

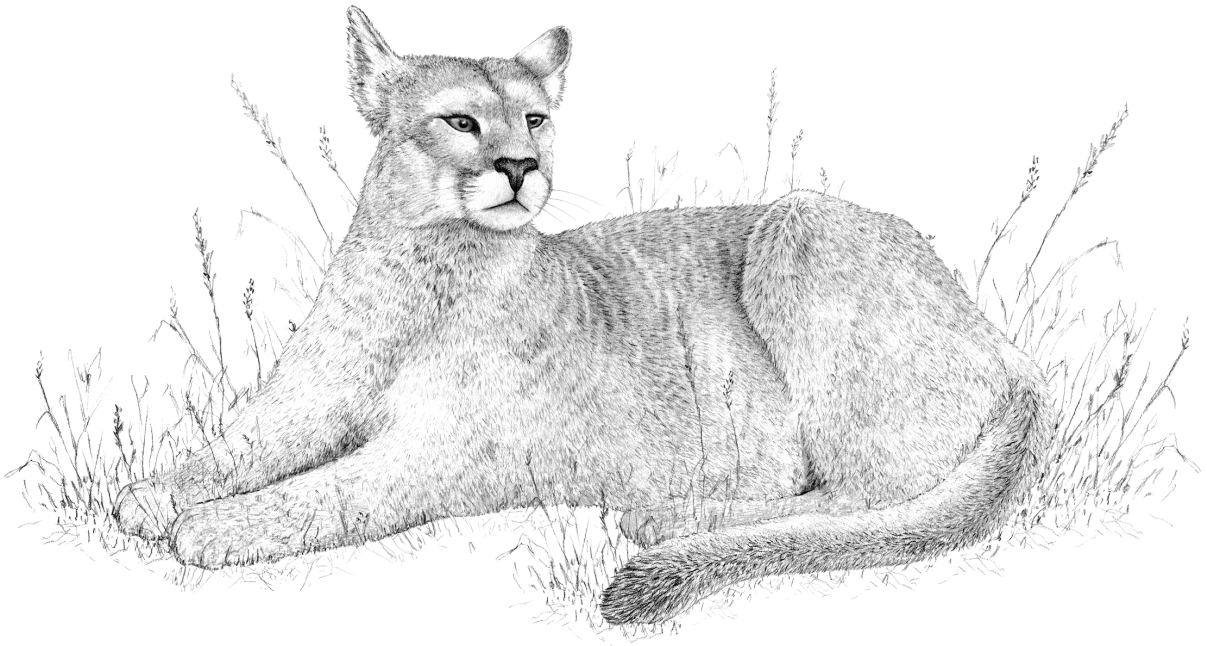


LAS TORRES
Patagonia

2023-2024 SUSTAINABILITY REPORT

LAS TORRES PATAGONIA

April 2025



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Introduction

About this report

In response to the rising demand for more responsible development models, sustainability has become a transformative focus across various industries. Besides creating economic value, organizations are expected to take responsibility for their social, environmental and ethical impact to support collective well-being and ecosystem conservation.

Tourism in protected natural areas requires a dual responsibility: providing visitors with meaningful experiences while safeguarding the integrity of the environments that make those experiences possible. In ecologically valuable areas such as Chilean Patagonia, sustainable tourism is a strategic tool for environmental restoration, local development and educating travelers about conservation.

In this context, sustainability reports prepared in accordance with the Global Reporting Initiative (GRI) Standards represent a key tool for transparency and continuous improvement. They enable organizations to showcase their sustainability performance, strengthen accountability to their stakeholders and align management with international frameworks such as the Sustainable Development Goals (SDGs).

This 2023-2024 Sustainability Report provides a consolidated, up-to-date view of the non-financial performance of Las Torres Patagonia, a family holding company operating in Chile's Magallanes and Chilean Antarctic Region.

The business group consists of five legally established companies, each with a different area of operation—Servicios Turísticos Fantástico Sur Ltda., Las Torres de la Patagonia S.A. (Hotel Las Torres), Centros de Servicios Compartidos Reserva Cerro Paine Ltda., Estancia Cerro Negro—and a non-profit organization, Las Torres Patagonia Conservancy, dedicated to ecosystem protection and environmental education.

This first sustainability report covers the period from October 1, 2023, to April 30, 2024. It was prepared in accordance with the Global Reporting Initiative (GRI) Standards to inform various stakeholders about the main economic, environmental and social impacts of the company's operations.

This report marks the beginning of a series of reports detailing action toward fulfilling our organization's commitment to sustainable development. This document will serve as a baseline and a tool that attests to our efforts with the community, employees, guests and all stakeholders as they relate to the company's operations and practices. It outlines our long-term vision for protecting and conserving the area for future generations.

This sustainability report has not been externally verified. For further information, please contact: info@lastorres.com.

A Message from our CEO, Josian Yaksic Kusanovic

My family has demonstrated concern for sustainability for decades. Working at a natural and cultural reserve provides us the chance to connect people from around the world with the wonders of Torres del Paine National Park. This privilege comes with ongoing responsibilities that must be fulfilled with dedication. Each season, we seek new ways to improve our relationship with the environment and safeguard this place for future generations to enjoy.

This report aims to inform the community and our stakeholders regarding our daily efforts, here at the eighth wonder of the world, to help create a more sustainable planet.

Since sustainability is a long-term endeavor, we constantly redouble our efforts to mitigate and offset negative impacts, which rise every year due to the effects of climate change. Our commitment is deep and resolute. In 2024, we signed the Glasgow Declaration on Climate Action in Tourism, with the aim of contributing to the global target of mitigating climate change by cutting greenhouse gas emissions by 50% by 2030.

Each season, Las Torres Patagonia implements new and better practices to build harmonious relationships with local communities and contribute to biodiversity within its area of influence. Infrastructure and service Improvements have positively impacted both employees and guests. We hope this report will serve as a record of those efforts, what we have learned and how far we have come.

Becoming a global beacon of sustainable tourism and conservation is an ambitious goal, which our cohesive team works toward with humility and resilience.

Josian Yaksic Kusanovic

CEO Las Torres Patagonia

The Evolution of Las Torres Patagonia

From Ranching to Tourism and Conservation: A Transformation to Protect the Planet

From a historical and territorial standpoint, Las Torres Patagonia's story begins with 14-year-old Antonio Kusanovic Jercic's immigration to Chile in 1895. Fleeing poverty in Croatia, he came to the Americas seeking a better life at a time when Patagonia was home to only a few thousand people.

Antonio started out working at a local butcher shop. Over the years, driven by sheer determination, he began trading meat, then rented land to raise livestock and eventually acquired land for full-scale ranching. His son, Antonio Kusanovic Jr., inherited his enterprising spirit and, in 1977, bought an estancia in the Torres del Paine area for cattle ranching.

Decades later, the three iconic granite towers rising from the heart of the mountain range captured the imagination of explorers and nature enthusiasts worldwide. Fueled by word of mouth from travelers captivated by the landscape, interest in the region began to spread across the continent.

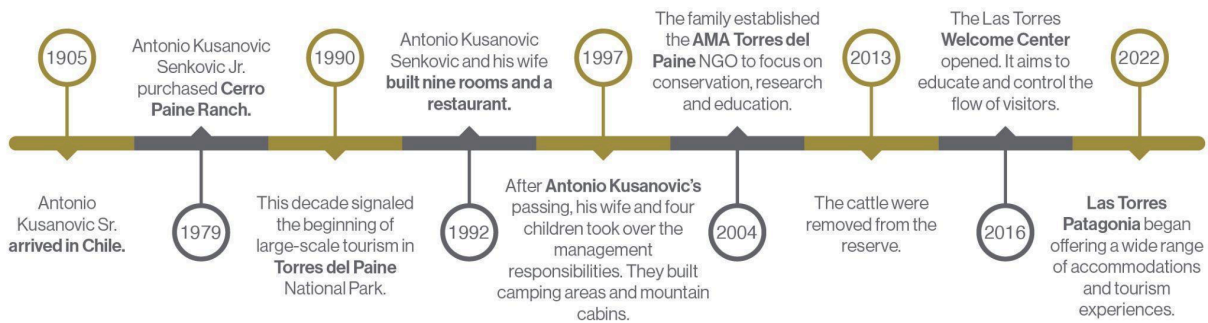
The family observed an increasing number of visitors camping informally and lighting campfires in unauthorized areas, posing serious risks like wildfires, pollution and environmental harm. Given the lack of proper tourism infrastructure and their strong commitment to protecting the land, the family decided to offer formal lodging options in remote locations, starting with strategically located mountain stays. Their efforts aimed to safeguard the environment and enhance the visitor experience, transforming an informal activity into a safe, sustainable and enduring practice. Over time, these tourism ventures developed, adopting higher standards and establishing an operating model centered on conservation and responsible, nature-based experiences.

This was the birth of the region's first formal accommodations. Hostería Las Torres, which would eventually become today's Hotel Las Torres, opened in 1992 with just nine rooms and a restaurant. Since then, the site has steadily expanded to include campsites, cabins, mountain stays and a variety of tourism experiences, all designed in harmony with the natural surroundings.

In 2013, the family decided to abandon livestock operations entirely, reaffirming their dedication to land conservation and environmental stewardship. Gradually, the area became a natural and cultural reserve under a management plan based on the International Union for Conservation of Nature (IUCN) Category V framework, with the primary goal of preserving the landscape's ecological and cultural value.

What began as a Croatian family's dream in the late 19th century has evolved into one of the most innovative and sustainability-driven tourism projects in the Magallanes Region—and in all of Chile.

Kusanovic Family Timeline



Las Torres Patagonia Sustainability Timeline



Geographic Location — Torres del Paine National Park

Las Torres Patagonia is a natural and cultural reserve located in the Magallanes and Chilean Antarctic Region, specifically in the Province of Última Esperanza, within the municipality of Torres del Paine. Spanning approximately 4,400 hectares, the reserve borders **Torres del Paine National Park**. Despite this proximity, Las Torres Patagonia operates entirely independently, managed by a board of directors under its own model of conservation and sustainable tourism, in alignment with the principles of the International Union for Conservation of Nature (IUCN) Category V framework.

The surrounding area, internationally recognized for its exceptional natural value, forms a highly significant ecological system that is home to iconic wildlife like **guanacos, pumas, condors and huemuls**, along with native flora like **lenga forests and pre-Andean shrublands**. In 1978, the landscape was designated a **UNESCO Biosphere Reserve**, underscoring its global ecological significance.

Las Torres Patagonia serves as a strategic buffer zone adjacent to Torres del Paine National Park. This designation, promoted by the IUCN, allows areas with more flexible and adaptive management—like Las Torres Patagonia—to accommodate growing tourism demand sustainably. This, in turn, reduces direct pressure on the more strictly protected core of the national park. As a transitional area, the

reserve helps shepherd tourism growth in line with strict environmental standards, preventing unplanned infrastructure expansion within the park and actively supporting the conservation of the broader ecosystem.

Access to Las Torres Patagonia and Torres del Paine National Park is primarily by land. The main park entrances, operated by Chile's National Forest Corporation (**CONAF**), are in the **Amarga Lagoon** and **Pudeto** sectors. From Pudeto, visitors can also take a catamaran to **Paine Grande**, a key starting point for several hiking trails, including the trail to the **Francés Mountain Stay**.

Organization

About Las Torres Patagonia

Las Torres Patagonia is a family-owned company based in Chilean Patagonia with over 30 years of experience in the tourism industry. Its portfolio includes a hotel, three mountain stays, cabins and several campgrounds—all part of a visitor-centered offering that focuses on nature conservation and respect for local culture.

The group's most popular tourism services include:

- A wide variety of guided excursions and hiking options are available in the Torres del Paine National Park area. These routes cover iconic trails like the W Circuit, Base Torres Viewpoint, Francés Valley and Inge Lagoon. Certified guides lead all the excursions, tailoring them to different skill levels to ensure a safe, educational and environmentally respectful experience.
- Diverse lodging options: Hotel Las Torres features 74 rooms and can accommodate up to 144 guests per night. Additionally, the company's three mountain stays offer a total of 94 beds. The eight cabins can sleep 16 people, and the campsites can host up to 850 visitors daily.
- Transportation services, including internal transfers and day tours, connect guests with major tourist attractions and urban centers across the region.

Thanks to this diverse array of offerings, Las Torres Patagonia hosts over 70,000 guests each season and caters to a wide range of traveler profiles.

The Las Torres Patagonia Management Plan guides comprehensive land management to preserve the area's ecological, scenic and cultural value. It serves as the foundation for the company's business model, and all tourism activities are designed and assessed in support of the organization's conservation goals.

This dedication to environmental protection led the group to establish AMA Torres del Paine, a non-profit organization focused on conservation, research and environmental education in 2004. Over time, AMA expanded its role, becoming a community engagement platform that promotes local participation in sustainable development, regional culture and climate change adaptation initiatives.

The Las Torres Patagonia team works in different regions across Chile. During peak season, the staff totals 586 people, with about 50% originating from the Magallanes Region—a significant contribution to local employment and regional economic development.

A six-member board of directors, evenly split between representatives from the founding family and external professionals, oversees corporate governance. This structure promotes a governance model

that balances family values with a strategic vision grounded in technical expertise, sustainability and modern management practices.

Las Torres Patagonia's management structure includes eight executive roles: Chief Executive Officer; Commercial Manager; Campsites and Mountain Stays Manager; Conservation, Sustainability and Safety Manager; Hotel Manager; Operations Manager; and People and Culture Manager.

Position	Name
Chief Executive Officer	Josian Yaksic Kusanovic
People and Culture Manager	Patricio Coo
Sales & Marketing Director	Juan López
Operations Manager	Braulio Méndez
Campsites and Mountain Stays Manager	Manuel Matos
Conservation, Sustainability and Safety Manager	John Ojeda
Finance Manager	Alejandro Ruiz

The following elements guide daily operations at **Las Torres Patagonia**:

Mission:

To inspire people with Patagonia's nature and culture.

Vision:

To become a global beacon of sustainable tourism and conservation.

Values:

- Respect for people and the environment
- Humility
- Resilience
- Valuing family life
- Maximizing talents
- Service excellence

Sustainable Business Model

Thanks to the efforts of a resolute team spread across key areas—hotel, campsites, mountain stays, transportation and conservation—**Las Torres Patagonia** has developed a model that aims to become a global beacon of sustainable tourism. Operating in the area adjacent to **Torres del Paine National Park**, the reserve actively supports the conservation and responsible development of the area.

It remains deeply dedicated to conserving Patagonian ecosystems, encouraging respect and protection for the region's flora, fauna and biodiversity. This commitment extends to guests and park visitors who explore the reserve on their journey to the national park's iconic trails. As part of its service-focused approach and environmental stewardship, the organization provides travelers—whether passersby, hikers or drop-in visitors—with guidance, first aid, logistical support and emergency assistance.

Many of these actions occur in collaboration with **AMA Torres del Paine**, a non-profit organization founded in 2004 that focuses on conservation, research and environmental education. Additionally, the **Management Plan** for the reserve aligns with the **International Union for Conservation of Nature (IUCN) Category V** framework, which emphasizes protecting natural landscapes with human presence in harmony with the environment.

This comprehensive approach actively protects the ecosystem surrounding **Torres del Paine National Park** while providing a high-quality, low-impact tourism experience. It contributes to the preservation of one of the world's most iconic natural destinations.

Las Torres Patagonia's commitment ensures preservation of the park, home to the **Eighth Wonder of the World**, for future generations.

- **Family-owned company with over 30 years of tourism experience in Patagonia**
- **Varied accommodations:** a 74-room hotel, three mountain stays, eight cabins and campgrounds
- **An IUCN Category V-aligned Management Plan**
- **586 employees during high season (2023–2024)**, with approximately 50% from the Magallanes Region
- **Approximately 120 employees** during the off-season
- **Complementary services** like a spa, common areas, a horse stable and a bio-intensive garden with regenerative farming practices
- **Approximately 70,000 guests** served per season.
- **Assistance and support for people travelling to the national park**, even if they are not registered guests

Stakeholder Engagement

Las Torres Patagonia has developed engagement strategies based on open, consistent communication with its various internal and external stakeholders. The company values each group’s opinions and needs and continually strives to build strong, lasting relationships grounded in trust and transparency. Its approach aims to understand each group’s expectations and collaborate to address their needs and concerns, fostering mutually beneficial relationships.

2023-2024 season highlights include launching the Patagonia Connection monthly newsletter for all stakeholders.

Las Torres Patagonia’s method and approach to stakeholder relationships

External	Internal
<p>Guests</p> <p>Dedicated to delivering memorable experiences that surpass visitors’ expectations, the companies maintain open communication through their websites, phone lines and email.</p> <p>Las Torres Patagonia conducts NPS and satisfaction surveys during and after stays to gather feedback and suggestions for ongoing service improvement. It also collects guest opinions via tourism portals.</p> <p>Additionally, the company promotes environmental initiatives via visual materials (both individual and hotel), such as towel change cards and recommendations for shorter showers. These efforts aim to reduce water and energy consumption.</p>	<p>Board</p> <p>The board of directors is evenly split between representatives from the founding family and external professionals to improve decision-making, transparency and professionalism. The Chief Executive Officer presents the main business results bi-monthly.</p>

<p>Local Community</p> <p>The company aims to be a good neighbor to the local community by participating in activities and community projects that contribute to the region's socioeconomic and environmental development. It promotes respect and protection of the natural and cultural environment in all activities.</p>	<p>Employees</p> <p>Las Torres Patagonia values employees as a fundamental part of the team. It offers opportunities for professional and personal development, as well as a safe, inclusive and motivating work environment. It also encourages employee involvement in decision-making and recognizes their contributions to the company's success. Las Torres Patagonia promotes volunteering as a core part of the corporate culture and supports employees' individual and collective volunteer initiatives.</p>
<p>NGO</p> <p>Las Torres Patagonia collaborates closely with non-governmental organizations and local authorities on conservation and sustainable development projects. It supports initiatives that promote environmental protection and well-being for the local community.</p>	
<p>Public authorities and organizations</p> <p>The company ensures regulatory compliance, collaborative work and prompt responses to requests. It regularly meets with the Environmental Assessment Service and holds coordination sessions with national, regional and local authorities regarding the reconstruction of the trail to Base Torres.</p>	

<p>Suppliers and business partners</p> <p>The company maintains transparent, ethical relationships with suppliers and partners. It promotes fair and sustainable business practices within the supply chain, including working together to ensure quality and accountability at every stage.</p>	
<p>Academia</p> <p>Las Torres Patagonia collaborates with academic institutions on research and educational programs related to conservation and sustainability. It provides support in creating knowledge and training professionals dedicated to environmental protection.</p>	
<p>Las Torres Patagonia partners</p> <p>with media and influencers to share the vision and promote sustainability concepts. It aims to inspire responsible practices and recognition of the beauty and significance of nature in communications and marketing efforts.</p>	
<p>Tourism guilds</p> <p>The company participates in value creation spaces, regulatory discussions and joint project design to promote sustainable tourism.</p>	
<p>Tour operators and travel agencies</p> <p>Las Torres Patagonia establishes strategic partnerships with tour operators and travel agencies to promote the destination and provide responsible, memorable travel experiences. It collaborates to create tour packages that respect the environment and local culture.</p>	

As part of its outreach strategy, Las Torres Patagonia actively participates in various trade organizations and sector associations at the regional, national and international levels. This involvement shows its commitment to collaboratively developing sustainable tourism and improving the tourism ecosystem in Patagonia and other key destinations.

At the regional level, the company is a member of the Torres del Paine Hotel and Tourist Services Association (HYST), the Última Esperanza Tourism Chamber (CATUE), Austro Chile AG and other local associations with connections to the area. It is also part of the Magallanes and Chilean Antarctic Development Corporation (CORMAG), a non-profit organization focused on promoting the region's economic, social, cultural and sports development.

At the national level, Las Torres Patagonia is part of the Federation of Tourism Companies of Chile (FEDETUR).

These affiliations enable the organization to participate in normative dialogue, promote destinations, develop sector policies and build cooperation networks. Through these efforts, Las Torres Patagonia reinforces its role as a dedicated participant in quality, sustainable tourism aligned with the best global practices.

Sustainability at Las Torres Patagonia

Materiality Matrix and Analysis

As part of its efforts to strengthen its sustainability strategy, Las Torres Patagonia conducted a materiality analysis in January 2024 to identify and prioritize the most relevant issues in the economic, social and environmental sectors, considering both the organization’s internal perspective and stakeholders’ viewpoints. This tool helps align management with the actual impacts of its operations and stakeholder expectations, driving informed and responsible decision-making.

The analysis upheld the principles outlined in the GRI Standards: Material Topics (2021) of the Global Reporting Initiative, a framework that assists organizations in recognizing the significant impacts they have on the economy, environment and people. It also considered the Sustainable Development Goals (SDGs) and relevant current regulations in Chile related to tourism, environmental and labor activities. This process resulted in the creation of a materiality matrix that guides Las Torres Patagonia’s strategic sustainability decisions. The matrix outlines the key topics to report, manage and communicate in a manner consistent with the principles of transparency, accountability and continuous improvement.

Results of the Materiality Matrix

The following table summarizes the results of the materiality process by classifying sustainability topics based on their relevance to the organization (internal) and its stakeholders (external). The topics located in the upper right corner, which have high relevance both internally and externally, represent the priority areas for sustainable management, strategic decision-making and accountability at Las Torres Patagonia.

TOPIC	External Relevance	Internal Relevance
Protecting biodiversity	4.0	6
Developing local tourism	2.8	6
Preventing and controlling climate risks and disasters	1.2	6
Waste management	4.5	5
Community relations	3.8	5
Promoting sustainable tourism	2.8	5
Guest experience	-	5
Water efficiency	3.8	4
Supply chain management (sustainable procurement, local suppliers, labor conditions)	4.0	4
Fostering local entrepreneurship	3.1	4
Equal pay, health and safety, and employee development	2.8	3
Job creation (local and non-local)	2.8	3
Commitment and adaptation to climate change	4.0	3
Energy management	4.5	3
Protecting local heritage	3.3	3

Commitments

Sustainable Development Goals (SDGs)

The sustainable development strategy aligns with the UN Sustainable Development Goals (SDGs). The company takes concrete action to promote responsible tourism, seeking to minimize environmental impact and maximize the benefits for local communities. Its initiatives range from sustainable management of water and energy (SDGs 6 and 7) to life on land (SDG 15) and the promotion of responsible consumption (SDG 12). Additionally, it highlights environmental education (SDG 4), fostering ecological awareness through partnerships with NGOs and training programs. It also promotes local economic development by creating job opportunities (SDGs 8 and 11). These actions reflect a tourism model that respects the natural environment and actively contributes to the region's social and economic well-being.

Glasgow Declaration

As part of the Reimagine Tourism Chile celebration event, held on April 10 and 11, 2024, Las Torres Patagonia committed to the Glasgow Declaration on Climate Action in Tourism. The company signed the declaration alongside its co-author, Jeremy Sampson, who presented these standards at COP26 in Scotland. By signing, Las Torres Patagonia pledged to achieve its proposed objectives and meet the deadlines outlined in the declaration.

- *Signatories to the Glasgow Declaration on Climate Action in Tourism commit to:*
- *Support the global commitment to halve emissions by 2030 and achieve net-zero as soon as possible before 2050.*
- *Submit climate action plans (or update existing plans) within 12 months of signing and begin implementation.*
- *Align plans with the declaration's five pathways (measure, decarbonize, regenerate, collaborate and finance) to accelerate and coordinate climate action in tourism.*
- *Publicly report annually on progress towards short- and long-term goals, as well as on actions underway.*
- *Work collaboratively by sharing best practices and solutions, disseminating information to encourage other organizations to become signatories and support each other in achieving the goals as quickly as possible.*

Sustainability Policy

Las Torres Patagonia is developing a long-term sustainability strategy aligned with its vision, mission and established objectives and priorities. The strategy will outline the principles and values that guide decisions and actions related to sustainability, aiming to establish the overall direction for all the organization's environmental, social and economic management activities.

Accolades

Las Torres Patagonia has received awards and recognitions that highlight its dedication and commitment to environmental protection.

- The ATTA (Adventure Travel Trade Association) recognized Sustainable Cocktails Made in Patagonia, a video initiative showcasing the creation of sustainable cocktails at Hotel Las Torres' Pionero Bar. The head bartender also brews craft beer, called Pionera, from meltwater and hops grown in the regenerative, bio-intensive garden. The beer's production cycle even contributes to the compost produced on the reserve.
- Las Torres Patagonia won the top award in the "Best Initiatives for Nature Conservation" category at WTM Latin America's third annual Responsible Tourism awards in São Paulo, Brazil, in 2023.
- Las Torres Patagonia's Risk Prevention Department received the 2024 IST "Proximity in Prevention" Distinction for embodying values such as proximity, respect and persistence in its preventive management.
- The WTA has recognized Hotel Las Torres's dedication to sustainability with nominations in the "South America's Leading Green Hotel" category for two consecutive years.
- For the third straight year, Las Torres Patagonia earned EOV (Ecological Outcome Verification) certification from the Savory Institute, which monitors and verifies ecosystem function through holistic management, planned grazing and soil regeneration.
- TripAdvisor

TripAdvisor's GreenLeaders program showcases hotels and bed and breakfasts that adopt sustainable and environmentally friendly practices. These lodging options demonstrate a commitment to environmental conservation by recycling, using local and organic foods and providing charging stations for electric vehicles. TripAdvisor categorizes GreenLeaders according to their sustainability initiatives. Las Torres Patagonia received a bronze-level rating.

Environment

Las Torres Patagonia's work demonstrates a long-standing commitment to responsible tourism and the active protection of the ecosystem surrounding the natural and cultural reserve. Two complementary entities, each with specific roles and purposes, play a part in overseeing this commitment. On one side, the tourism company **Las Torres Patagonia** is responsible for providing visitor services; on the other, the **NGO Las Torres Patagonia Conservancy** (formerly AMA Torres del Paine) leads the area's conservation strategy.

These two entities collaborate closely to maintain a balance between using the landscape for tourism and conserving its ecology. The **Las Torres Patagonia Management Plan**, the primary technical tool guiding this balance, guides activities based on sustainability principles, environmental restoration and responsible land use.

The Management Plan has evolved steadily over time:

- In **2004**, the initial land use planning effort began.
- In **2010**, a more structured second version was created, including technical components that would serve as the foundation for future phases.
- In **2015**, Las Torres Patagonia introduced its first formal public-facing Management Plan, based on **IUCN Category V**, which recognizes landscapes that blend ecological and cultural values compatible with sustainable human activity.
- In **2020**, an updated plan (second version) included enhancements related to ecological restoration, monitoring and zoning.
- In **2025**, a new update (third version) incorporated lessons learned, emerging conservation challenges and a more robust structure to address climate change.

This process reflects an ongoing learning journey that has allowed the organization to develop a management model based on international standards, aligned with the principles of active conservation and sustainable tourism.

Las Torres Patagonia Conservancy currently oversees the **Management Plan**, which incorporates ecological zoning criteria, restoration programs, environmental education and guidelines for landscape-compatible infrastructure. The model demonstrates that strong coordination between tourism management and technical conservation is crucial for achieving genuine, lasting sustainability in the region.

Climate Change

Climate change is a major global environmental challenge that directly impacts ecosystems, biodiversity and communities. **Las Torres Patagonia** has created a climate change work plan to address the impact of its operations with an emphasis on conservation of the natural environment, protection of vulnerable species, environmental education and sustainable practices.

Climate Strategy

Las Torres Patagonia aims to minimize the effects of climate change through concrete initiatives while also adapting the organization to the impacts of climate change on the planet, especially in the southernmost region of the Americas. Its primary focus areas include:

- Reforestation and habitat management
- Species monitoring and environmental education
- Sustainable trail and soil management: reconstruction and maintenance
- The reconstruction of seven kilometers of the Base Torres Viewpoint trail, covering 14,000 square meters, which is about 83% complete.
- Interpretative Trail construction, extending 2.2 kilometers and covering 3,300 square meters, lets visitors explore wetlands and observe over 30 species of birds and native flora.
- Wildfire prevention and controls
- Holistic management – EOV™ Certification (Ecological Outcome Verification™)
- Emission measurement and reduction: Generator replacement plan to improve energy efficiency and lower emissions
- CO₂ measurement: A comprehensive study on CO₂ capture and storage is scheduled for the 2025-2026 season. This research aims to quantify emissions from operations and indirect emissions from visitors. The findings will be the basis for annual reduction targets.
- National and international collaboration to share lessons learned and best practices

Energy

Measurement and Reduction of Energy Consumption

Torres Patagonia mainly uses energy for lighting and climate control in its facilities. The soundproof diesel generators prevent noise pollution, which is especially important for the park’s wildlife.

The Welcome Center, Serón Sector and the NGO all consume energy solely from renewable sources, specifically solar panels and batteries.

Sector	Type of energy	Power in kWh (2023-2024) Non-renewable	Power in kWh (2023 - 2024) Renewable
Francés	Non-renewable	29	
Chileno	Non-renewable	22	
Cuernos	Non-renewable	22	
Central	Non-renewable	60	
Hotel	Non-renewable	120	
Cuernos	Renewable		7.5
Serón	Renewable		3.9
AMA	Renewable		3.9
Welcome Center	Renewable		8.5

Alongside the main energy system, Las Torres Patagonia uses a secondary system to enhance energy efficiency. This system operates during periods of lower energy demand to reduce fuel consumption.

Resources for Improving Energy Efficiency

The internal protocol for purchasing certified appliances has been key to improving energy efficiency at the company’s facilities. It guarantees that appliances meet recognized efficiency standards, leading to lower energy use and long-term operational cost savings. Additionally, by maintaining strict control over the appliance inventory and replacement process, the company ensures it uses modern, efficient devices, thereby preventing energy waste caused by outdated, high-consumption appliances.

Biodiversity Conservation

Operations in Protected Areas

Biodiversity is a key aspect of Las Torres Patagonia's environmental management. Its prime location within a region rich in subantarctic ecosystems and Patagonian steppes makes the reserve a crucial space for protecting native flora and fauna. Besides serving as a natural sanctuary, Las Torres Patagonia actively supports conservation through research, monitoring and management plans that promote the sustainable coexistence of humans and nature.

Geographic Location: The site is located in the Municipality of Torres del Paine in the Magallanes and Chilean Antarctic Region (649187.82 m E - 4351009.08 m S), on private land adjacent to Torres del Paine National Park.

Position Relative to the Protected Area: This privately owned land, adjacent to a state-protected area, functions as a buffer zone.

Operation: Focused on sustainable tourism, biological conservation and cultural preservation.

Site Size: Operations span 11 hectares. The site is used exclusively for infrastructure that supports tourism (hotels, mountain stays and campsites).

Biodiversity Value

The Las Torres Patagonia Management Plan, developed in alignment with the IUCN Category V framework, is the central tool guiding all land management activities. Besides reaffirming Las Torres Patagonia's dedication to conservation, the management plan is a formal declaration that outlines the principles, guidelines and restrictions governing land use, ecological planning and human activities within the protected area.

The management plan includes specific action steps to address the primary considerations for the landscape and its interaction with humans. Among these, the Sustainable Tourism Management Plan stands out by outlining how to create transformative experiences in harmony with ecosystems and the natural environment. Other key focus areas include biodiversity and landscape conservation, ecological restoration, species monitoring, cultural preservation, environmental education and knowledge management.

This planning framework positions Las Torres Patagonia as an area where conservation and sustainable use coexist under a unified approach that actively manages the landscape as ecological, cultural and scientific heritage.

- The area protects a remarkable diversity of ecosystems, **including:**
- **Patagonian steppe:** grasslands with grasses and shrubs that withstand extreme wind and soil conditions
- **Subantarctic forests:** dominated by key species, like lenga (*Nothofagus pumilio*) and ñirre (*Nothofagus antarctica*)
- **Freshwater ecosystems:** Inge Lagoon and the Ascencio River are vital for water connectivity

These ecosystems, a unique transition between subantarctic environments and the steppe, support populations of iconic, sensitive species such as the **huemul** (*Hippocamelus bisulcus*), the **puma** (*Puma concolor*) and **Geoffroy's cat** (*Leopardus geoffroyi*).

The importance of this biodiversity manifests in several dimensions:

- **Ecological:** It keeps habitats functional, regulates ecosystem processes and provides essential services like water provision and carbon capture.
- **Cultural:** It is a natural symbol of Patagonia and an internationally recognized attraction.
- **Scientific:** It offers a living laboratory for research on subantarctic ecology, climate change and socio-environmental relationships.

Wildlife Management

The native fauna in **Torres del Paine National Park** is vital to the ecosystem; its iconic species showcase the balance between conservation and human activity. The shift from livestock farming to sustainable tourism has been essential in mitigating impacts and safeguarding habitats.

Current and future operations will require technical assessments of the natural environment, including wildlife surveys, ecological baseline diagnostics, identification of sensitive species and analysis of how activities may impact the ecological conditions in the area. Following best environmental management practices for areas focused on conservation and the responsible use of natural heritage, these measures support planning and action to prevent, reduce and compensate for any impacts on biodiversity.

Main Protection Activities:

Exotic Species and Holistic Management

As of 2013, the land is no longer used for cattle farming, focusing instead on ecological conservation and sustainable tourism.

- **EOV Certification** for holistic soil management with pasture rotation and 192 horses used for tourism under strict ecological and sanitary standards.

Native and Vulnerable Fauna

- Ongoing species monitoring
- Use of non-poisonous mousetraps to protect the food chain
- More in-depth baseline studies using camera traps

Key Species in Conservation Efforts:

- **Huemul (*Hippocamelus bisulcus*)**
 - **Conservation status:** Endangered (EN)
 - **Description:** A deer species endemic to the subantarctic forests, threatened by habitat loss and poaching.
 - **Conservation measures:** Population monitoring, restrictions on human activities in key areas and environmental education programs.

- **Guanaco (*Lama guanicoe*)**
 - **Conservation status:** Least Concern (LC)
 - **Description:** Common but under pressure due to hunting and competition with domestic livestock.
 - **Conservation measures:** Protection in protected areas and sustainable population management.

- **Puma (*Puma concolor*)**
 - **Conservation status:** Near Threatened (NT)
 - **Description:** A key predator in ecosystem balance, facing conflicts with livestock.
 - **Conservation measures:** Coexistence strategies with local communities and ongoing monitoring.

- **Magellanic Woodpecker (*Campephilus magellanicus*)**
 - **Conservation status:** Near Threatened (NT)
 - **Description:** Dependent on mature trees, it is affected by deforestation and forest degradation.
 - **Conservation measures:** Habitat restoration and logging prohibition in key areas.
 -

Puma Project: Monitoring and Coexistence at Las Torres Patagonia

Driven by the desire to better understand the presence and behavior of the **puma** (*Puma concolor*) within the Las Torres Patagonia area, the **Puma Project** launched in the 2023-2024 season. It aims to collect scientific and applied data to move toward harmonious coexistence between tourism, operations and wildlife.

As a first step, we installed **camera traps** at strategic points within the reserve to record the presence of pumas, as well as other species of interest, like **Geoffroy's cat** (*Leopardus geoffroyi*). These tools have been essential to identifying movement patterns, activity times and the areas frequented by these felines.

Additionally, the park ranger team received training on puma **tracking techniques**, including how to identify footprints, scat, resting sites and predation events (carcasses). This training has improved the team's ability to interpret signs on the ground, leading to a better understanding of the natural environment and fostering a culture of wildlife observation and respect.

The project has provided valuable insights into the territory, encouraging collaboration and continuous learning about **puma ecology**. These efforts enrich conservation management and pave the way for future strategies in **environmental education, citizen science** and **proactive management** of human-wildlife coexistence.

Flora Management at Las Torres Patagonia

Ongoing efforts focus on managing and protecting the **Lenga** (*Nothofagus pumilio*) species through an in-house nursery. Each season, an **annual reforestation of 10,000 trees** supports the ecological restoration of the area.

Current and future operations will require **technical assessments** of the natural environment, including **floral diagnostics, ecological baseline data**, identification of **sensitive species** and analysis of how activities may **impact** ecological conditions in the area. Following best environmental management practices for areas focused on conservation and responsible land use, these measures support planning and action to prevent, reduce and compensate for any impacts on native vegetation.

Flora Management at Las Torres Patagonia (continued)

Lenga (*Nothofagus pumilio*)

- **Conservation Status:** Least Concern (LC)
- **Description:** A dominant tree species in the subantarctic forests, essential for maintaining ecological balance.
- **Threats:** Climate change and deforestation

Ñirre (*Nothofagus antarctica*)

- **Conservation Status:** Least Concern (LC)
- **Description:** A resilient tree species, important in both steppe ecosystems and mixed forests.
- **Threats:** Logging and changes in land use

Magellan barberry (*Berberis microphylla*)

- **Conservation Status:** Not Evaluated (NE)
- **Description:** An iconic Patagonian shrub, crucial for the diet of both fauna and humans.
- **Threats:** Habitat loss

Chilco (*Fuchsia magellanica*)

- **Conservation Status:** Not Evaluated (NE)
- **Description:** An ornamental shrub found in wetland areas, vital for pollination.
- **Threats:** Fragmentation of wetland habitats

Impacts Currently Controlled at Las Torres Patagonia

Although human activity in the protected, privately owned area of Las Torres Patagonia has not significantly affected biodiversity, ongoing management is crucial to prevent any potential disruptions to ecological processes or the region's iconic species.

Historical Impacts:

One example of historical impact in the Patagonian region is the use of controlled fires during colonization to clear land for grazing. The practice resulted in the establishment of forage grasses that persist and are now part of the characteristic landscape of modern-day Patagonia.

1. Tourism Infrastructure:

The tourism infrastructure has been overseen and regulated through environmental impact statements and permits, per Chilean regulations. The construction of roads and trails limits openings into natural habitats to just a small portion of the overall area. These managed pathways help ensure minimal disruption to the surrounding ecosystems.

2. Invasive Species:

One potential risk involves the introduction of invasive species, such as *Cirsium sp.*, *Digitalis purpurea* and *Salix sp.* These species can be challenging to identify in their early stages, which highlights the need for continuous monitoring to prevent their spread and mitigate their impact on the local ecosystem.

Commitment to Conservation

Despite these potential challenges, monitoring measures, conservation restoration programs and responsible management have helped prevent any significant impact. These actions reaffirm Las Torres Patagonia's commitment to conserving biodiversity and maintaining a balance between human activity and the protection of the region's natural environment.

Species Classification By Risk of Extinction

As part of the ecosystem conservation approach that guides land management, Las Torres Conservancy continuously monitors the species at Las Torres Patagonia. These efforts take into account the official species classification according to the International Union for Conservation of Nature (IUCN) Red List and the national classification by Chile's Environment Ministry (RCE-MMA, 2024).

This data helps determine protection priorities, develop specific mitigation measures against identified threats, and guide ecological restoration efforts.

The table below lists the species monitored at Las Torres Patagonia, their international and national conservation classifications and the primary threats they face.

a) Species Classified in Threat Categories (Endangered or Vulnerable)

Species	IUCN	Chile	Main Threats
Huemul (<i>Hippocamelus bisulcus</i>)	EN	EN	Habitat loss, poaching and introduced diseases

b) Species Classified as Near Threatened or Least Concern

Species	IUCN	Chile	Main Threats
Puma (<i>Puma concolor</i>)	LC	NT	Conflicts with ranchers, habitat loss
Geoffroy's Cat (<i>Leopardus geoffroyi</i>)	LC	NT	Habitat loss, hunting
Guanaco (<i>Lama guanicoe</i>)	LC	LC	No critical threats currently on the reserve
Magellanic Woodpecker (<i>Campephilus magellanicus</i>)	LC	LC	Habitat fragmentation in other regions
Lenga (<i>Nothofagus pumilio</i>)	LC	LC	Pressures from climate change, fire and grazing
Ñirre (<i>Nothofagus antarctica</i>)	LC	LC	Pressures from herbivory and climate change

Note: EN: Endangered · NT: Near Threatened · LC: Least Concern.

Water Management

Measuring and Reducing Water Consumption

Las Torres Patagonia has created an integrated system to sustainably manage river water use at its tourism facilities, per the requirements of its environmental impact statement.

The system involves measuring and optimizing water consumption, adjusting allocations to meet the actual needs of different users and aligning them with the technical criteria set by the Health Ministry during the Environmental Impact Statement process.

The company has set specific allocations, as outlined in the Health Ministry's Official Letter No. 878 dated November 23, 2017, which contains recommendations for calculating potable water usage across different types of establishments and users:

- **Passing Hiker:** 40 liters per person per day, exclusively for the use of sanitary facilities during their daytime stay
- **Camping and Mountain Stay Guests:** 100 liters per bed per day, based on average consumption at similar facilities and adapted to the local conditions of the campsite or mountain stay
- **Staff:** 120 liters per person per day for staff staying overnight at the complex. This figure strikes a balance between individual needs and resource conservation.

The water-saving faucets installed in part of the complex have cut water use by up to 90% and generated major long-term savings by lowering the need for maintenance and replacement parts. Based on these positive results, the pilot program will gradually expand to other facilities, supporting a comprehensive water efficiency plan across the operation.

The impact of this initiative is evident. At the Welcome Center alone, which receives an average of approximately 500 visitors daily, the monthly savings will be about 540,000 liters of water. Extending the efficiency program to the entire reserve in the upcoming seasons will lead to substantial savings without sacrificing sanitary standards.

Additionally, as part of its water awareness program, the company introduced a towel reuse initiative. Each bathroom towel features a label with instructions for guests to decide whether to reuse or replace it daily. During the 2023-2024 season, water use was unevenly distributed among the hotel and the various mountain stays. The hotel had the highest consumption at 11,919 m³, nearly half of the total 26,179 m³. Among the mountain stays, the Francés mountain stay (4,490 m³) and the Cuernos mountain stay (3,905 m³) had the highest water use, while the Serón mountain stay used the least at 1,503 m³. The average consumption per location was 4,363 m³, indicating that the hotel's use was significantly above average.

In addition to these measures, Las Torres Patagonia has adopted several wastewater treatment technologies to reduce environmental impact from effluents:

The Compact Ecosystem wastewater treatment plant uses an extended aeration activated sludge process to ensure effluent quality that meets regulatory standards and safeguards the environment.

The Biofilter wastewater treatment plants at the Cuernos and Chileno mountain stays use a bed of filtering material and worms to ensure efficient, environmentally friendly treatment.

Water consumption 2023-2024 Season	Water consumption in m ³ [2]
Hotel	11,919
Central Sector	2,354
Chileno Sector	2,008
Cuernos Sector	3,905
Francés Sector	4,490
Serón Sector	1,503
Total water consumption	26,179

Waste Management

Logging, Monitoring and Management of Waste

2017–2018 Season		2023–2024 Season	
Consumption per capita	Recycling rate	Consumption per capita	Recycling rate
2.34 kg	7%	0.5 kg	29%

In 2017-2018, each person (employees and visitors) produced 2.34 kg of waste daily, only 7% of which was recycled.

During the 2023-2024 season, the amount decreased to 0.5 kg, and the recycling rate increased to 29%, equivalent to 69 tons, showing the impact of environmental initiatives.

The company's strategy is to focus on prevention, reduction, reuse and recycling to minimize landfill disposal. It recycles cardboard, cans, plastic and glass. This season, it started composting organic waste for the garden and animal feed. Las Torres Patagonia uses sustainable materials like stone paper for maps and printed marketing materials, such as sheets or cards, which carry FSC or PEFC labels to support the circular economy.

Waste Management in the Garden and at Pionero Bar

Our bio-intensive garden covers 5,000 m² and produces nearly 50 species of fruits, vegetables and herbs. In 2022-2023, it yielded 2.5 tons, which was a 26% increase from the previous year. The 2023-2024 harvest exceeded three tons of fruits and vegetables.

Pionero Bar replaced plastic straws with copper ones in 2010.

Recycling

Glass Recycling and Eco-design

Pionero Bar makes its own line of glasses from recycled bottles. During the season, it produced more than 200 glasses. The bar has over 600 eco-glasses in stock, which it uses to serve 76 out of the 111 cocktails and beverages on the menu.

Composting: Restaurants and the Garden

During the 2023-2024 season, Las Torres Patagonia composted 51.4 tons of organic waste, repurposing it as fertilizer for the bio-intensive garden and/or supplemental feed for farm animals.

The process begins with collecting and sorting unseasoned vegetable waste, which is then turned into compost using California worms (vermicomposting). In a month, the compost is ready to enrich the garden soil. The vermicomposting planned for this winter will enable Las Torres Patagonia to maximize waste reduction and assess the effects of biomaterials in the compost.

Meanwhile, the barley waste from beer brewing at the bar is also composted and contributes to the garden's nutrient cycle.

Participation in the Green Jobs Study

Las Torres Patagonia reaffirms its commitment to sustainability by focusing on waste management and recycling. It establishes a baseline for environmental studies in the Magallanes and Chilean Antarctic Region and encourages responsible tourism.

Supply Chain

Sustainable Purchasing

Las Torres Patagonia prioritizes support for the local economy by establishing relationships with various suppliers in the Magallanes Region. Our key suppliers include:

- **Regional Meats:** Sourced from Puerto Natales, Las Torres works closely with Carnes Natales and Estancia Cerro Negro, owned by the Kusanovic family, to acquire fresh, high-quality meat for the entire reserve.
- **Fruit and Vegetables:** While 98% of all fruit and vegetables are sourced from Santiago, the company collaborates with SUPERFRUT, a local distributor in Puerto Natales, to ensure freshness and product quality.
- **Frozen Products:** A local supplier responsible for the entire logistics cold chain supplies ten tons of frozen products from the Magallanes Region, including pork and fish, weekly.
- **Beer:** The renowned Cervecería Austral and Cervecería Patagonia offer Las Torres Patagonia customers a variety of options produced, packaged and invoiced in Punta Arenas.
- **Stationery and Cleaning Products:** Las Torres Patagonia supports local commerce by preferring regional distributors like Alejandra Chávez Vidal for stationery and cleaning supplies.
- **Craft Beer, Gin and Other Spirits:** In addition to brewing its own craft beer, Las Torres Patagonia works closely with Federico Gil, a local supplier and the bartender at Pionero Bar. He advocates for sustainable practices and has played a key role in related initiatives.

Overall, Las Torres Patagonia's business relationships with over thirty local suppliers foster community connections and support regional economic growth.

	% of 2023-2024 season suppliers
Local suppliers	4%
Non-local suppliers	96%

People

Employees

Local Employment and Gender

At peak direct employment on February 29, 2024, the Las Torres Patagonia workforce totaled 586 people.

Employees from the Magallanes and Chilean Antarctic Region represent the largest proportion of the workforce at 47%. The team is quite diverse in terms of age; however, the average age is 29. Although there's still room for improvement in gender diversity, women make up an average of 46% of the workforce.

The team is the key driver of Las Torres Patagonia's competitiveness and growth. In a sector facing mounting challenges, diverse and motivated teams are essential to addressing business, environmental and social issues. The company fosters a safe and healthy work environment that promotes diversity, inclusion and professional development, while attracting, hiring and nurturing high-potential talent.

Employee Benefits

Improved Working Conditions

As part of its commitment to the well-being and satisfaction of its valuable team, Las Torres Patagonia has enhanced working conditions.

- Supplementary life, health and dental insurance covering 50% of the co-payment for employees with open-term contracts
- A preferential rate at an upscale hostel in Puerto Natales for Las Torres Patagonia employees, with an option to pay through a payroll deduction
- Other discounts on accommodations, food and beverages at Las Torres Patagonia
- *Paine por Paine* program: Free accommodations in a Tribu tent at the various Las Torres Patagonia campsites
- Caja Los Andes membership (a variety of benefits)
- Preventive health campaigns
- Recreational and cultural activities
- Internal contests (e.g., photography)

Recreational and Leisure Activities: In the 2023-2024 season, staff members had access to recreational and leisure activities twice a week. A specialized team is responsible for developing a diverse offering of educational and recreational activities, including karaoke, cooking workshops and ping-pong tournaments. In total, 180 activities were available during the season.

Extended-Schedule Telemedicine: In a remote area far from healthcare facilities, a telemedicine service with extended hours provides first response care for work-related incidents and facilitates access to medical advice for non-work-related issues, ensuring quick and efficient access to care.

Employee Discounts: The employee discount program offers affordable access, with breaks of up to 90% on a wide range of products and services. Employees can enjoy the park and W-Circuit attractions. Access to the Las Torres Patagonia campsites is free with a reservation.

Training and Employee Skill Development

Comprehensive Employee Training

Las Torres Patagonia provides training programs in various areas of interest for the company and its employees, including risk prevention, customer service, construction, culinary arts, electricity and renewable energy and road safety. In the 2023-2024 season, 192 workers completed training on service excellence, improving the experience for guests and visitors.

- **Total training hours:** 11,802
- **Total training hours for women:** 6,366
- **Total training hours for men:** 5,436

Risk Prevention and Emergency Training:

Since the area around Las Torres Patagonia is part of Torres del Paine National Park, safety is a top priority. All employees receive training on the use of fire extinguishers, personal protective equipment and emergency protocols. Additionally, 60 employees are certified Wilderness First Responders (WFR), trained to handle emergencies in remote locations.

Specialized Training for Park Rangers and Hikers

- **Las Torres Patagonia Conservancy Park Rangers:** Six-month wildlife monitoring training that focuses on biodiversity and sustainable management
- **Wildlife:** Safety protocols to ensure the protection of employees and visitors during encounters with pumas and Geoffroy's cats.
- **Flora and Botany:** Last season, 16 guides took a comprehensive four-day course on local vegetation taught by botanical experts.
- **Geology:** Training on the park's geological processes prepares guides to explain natural phenomena accurately.

Emergency Response

Preventing and Combating Wildfires

The Torres del Paine Fire Brigade, part of the Última Esperanza Fire Department, is finishing up training to meet the National Firefighters Academy standards. With 20 volunteers, the brigade has completed classroom and hands-on training. It is equipped with basic gear and awaits full equipment.

Las Torres Patagonia supports safety efforts in Torres del Paine by funding a station for the fire brigade, monthly training sessions and specialized courses in 2024. This season, in partnership with the Second Company of the Última Esperanza Fire Department, a wildfire control drill demonstrated the prevention and preparedness of the Las Torres Patagonia Conservancy team.

Meanwhile, to improve emergency response preparedness, 22 members of Las Torres Patagonia and the Las Torres Patagonia Conservancy teams earned two-year Wilderness First Responder (WFR) certification for rescue operations in remote areas.

Guests

Guest Experience

The guest experience, making sure every visitor has a pleasant stay, is a key part of our commitment to responsible tourism. To keep track of and improve customer satisfaction, we analyze the Net Promoter Scores (NPS) at Hotel Las Torres and the Mountain Stays and campsites over two seasons. This analysis helps identify key areas for improvement, assess the effects of our strategies and discover new opportunities to boost service quality and foster guest loyalty.

Category	Initial NPS (%) 23-24	Current NPS (%) 24-25	Improvement (%)
Hotel + Mountain Stays	67%	80%	+13%
Hotel	69%	87%	+18%
Campsites and Mountain Stays	67%	76%	+9%

The overall NPS improved by +13%, rising from 67% to 80%. The hotel saw the most significant improvement, with an increase of +18% (from 69% to 87%). Meanwhile, mountain stays and campsites also experienced positive growth of +9% in their NPS, reaching 76%. All accommodations exceeded the target.

Change in Promoters, Passives and Detractors

Category	Promoters (9-10) Previous	Promoters (9-10) Current	Change
Hotel + Mountain Stays	73%	82%	+9%
Hotel	77%	89%	+12%
Campsites and Mountain Stays	72%	79%	+7%

The percentage of promoters increased notably, with the hotel (+12%) and hotel + mountain stays (+9%) leading, which indicates higher customer satisfaction. Additionally, the number of passive customers fell significantly, suggesting that more guests are fully satisfied with their experience. Conversely, the significant drop in detractors, especially at the hotel (-7%), reflects improvements in service quality and the overall customer experience.

Evaluation of Goal Achievement

Category	Previous Target (%)	Previous NPS (%)	Current Target (%)	Current NPS (%)	Target reached?
Hotel + Mountain Stays	78%	67%	80%	80%	Yes
Hotel	85%	69%	87%	87%	Yes
Campsites and Mountain Stays	70%	67%	70%	76%	Yes

No category met its NPS target last season. However, all categories exceeded it in the most recent measurement. The hotel stands out with the most significant improvement margin (+7%). Meanwhile, the mountain stays and campsites, which were previously below their target (67% vs. 70%), surpassed it this season, reaching 76%.

Key Factors behind NPS Improvement

The hotel's improvements in customer experience management have successfully lowered the number of detractors and boosted the number of promoters. In particular, the 7% drop in detractors demonstrates effective resolution of previous complaints or issues, indicating progress in service quality.

The conversion of passive customers into promoters has been noteworthy, with a 6% decrease in passives for the hotel as well as for mountain stays and campsites, suggesting that more customers are satisfied with their experience. Initiatives like better communication, personalized service,

service training schools, bootcamp sessions and improved customer service have contributed to a more positive overall perception.

The NPS for mountain stays and campsites is trending positively with a 9% increase. However, their promoter score (79%) lags behind the hotel's. Although detractors fell from 5% to 3%, there is still room to improve the experience and turn more passive customers into promoters, highlighting a key opportunity for optimization.

Overall, the Net Promoter Score (NPS) has improved significantly across all areas. The hotel recorded the most substantial gain at +18%, well exceeding its target. Mountain stays and campsites also improved at +9% but still have room to improve. All categories now meet or surpass their targets, a major change from the previous measurement. The challenge going forward will be to sustain and further improve these results over the long term, ensuring the customer experience remains exceptional.

Guest Experience Policies and Safety

Commercial Policy and Customer Relationship

The commercial policy available at <http://www.lastorres.com> governs Las Torres Patagonia's relationship with guests. It outlines payment terms, cancellations, refunds and compensation, ensuring transparency and fairness in managing reservations.

Privacy and Data Use Policy

This policy provides guidelines for collecting, using and protecting data from website visitors, including IP addresses and cookies, to improve the user experience. It also ensures children's online privacy is protected. Users should review the privacy policies of third-party advertisers.

Committed to a Safe and Comfortable Experience

Las Torres Patagonia takes steps to ensure a safe, high-quality experience in all its hotels, cabins, mountain stays and campsites:

- **Hygiene protocols:** Strict cleaning and disinfecting procedures are in place at all facilities.
- **Outdoor activity safety:** Expert guides supervise excursions to ensure safe, responsible experiences.
- **Infrastructure and comfort:** Regular evaluations enhance services and ensure a comfortable stay.

Risk Management and Safety

Las Torres Patagonia has a dedicated risk management team, including 60 employees certified as Wilderness First Responders (WFR). Internal and external audits assess safety, environmental management and legal compliance. Furthermore, search and rescue operations involve park rangers trained to handle emergencies in remote areas.

During the last season, there were no reports of safety-related incidents or sanctions, which demonstrates the effectiveness of the protocols and boosts confidence in the reserve's risk management.

Community Relations

Community Connection and Awareness

Las Torres Patagonia supports local development through events, talks and workshops focused on conservation, biodiversity and sustainable tourism. Notably, in November 2023, the WHOA Travel group visited, with 18 women taking part in hiking, reforestation and conservation activities.

Support for Local Entrepreneurs

The company promotes local economic growth by supporting and selling regional products, working with local organizations and creating employment and social development opportunities.

Sharing and Communicating Las Torres Patagonia's Performance

- **Digital Campaigns:** The "Sustainability in Action: 10 Projects, One Commitment" video and via social media, with over 87,800 followers across several platforms
- **Media Coverage:** National and international press, including *El Mercurio*, Canal 13 and media outlets from the U.S., Switzerland and Italy
- **Content Marketing:** 54 posts and 84 blog updates on the official website

Environmental Education and Community Engagement

Las Torres Patagonia has launched several initiatives to enhance environmental education and engage with the local community. These initiatives raise awareness about the importance of protecting Patagonian ecosystems, deepen understanding of the natural environment, and encourage a culture of respect and stewardship for the land.

Key initiatives include organizing the **Regional Scientific Symposium on the Environment**, participating in the **Regional Environmental Education Committee** and hosting environment-themed **camps for schoolchildren**.

The organization has also hosted educational visits from various institutions, including schools for students with disabilities—Paul Harris, Nuevo Mundo and the Lions Club—and an annual visit from the Charles Darwin School. It engages with senior citizen clubs and rural schools, such as Cerro Castillo and Cerro Guido Schools, strengthening the ties between Las Torres Patagonia and the local communities. These activities provide meaningful experiences that connect people of all ages directly with nature, enhancing environmental education and supporting a conservation approach rooted in education and civic involvement.

Volunteering

- **Trails:** 391 applications, 124 active volunteers and 480 meters of progress in 10 days
- **Garden:** Support in sustainable agricultural farming and production
- **Press Coverage:** 372 appearances in media outlets from Chile, the U.S. and Canada, reaching 10.8 million people

Academic Engagement and Training

Las Torres Patagonia has partnered with Universidad de Magallanes to host students from the

Sustainable Tourism Technical Program for internships, thesis projects and field-based academic activities, actively helping to enrich technical education and develop human capital in the region.

Eco Yoga and Well-Being

The **2023 Eco Yoga** event attracted 70 participants for experiences that foster connection with nature, including forest bathing, yoga and meditation.

Collaboration with Authorities

On February 13, 2024, Mayor Anahí Cárdenas and the municipal council visited the new trail to Base Torres viewpoint, highlighting the collaboration with ConservationVIP, Las Torres Patagonia Conservancy and CONAF to improve accessibility and environmental conservation in the area.

Las Torres Patagonia reaffirms its commitment to the community by promoting education, local development and the preservation of the region's natural heritage.

11 GRI Index

Las Torres Patagonia has presented the information cited in this GRI content index for the period from October 1, 2023, to April 30, 2024, using the GRI Standards as a reference.

Standard	GRI	INDICATOR	CHAPTER	PAGE
General contents	2-1	Organizational details	General information	9
	2-2	Entities included in the organization's sustainability reporting	General information	12
	2-3	Reporting period, frequency and contact point	General information	17
	2-4	Restatements of information	First sustainability report	
	2-5	External assurance	General information	

12 ANNEXES

- **References:**

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