

# SUSTAINABILITY REPORT



A comprehensive look to our  
Sustainable Tourism

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For any questions or to learn more about our initiatives, please contact us at **[mariapaula@egt.ec](mailto:mariapaula@egt.ec)**. We will be happy to provide you with all the details and address your concerns.

# ABOUT US

Responsible Travel, Operadora de Tours Cia. Ltda., is a German-Ecuadorian company offering tailor-made tours throughout South America, specializing in Ecuador and the Galapagos Islands. For 14 years, Responsible Travel has been an expert in fascinating cultural and adventure tours in the Andes, relaxing beach vacations on the Pacific coast, journeys to the mysterious green world of the Amazon rainforest, comfortable hotel accommodations in major cities, and cruises exploring the enchanting Galapagos Islands. It also operates in other key South American destinations such as Chile, Colombia, and Peru.

Currently, Responsible Travel is a member of the Ecuadorian-German Chamber of Industry and Commerce, has been certified for several consecutive years with the Q Distinction for tourism quality awarded by Quito Tourism, has obtained the AHK-Prevention certificate for the prevention of violence against women, is part of the LGBT+ Chamber of Commerce and Tourism and the IGLTA (International LGBT+ Travel Association). Furthermore, since December 2023, we have held the Travelife Certified certification as a sustainable tour operator, and since 2024, we have been a TourCert Qualified company.

# LETTER FROM MANAGEMENT



At Responsible Travel, sustainability is not just a goal, but a principle that guides every one of our actions. Since our founding, we have worked with the conviction that tourism can and should generate a positive impact on communities, the environment, and people.

As manager, I reaffirm our commitment to continue developing and strengthening responsible practices that guarantee authentic experiences for our travelers, while supporting biodiversity conservation, reforestation of degraded ecosystems, education for vulnerable youth, and diversity and inclusion across our organization.

# LETTER FROM MANAGEMENT

Our certifications reflect our team's ongoing commitment to meeting the highest international sustainability standards. These achievements are not an endpoint, but rather an impetus to continue improving, innovating, and collaborating with strategic partners, responsible suppliers, and local communities.

We know that every step counts. That's why we will continue to promote projects and foster a corporate culture where respect for people and the planet is a non-negotiable priority.

Flor María Gaona  
**General Manager**



# GREEN PROJECTS

  
**Responsible Travel™**  
*Reconnect with life*



ADOPT A  
**TREE**

# ADOPT A TREE

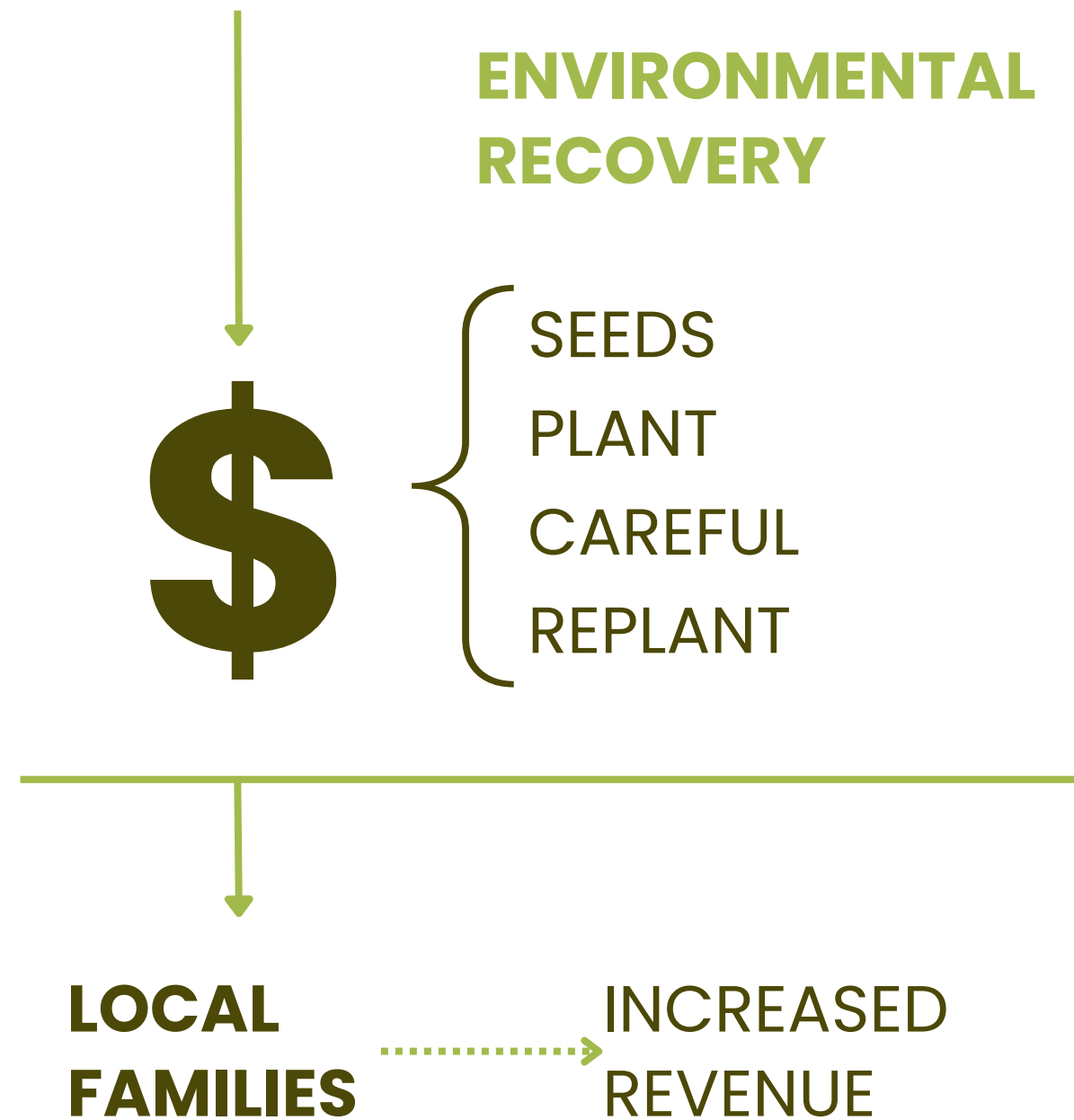
## A Climate Action Initiative

We promote a program to plant native tree species in each area of influence where these trees have disappeared or are in danger of disappearing due to indiscriminate logging. The lack of commitment among the local population to renew their forests, coupled with a lack of adequate knowledge about how to collect and propagate seeds, hinders their care, maintenance, and conservation. For all these reasons, **FAP collects and propagates seeds of native forest and fruit tree species in the intervention area**, planting them and thus increasing vegetation cover in the affected areas.

We are planting trees in the province of Loja, in southern Ecuador. This area has suffered from severe deforestation problems over the years, the six main causes of which have been the conversion of forests into agricultural or livestock areas and forest fires. **The largest fire occurred on September 5, 2019, affecting the parishes of Fundochamba and San Antonio de las Aradas** in the canton of Quilanga, consuming approximately 4,411 hectares, according to the report from the National Risk and Emergency Management Service. The fire was extinguished.

# PROJECT BENEFICIARIES

## ADOPT A TREE



As the diagram shows, each tree planted has a price, which depends on the number of trees to be planted. This money covers seed collection, germination, and cultivation in a nursery, as well as the transport, replanting, and care of each tree. This work is carried out by people from the surrounding communities with the sole objective of boosting their economy by increasing their income.

In San Antonio de las Aradas, most of the population works in agriculture, livestock farming, or tourism. However, these sectors have low productivity and offer limited employment opportunities. Therefore, this project serves as a means for residents to diversify their income by creating new job opportunities.

# OBJECTIVES ACHIEVED

RESULTS OBTAINED IN 2024

1856



Trees planted

2310




tCO2 compensation

At the **Amazonia Productiva Foundation**, we are proud to have a **20-hectare plot in San Antonio de las Aradas** dedicated to reforestation and conservation. This area is a testament to our unwavering commitment to preserving the environment and promoting sustainable practices.





# OTHER GREEN ACTIONS

  
**Responsible Travel.**  
*Reconnect with life.*

# BIODIVERSITY CONSERVATION

About our responsibility for local biodiversity

We recognize that Ecuador is a megadiverse country with extraordinary natural and cultural wealth that deserves protection. Its biodiversity is one of the planet's greatest treasures and the foundation of the country's main tourist destinations, where experiences focus on the responsible observation of flora and fauna in protected areas.

At Responsible Travel, we promote tourism that cares for and respects ecosystems. That's why we work with specialized guides who guarantee safe, educational, and sustainable experiences. Furthermore, 100% of our travelers receive a best practices guide, which establishes basic guidelines for reducing environmental impact during each activity.

In this way, we actively contribute to the conservation of Ecuador's natural heritage, promoting conscious tourism that protects life in all its forms.

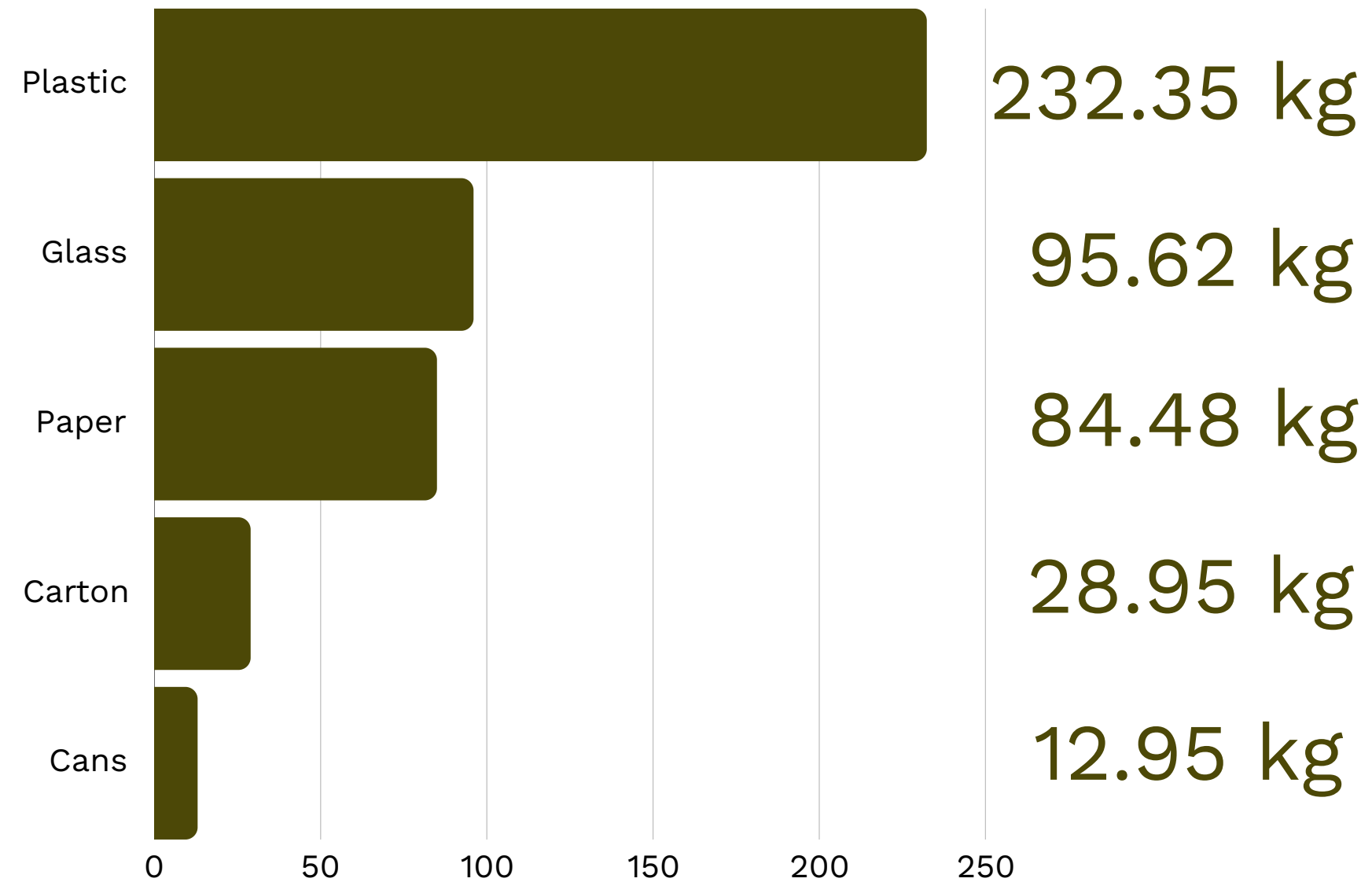
**GENERAL GUIDE**

**GOOD PRACTICES FOR  
SENSITIVE ACTIVITIES**

**GOOD PRACTICES FOR  
SPECIFIC ACTIVITIES**

# RECYCLING GOALS ACHIEVED

RESULTS OBTAINED WITH OUR RECYCLING INITIATIVE



# WHO DO WE RECYCLE WITH?

Impact on all our actions

In line with our commitment to reducing environmental impact and promoting responsible waste management, we work with the **Hermano Miguel Foundation** through the "I Recycle" program. This initiative promotes the collection and reuse of recyclable materials, combining environmental awareness with solidarity towards people with disabilities.

The program aims to foster a recycling culture in the community, encouraging the active participation of children and adults. All collected materials are sent to the Foundation's Collection Center, where they are sorted, compacted, and then sent to authorized waste management facilities for processing.

The financial resources obtained from this management are allocated to the maintenance of the comprehensive rehabilitation programs that the Foundation offers, contributing to improving the quality of life and the inclusion of people with disabilities.

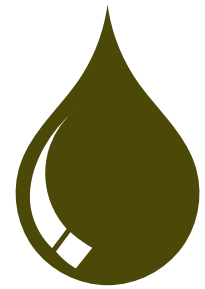
Thus, through this alliance, we transform our recycling efforts into a doubly positive action: we protect the environment and support a high-impact social cause.

# OTHER GREEN DATA

We monitor indicators such as water and energy consumption in order to develop initiatives that allow us to reduce and control our environmental impact.

Water consumption per person decreased by

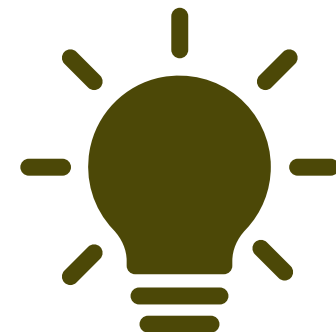
**5.43%**



compared to 2023

Electricity consumption per person increased by

**16.48%**



compared to 2023

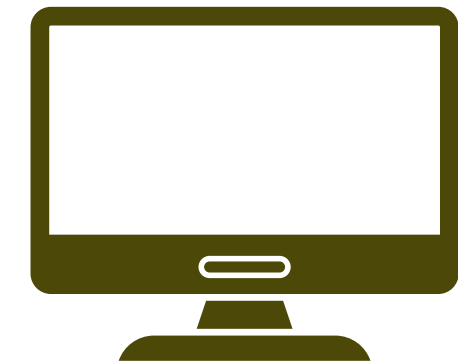
Hydropower is the main source of electricity in Ecuador

**80%**



LED light bulbs and computers are certified for energy efficiency.

**100%**





# SOCIAL PROJECTS

PALABRAS  
MÁGICAS  
PERMISO GRACIAS  
POR FAVOR BUENOS  
DÍAS

**Responsible Travel**<sup>™</sup>  
*Reconnect with life*

Amkim

# CHAKA-SUCUA

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# CHAKA-SUCÚA

To Improve the Quality of Education

The Chaka Sucúa project provides comprehensive educational support to 11 young people with limited economic resources and at risk of dropping out of school at the Julio Padilla Educational Unit in the Sucúa canton during the school year (September - June).

The main objective is to reduce school dropout and absenteeism at the higher education level by providing direct support to adolescents.

According to the institution's statistics, 12% of students drop out each year. The main causes are poor academic performance, emotional problems, pedagogical and methodological factors, economic hardship, and teenage pregnancy. According to the Ministry of Education, the highest school dropout rate in Ecuador is recorded in Morona Santiago (where Sucúa is located), at 12.42%.

# CHAKA-SUCÚA

To Improve the Quality of Education

The activities carried out in the project from Monday to Friday for 3 hours are:

- Nutritious lunch
- Academic support
- Teaching and practice of values



# OBJECTIVES ACHIEVED

Together with the Productive Amazon Foundation, the following has been achieved up to December 2024:

We are currently supporting

**12**



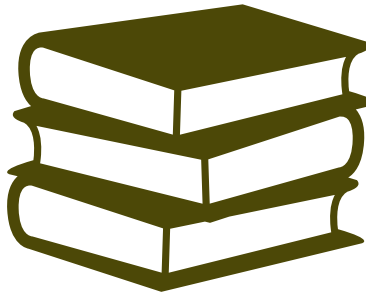
We have helped teenagers obtain their high school diploma

**15**



By December 2024, we have donated

**311**





**HELP US  
HELP**

# HELP US HELP

To promote local initiatives with real impact

At Responsible Travel, we believe in the transformative power of conscious and responsible tourism. That's why we developed "Help us Help," an initiative that promotes and supports projects with a positive social and environmental impact in Ecuador.

Through this program, we seek to give back and strengthen the bond with the territories and organizations that develop high-impact projects locally, promoting solidarity and sustainable development.

Help Us Help is not just an initiative, but an invitation to action. We invite every traveler, partner, and collaborator to be part of the change, actively contributing to building a future where tourism is a force for good, capable of transforming lives and leaving a positive legacy for future generations.

Every donation channeled through Help us to Help translates into direct support for projects that strengthen the social fabric and protect the country's ecosystems. In this way, together, we are moving towards a more conscious, supportive, and sustainable tourism.

# PROJECTS WE PROMOTE

We are promoting 8 initiatives at the national level in Ecuador:



A Mano Manaba



Adopta un árbol



Chaka Sucúa



Great Leaf



Hogar de Niños San Vicente De Paúl



Inti Sisa



Lucky Bienestar Animal



Río Muchacho

Learn from them  
on our website



# SUPPORT OF RESPONSIBLE TRAVEL

Contribution made by Responsible Travel to one of the initiatives promoted:

As part of the Help Us to Help initiative, Responsible Travel and Fundación Amazonía Productiva delivered donations to the Hogar del Niño San Vicente de Paúl in Quito on May 24, 2024.



## Summary of results:

- Medications delivered: 26 different types, including antibiotics, serums, pediatric syrups, and vitamins.
- Clothing delivered: 6 children's pajamas, 38 packs of socks and 38 packs of underwear.
- Food supplies delivered: 1 quintal of rice, 5 kg of lentils, 1 box of tuna, salt and sugar.
- Other contributions: 3 large bags of toys, 1 bag of clothes and 60 ice creams shared with the children during the delivery.

These contributions directly benefited 55 vulnerable children and adolescents sheltered by this institution.

[Full Report](#)

Responsible Travel  
www.responsibletravel.ec

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www.responsibletravel.ec

LOCAL  
**BUSINESS**



# SUPPORT FOR ENTREPRENEURSHIP

To promote local initiatives with real impact

As an essential part of our commitment to sustainability and inclusive development, at Responsible Travel, we actively promote support for local businesses. As an inbound tourism company, our tours generate a direct economic impact on Ecuadorian businesses and suppliers, strengthening regional economies and fostering responsible consumption.

Beyond that, we prioritize working with partners who meet high-quality standards and integrate sustainable practices into their operations. This careful selection allows us to ensure that every tourism experience contributes to the well-being of the communities and respect for the environment.



# SUPPORT FOR ENTREPRENEURSHIP

To promote local initiatives with real impact

Furthermore, the welcome gifts we give to our travelers are a tangible reflection of this commitment:

- Jabones naturales elaborados por una madre soltera que impulsa su propio emprendimiento de productos de belleza e higiene sostenibles.
- Bags woven by women from Andean communities who, through their sewing workshop, find employment, autonomy, and a safe space.
- Loja coffee acquired directly from a producers' cooperative, eliminating intermediaries and guaranteeing greater profitability for farmers.
- Ecuadorian artisanal chocolates, reusable water bottles, and other products from small national businesses.

**During 2024, purchases totaling USD 2,455** were made at these local businesses for the acquisition of souvenirs for our passengers.



**DIVERSITY AND  
INCLUSION  
INITIATIVES**

**Responsible Travel**  
*Reconnect with life*

# OUR POLICIES



## WORKPLACE INCLUSION

At Responsible Travel, we believe that diversity enriches our organization and that everyone deserves equal employment opportunities, regardless of gender, disability, sexual orientation, ethnicity, or any other condition. Our Workplace Inclusion Policy promotes a barrier-free environment based on respect, integration, and continuous development, ensuring an inclusive and dignified workplace for all.

[Official Document](#)

# OUR POLICIES



## ANTI-BULLYING AND NON-DISCRIMINATION

Responsible Travel guarantees a safe, respectful, and inclusive work environment, free from harassment, discrimination, or retaliation. It reinforces our commitment to equal opportunities and prohibits any form of discrimination based on ethnicity, gender, sexual orientation, disability, or other characteristics. We promote a culture of empathy, understanding, and mutual support, and we take all violations very seriously to protect everyone's rights.

# PARTICIPATION IN LGBT+ JOB FAIRS



As part of our commitment to providing opportunities for historically marginalized populations, we participate each year in job fairs specifically for the LGBT+ community. Our goal is to encourage members of this community to apply to our organization, ensuring that all candidates are evaluated based solely on their skills and experience, without any bias. In addition, we encourage our employees to participate in Pride marches annually, with the aim of highlighting the company's values, fostering dialogue, promoting a zero-tolerance environment for discrimination, and encouraging education and awareness within the community.

# COMMUNICATION CHANNELS FOR COMPLAINTS



We hold AHK Prevention certification, which recognizes us as a workplace free of gender-based violence. 100% of our employees receive training on this topic, including how to identify microaggressions and the legal framework that protects victims of violence. Furthermore, we provide an official channel for reporting any case of abuse of any kind: through an **anonymous form** [\[link\]](#) or by emailing **opiniones@egt.ec**, where you can send comments, suggestions, or reports that will be received directly by management and the president.



OUR  
TEAM

# OUR TEAM

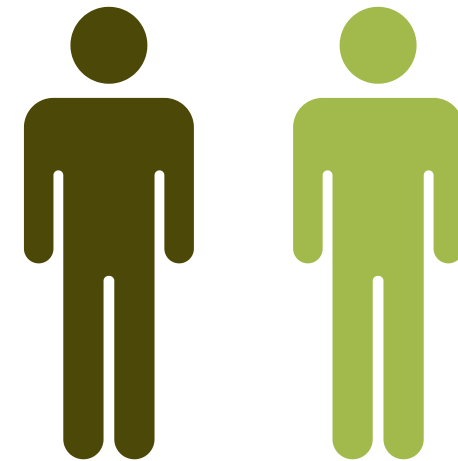
Data as of December 31, 2024:

By December 2024, the company consisted of:

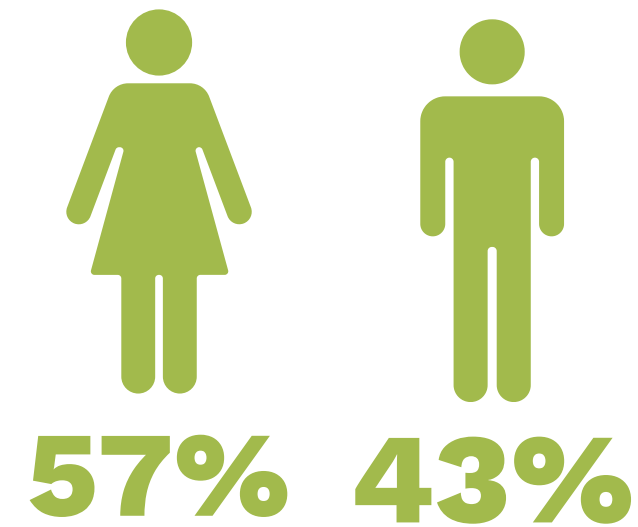
# 51

**Contributors**

Based on our employees' base salaries, there is no pay gap.



Our team is made up of 57% women and 43% men.

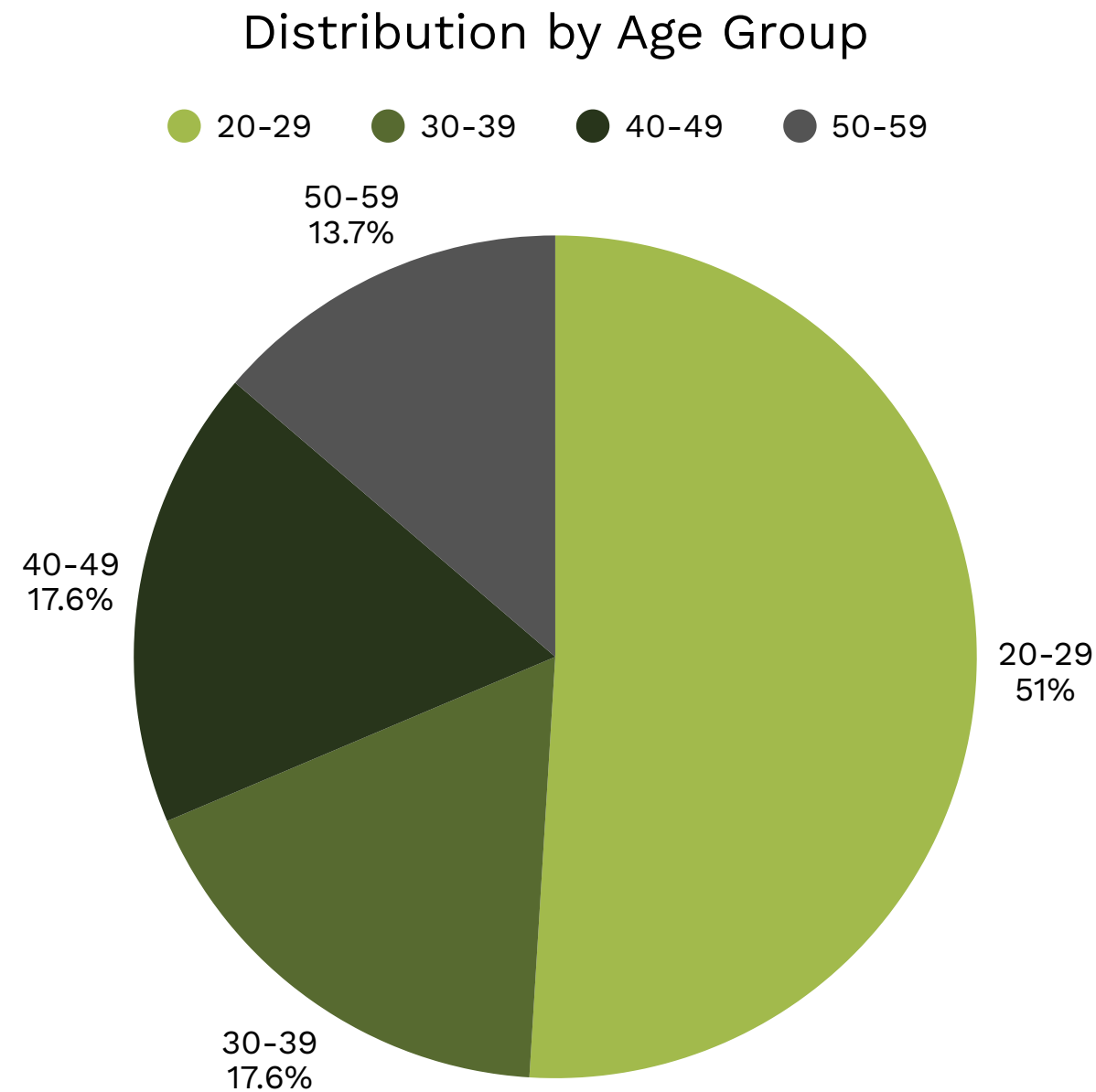


**Middle and upper management positions** are distributed equally, with 50% men and 50% women.



# OUR TEAM

Data as of December 31, 2024:



In our selection processes, we prioritize the objective evaluation of each applicant's capabilities, skills, and potential, eliminating any bias or external factors. Our philosophy is based on promoting equal opportunities and supporting the development of young talent, even when individuals have little or no prior work experience.

This vision is reflected in our own organizational structure, where more than 50% of our employees are under 30 years old, demonstrating our commitment to training new generations and creating spaces that promote their professional growth.

# Other actions and their impact

## RESULTS OBTAINED

**140**

training hours  
for our workers

**100%**

of our employees are  
trained in inclusion  
and sustainable  
tourism.

**180**

direct beneficiaries of  
our environmental and  
social projects.

**10%**

of our employees  
are openly  
members of the  
LGBTQ+  
community.

**95%**

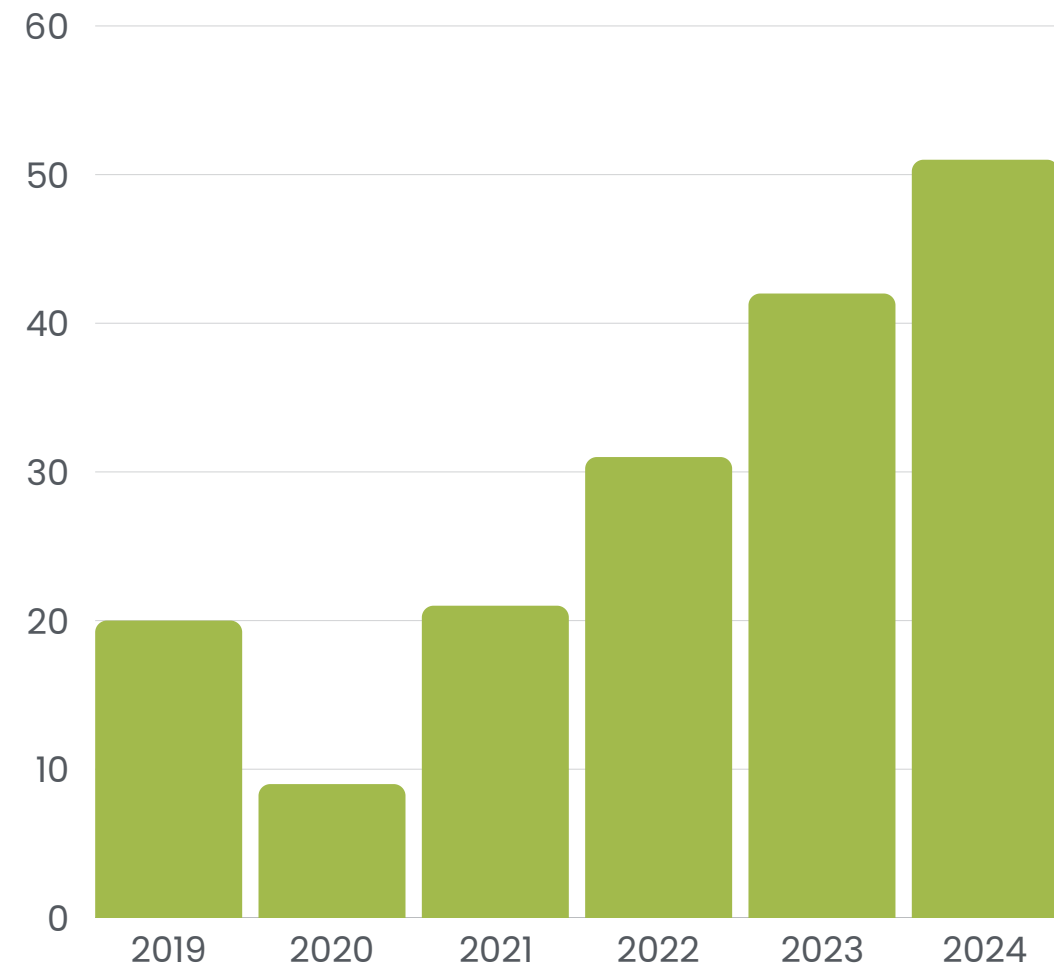
of our employees  
satisfied with the  
work environment



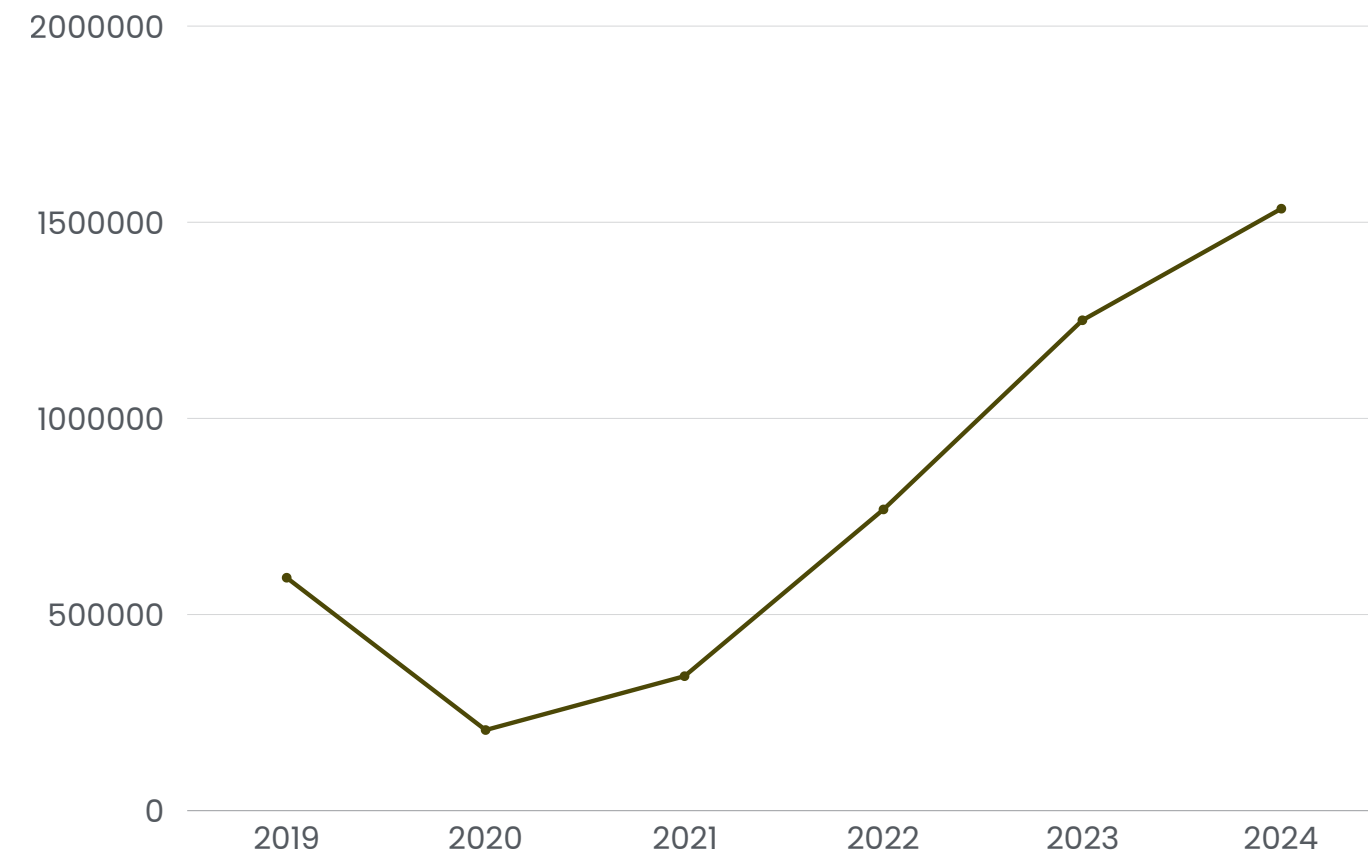
In addition, we are part of a dual training program that allows university students at the University of the Americas to acquire practical and real-world experience while pursuing their academic studies.

**This, along with other initiatives, has fueled our growth...**

**Number of jobs**



**Income**



# CERTIFICATIONS AND RECOGNITIONS



# Cerifications and Recognitions



**WE ARE PART OF:**

**WE SUPPORT**

**Glasgow Declaration**  
Climate Action in Tourism

**"TOGETHER, WE  
BUILD A  
SUSTAINABLE  
FUTURE, STEP  
BY STEP"**

sowing the seeds of  
change for future  
generations."


**Frank Alte**  
President





# *Responsible Travel*<sup>TM</sup>

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