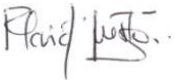
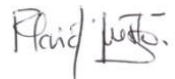




CODE OF CONDUCT FOR TOUR OPERATORS AND EXCURSION PROVIDERS

CODE OF CONDUCT FOR TOUR OPERATORS AND EXCURSION PROVIDERS MUNDO AMÉRICA S.A.C

	POSITION	NAME	SIGNATURE
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Introduction

This Code of Conduct establishes the mandatory principles and guidelines for the provision of excursions and sensitive tourism activities offered by Mundo América, with the objective of minimizing the negative impacts of tourism and maximizing social, cultural, and environmental benefits for host communities and visited destinations.

Suppliers undertake to comply with applicable local, national, and international legislation, to act responsibly, and to actively communicate these guidelines to clients before and during excursions.

1. Human Rights

Suppliers commit to respecting and protecting human rights in all tourism activities and, in particular, to:

- Protect all individuals, especially children and adolescents, from any form of sexual, labour, or commercial exploitation, complying with the ESNNA Code, ensuring that staff are familiar with it and promoting its observance among clients.
- Not tolerate or conceal child prostitution, forced labour, or child exploitation, and report any suspicious situation to the competent authorities.
- Reject any form of discrimination based on ethnic origin, gender, age, religion, ideology, disability, sexual orientation, or gender identity.
- Not permit any form of harassment, physical, psychological, or sexual abuse by clients, staff, or third parties.

2. Working Conditions

Suppliers shall guarantee fair, safe, and legal working conditions for all personnel and undertake to:

- Comply with current labour legislation regarding wages, working hours, rest periods, vacations, leave, and maternity rights.
- Ensure workplace safety and the protection of employees' health.
- Respect freedom of association and provide effective grievance and complaint mechanisms.
- Reject any form of violence, intimidation, or harassment against workers.

3. Visits to Cultural and Historical Sites

When visiting cultural, archaeological, and historical sites, suppliers shall:

- Respect access regulations, visiting conditions, schedules, visitor limits, and carrying capacity established by the competent authorities.
- Not touch, remove, damage, or alter archaeological or heritage structures and objects.
- Maintain respectful behaviour, avoiding excessive noise, inappropriate acts, or disrespectful conduct.
- Follow and enforce the instructions of local providers, site custodians, and authorities.
- Inform clients in advance about the cultural and historical significance of the site and the expected rules of conduct.

4. Activities in Natural Environments and Protected Areas

For activities carried out in natural, marine, rural environments or Protected Natural Areas (PNAs), suppliers commit to:

- Strictly comply with environmental regulations and the specific rules of each protected area.

- In maritime activities, ensure that vessels operate in accordance with applicable regulations and under conditions that prevent environmental and safety risks.
- Maintain an appropriate distance from terrestrial and marine wildlife, avoiding feeding, touching, chasing, or interfering with animals' natural behaviour.
- Remain on authorized trails and designated areas to avoid impacts on fragile ecosystems.
- Not collect flora, fauna, stones, or other natural elements.
- Properly manage waste, promoting the "Leave No Trace" principle.
- Communicate environmental and behavioural guidelines to clients before and during excursions and ensure compliance.

5. Visits to Indigenous and Traditional Communities

Visits to indigenous and traditional communities shall be carried out respectfully, voluntarily, and with prior consent. Suppliers commit to:

- Obtain the community's prior consent before conducting tourism visits.
- Inform and raise awareness among host communities and/or associations regarding the protection of children and adolescents and the ESNNA Code in the context of tourism visits.
- Respect the customs, traditions, cultural values, and social organization of the community.
- Request authorization before taking photographs, recordings, or documenting rituals, individuals, or homes.
- Avoid invasive, discriminatory, or paternalistic attitudes.
- Promote authentic and responsible cultural exchanges.
- Ensure that visits generate direct, fair, and equitable benefits for the host community.

6. Health and Safety

Suppliers guarantee compliance with all legal and operational requirements regarding health, safety, and hygiene in order to protect employees, clients, and host communities. In particular, they undertake to:

- Comply with all applicable health, safety, and hygiene legislation relevant to tourism activities.
- Have procedures and preventive measures in place for risk management during excursions, including the mandatory use of safety equipment where required (life jackets, helmets, or other equipment).
- Inform and train staff and suppliers on safety regulations, basic first aid, and hygiene measures.
- Select and supervise suppliers and subcontractors, ensuring compliance with required health and safety standards.
- Clearly inform clients about safety regulations, preventive behaviour, and hygiene measures before and during excursions.
- Respond promptly and responsibly to incidents or emergencies.

Failure to comply with this Code shall be considered a serious breach and may affect the evaluation, classification, or continuity of the supplier in accordance with the Mundo América S.A.C. Supplier Selection, Evaluation and Monitoring Policy.