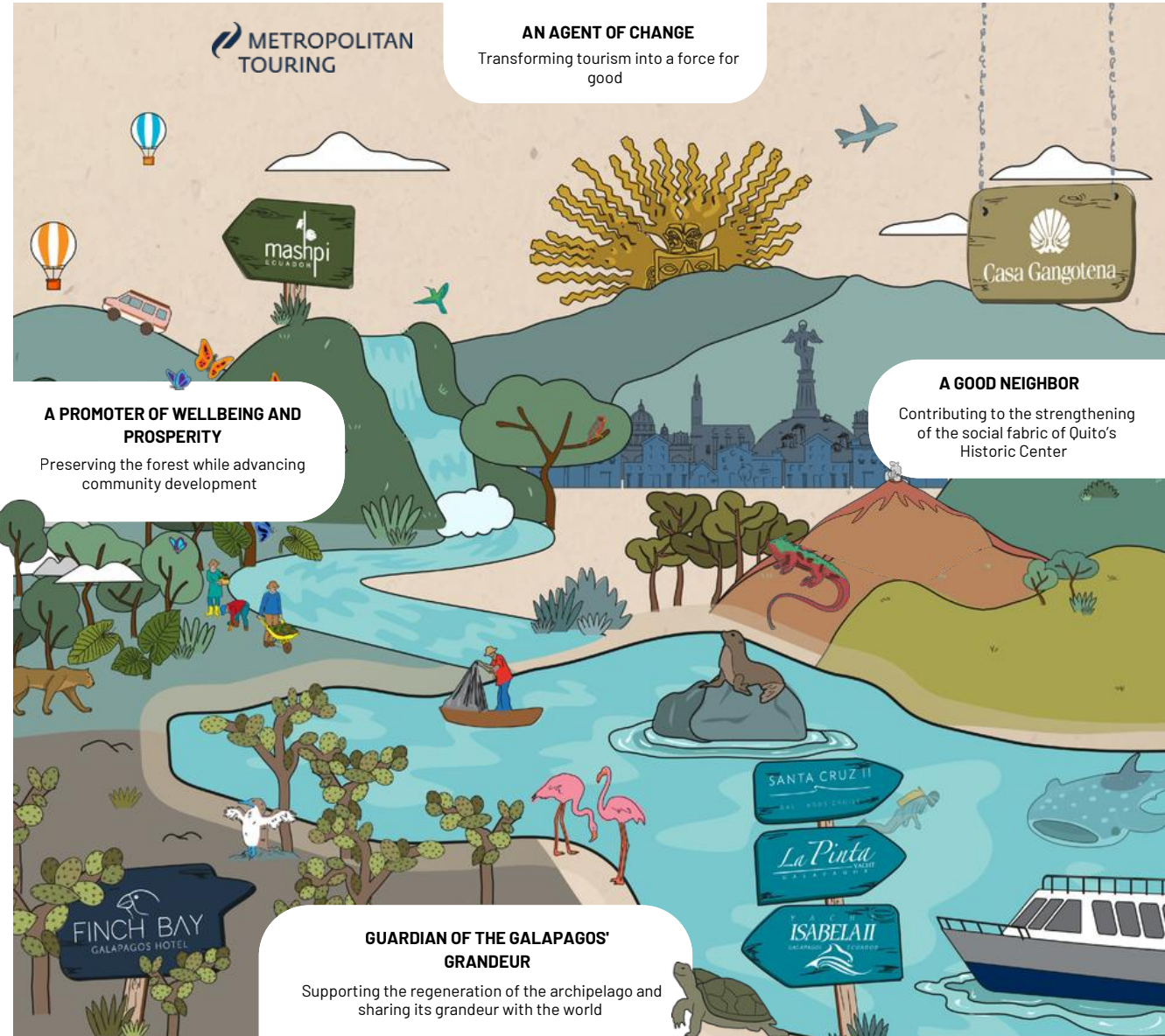
GRI 1-1 / GRI 2-22

Our sustainability commitments respond to the need to manage each territory in a strategic and coherent way. For this reason, we have defined a differentiated approach for each entity in our portfolio, one that is grounded in the DNA of each operation, its geographic, social and economic context, and its capacity to generate value for its stakeholders.

This approach allows us to translate our strategy into concrete action, ensuring that sustainability is not a broad concept, **but a grounded and relevant practice in each territory**. It also lays the foundation for evolving toward a regenerative approach, where each operation contributes actively to the long-term vitality of the places where we operate. In this way, Metropolitan Touring positions itself as an **agent of change**, while each of its operations embraces a specific role: Casa Gangotena as a **good neighbor** in Quito's Historic Center; Mashpi Lodge as a **promoter of wellbeing and prosperity** in the Andean Chocó; and our Galapagos operations as guardians of the majesty of a one-of-a-kind ecosystem.

This approach enables us to strengthen society, support local economies, protect biodiversity and promote responsible travel experiences that contribute to the wellbeing of both people and the planet.

Taken together, these entity-level sustainability commitments reflect a decentralized yet aligned management model, where each operation **contributes to the regeneration of each territory** from its own essence, translating this regenerative approach into tangible outcomes, and to the fulfillment of our overall strategy, ensuring meaningful, measurable, and lasting impact over time.



AN AGENT OF CHANGE
Transforming tourism into a force for good

A PROMOTER OF WELLBEING AND PROSPERITY
Preserving the forest while advancing community development

A GOOD NEIGHBOR
Contributing to the strengthening of the social fabric of Quito's Historic Center

GUARDIAN OF THE GALAPAGOS' GRANDEUR
Supporting the regeneration of the archipelago and sharing its grandeur with the world

OUR SUSTAINABILITY CULTURE

GRI 2-14 / GRI 2-22

STAGES IN THE INTEGRATION OF OUR SUSTAINABILITY CULTURE

At Metropolitan Touring, our sustainability culture is built progressively and with intention. Through an integration model that brings together governance, capacity building, participation initiatives, and recognition systems, we seek to ensure that sustainability is not only part of our strategy, but also reflected in everyday decisions and behaviors across the organization.

This approach allows us to move from the definition of guidelines and policies to the development of our teams, the activation of their participation and the recognition of sustainable practices – thereby consolidating an organizational culture that is coherent, participatory and oriented toward creating positive impact.

GOVERNANCE

- Sustainability declaration, practices and policies.

CAPACITY BUILDING

- Training programs
- Workshops and events

PARTICIPATION INITIATIVES

- Sustainability Committee
- Corporate volunteering

RECOGNITION AND INCENTIVES

- Internal competitions
- Annual sustainability recognition awards

2 internal Sustainability Committees

4 Grupo Futuro Sustainability Committees

2 Board presentations on our progress in sustainability matters



Coastal clean-up

EVERYDAY BEHAVIORS THAT BRING OUR COMMITMENT TO LIFE

Strong governance is reflected in the integration of sustainability into the organization’s strategic spaces. Under the leadership of the Sustainability area, which reports to the Presidency and takes part in the Executive Committee, we embed sustainability into decision-making and operational management. Through policies and declarations aligned with the operation of each product, we ensure its implementation.

We promote **capacity building** and environmental awareness among our employees through ongoing training programs. In 2025, we delivered 28 training sessions, 4 experiential workshops, and one sustainability fair featuring 8 strategic suppliers, designed to encourage the exchange of best practices. We also reinforced product-level sustainability commitments through corporate volunteering initiatives, promoting team engagement with local communities.

Participation initiatives help sustainability become part of daily working life and extend its reach to different stakeholder groups. For this reason, we have implemented recognition and incentive mechanisms, including internal competitions and an annual system that acknowledges behaviors aligned with our sustainability commitments.

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OUR SUSTAINABILITY CULTURE

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The Metropolitan Touring Group shareholders' view on sustainability culture

The Metropolitan Touring Group's sustainability culture is deeply rooted in the vision of its shareholders, who, from the very beginning, have championed a business model guided by values, purpose, and a long-term perspective. For them, the company is an active player in building more balanced development, with responsibility toward society, the environment, and the country. This vision consistently integrates economic, social and environmental goals into both strategy and every decision-making process.

These principles are reflected in an organizational culture grounded in trust, transparency, diversity and shared responsibility – one that shapes relationships with employees, communities, partners, clients, suppliers, government and society at large.

The shareholders' leadership also defines a distinctive way of understanding success: as the ability to balance diverse interests while creating benefits for all stakeholders involved. This perspective informs investment and diversification decisions aligned with positive impact and shared value creation. In this way, the shareholders' vision not only guides strategic direction, but also forms the foundation of our sustainability culture and our model of responsible governance.

"The CEO must be like an orchestra conductor and must have the ability to create a true symphony of the interests of all stakeholders – clients, shareholders, suppliers, the environment, government and society as a whole. That is the goal: to ensure that everyone benefits at the same time, and that is a true art."

- Roque Sevilla
Chairman, Grupo Futuro

Formal meetings with shareholders include an annual management report that explicitly incorporates sustainability performance, including progress, challenges, and environmental, social and governance priorities.



Chicas con Agallas Project

PILLAR: EDUCATION

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

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Education for sustainability and responsible tourism

Throughout 2025, **corporate volunteering** became one of the pillar's most powerful tools, helping raise awareness and strengthen capacities among employees, communities and strategic partners. Each territory implemented initiatives aligned with its own sustainability commitment, reinforcing the connection between learning and action.

At Mashpi Lodge, a reforestation day was carried out together with the community of **San José de Mashpi**, with the participation of employees, students and local families. More than 250 *Magnolia mashpi* saplings – a native species at risk of extinction – were planted, promoting both conservation and knowledge of the ecosystem. In **Galapagos**, the Finch Bay Hotel team took part in coastal clean-up days organized by the Galapagos National Park, collecting more than 67 kg of waste in a single effort. In **Quito's Historic Center**, Casa Gangotena led an initiative to recover educational spaces at Dario Guevara Mayorga School, improving 6,000 m² of infrastructure through the painting of biodiversity-themed murals and the revitalization of green areas, benefiting more than 600 students.

This pillar is also strengthened through **initiatives that promote experiential learning and closer ties with the community**. These include student visits, through which we open our spaces so local students can learn about our sustainable practices; educational infrastructure improvement programs carried out with partners such as "Unidos por la Educación"; and ongoing training processes for our employees, all of which contribute to a more conscious and increasingly sustainable operation.

These actions show how experiential learning strengthens our sustainability culture and generates positive impact in every territory.

PROGRESS – EDUCATION PILLAR

PROJECTS	MASHPI LODGE	FINCH BAY HOTEL	CASA GANGOTENA	METROPOLITAN <i>Vessels and offices</i>
Corporate Volunteering	250 seedlings <i>Magnolia mashpi</i> saplings planted with 100 participants	67.15 kg of waste collected in 3 hours with 17 participants	6,000 m² of educational infrastructure improved with more than 100 participants	
Annual Sustainability training sessions	4	7	7	5
Educational Programs with the community	300 students benefited from school refurbishment in partnership with Unidos por la Educación program.	11 girls participated in Chicas con Agallas educational outings.	553 students benefited from the socio-educational intervention at Dario Guevara Mayorga School together with UxE	185 students and suppliers took part in Education on Board
Student visits	89 students from local schools visited our facilities.	69 local and university students visited our facilities	156 university students visited our facilities	11 students from local schools visited our facilities

MASHPI LODGE RESEARCH AND BIOLOGY PROJECTS

Scientific research is at the heart of Mashpi Lodge. From the very beginning, its vision has been shaped by exploration and knowledge of the surrounding environment. In this sense, the projects developed under our Education pillar have become a key differentiator, contributing both to conservation and to the generation of knowledge.



242 nights' accommodation donated to Ecuadorian researchers and students at the **Biologists' House**, with an estimated value of USD 9,196



8 masterclass biology talks delivered to staff, with 172 attendances recorded



42 researchers national and international, hosted at the lodge



Research & Biology team - Mashpi Lodge

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HIGHLIGHTED ACTIONS EDUCATION



CORPORATE VOLUNTEERING: MAGNOLIA MASHPI PLANTING

Planting *Magnolia mashpi* represents far more than a conservation action; it is an expression of our shared responsibility, led by the Research and Biology team, to help shape community leaders committed to protecting species and ecosystems. This species, **scientifically described** by academics in partnership with Mashpi Lodge's Research and Biology team, symbolizes the value of knowledge as a foundation for conservation and reinforces our commitment to generating science with real application in the field.

This volunteering initiative has become a platform for hands-on education, where science, community and experience come together to foster a culture of sustainability. By actively engaging students, families and employees in ecological restoration, we are promoting not only the conservation of the cloud forest, but also the development of a collective awareness that can safeguard it over the long term.

- **250 *Magnolia mashpi* saplings** planted
- **100 participants in the activity**, including Metropolitan Touring and Mashpi Lodge employees, along with members of the Río Mashpi community

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LA PROVIDENCIA SOCIO-EDUCACIONAL TRANSFORMATION PROJECT

In Quito's Historic Center, Casa Gangotena contributed to the Unidos por la Educación - La Providencia project through the De Vuelta al Centro initiative, with the goal of **transforming educational spaces and revitalizing the social fabric of this emblematic district.** This project sought not only to improve infrastructure, but also to create new opportunities for learning, wellbeing and community development.

Through this joint effort, laboratories, libraries, botanical terraces and innovative learning environments were adapted, promoting a more participatory, science-based educational model that is more closely connected to students' realities. **A community with access to quality education strengthens the neighborhood, energizes community life and contributes to the development of a more prosperous society.**

- **990 students, 50 teachers, and around 1,800 families benefit from this project.**

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HIGHLIGHTED ACTIONS EDUCATION



COMPROMISO QUITEÑO: A CIVIC CAMPAIGN

As part of our commitment to the care and preservation of Quito's Historic Center, we developed, together with De Vuelta al Centro and AEI, a **civic campaign aimed at restoring the bond between the city, its people and its heritage**. Under the name Compromiso Quiteño, this initiative invites both Quiteños and visitors to rediscover the historic center from a more conscious perspective, encouraging responsible practices that contribute to its care and preservation.

Within this context, we took an active role in the co-creation of the Compromiso Quiteño Decalogue, an initiative built together with students, residents and local organizations. This decalogue brings together messages that promote cleanliness, respect, coexistence, and support for local entrepreneurs, becoming a practical guide to strengthen both a sense of belonging and civic co-responsibility.

More than a set of recommendations, the decalogue is a call to value the Historic Center as a living space — one where traditions, trades and community life shape identity. Through this campaign, we contribute to keeping the spirit of the center alive and to fostering a culture of care that connects us to who we are as a city.

- **4 months** of campaign activity
- **USD 95,000+** in free press
- **A reach of 6 million people**
- **2 million views** of the campaign on social media
- **450+ citizens** participated in public-space activations
- **USD 8,000** per year for a gardner who maintains the planted geraniums.

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CHICAS CON AGALLAS

Chicas con Agallas is a program that promotes **scientific learning, leadership, and empowerment among girls in Galapagos through hands-on educational experiences in natural settings**. Over the course of several monthly sessions, participants explored marine, coastal, and terrestrial ecosystems, strengthening both their connection to the territory and their confidence in the ocean.

Activities included scientific observation, snorkeling, kayaking, recognition of marine and terrestrial biodiversity, the use of scientific tools such as binoculars, field guides, and microscopes, as well as geological explorations. The program integrated content on marine conservation, water safety, and critical thinking, encouraging active learning and scientific curiosity from an early age.

A key element of the program was intergenerational leadership, with joint activities alongside adolescents from the Guardianes Marinos program, who led sessions and served as role models for the younger girls. This approach strengthened community-building, collaboration, and inspiration among girls and young women.

- **15 girls** participated in the program
- **6 sessions** were held
- **Skills developed in scientific observation**, research-question formulation, species identification, scientific equipment use, and confidence and safety in the ocean
- **Ecosystems explored**: mangroves, coastal marine environments, the highlands, and microscopic ecosystems

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PILLAR: ENTREPRENEURSHIP

GRI 2-6 / GRI 2-23 / GRI 201-1 / GRI 203-1/ GRI 203-2 / GRI 204-1 / GRI 308-1 / GRI 413-1 / GRI 413-2 / GRI 414-1

Driving local development through responsible and sustainable value chains

Our commitment to sustainable economic development and stronger community wellbeing takes shape through **responsible local sourcing practices, the strengthening of value chains and direct support for productive actors in the territories where we operate.** During this report period, our operations were carried out under principles of social responsibility, open dialogue and respect for collective rights, with no significant real or potential negative impacts identified in local communities.

Across our business units, we promote initiatives that boost local economies and create shared value. In **Galapagos**, 40% of food and provisions purchases for our vessels and Finch Bay Hotel came from local suppliers, contributing to the strengthening of the islands' economy. At **Mashpi Lodge**, 13% of our procurement directly benefited 20 families in the Andean Chocó. At **Casa Gangotena**, 20% of purchases were made from suppliers in Quito's Historic Center, contributing to the area's economic reactivation.

In addition, all Metropolitan Touring Group suppliers adhere to our Supplier Code of Conduct, which sets guidelines and standards on environmental, social, ethical, human rights and anti-corruption practices. Based on identified needs, we also promote their participation in strengthening and entrepreneurship programs.

PROGRESS - ENTREPRENEURSHIP PILLAR

PROJECTS	MASHPI LODGE	FINCH BAY HOTEL	CASA GANGOTENA	METROPOLITAN VESSELS AND OFFICES
Local sourcing % and families benefited	13% with 20 families directly impacted through purchases	40% with an average of 12 years of supplier relationship	20% with suppliers located within 500 steps of the hotel	40% with an average supplier relationship of 12 years
Capacity Building	6 culinary advisory sessions delivered to ASOMEQ	40 Galapagos entrepreneurs received 5 personalized mentoring sessions	30 iconic businesses were trained, achieving a 15% increase in sales	40 Galapagos entrepreneurs received 5 personalized mentoring sessions

Our contribution to Ecuador's entrepreneurship and innovation ecosystem

Our relationship with AEI is driven by a clear and meaningful purpose: to help strengthen the country's entrepreneurial ecosystem through a lens of innovation and sustainable development.

Mentorship in the gastronomic program: **Aqui Es**

29 restaurants and huecas (small restaurants)

actively participate in the program
3 MT experts supported 2 restaurants through professional mentoring sessions focused on project standardization, branch expansion, and cost control



Nixon López, Galápagos

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HIGHLIGHTED ACTIONS ENTREPRENEURSHIP



TECHNICAL ASSISTANCE FOR ENTREPRENEURS IN QUITO'S HISTORIC CENTER

In 2025, we continued our commitment to strengthening the capabilities of our entrepreneurial neighbors in Quito's Historic Center through our technical assistance program for popular and food-related businesses. Through a comprehensive technical assistance model, we worked on key areas such as business management, marketing, financial inclusion and heritage valorization, helping improve business sustainability while contributing to the area's economic reactivation.

The initiative helped entrepreneurs build practical capabilities through training, tailored advisory support and access to concrete tools to improve efficiency, positioning and access to financing. **This holistic approach not only enhanced business competitiveness, but also supported the preservation of each venture's cultural identity and its role within the social fabric of the Historic Center.**

The project also encouraged inclusion and stronger community ties, with particularly strong participation from women and the consolidation of collaborative networks among entrepreneurs. Cases such as Confiteria El Gato and El Museo del Pernil show how access to financing and technical guidance can drive sustainable growth, reaffirming the positive impact of this initiative on the revitalization of Quito's Historic Center.

- **30** businesses benefited (64 including the first cohort)
- **15%+** average increase in profit
- **63%** female participation

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5TH SANTA CRUZ BUSINESS SUMMIT

Our participation in the 5th Santa Cruz Business Summit – Galapagos 2025 reaffirms our commitment to strengthening the local entrepreneurial ecosystem. Through spaces such as fairs and pitch sessions, we help foster capacity building, visibility for local ventures, and new business opportunities, promoting an environment of collaboration and sustainable innovation.

During this period, we developed a second cycle of business mentoring in which we supported 30 entrepreneurs in the preparation and presentation of their ventures through specialized methodologies and strategic partnerships. These efforts helped strengthen both technical and strategic skills, while also improving the quality and competitiveness of the proposals presented.

The summit also created opportunities for direct connection between entrepreneurs and potential buyers, strengthening collaborative networks and energizing the local economy. These initiatives show that ongoing support, training, and the creation of visibility platforms are essential to fostering sustainable growth and resilience within Galapagos' business community.

- **30** entrepreneurs took part in the second mentoring cycle

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PILLAR: ECOSYSTEM

GRI 2-23 / GRI 305-1 / GRI 305-2 / GRI 305-3 / GRI 305-4 / GRI 305-5

CARBON-NEUTRAL AND REGENERATIVE FEE

EVERY JOURNEY WITH US CREATES A POSITIVE IMPACT

When guests travel with Metropolitan Touring or stay at our properties, their experience does more than reduce environmental impact: it actively contributes to regenerating ecosystems and strengthening local communities. We have embraced a comprehensive path to Carbon Neutrality built around three stages: **measure, reduce and invest in high-impact initiatives** such as forest conservation to remove carbon emissions, as well as scientific research, capacity building and education to support sustainable livelihoods.

1

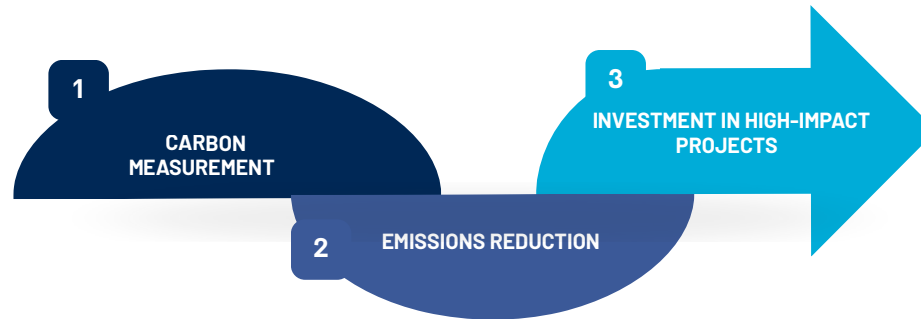
We measure our carbon footprint annually following international standards, ensuring data consistency and reliability to guide our emissions reduction and offsetting actions.

2

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

3

We invest in high-impact projects to address the emissions we are not yet able to reduce, directing our efforts toward **generating positive, measurable and verifiable outcomes for both nature and local communities, through a regenerative approach** that seeks not only to compensate, but to restore and enhance the ecosystems and territories involved.



While our offset initiatives are concentrated primarily in the Andean Chocó, their benefits extend far beyond the territory itself, contributing to sustainable development and conservation on a broader scale. **Beyond offsetting, we embrace a regenerative approach that brings together ecosystem protection and human wellbeing.** Through scientific research, environmental education, community development and capacity-building initiatives, we actively contribute to biodiversity conservation and sustainable development in the areas where we operate. As part of this commitment, **we allocate 3% of our profits to Fundación Futuro**, supporting conservation, agroecology and community development projects. In this way, we promote a tourism model that not only mitigates its footprint, but also creates lasting, positive value for territories and the communities that call them home.

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1. CARBON MEASUREMENT

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. During the reporting period, total emissions reached 15,287 tCO₂e across our hotel, maritime and land-based operations in Ecuador. This process is a key tool for understanding our climate impact and strategically guiding mitigation and emissions-reduction efforts.

EMISSIONS DISTRIBUTION

Direct emissions (Scope 1) account for the largest share in our vessels (80%). Indirect emissions (Scopes 2 and 3) prevail in land operations (100%), hotels (64%), and administrative offices (52%).

Carbon footprint verification by SGS

As part of our commitment to transparency and technical rigor in climate management, our hotel greenhouse gas emissions inventory was **verified by SGS, a globally recognized leader in certification and auditing.**

This verification confirms that the inventory **was prepared in accordance with the INTE/ISO 14064-1:2019** standard, strengthening the credibility of the information reported and reaffirming our commitment to climate management that is reliable, comparable, and aligned with international best practices.



EMISSIONS BY PRODUCT

VESSELS

Our maritime operations accounted for 63.72% of total emissions, with the main source of impact being fossil fuel consumption for propulsion and onboard electricity generation. In this context, Santa Cruz II generated 4,019.2 tCO₂e, Isabela II reached 2,625.1 tCO₂e, La Pinta recorded 2,679.1 tCO₂e, and Sea Lion contributed 417.44 tCO₂e. Taken together, our vessels achieved an emissions reduction of 4.8% compared with the previous year.

HOTELS

Our hotels generated 7.6% of total emissions. Finch Bay Hotel emitted 649.6 tCO₂e, with electricity consumption representing the main source of impact. This was followed by Mashpi Lodge (280.5 tCO₂e) and Casa Gangotena (232.7 tCO₂e), where emissions stemmed from LPG and electricity use, waste, transportation and business travel.

ADMINISTRATIVE OFFICES

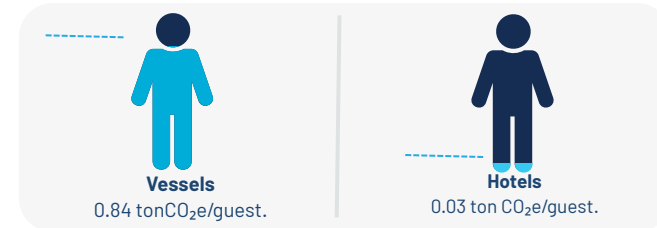
Administrative offices accounted for 7.63% of total emissions (1,166.8 tCO₂e). The Guayaquil office had the highest impact (945.83 tCO₂e), mainly associated with refrigerant gas consumption, followed by Quito (130.1 tCO₂e) and Puerto Ayora (90.8 tCO₂e).

LAND OPERATIONS

Land operations represented 21% of total emissions (3,216.2 tCO₂e), mainly associated with guest flights and accommodation services in third-party hotels and vessels.

EMISSIONS INTENSITY PER GUEST

We continuously monitor our carbon footprint using the emissions-per-guest indicator. This metric allows us to assess operational efficiency in relation to 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 to the transition toward a lower-impact model.

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GRI 302-1 / GRI 302-3 / GRI 302-4 / GRI 302-5 / GRI 305-1 / GRI 305-2 / GRI 305-3 / GRI 305-4 / GRI 305-5

2. INITIATIVES TO REDUCE CO₂E EMISSIONS

During 2025, we made meaningful progress in waste and emissions management as a result of **stronger operational practices and greater energy efficiency**. In the area of waste management, we recorded a significant improvement in recyclability indicators, driven by better segregation at the source and more efficient disposal flows. As a result, **the volume of waste sent to landfill declined**, contributing to a more efficient use of resources and to the mitigation of environmental impacts associated with final disposal.

In **emissions management**, the implementation of operational-efficiency measures and process optimization helped prevent approximately 189 tons of CO₂e during the year. These results reflect the company's commitment to reducing its carbon footprint and advancing toward stronger environmental performance.

These initiatives reinforce our sustainability strategy and lay the groundwork for continuing to strengthen the measurement, management, and reduction of environmental impacts.

CASA GANGOTENA	MASHPI LODGE	FINCH BAY HOTEL
<p>77.8 tons of CO₂ avoided through energy-efficiency practices</p> <p>due to the use of solar panels for water heating, significantly reducing Liquefied Petroleum Gas (LPG) consumption.</p>	<p>9.2 tCO₂e reduced through improved waste-management practices</p> <p>driven by a 23.8% reduction in waste generation at the lodge.</p>	<p>110 tCO₂e avoided through solar photovoltaic generation.</p> <p>With 462 photovoltaic panels, the hotel generated 303,673 kWh of solar energy, covering 39% of its energy demand after the second phase of the system.</p>
METROPOLITAN VESSELS	OFICINAS	
<p>497 tCO₂e reduced through operational-efficiency practices in maritime operations,</p> <p>equivalent to a reduction of nearly 5% compared with the 2024 baseline year.</p>	<p>53 tCO₂e avoided through electricity generated by the photovoltaic system at our Quito offices,</p> <p>which covered 77% of the building's energy needs. In addition, the Puerto Ayora offices recorded an energy-consumption reduction of approximately 7.6% compared with the previous year.</p>	

*Data as of December 2025



Solar panels, Finch Bay Hotel
Photo: Tom Allport

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GRI 304-1 / GRI 304-2 / GRI 304-3

3. INVESTMENT IN HIGH-IMPACT PROJECTS

CARBON NEUTRAL AND REGENERATIVE FEE

Through our Carbon Neutral and Regenerative Fee, we mitigate 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. Together, these actions guarantee that conservation becomes the natural outcome of an integrated and sustainable development model.

NFTREE

With NFTree, we ensure that every carbon mitigation is transparent, measurable, and verifiable.

Learn more here:

Strategic ally 

HECTARES CONSERVED IN 2025

1,456 Ha	VESSELS
35 Ha	CASA GANGOTENA
97 Ha	FINCH BAY HOTEL
42 Ha	MASHPI LODGE
481 Ha	LAND OPERATIONS
174 Ha	METROPOLITAN TOURING OFFICES
2,284 Ha	TOTAL HECTARES CONSERVED


CONSERVATION

In 2025, we mitigate the remaining emissions of Metropolitan Touring through this conservation model, protecting 2,284 hectares of high-value ecosystems within the Chocó Biosphere Reserve.

 carbono NEUTRO

 **603** flowering plants species

 **411** bird species

 **98** mammal species



Andean Cock-of-the-Rock, Mashpi Lodge

*Data as of December 2025

PILLAR: ECOSYSTEM

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

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OUR CONTRIBUTION TO SCIENTIFIC RESEARCH IN THE ANDEAN CHOCÓ

At Metropolitan Touring, we recognize that conservation depends on knowledge grounded in scientific evidence. For this reason, research and science are an integral part of our Ecosystem pillar. Through these efforts, we deepen our understanding of the ecosystems where we operate, support the protection of emblematic species, promote habitat restoration and generate technical information that guides responsible decision-making, helping safeguard our territories for present and future generations.

At Mashpi Lodge, we foster world-class scientific research to better understand and protect this forest. From the very beginning, scientific inquiry has been a cornerstone of both the guest experience and our conservation commitment. Together with local rangers, biologists and academic partners, we advance key projects such as camera-trap monitoring to study forest wildlife and gain a clearer understanding of species populations and behavior.



In 14 years of research and biology

24 new species described	62 scientific articles
6 members make up the research team	11 active projects

*Data as of December 2025

RESEARCH AND SCIENCE: PARTNERSHIPS FOR CONSERVATION

In 2025, our six-member research team worked with 8 academic institutions through scientific partnerships: Quito Botanical Garden, University of Toronto, UDLA, UNL, USFQ, INABIO, ESPOCH, and Fundación URU.

NEW PROJECTS

- Dendrochronology of Magnolia mashpi
- Invertebrate Inventory (ESPOCH)
- Birds of the Andean Chocó
- Anolis lizard behavior
- Beetle inventories (UNL)

ONGOING PROJECTS

- Mashpi Puma Project - Phase 2: capture and GPS collar placement
- Experiments with 3D models of frogs and butterflies
- Inventory and monitoring of spiders in the Mashpi Reserve
- Araceae diversity in the Mashpi Reserve
- Primate Census - Phase 2
- Forest plots for carbon monitoring

IN-HOUSE PROJECTS

- Magnolias of the Andean Chocó
- Butterfly monitoring
- Wildlife monitoring with camera traps
- Life Center (butterflies and orchids)
- Entomology Museum

CONTRIBUTION TO SCIENCE COMMUNICATION

Throughout 2025, we contributed to science communication by consolidating the regular dissemination of progress through newsletters, news stories and audiovisual content, as well as participation in talks, panel discussions, media outlets, educational visits, and collaborative spaces with academic, scientific, and institutional partners, creating synergies with our communication, sustainability and public relations teams.

At the same time, we enhanced the visitor experience through the renovation and upgrading of the laboratory, the reorganization of collections, the functional separation of spaces, and the introduction of new scientific talks, including innovative content such as the story behind the fragrance of Magnolia mashpi, strengthening the educational, cultural, and scientific value of the space.

Quarterly digital newsletter



Mashpi Lodge laboratory

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A botanical tribute to a commitment to conservation: **Anthurium roquesevillae**

In the Mashpi-Tayra Reserve, we estimate the **presence of approximately 1,200 plant species, of which 804 have been formally identified**, reflecting both its extraordinary biological richness and the vast potential for discovery that still remains. In this context, Mashpi Lodge has established itself as a benchmark for scientific research in the Andean Chocó, welcoming 80 to 100 researchers each year and fostering long-term partnerships such as the one built with the Quito Botanical Garden since 2017

One of the most recent achievements of this collaboration is the description of the **24th species recorded in the reserve: *Anthurium roquesevillae***, a discovery that broadens scientific knowledge of the region while honoring Roque Sevilla, founder of Mashpi Lodge, for his commitment to conservation.

This discovery is the result of years of rigorous research that began in 2022, when a team of botanists identified an unusual specimen in the Mashpi understory. After detailed analysis with international experts, it was confirmed to be a new species to science, distinguished by more than 40 diagnostic traits. *Anthurium roquesevillae*, an epiphytic plant with an extremely limited range, stands out not only for its unique characteristics, but also for its micro-endemic status, making it a symbol of both the ecological value and fragility of this ecosystem. This finding reaffirms Mashpi's role as a living laboratory, where science and conservation come together to reveal and protect still-unknown biodiversity

- **24 species described, including *Anthurium roquesevillae***
- **Active collaboration with the Quito Botanical Garden since 2017**



Invertebrate inventory project

The invertebrate inventory project carried out by the **Escuela Superior Politécnica de Chimborazo (ESPOCH)** in the Mashpi-Tayra Reserve takes place within a cloud forest ecosystem in the Andean Chocó, a region recognized for its exceptional biodiversity and endemism. This protected area, spanning more than 3,200 hectares and forming part of Ecuador's National System of Protected Areas, serves as a natural laboratory for scientific research and conservation. Within this context, **the inventory seeks to document invertebrate diversity**, one of the least-studied biological groups, as a foundation for understanding ecological processes and strengthening management and conservation strategies.

Fieldwork is characterized by the use of standardized sampling methodologies across different altitudinal gradients and microhabitats, enabling researchers to capture a highly representative picture of the diversity present. Studies of this kind at Mashpi have previously contributed to the discovery of new species and expanded knowledge of local biodiversity, underscoring the scientific value of the reserve. At the same time, the connection between academia and territory promotes student training, the development of biological reference collections, and stronger local capacities for biodiversity research.

As a result, the project contributes not only taxonomic information, but also key inputs for environmental management. The data obtained makes it possible to identify indicator species, assess the ecosystem's conservation status, and support monitoring and protection decisions. Taken together, this inventory becomes a strategic tool for highlighting the importance of invertebrates in the functioning of the cloud forest, while reinforcing the Mashpi-Tayra Reserve's standing as a scientific research leader in Ecuador

- **Number** of morphospecies and species identified
- **Richness and relative** abundance by taxonomic group
- **Sampling coverage** (sites, altitude, and microhabitats)
- **New records or potentially** undescribed species
- **Creation of biological collections** and scientific databases



PILLAR: ECOSYSTEM

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

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OUR CONTRIBUTION TO CONSERVATION IN GALAPAGOS

Whale Shark Conservation Project

In partnership with the 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 South American mainland. The project aims to identify key areas for conservation, analyze the distribution of adult females through satellite tagging and photo identification, and train students in scientific research techniques.

During 2025, field campaigns were carried out in Galapagos, northern Peru, and Colombia, combining photo identification, satellite tagging and participatory monitoring with local fishers and tourism operators. In total, **11 whale sharks were sighted and 9 individuals were tagged**, primarily juveniles in coastal Peruvian waters and adult females in Galapagos, revealing a clear age- and sex-based habitat segregation.

The findings confirmed strong connectivity between the coastal waters of Peru and mainland Ecuador, as well as the repeated use of areas near oil platforms, which function as zones of high biological productivity. The research also identified significant threats to the species, such as entanglement in fishing gear and interactions with vessels, reinforcing the need for management measures and awareness-raising efforts in coastal communities.

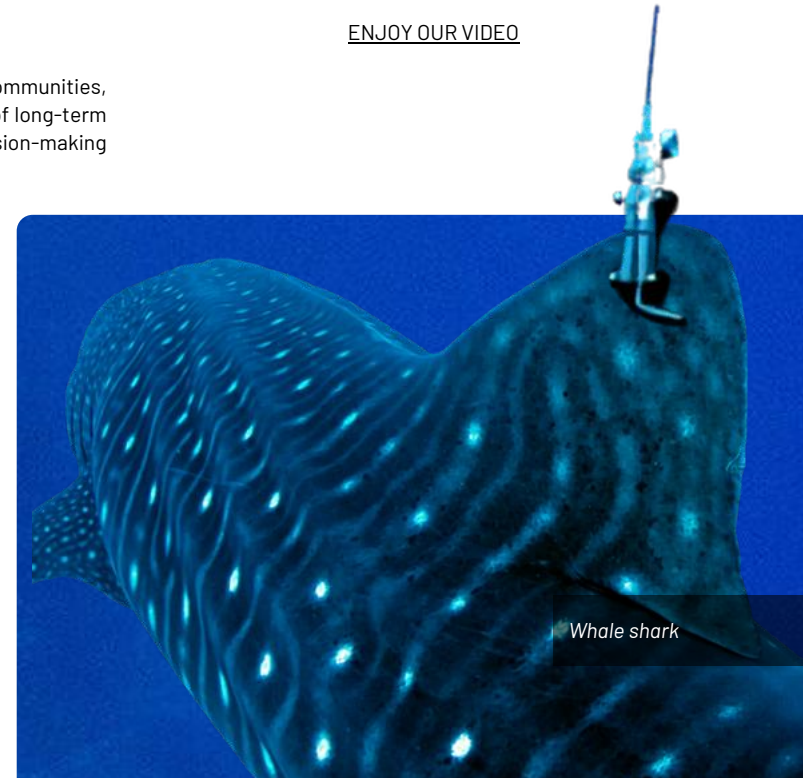
Contribution to science communication

At the same time, the project carried out important outreach and capacity-building work, reaching local communities, students, naturalist guides, park rangers, tourists and journalists. These efforts, together with the generation of long-term scientific data, lay the groundwork for future conservation action, environmental education and informed decision-making to protect whale sharks across the region.



- 9** *whale sharks satellite-tagged* for tracking and research.
- 400+** *people reached* through outreach events and environmental education.
- 29** *field days* across Peru and Ecuador
- USD 250K** *in free press* for studies

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Whale shark

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OUR CONTRIBUTION TO CONSERVATION IN GALAPAGOS

Control of introduced invasive species project at Wolf volcano

During 2025, Metropolitan Touring and Finch Bay Hotel supported the implementation of the project “Control of Introduced Invasive Species at Wolf Volcano,” jointly led by the Galapagos National Park Directorate and the Jocotoco Conservation Foundation, with the aim of protecting the habitat of the pink iguana (*Conolophus marthae*), an endemic species listed as Critically Endangered by the IUCN. The intervention was carried out through four technical expeditions to the volcano summit, combining scientific monitoring, active invasive-species control, and rigorous biosecurity management.

The project focused on reducing the predatory pressure exerted by black rats (*Rattus rattus*) and feral cats (*Felis catus*), the main threats to pink iguana eggs, hatchlings and juveniles. Through the integrated use of bait stations, Tomahawk traps, specialized bait and camera traps, the team documented a sustained reduction in rodent density and greater effectiveness in targeted feral cat control, optimizing resources while reducing risks to non-target species.

4 field expeditions to Wolf Volcano

35 active camera traps across 5 strategic zones

Demonstrating more favorable ecological conditions

As part of our contribution to science communication

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More favorable ecological conditions for survival and reproduction

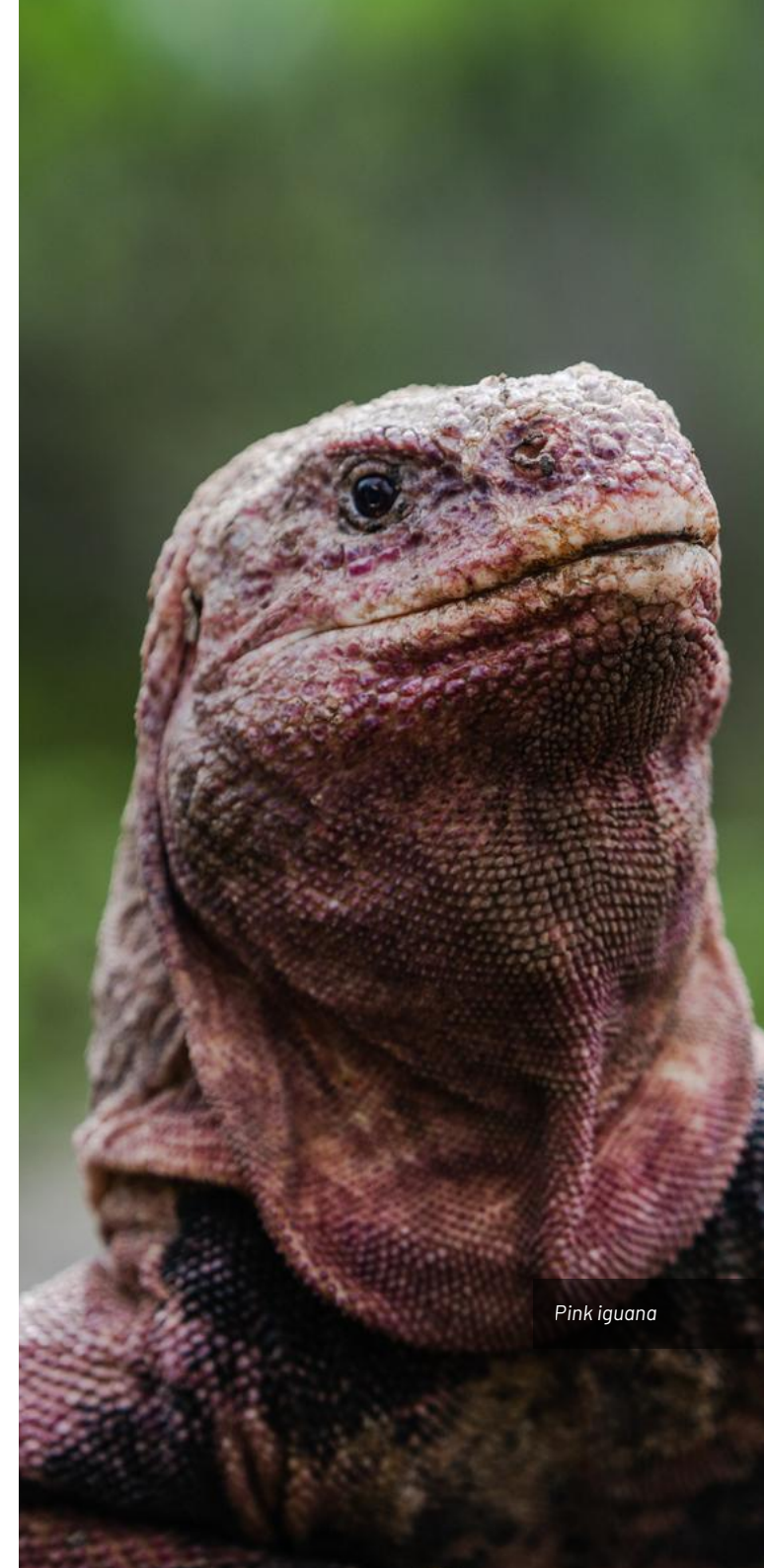
Environmental results show a positive trend in Wolf Volcano’s ecological conditions, reflected in the constant presence of pink iguanas during the first half of the year and the record of hatchlings in the second half of 2025, a meaningful indicator of active reproduction.



Wolf volcano



Training



Pink iguana

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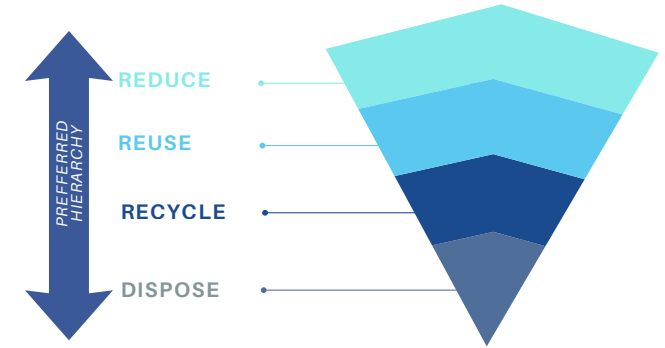
PILLAR: ECOSYSTEM

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

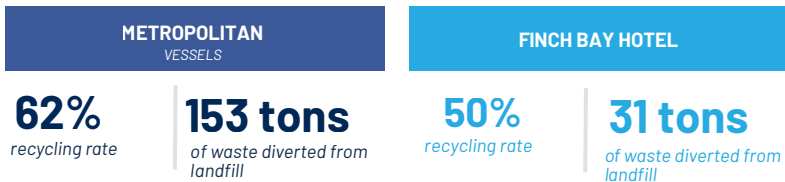
ENVIRONMENTAL PRACTICES IN OPERATIONAL MANAGEMENT

Waste management and valorization

Solid waste management is one of our **key environmental strategies** and is guided by the principles of circular economy and the waste hierarchy, giving priority to source reduction, reuse, recycling, and, as a last resort, final disposal. We have consolidated a comprehensive management model that covers the identification of waste streams, segregation at source and coordination with authorized waste managers, with the goal of minimizing the environmental impacts associated with waste generation. This approach is complemented by initiatives aimed at optimizing material use, reducing single-use plastics, and incorporating reusable or recyclable alternatives throughout our operations.



Indicators from our integrated waste management system



Beyond recycling, we focus on minimizing waste at the source by rethinking consumption patterns and adopting innovative practices that strengthen our comprehensive environmental management. More than half of the waste generated was recovered and reintegrated into new production cycles within the highly sensitive Galapagos ecosystem.



We conduct ongoing training hand in hand with experts, as well as visits to our waste managers to gain first-hand knowledge of their processes, verify compliance with environmental standards, and strengthen traceability.

Culture and awareness as drivers of circularity

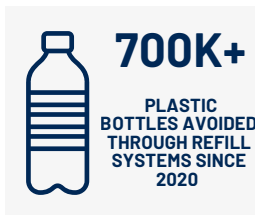
We recognize that effective waste management depends on ownership across our stakeholder groups. For this reason, we promote training and awareness processes for employees, guests and suppliers, focused on proper segregation, responsible consumption and material recovery. These results directly support our waste-reduction objectives and the circularity commitments set out under the ecosystem pillar of our sustainability strategy.

*Data as of December 2025

Technological waste



Plastic bottles avoided



Nury Guadir
Mashpi Lodge

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PILLAR: ECOSYSTEM

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

EFFICIENT MATERIALS MANAGEMENT

Our vision of circular gastronomy

Circular gastronomy is part of our sustainability approach, integrating circular economy principles into the way we manage food. This model seeks to reduce waste and minimize environmental impact across the value chain, while promoting the use of seasonal, locally sourced ingredients and the recovery of by-products.

At Metropolitan Touring, we believe in circularity as a way of honoring the resources nature provides. Through innovation and creativity, we transform materials into new opportunities, advancing solutions that reduce our footprint while helping protect the destinations where we operate.

In this way, we foster closed-loop systems by turning organic waste into usable resources, contributing to food systems that are more sustainable, efficient and responsible, in line with our vision of creating positive impact in the territories where we are present.

This vision has been taking shape since 2023, when we began a strategic journey to strengthen circular innovation across all our products.

TRAINING	WASTE ANALYSIS	R&D PILOT	AI + PARTNERSHIPS
In 2023, we held a Zero Waste workshop with Dr. Johnny Drain, co-founder of Silo in London, a global benchmark in no-waste gastronomy. This space brought an academic and systemic perspective rooted in circular economy thinking.	Also in 2023, we launched a project to identify the products generating the highest levels of waste across our operations.	In 2024, we began working with a circular innovation approach focused on three critical waste streams: orange peels, spent coffee grounds, and fresh-fish trim.	In 2025, we began exploring the use of AI-based tools for optimization and innovation

MT HEAD OF GASTRONOMY AND HIS VISION OF SUSTAINABILITY

"At Metropolitan Touring, we integrate sustainability as a transversal principle throughout our F&B operations, with the goal of continuously reducing our carbon footprint. This commitment takes shape through concrete actions such as prioritizing responsible local sourcing, using sustainably caught artisanal seafood, measuring and controlling food waste, and progressively reducing single-use plastics.

At the same time, we promote a culture guided by the principles of reduce, reuse and recycle, which shape our day-to-day operational decisions. Our teams work constantly to identify and implement initiatives that strengthen a culinary model that is efficient, conscious and aligned with the highest sustainability standards."

- Eduardo Chonata



Eduardo Chonata

PILLAR: ECOSYSTEM

GRI 303-1 / GRI 303-2 / GRI 303-4

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WATER MANAGEMENT

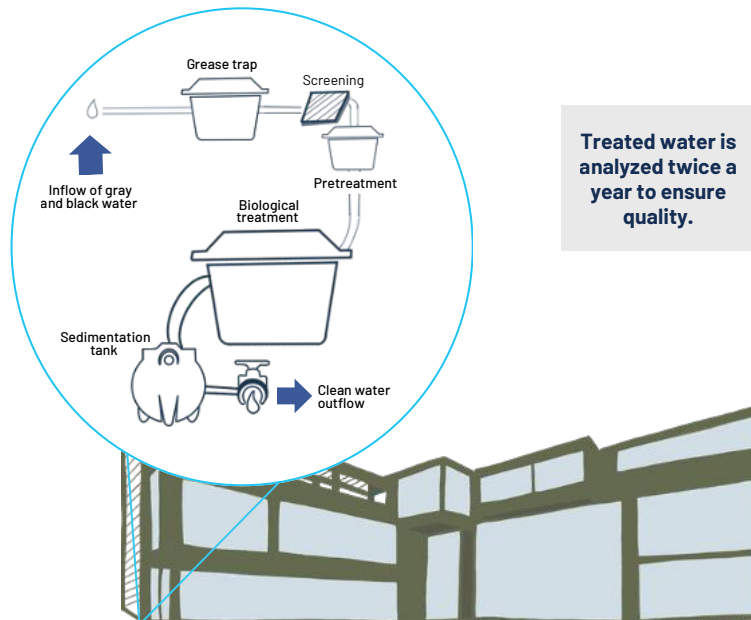
Finch Bay Galapagos Hotel

We operate an aerobic domestic wastewater treatment system based on the use of microorganisms that break down organic matter efficiently and in an environmentally sound way. This process produces treated water that meets applicable environmental parameters and is then reused to irrigate the hotel's green areas, promoting water recirculation and reducing pressure on freshwater sources.

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 helps protect the ecosystems of the Andean Chocó through a semiannual monitoring program that verifies the quality of the treated effluent and its alignment with environmental standards, supporting the conservation of local biodiversity.

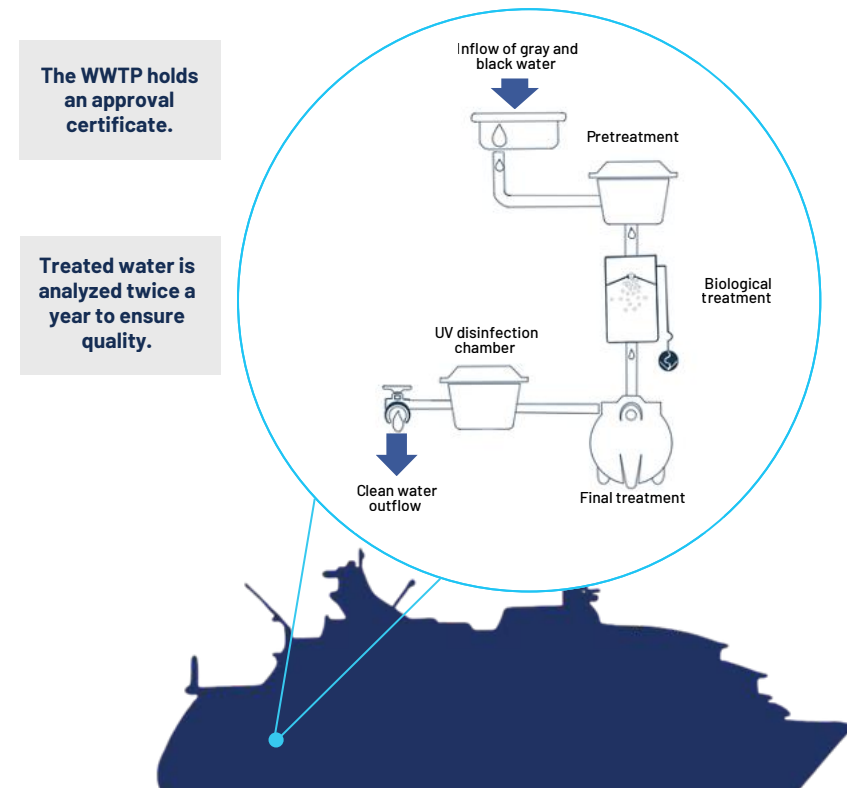
Diagram of wastewater treatment plant operations in hotels



Vessels

Our maritime operations are equipped with a HAMANN C-302 sewage treatment plant, with a capacity of 81 m³/day, which processes all wastewater generated onboard. The system features automated controls and holds a valid operating certification. We conduct semiannual monitoring through accredited laboratories to verify compliance with permissible discharge limits, complemented by regular preventive and corrective maintenance to ensure efficient performance.

Diagram of wastewater treatment plant operations on vessels



PILLAR: EQUITY

GRI 2-7 / GRI 2-23 / GRI 401-1 / GRI 405-1 / GRI 413-1

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A DIVERSE AND RESPECTFUL CULTURE

At Metropolitan Touring, sustainability is grounded in the responsible management of human talent, promoting workplaces that are inclusive, equitable, and free from discrimination. We foster an organizational culture that recognizes diversity as a key driver of decision-making, innovation, and value creation.

As part of our preventive approach, we implement Diversity, Equity, and Inclusion (DEI) training programs designed to raise awareness across teams, prevent unconscious bias, and strengthen intercultural competencies. These initiatives are essential to building work environments that are respectful, collaborative, and aligned with our corporate values.

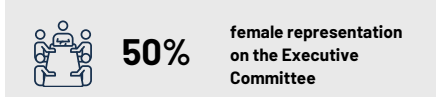
Equitable opportunities across the value chain

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



1st Maritime Superintendent

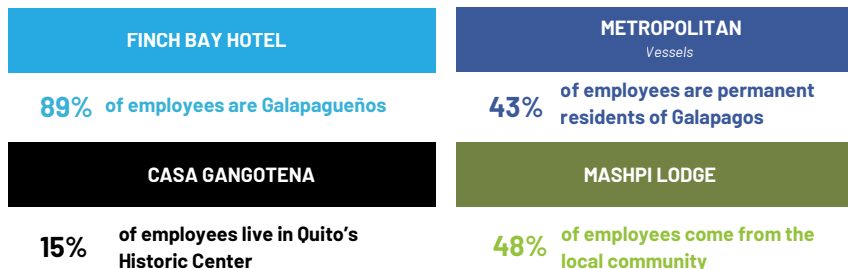
Lower female participation reflects longstanding industry dynamics in maritime operations; for this reason, we actively promote initiatives that encourage women's inclusion in this field.



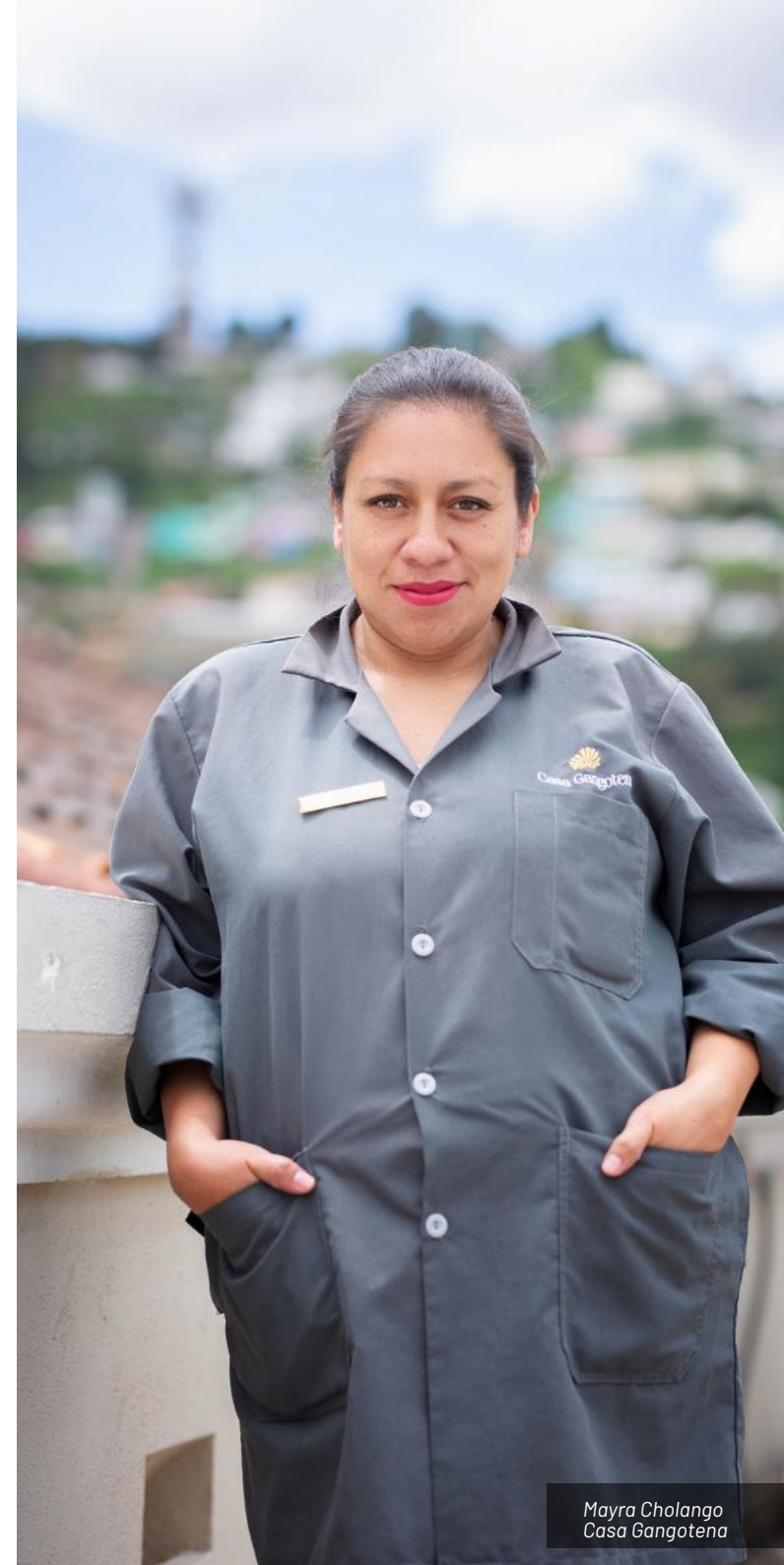
**Data as of December 2025*

Local hiring

Our commitment is to strengthen hiring in the territories where we operate.



**Data as of December 2025*



Mayra Cholango
Casa Gangotena

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HIGHLIGHTED ACTIONS

FEMALE LEADERSHIP TRANSFORMING THE MARITIME INDUSTRY

METROPOLITAN
TOURING



SANTA CRUZ II
GALAPAGOS CRUISE

La Pinta
GALAPAGOS YACHT

As part of our commitment to equity and talent development, we highlight the career path of Ángela Aymar, who currently serves as **Metropolitan Touring's first Maritime Superintendent**. Her story carries particular weight in a context where, according to the IMO, women account for just 1% of the global seafaring workforce, underscoring the structural and cultural barriers that still persist in the maritime industry. Her case highlights the importance of making female role models visible in highly responsible technical and operational roles.

Her professional path is built on solid technical training and hands-on operational experience.

She began her career in the merchant marine in 2012, driven by her interest in how onboard systems operate. She is a Merchant Marine Engineering Officer and holds a degree in Maritime and Port Transport Administration, a combination that allows her to bring together technical expertise and strategic insight. In her current role, she oversees maritime operations, document control, regulatory compliance checks, and adherence to the standards of the Ecuadorian Maritime Authority, ensuring safety and operational efficiency.

Capability is not defined by gender, but by the preparation and determination with which we face every challenge

From an organizational perspective, **her leadership reflects a simple truth: professional capability is not determined by gender, but by preparation, discipline, and determination.** Her leadership style brings together technical rigor, sound decision-making in demanding environments, and a collaborative approach that strengthens teamwork. Her story reinforces Metropolitan Touring's commitment to gender equity, diversity, and the development of an inclusive organizational culture aligned with the principles of social sustainability and good governance.

"Leadership at sea is not imposed; it is built through trust, teamwork, and respect."

- Ángela Aymar



CORPORATE STRATEGY

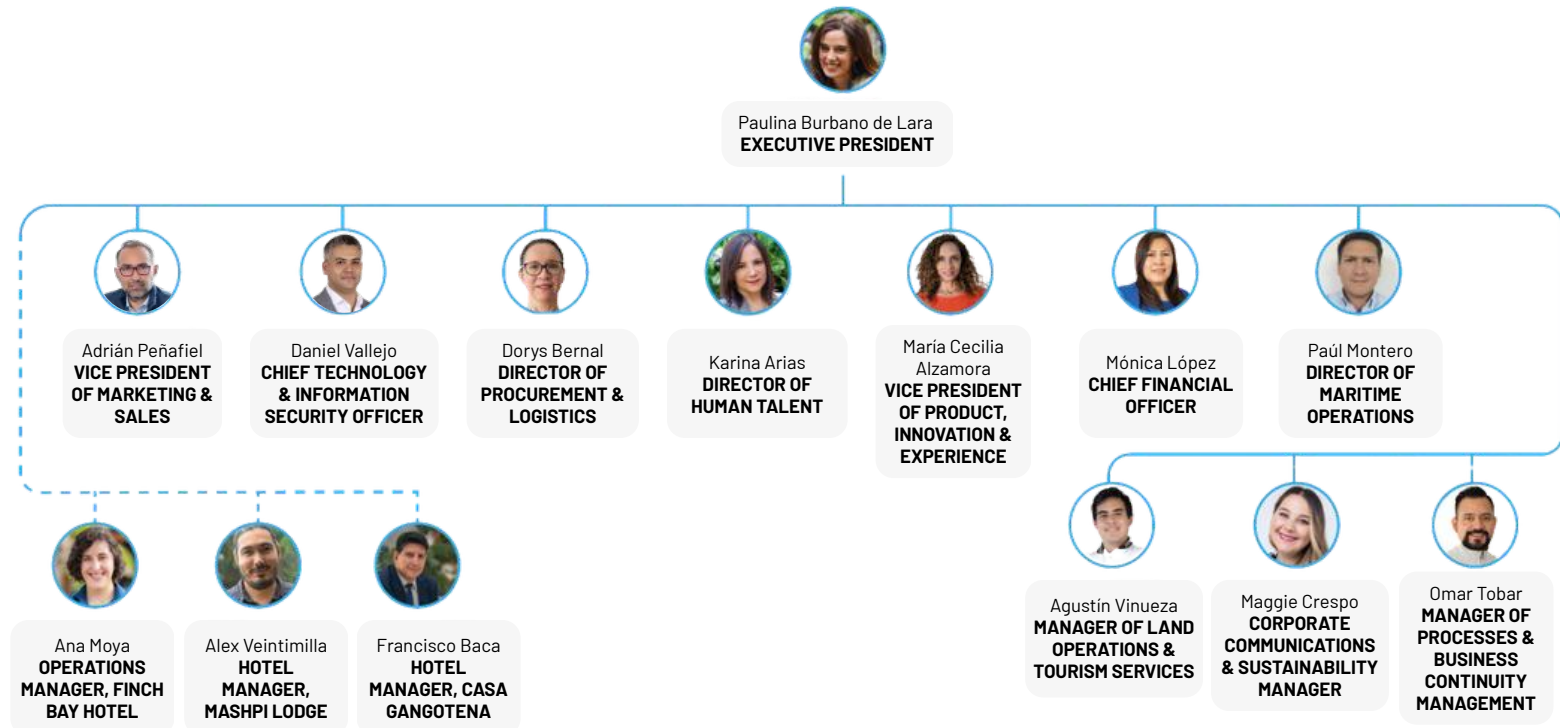
GRI 2-9 / GRI 2-10 / GRI 2-11 / GRI 2-12 / GRI 2-13 / GRI 2-14 / GRI 2-18

Our corporate strategy is grounded in strong governance, transparency, and alignment with ethical and regulatory principles. We implement clear policies that strengthen institutional integrity and guide responsible decision-making. This framework allows us to ensure compliance while mitigating risk. At the same time, we place customer satisfaction at the center through efficient processes, continuous innovation, and a service culture focused on quality. This integration of governance, institutional policy, and customer focus enables us to build trust-based relationships, create sustainable value, and maintain a competitive position in a dynamic and demanding environment.

CORPORATE GOVERNANCE

At Metropolitan Touring, corporate governance is a key pillar in ensuring the sustainability of our operations in Ecuador, Peru, and Colombia. Oversight of economic, social, and environmental impacts is delegated through clear lines of responsibility that support the effective management of sustainability-related risks and opportunities. Strategic decision-making is guided by ethical and transparent principles aligned with our corporate values and with the regulatory frameworks in each country. Senior leadership is actively involved in reviewing and approving key policies, including those related to environmental management, responsible value chains, and community impact.

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 2-17 / GRI 2-18 / GRI 2-23 / GRI 2-25 / GRI 2-26

Metropolitan Touring conducts a systematic and periodic review of its economic, social, and environmental impacts as a fundamental part of its integrated sustainability and corporate responsibility strategy. This process revolves around **materiality assessment, internal control mechanisms, and continuous feedback from key stakeholders**, ensuring that 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 change.

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% of profits are contributed to conservation programs.



Finch Bay Hotel

SUSTAINABILITY-RELATED POLICIES

GRI 2-15 / GRI 2-16 / GRI 2-23/ GRI 2-24/ GRI 2-25 / GRI 2-26 / GRI 2-27/ GRI 201-2 / GRI 201-3/ GRI 205-1/ GRI 205-2/ GRI 205-3 / GRI 206-1 / GRI 307-1 / GRI 308-1/ GRI 308-2 / GRI 401-3 / GRI 412-1 / GRI 412-2 / GRI 413-1 / GRI 414-1 / GRI 414-2 / GRI 417-2 / GRI 417-3/ GRI 418-1

At Metropolitan Touring, sustainability is supported by a strong regulatory and ethical framework, underpinned by institutional policies, processes, and codes that safeguard integrity, operational resilience, and compliance with international standards. Among the most relevant documents are the following:

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
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REGULATORY FRAMEWORK	MATERIAL GRI TOPIC	CONTRIBUTION
 Sustainability Policy	Emissions, biodiversity, energy, water	Ensures that our tourism activities generate a positive impact on ecosystems and communities through a cross-cutting approach that spans all business units, services, practices, functions, and organizational processes.
 Client Data and Privacy Policy	Customer privacy	Ensures the protection and integrity of client information through disclosure clauses, confidentiality agreements, and technical and organizational measures throughout the entire data lifecycle.
 Diversity, Equity and Inclusion Policy	Diversity and equal opportunity, non-discrimination	Promotes a workplace free from discrimination, with equitable recruitment and development processes, active engagement in vulnerable communities, and ongoing inclusion training and awareness programs.
 Supplier Code of Conduct	Supplier social assessment, child labor, forced labor	Ensures the application of sustainability and ethical principles across the non-tourism supply chain by establishing mandatory criteria on human and labor rights, the prevention of child labor, the promotion of diversity, equity, and inclusion, and safe, dignified, and equitable working conditions.
 Waste Management Policy	Waste	Promotes comprehensive and responsible waste management in compliance with applicable national and international regulations. Compliance with this policy is validated through internal audits.
 Internal Code of Conduct	Anti-corruption, regulatory compliance, non-discrimination	This document governs the conduct of employees, suppliers, executives, and strategic partners across multiple dimensions, including ethical behavior, the prevention of harassment and discrimination, client relations, the handling of confidential information, data protection, conflicts of interest, the responsible use of resources, and regulatory compliance.
 Risk Management and Business Continuity Policy	Occupational health and safety, risk management / business continuity	Ensures operational continuity in the face of disruptive events, safeguarding the life and health of employees, critical infrastructure, information, the natural environment, corporate reputation, and stakeholder interests.

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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 412-2 / GRI 413-1

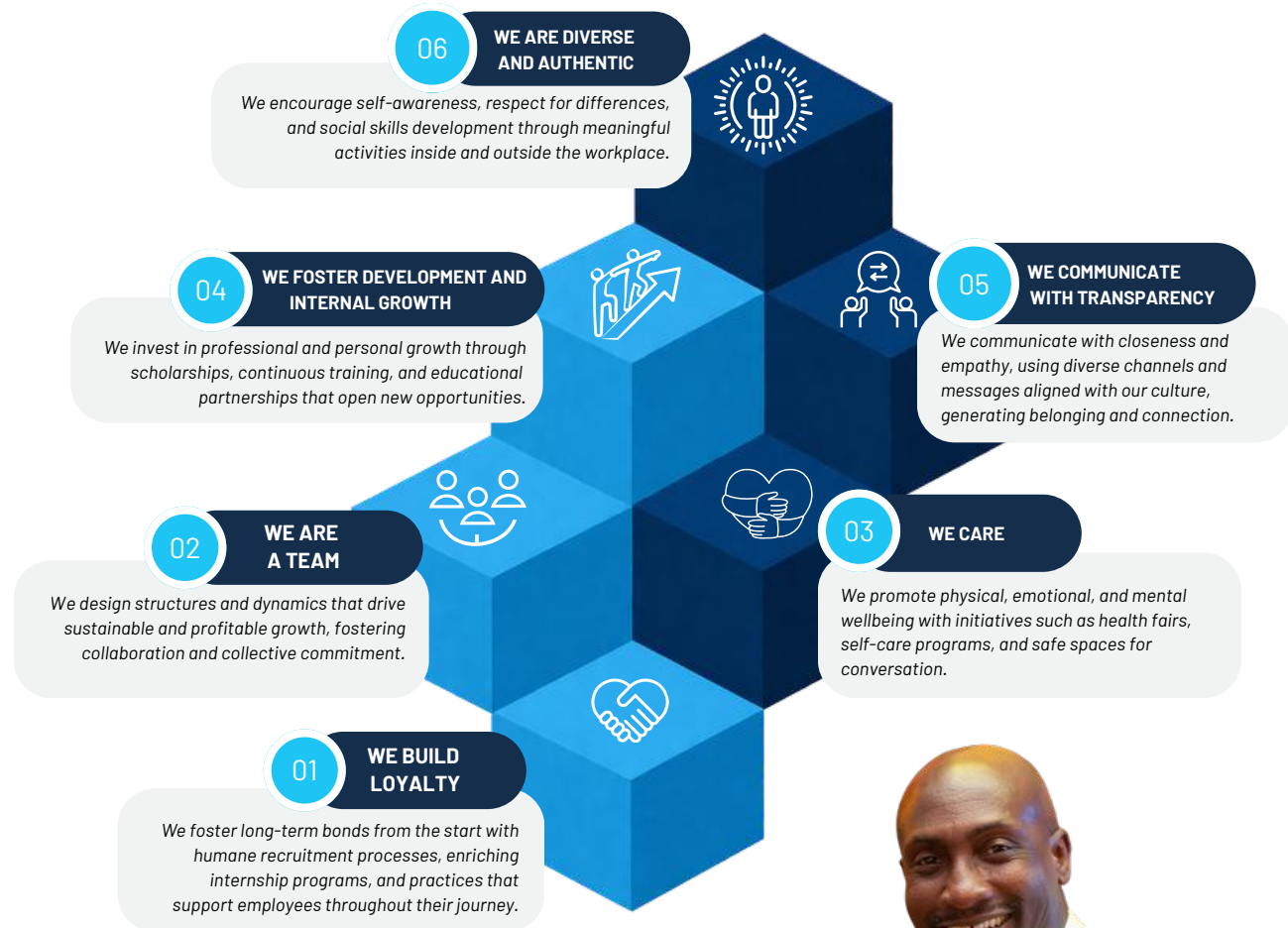
METROPOLITAN TOURING CULTURE

Our Culture: People at the Core

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 in Spanish): Responsible, Passionate, Truthful, 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.

Throughout 2025, we took significant steps to strengthen this culture: we advanced 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 the pillars of our relationship with each employee.

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.



Jorge Congo
IT-ETICA.

HUMAN TALENT MANAGEMENT

GRI 2-7 / GRI 2-8 / GRI 2-20 / GRI 404-1 / GRI 404-2

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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 and collaboration across teams, encouraging inclusive work environments and decision-making aligned with our institutional values.


Connected and informed

At Metropolitan Touring, internal communication is a strategic enabler for strengthening organizational culture, ensuring coordination across teams, and ensuring alignment with our strategic objectives. In addition, we rely on an integrated ecosystem of channels—both digital and in person — that ensures timely, accessible, and two-way communication at every level of the organization.


The management of these spaces, led by the Internal Communication Committee, promotes transparency, strengthens a sense of belonging, and encourages the active participation of employees.



App Humand



46.62%
average engagement, calculated based on user interaction with content viewed.



1,160
communication pieces published, including videos and designs for screens, intranet, and corporate email.

Recognition

Recognition is a way of honoring the people who bring our culture to life. 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.

Active contribution:

We recognize those who play an active role in our organizational culture through their participation in internal communication initiatives, training, volunteering, and health and wellbeing programs.



220
recognitions awarded for active participation in corporate initiatives.



Raíces Award, Golden Shark Edition

HUMAN TALENT MANAGEMENT

GRI 2-7 / GRI 2-8 / GRI 405-1

WORKFORCE COMPOSITION AND STRUCTURE

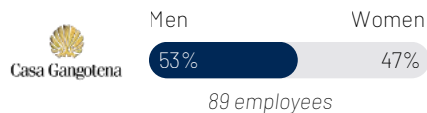
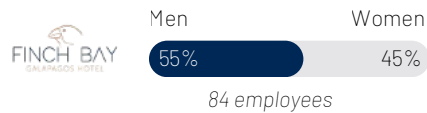
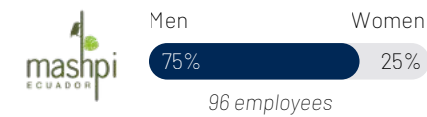
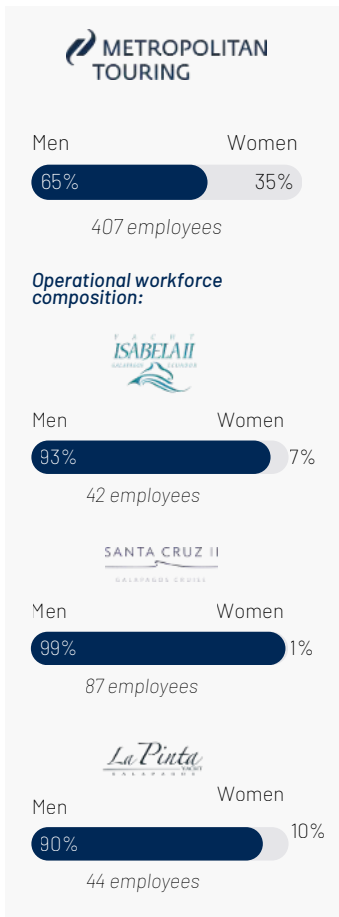
At Metropolitan Touring Group, we have a consolidated organizational structure made up of **676 employees on permanent contracts**, distributed across our different operational units. In addition, the company has a young talent pipeline supported through internship agreements with the country's leading universities.

We maintain robust, systematized information on the composition of our workforce, including variables such as gender, age and origin.

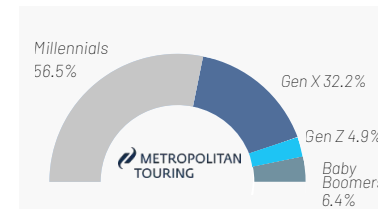
676
employees under permanent contract.

*Data as of December 2025

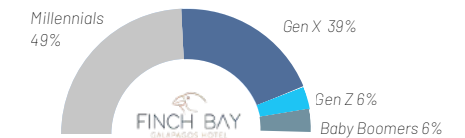
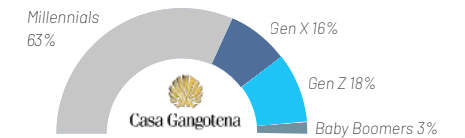
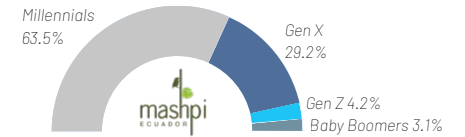
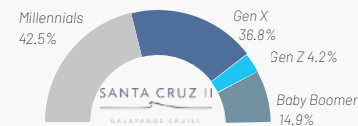
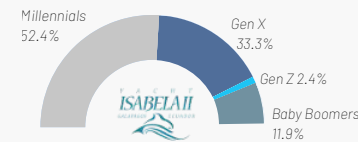
Workforce composition by company



Generational breakdown by company



Generational breakdown in operational teams:



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GRI 401-1 / GRI 401-2

TALENT DEVELOPMENT

We believe that investing in the development of our people is a way of investing in the future. The personal and professional growth of every employee fuels the innovation, excellence, and sustainability of Metropolitan Touring.

Our development plans and benefits



*Data as of December 2025

Virtual training

Virtual training has provided greater flexibility, while participation in training programs – including leadership, wellbeing, and technical learning – has remained strong.



7,782 learning modules completed on the virtual training platform



70.38% NPS recommendation score for training content

Support for education and professional development



135 training agreements in 2025 for specialized education and short programs aligned with our corporate strategy

4% average employee turnover rate.

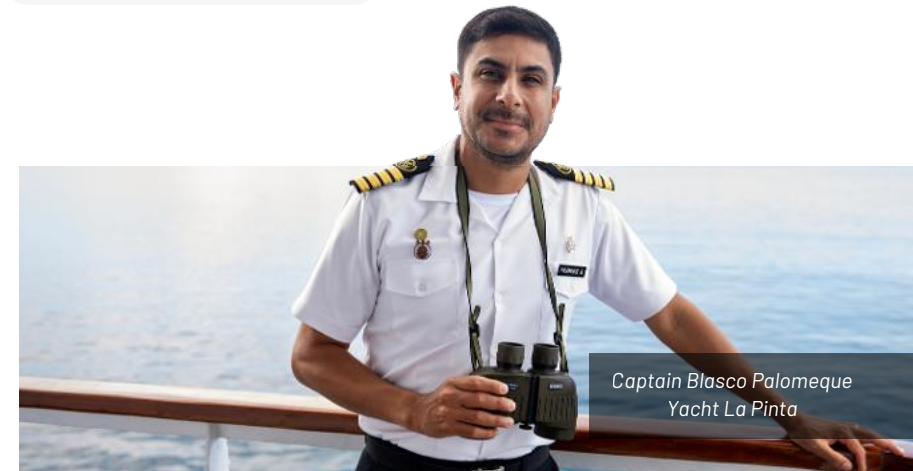
*Average figure based on employee resignations, as of December 2025



40 people enrolled in the Dual Education Program with the Ecuadorian-German Chamber.



11 sponsorships for master's degrees or degree completion.



Captain Blasco Palomeque
Yacht La Pinta

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WORKPLACE CLIMATE EVALUATION

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WORKPLACE CLIMATE AND ENGAGEMENT

In 2025, Metropolitan Touring updated its organizational climate measurement methodology, adopting the Mercer model in line with our commitment to continuous improvement and alignment with international best practices. This type of assessment is reviewed and updated periodically – every three years – to ensure greater robustness and depth in the analysis.

The evaluation helps us understand employee perceptions, identify opportunities for improvement, and guide decision-making in talent management. The results provide key input for actions aimed at strengthening the employee experience, promoting work environments that are inclusive, equitable, and aligned with the company’s sustainability strategy.

Organizational Climate and Culture Index



*Data as of December 2025



Alex Herrera
Finch Bay Hotel

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EMPLOYEE BENEFITS

GRI 201-3 / GRI 401-1 / GRI 401-2 / GRI 401-3 / GRI 404-1 / GRI 404-2

Indicators from our wellbeing programs and benefits



Solidarity Fund

The company allocates a dedicated amount to provide non-reimbursable financial support for employees in need.

29

people accessed the solidarity fund

with contributions totaling more than USD 8,000.



Hospital co-pay deferrals

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.

104

people benefited from deferred hospital co-payments.

Academic Excellence Program



Recognition of

139 employees' children for outstanding academic performance.



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.



MT Summer, sports clubs, and cultural clubs

An annual integration program that promotes wellbeing and camaraderie through recreational activities and other shared spaces that strengthen our culture and corporate values.



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.



Fernando Martinez
Mashpi Lodge

*Data as of December 2025

EMPLOYEE BENEFITS

GRI 201-3 / 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.

1,749
hours of flextime benefit.



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.

During 2025, exceptionally, extended remote work arrangements were granted:

3 employees benefited from home office arrangements due to emergency situations

7 employees benefited from a 30-day home office arrangement.

TRAINING AND CAPACITY BUILDING

Metropolitan Touring fosters professional growth through continuous training programs, delivered in person, online, and in blended formats across business units.

Topics covered include:

- Risk management and business continuity:** first aid, water rescue, evacuation procedures, and emergency response
- Sustainability and environment:** waste management, 5S methodologies, environmental conservation, and climate change
- Personal and family wellbeing:** mental health, self-care, nutrition, and work-life balance
- Soft skills and technical competencies:** leadership, communication, emotional intelligence, and teamwork; technology tools, budget planning, and operational protocols.

TRAINING

Hotels

FINCH BAY HOTEL

22 average training hours per person.

MASHPI LODGE

45 average training hours per person.

CASA GANGOTENA

11 average training hours per person.

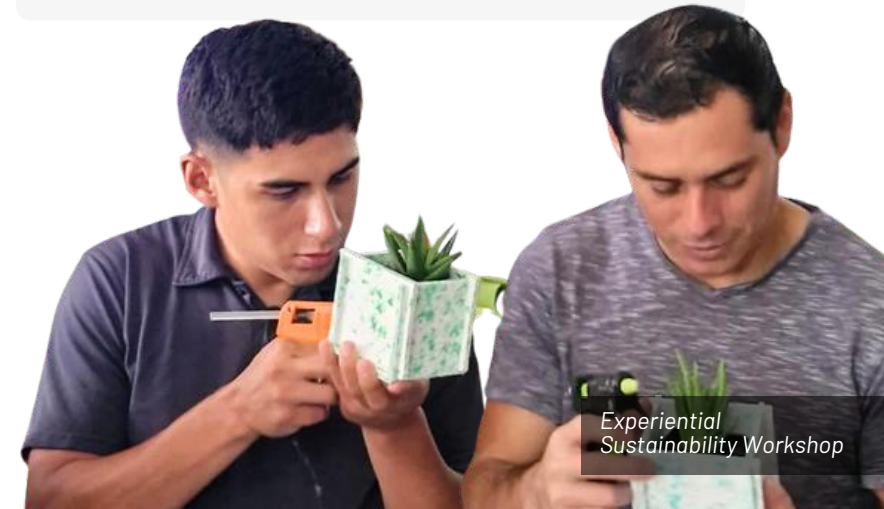
Metropolitan Touring

VESSELS

42 average training hours per person.

OFFICES

65 average training hours per person.



Experiential Sustainability Workshop

*Data as of December 2025

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

As a group, Metropolitan Touring maintains a preventive, structured, and rigorous approach to protecting the physical and mental health of its employees, promoting an organizational culture centered on holistic wellbeing and proactive risk management.

Our health and safety strategy is built on ongoing training programs, psychosocial monitoring, and timely response mechanisms, strengthening our ability to respond effectively to risk.

COVERAGE, INCIDENTS, AND PREVENTIVE CONTROL

Training programs prioritized key content for preventive risk control and effective response to undesired events, including:

- First aid and initial care for injured individuals
- Cardiopulmonary resuscitation (CPR) and the use of Automated External Defibrillators (AEDs)
- Evacuation procedures, fire prevention, and fire control
- Workplace ergonomics and the prevention of musculoskeletal disorders
- Psychosocial wellbeing and the strengthening of mental and physical health



HIGHLIGHTED ACTIONS

"Sello Empresa Segura" (Safe Company Seal), free from violence and discrimination

The "Sello Empresa Segura", free from violence and discrimination against women is the **highest distinction awarded in Ecuador to organizations that promote safe, inclusive work environments free from gender-based violence**. In 2025, 46 companies received this recognition following a competitive process in which more than 120 organizations took part nationwide.

This recognition, led by the Ministry of Government through the Vice Ministry of Women and Human Rights, in coordination with public institutions, international organizations, and the private sector, evaluates the implementation of policies, protocols, and practices aimed at preventing, addressing, and eradicating violence against women in the workplace.

To earn this recognition, ETICA - Metropolitan Touring took part in a specialized technical support process and was evaluated against 20 criteria covering areas such as organizational culture, reporting mechanisms, psychosocial risk management, and awareness-building actions. The final assessment was carried out by a multisectoral committee made up of representatives from the public sector, private sector, academia, and civil society.



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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, based on the Net Promoter Score (NPS) and the Service Level Index (SLI) as a standardized tool to evaluate service quality, identify areas for improvement, and strengthen our relationship with our guests.

Each year, we welcome explorers from around the world – primarily from the United States, the United Kingdom, Europe, and Ecuador – who join our experiences across both maritime and hotel operations. In 2025, more than 9,000 explorers traveled aboard our vessels, while Finch Bay Hotel welcomed more than 4,000 guests, Casa Gangotena received 6,000, and Mashpi Lodge close to 5,000, reflecting the reach of our operations across key destinations.

As a result of this management approach, in 2025 we achieved a 94-point recommendation score, reflecting a high level of loyalty among our explorers. This result is supported by the continuous monitoring of indicators, the systematic analysis of qualitative feedback, and the implementation of improvement actions in coordination with our operational teams.



HIGHLIGHTED COMMENT

"Mashpi is one of those rare places where nature speaks clearly, and the lodge knows when to listen. Tucked deep within Ecuador's Chocó cloud forest, Mashpi Lodge feels seamlessly integrated into its surroundings, with walls of glass that blur the boundary between comfort and wildlife.

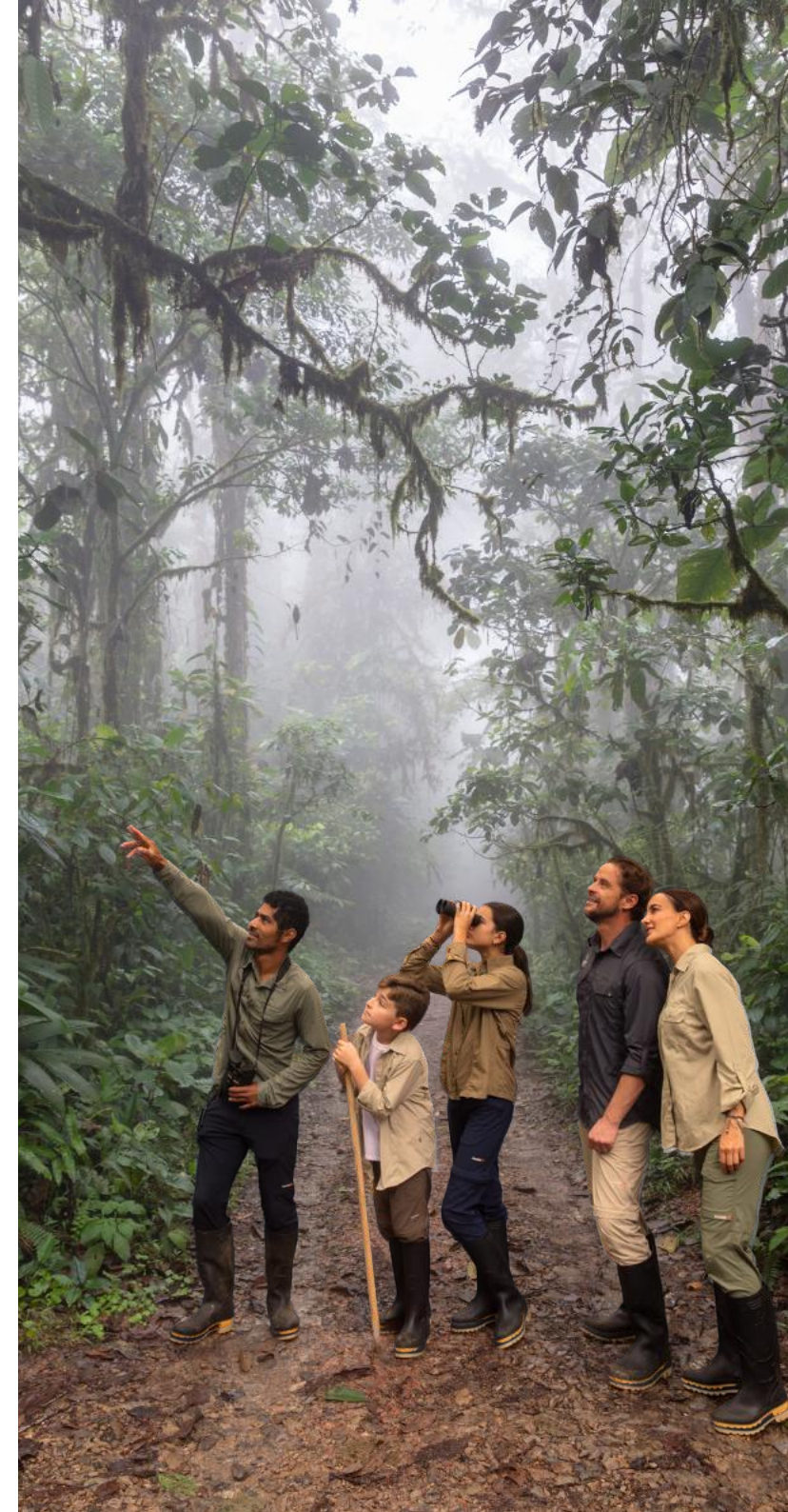
The days are filled with unforgettable moments: glass frogs by rushing streams, orchids and butterflies at the Life Center, and the silence of gliding above the canopy in the Dragonfly gondola. At night, the forest comes alive with frogs, insects, and unseen movements in the dark.

What elevates the experience even further is the people and the extraordinary service: warm, intuitive, and deeply knowledgeable, led by our exceptional guide, Santi, whose passion brought the forest vividly to life for us.

The meals were outstanding and thoughtfully designed, with panel-style presentations that enriched the experience, and each day ended perfectly with Pamela greeting us by name and remembering every preference before we even mentioned it.

Mashpi is not just a stay; it is a powerful reminder that conservation, science, and wonder can – and should – exist together."

Gary VonderHaar - December 2025



AWARDS AND RECOGNITIONS

GRI 416-1

The awards we received during the reporting period reflect the strength of our performance in key areas such as sustainability, ecosystem conservation, guest experience, and community engagement. Granted by national and international organizations, these recognitions serve as a testament to our unwavering commitment to responsible and high-quality tourism.

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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Awarding organization	Recognition / Category
The MICHELIN Guide	1 MICHELIN Key
Condé Nast Traveller	#15 Readers' Choice Awards - South America's Best Hotel
World Culinary Awards	Winner Ecuador's Best Hotel Restaurant
COSAS	Winner Bar - Cocktails and Mixology
SUMMUN	#12 Top 20 Best Restaurants in Ecuador
SUMMUN	#6 Top 10 Contemporary Ecuadorian Cuisine
Travel + Leisure	#5 Top 10 Best City Hotels in Centran & South America
TripAdvisor	Traveler's Choice

	
Awarding organization	Recognition / Category
Condé Nast Traveler	#2 South America's Best Resort
Magellan Awards	Silver Hospitality – Overall Luxury Hotel/Resort
World SPA Awards	Winner Ecuador's Best Hotel Spa
World Travel Awards	Winner Ecuador's Leading Boutique Resort 2025
TripAdvisor	Traveler's Choice
SUMMUN	#3 Top 10 Best Restaurants in the Galapagos
World Sustainable Travel & Hospitality Awards	Finalist World's Leading Sustainable Employer

AWARDS AND RECOGNITIONS

GRI 416-1

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Awarding organization	Recognition / Category
The MICHELIN Guide	2 MICHELIN Keys
GreenWorking Global Award	Winner ASOMEG Video
Condé Nast Traveller	Gold List 2025 World's Best Hotels and Resorts – 2025 Gold List
Condé Nast Traveler	#4 South America's Best Resort
Wanderlust	Travel Green List 2025 & Wandersleeps
Travel + Leisure	Top 500 Hotels in the World
World Travel Awards	Winner Ecuador's Leading Design Hotel 2025
World Sustainable Travel & Hospitality Awards	Finalist World's Leading Sustainable Hotel or Project
TripAdvisor	Traveller's Choice Awards
Corresponsables	Finalist - Best Corporate Video or Audiovisual Production
Primicias	#1 SDG 15: Life on land - <i>Magnolia mashpi</i> project
Cosas	#1 Tourism: Lodges & Resorts
Ecuador Culinario	#1 Restaurants & Hotels
Ecuador Culinario - Chef of the year	Winner Luis Cárdenas, Executive Chef

	
Awarding organization	Recognition / Category
LATA Excellence Awards	Winner Best Place to Work
Condé Nast Traveller	#1 Best Expedition Ships
EKOS	#440 Top 1000 Companies in Ecuador
VISTAZO	#400 Top 500 Companies in Ecuador
Primicias	#3 SDG 4: Quality Education - Education on Board project
SAMBITO	<i>Círculo del Olivo</i>
Ministerio de Gobierno	<i>Sello Empresa Segura, Free from violence and discrimination</i>
Aspire Awards	Finalist Specialist Luxury Tour Operator of the Year
Líder IT	#2 Darío León - Emerging IT Leader
Líder IT	#3 Daniel Vallejo - IT Leader (CIO)

STRATEGIC PARTNERSHIPS

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 thanks to 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

OUR STRATEGIC PARTNERS



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GRI INDEX

Statement of Use

Metropolitan Touring has prepared this Sustainability Report with reference to the GRI Standards for the period from January 1, 2025 to December 31, 2025.

GRI 1 used

GRI 1: Foundation 2021

GRI STANDAR	CONTENIDO		LOCATION	DETAIL OR OMISSION
General Contents				
GRI 2	2-1	<i>Organization Details</i>	2, 4, 5	-
	2-2	<i>Entities included in the organization's sustainability reports</i>	2, 4, 7	-
	2-3	<i>Reporting period, frequency, and point of contact</i>	2	-
	2-4	<i>Restatement of information</i>	2	-
	2-5	<i>External verification</i>	2	-
	2-6	<i>Activities, value chain, and other business relationships</i>	7, 18	-
	2-7	<i>Employees</i>	31, 36, 37, 38	-
	2-8	<i>Non-employee workers</i>	36, 37, 38	-
	2-9	<i>Governance structure and composition</i>	33, 34	-
	2-10	<i>Nomination and selection of the highest governing body</i>	33, 34	-
	2-11	<i>Chair of the highest governance body</i>	33	-
	2-12	<i>Role of the highest governance body in overseeing the management of impacts</i>	34	-
	2-13	<i>Delegation of responsibility for managing impacts</i>	34	-
	2-14	<i>Role of the highest governance body in sustainability reporting</i>	13, 14, 33, 34	-

GRI 2

2-15	<i>Conflicts of interest</i>	35	-
2-16	<i>Communication of critical concerns</i>	35	-
2-17	<i>Collective knowledge of the highest governance body</i>	34	-
2-18	<i>Evaluation of the performance of the highest governance body</i>	34	-
2-19	<i>Remuneration policies</i>	Omission	<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>
2-20	<i>Process to determine remuneration</i>	37	-
2-21	<i>Ratio of annual total compensation</i>	Omission	<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>
2-22	<i>Declaration on Sustainable Development strategy</i>	1, 9, 11, 12, 13, 14	-
2-23	<i>Policy commitment</i>	9, 15, 18, 20, 31, 35	-
2-24	<i>Incorporation of policy commitments</i>	7, 9, 35	-
2-25	<i>Processes for remediating negative impacts</i>	34, 35	-
2-26	<i>Mechanisms for seeking advice and raising concerns</i>	35	-
2-27	<i>Compliance with laws and regulations</i>	35	-
2-28	<i>Membership associations</i>	47	-
2-29	<i>Approach to stakeholder engagement</i>	10, 26, 27	-

	2-30	<i>Collective bargaining agreements</i>	Omission	The organization does not report collective bargaining agreements for its workers.
Material Topics				
GRI 3	3-1	<i>Process to determine material topics</i>	8	-
	3-2	<i>List of material topics</i>	8	-
	3-3	<i>Management of material topics</i>	8	
Topic-specific Standards				
GRI 200: Economic Standards				
GRI 201: <i>Economic Performance</i>	201-1	<i>Direct economic value generated and distributed</i>	18	-
	201-2	<i>Financial implications and other risks and opportunities due to climate change</i>	35	
	201-3	<i>Defined benefit plan obligations and other retirement plans</i>	35,41	-
	201-4	<i>Financial assistance received from government</i>	<i>Omission</i>	<i>During the reporting period, the organization did not receive any significant financial assistance from governmental entities.</i>
GRI 203: <i>Indirect Economic Impacts</i>	203-1	<i>Infrastructure investments and services supported</i>	18, 29	
	203-2	<i>Significant indirect economic impacts</i>	18	
GRI 204: <i>Procurement Practices</i>	204-1	<i>Proportion of spending on local suppliers</i>	18	

GRI 205: <i>Anti-Corruption</i>	205-1	<i>Operations assessed for risks related to corruption</i>	35	-
	205-2	<i>Communication and training about anti-corruption policies and procedures</i>	35	
	205-3	<i>Confirmed incidents of corruption and actions taken</i>	35	-
GRI 206: <i>Anti-Competitive Behavior</i>	206-1	<i>Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</i>	35	
GRI 300: Environmental Standards				
GRI 301: <i>Materials</i>	301-1	<i>Materials used by weight or volume</i>	28	
	301-2	<i>Recycled input materials used</i>	28, 29	
	301-3	<i>Reclaimed products and their packaging materials</i>	28, 29	
GRI 302: <i>Energy</i>	302-1	<i>Energy consumption within the organization</i>	20	
	302-2	<i>Energy consumption outside of the organization</i>	<i>Not applicable</i>	<i>There is no energy consumption outside of the organization.</i>
	302-3	<i>Energy intensity</i>	20	
	302-4	<i>Reduction of energy consumption</i>	20	
	302-5	<i>Reduction in energy requirements of products and services</i>	20	

GRI 303: <i>Water and Effluents</i>	303-1	<i>Interactions with water as a shared resource</i>	30	
	303-2	<i>Management of water discharge-related impacts</i>	30	
	303-3	<i>Water withdrawal</i>	Omission	<i>This information is not available for the reporting period.</i>
	303-4	<i>Water discharge</i>	30	
	303-5	<i>Water consumption</i>	Omission	<i>This information is not available for the reporting period.</i>
GRI 304: <i>Biodiversity</i>	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>	23, 24, 26, 27	
	304-2	<i>Significant impacts of activities, products, and services on biodiversity</i>	23, 24, 26, 27	
	304-3	<i>Habitats protected or restored</i>	23, 24, 26, 27	
	304-4	<i>IUCN Red List species and national conservation list species with habitats in areas affected by operations</i>	23, 24, 26, 27	
GRI 305: <i>Emissions</i>	305-1	<i>Direct (Scope 1) GHG emissions</i>	20, 21, 22, 23	
	305-2	<i>Energy-indirect (Scope 2) GHG emissions</i>	20, 21, 22, 23	
	305-3	<i>Other-indirect (Scope 3) GHG emissions</i>	20, 21, 22, 23	
	305-4	<i>GHG emissions intensity</i>	20, 21, 22, 23	
	305-5	<i>Reduction of GHG emissions</i>	20, 22, 23	
GRI 307: <i>Environmental Compliance</i>	307-1	<i>Non-compliance with environmental laws and regulations</i>	35	
GRI 308: <i>Supplier Environmental Assessment</i>	308-1	<i>New suppliers that were screened using environmental criteria</i>	18, 35	
	308-2	<i>Negative environmental impacts in the supply chain and actions taken</i>	35	

GRI 400: Social standards

GRI 401: <i>Employment</i>	401-1	<i>New employee hires and employee turnover</i>	31, 36, 38, 39, 41, 42	
	401-2	<i>Benefits provided to full-time employees that are not provided to temporary or part-time employees</i>	36, 37, 38, 39, 41, 42	
	401-3	<i>Parental leave</i>	35, 36, 41, 42	
GRI 402: <i>Labor/Management Relations</i>	402-1	<i>Minimum notice periods regarding operational changes</i>	7	
GRI 403: <i>Occupational Health and Safety</i>	403-1	<i>Occupational health and safety management system</i>	36, 43	
	403-2	<i>Hazard identification, risk assessment, and incident investigation</i>	36, 43	
	403-3	<i>Occupational health services</i>	36, 43	
	403-4	<i>Worker participation, consultation, and communication on occupational health and safety</i>	36, 43	
	403-5	<i>Worker training on occupational health and safety</i>	36, 43	
	403-6	<i>Promotion of worker health</i>	36, 43	
	403-7	<i>Prevention and mitigation of occupational health and safety impacts directly linked to business relationships</i>	36, 43	
	403-8	<i>Workers covered by an occupational health and safety management system</i>	43	
	403-9	<i>Work-related injuries</i>	43	
	403-10	<i>Work-related ill health</i>	43	
GRI 404: <i>Training and Education</i>	404-1	<i>Average hours of training per year per employee</i>	15, 36, 41, 42	-
	404-2	<i>Programs for upgrading employee skills and transition assistance programs</i>	36, 37, 41, 42	-
	404-3	<i>Percentage of employees receiving regular performance and career development reviews</i>	Omission	<i>We are implementing a standardized performance management system. As the process does not yet cover all employees, it is not possible to report a consolidated percentage for this period.</i>

GRI 405: <i>Diversity and Equal Opportunity</i>	405-1	<i>Diversity of governance bodies and employees</i>	31, 36, 38	
	405-2	<i>Ratio of basic salary and remuneration of women to men</i>	Omission	<i>Due to confidentiality reasons, this information cannot be disclosed.</i>
GRI 412: <i>Human Rights Assessment</i>	412-1	<i>Operations that have been subject to human rights reviews or impact assessments</i>	35	-
	412-2	<i>Employee training on human rights policies or procedures</i>	35, 36	-
	412-3	<i>Significant investment agreements and contracts that include human rights clauses or were subject to human rights screening</i>	43	-
GRI 413: <i>Local Communities</i>	413-1	<i>Operations with local community engagement, impact assessments, and development programs</i>	15, 18, 24, 26, 27, 31, 35, 36	
	413-2	<i>Operations with significant actual or potential negative impacts on local communities</i>	15, 18	
GRI 414: <i>Supplier Social Assessment</i>	414-1	<i>New suppliers that were screened using social criteria</i>	18, 35	
	414-2	<i>Negative social impacts in the supply chain and actions taken</i>	35	
GRI 416: <i>Customer Health and Safety</i>	416-1	<i>Assessment of the impacts of product and service categories on health and safety</i>	44, 45, 46	-
	416-2	<i>Non-compliance concerning the health and safety impacts of products and services</i>	Omission	<i>No cases of non-compliance were identified, and no sanctions were received in relation to the health and safety impacts of our products during this period..</i>
GRI 417: <i>Marketing and Labeling</i>	417-1	<i>Requirements for product and service information and labeling</i>	7, 44	
	417-2	<i>Incidents of non-compliance concerning product and service information and labeling</i>	35	-
	417-3	<i>Incidents of non-compliance concerning marketing communications</i>	35	-
GRI 418: <i>Customer Privacy</i>	418-1	<i>Substantiated complaints concerning breaches of customer privacy and losses of customer data.</i>	35	-