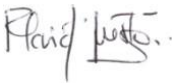
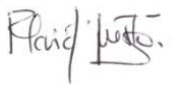


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CORPORATE POLICY

2026

MUNDO AMÉRICA S.A.C

	POSITION	NAME	SIGNATURE
PREPARED BY:	Sustainability Department	Geraldine Longoria	
		Rosa Condor	
REVIEWED BY:	General Manager	Flavia Ida Justo Gómez	
APPROVED BY:	General Manager	Flavia Ida Justo Gómez	

1. Policy Presentation and Scope

Mundo América S.A.C. assumes an institutional commitment to sustainable tourism by integrating environmental, sociocultural, and economic criteria into the planning and development of all its tourism and administrative operations. This commitment is aligned with the international sustainability standards promoted by the Travelife certification and with responsible tourism best practices in Peru.

This policy establishes the general guidelines that govern the company's management and sustainability system, promoting the minimization of the negative impacts of tourism and the generation of benefits for destinations, local communities, and visitors.

This policy applies to:

- Mundo América's workforce.
- Suppliers and strategic partners participating in the tourism services value chain.
- Clients and visitors participating in programs and excursions organized by the company.

The implementation of these principles is carried out through internal procedures, operational manuals, codes of conduct, and specific policies that establish the mechanisms for implementation, monitoring, and continuous improvement of the sustainability management

system.



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2. Corporate Principles and Values

Vision

We aspire to be an internationally recognized travel company that promotes responsible, inclusive, and sustainable tourism, creating value for our clients and destinations while contributing to the achievement of the Sustainable Development Goals through best practices, quality, and continuous commitment.

Mission

We are an inbound travel company with more than fifteen years of experience, dedicated to promoting responsible and progressively sustainable tourism. We serve travellers from different markets and profiles, designing authentic experiences that contribute to high-quality travel, respect local culture, and preserve the environmental surroundings of the destinations we visit.

Mundo América's operations are conducted according to the following principles:

Sustainability: Promote responsible tourism that contributes to the conservation of the natural environment, respect for cultural diversity, and the economic development of tourism destinations.

Respect for Local Communities: Value the cultural identity, traditions, local knowledge, and tangible and intangible cultural heritage of host communities.

Environmental Responsibility: Encourage the efficient use of natural resources, waste reduction, and ecosystem protection by promoting low-impact tourism practices.

Ethics and Transparency: Act with integrity and responsibility in relationships with clients, suppliers, employees, and authorities, rejecting any form of corruption, exploitation, or practices contrary to human rights.

Service Quality: Guarantee safe, responsible, and highly professional travel experiences, promoting customer satisfaction and respect for the destinations visited.

These principles guide the development and implementation of the company's policies, procedures, and operational actions.

3. Service Management and Customer Care

Mundo América promotes responsible and high-quality travel experiences by providing clear, accurate, and up-to-date information about destinations, tourism activities, and sustainability practices associated with its services.

The company encourages responsible behaviour among visitors during their trips by promoting respect for:

- Natural heritage and biodiversity.
- Local cultures and traditions.
- The social and environmental regulations of the destinations visited.

The company also raises awareness among clients regarding the importance of:

- Respecting human rights and host communities.



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- Preventing all forms of sexual exploitation of children and adolescents (ESNNA).
- Adopting responsible practices during excursions and tourism activities.

Specific guidelines related to tourism service operations, responsible visitor behaviour, and pre-travel information are developed in operational manuals, informational presentations, and materials provided to clients before and during their travel experience.

Mundo América also promotes continuous service quality improvement through the collection of customer feedback and periodic evaluation of travel experiences.

4. Relationship with Suppliers and Strategic Partners

Mundo América promotes responsible business relationships with suppliers who share the principles of sustainability, quality, and respect for the natural and sociocultural environment of the destinations.

Whenever possible, the company prioritizes contracting local suppliers, thereby contributing to community economic development and strengthening tourism value chains in the destinations where it operates.

Supplier selection, evaluation, and monitoring processes are carried out in accordance with the **Mundo América Supplier Selection, Evaluation and Monitoring Policy**, which establishes criteria related to legal compliance, operational performance, service quality, and sustainability practices.

Suppliers must also comply with the guidelines established in internal documents regarding:

- Ethical conduct and responsible business relationships.
- Protection of children and adolescents against sexual exploitation (ESNNA).
- Respect for human rights.
- Environmental and sociocultural best practices in tourism operations.

The company conducts periodic evaluations of its suppliers in order to verify compliance with these criteria and promote continuous improvement throughout the supply chain.

5. Internal Management, Human Talent and Good Governance

Mundo América promotes a working environment based on respect, equal opportunities, and professional development, fostering an organizational culture aligned with the principles of responsible tourism.

The company promotes:

- Fair and safe working conditions.
- Equal opportunities and respect for diversity.
- Continuous staff training in sustainability, business ethics, and service quality.
- Employee participation in operational improvements and the implementation of best practices.

The company also promotes internal practices aimed at environmental sustainability, including the efficient use of resources, waste reduction, responsible consumption of materials, and administrative practices that help minimize the environmental footprint of its operations.

Specific guidelines related to personnel management, operational functions, and organizational responsibilities are established in the company's internal manuals and administrative procedures.

6. Responsible Destination Management



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Mundo América S.A.C. integrates sustainability criteria into the selection, maintenance, and promotion of the destinations where it operates, ensuring that its presence contributes to local development while minimizing negative impacts.

To achieve this, the company:

- Integrates environmental, social, and local governance criteria into the evaluation of destinations before their incorporation or expansion.
- Actively consults tourism operators and suppliers regarding the availability of sustainable products and experiences.
- Adopts responsible measures in destinations showing signs of overcrowding or vulnerability, such as redistributing visitor flows, diversifying schedules, or refraining from promotion when necessary.
- Prioritizes cooperation with local stakeholders and enterprises, promoting inclusive value chains and transparent business relationships.
- Contributes to the protection and appreciation of tangible and intangible cultural heritage, avoiding misappropriation, folklorization, or decontextualized representations.
- Establishes guidelines for the responsible use of images, cultural narratives, and sensitive content, ensuring respect, appropriateness, and community consent where applicable.
- Ensures that destination marketing communications are consistent with actual company practices, avoiding exaggerated or unverifiable sustainability claims and rejecting any form of greenwashing.
- Aligns destination management with the principles of the Global Sustainable Tourism Council (GSTC).
- Assesses potential structural tourism impacts before incorporating destinations, considering environmental, social, and access-to-basic-services factors.
- Considers access through efficient collective transportation when selecting new destinations and prioritizes shared transportation within destinations whenever possible.
- Includes visits and stops at places where local producers and artisans directly manufacture and sell their products, promoting the responsible purchase of textiles, food products, and souvenirs made by local communities.
- Includes destinations and activities linked to protected natural areas and high-biodiversity zones, promoting responsible visitation and compliance with environmental regulations.

7. Sustainable Excursion Policy

Mundo América S.A.C. is committed to developing, offering, and promoting excursions that generate positive impacts in the destinations where it operates while minimizing negative effects on the natural, cultural, and social environment.

7.1 Excursions Operated Directly by Mundo América S.A.C.

The following mandatory principles apply:

- Strict compliance with environmental regulations, especially in sensitive areas and Protected Natural Areas (PNAs).
- Protection of biodiversity and wildlife.
- Responsible waste management during activities.
- Provision of reusable water bottles to travellers to reduce single-use plastic consumption.
- Evaluation of group sizes when necessary to avoid excessive pressure on destinations.
- Respect for cultural heritage, local traditions, and social norms.
- Protection of children and adolescents in accordance with the ESNNA Code.
- Absolute rejection of exploitation, discrimination, child labour, forced labour, or corruption.
- Mandatory compliance with the Tour Guide Manual, actively promoting responsible behaviour before, during, and after each excursion.



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The company periodically reviews its excursion portfolio to identify activities with greater environmental or social risks and, where necessary, redesign, replace, or discontinue their promotion.

7.2 Excursions Operated by Suppliers

The sustainability of third-party excursions is managed through the formal supplier selection, evaluation, and monitoring system, including:

- Mandatory environmental, social, and cultural criteria.
- Compliance with the Code of Conduct for Tourism Operators and Excursion Providers.
- Periodic performance evaluations and risk monitoring.

8. Regulatory Compliance and Management Standards

Mundo América complies with all applicable tourism, labour, environmental, and commercial legislation in Peru.

The company is also committed to maintaining the implementation of international sustainability standards, particularly those established by Travelife certification, as well as the guidelines contained in its internal policies, procedures, and codes.

The company promotes respect for human rights, the protection of children against sexual exploitation in tourism, and transparent and responsible business relationships throughout its value chain.

9. Implementation, Monitoring and Continuous Improvement

This policy is implemented through the application of procedures, operational manuals, monitoring tools, and internal records established by the company.

Sustainability is the responsibility of the entire Mundo América team, who integrate these principles into their daily activities and operational decision-making.

9.1 Monitoring and Evaluation

Mundo América conducts periodic reviews that include:

- Supplier evaluations.
- Reviews of tourism operations.
- Monitoring of internal sustainability practices.
- Analysis of customer feedback.

The company uses performance indicators and monitoring tools to measure sustainability progress and identify opportunities for improvement.

9.2 Corrective Measures and Sanctions

When non-compliance or deviations from established guidelines are identified, the company may implement corrective measures, improvement actions, or operational restrictions as appropriate to ensure compliance with sustainability principles and internal procedures.

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10. Approval, Review and Validity

This Corporate Policy is approved by the management of Mundo América S.A.C. and forms part of the company's sustainability management system.

The document will be reviewed periodically to ensure that it remains updated and aligned with international sustainability standards, current legislation, and the organization's internal procedures.



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