

Sustainability Policy

Loi Suites Iguazú Hotel

Principles of our Sustainable Management Policy

At Loi Suites Iguazú Hotel, we firmly believe that the growth and development of our company are intrinsically linked to the well-being and sustainable development of the local community of Puerto Iguazú, as well as to the conservation and protection of the environment, the Atlantic Forest ecosystem, and the historical, natural, and cultural heritage of the region in which we operate, with special respect for the Mbyá Guaraní indigenous culture and the communities that preserve it.

We believe that contributing to the sustainable development of our destination while delivering excellence in service to our guests are the strategic pillars that guide all our actions. Within this framework, we have developed this Sustainable Management Policy, supported by programs, objectives, targets, and actions aligned with our mission, vision, and values, while ensuring a balanced integration of the economic, social, and environmental dimensions of sustainability.

Through this policy, we establish a Sustainable Management System that integrates all aspects of our operations, promoting the sustainable development of Puerto Iguazú, respect for human and labor rights, the protection of biodiversity, the conservation of natural and cultural heritage, the strengthening of the local community, and the active participation of employees, guests, suppliers, and all other stakeholders in building a responsible tourism destination.

Furthermore, Loi Suites Iguazú Hotel is committed to conducting all its activities in accordance with the principles of Sustainable Tourism, promoting a balance between economic development, environmental protection, the conservation of natural and cultural heritage, respect for human rights, the well-being of local communities, and guest satisfaction. In this regard, we adhere to the principles established in the World Charter for Sustainable Tourism +20 and to the guidelines of the Hoteles más Verdes Certification Program.

Likewise, we are committed to complying with all applicable legislation and other relevant requirements related to sustainable management, environmental protection, social responsibility, labor standards, occupational health and safety, and tourism regulations; preventing and minimizing the negative impacts of our activities; maximizing the positive impacts on the environment, the local community, and the regional economy; and continuously improving our Sustainable Management System in its economic, social, and environmental dimensions.

Our Sustainable Management Commitments

The following are the main commitments undertaken within the framework of our Sustainable Management Policy, which are implemented through specific programs, procedures, plans, and actions:

- Conduct all our activities in accordance with the principles of Sustainable Tourism, integrating environmental, social, cultural, and economic criteria into our decision-making processes and promoting responsible tourism that contributes to the sustainable development of the destination, the well-being of local communities, the conservation of biodiversity and cultural heritage, and guest satisfaction.
- Maintain a Quality Management Program encompassing all operational processes, integrating the economic, social, and environmental dimensions of sustainability into each of them.
- Respect and protect the human and labor rights of our employees, guests, suppliers, contractors, all members of our value chain, and the residents and visitors of Puerto Iguazú through programs, plans, and protocols established in our Code of Ethics.
- Comply with all applicable legal requirements and other obligations related to sustainable management, environmental protection, social responsibility, labor standards, occupational health and safety, and tourism regulations, ensuring their continuous monitoring, updating, and compliance.

Elaboró: Solange Lerea Gerente	Revisó: Diana C. Larghieri Coordinadora Op.	Fecha de Revisión: 15/04/2025	Aprobó: Ceballos Yohana Gerente Operativa
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- Protect and conserve biodiversity, particularly the Iryapú Forest and the Atlantic Forest, prioritizing the preservation of native forests, minimizing environmental intervention, and promoting ecological restoration through the use of native species.
- Promote responsible visits to natural attractions by encouraging environmental best practices among our guests and collaborating with organizations committed to the conservation of natural heritage.
- Strengthen the development of the local community by prioritizing the hiring of local people, products, and services, while fostering the professional and personal growth of our employees.
- Promote and preserve the historical and cultural heritage of Puerto Iguazú by encouraging responsible visits to cultural sites and supporting local artisans and regional producers.
- Foster the inclusion and participation of the indigenous communities located in the Iryapú Forest by promoting respect for their culture and traditions and encouraging sustainable tourism opportunities that benefit their communities.
- Implement responsible procurement processes by prioritizing suppliers committed to sustainability and purchasing local, recyclable, reusable, biodegradable, low-impact, and environmentally certified products whenever possible.
- Promote the efficient and responsible use of energy through energy-efficient technologies, renewable energy sources, preventive maintenance, and awareness programs for employees and guests.
- Continuously reduce energy consumption per guest through energy efficiency initiatives and technological innovation.
- Promote the efficient and responsible use of water by reducing consumption, detecting leaks promptly, encouraging water reuse whenever technically feasible, and implementing technologies that support water conservation.
- Responsibly manage solid waste through reduction, reuse, recycling, waste separation at source, and the safe disposal of special and hazardous waste.
- Develop ongoing training, awareness, and communication initiatives on sustainability for employees, guests, suppliers, and the local community.
- Implement policies and procedures aimed at preventing the commercial sexual exploitation of children and adolescents, human trafficking, all forms of discrimination, and any conduct that violates human rights.
- Promote accessibility, inclusion, and equal opportunities for both employees and guests.
- Gradually reduce our carbon footprint by measuring greenhouse gas emissions, implementing mitigation and environmental compensation initiatives, and contributing to the conservation of the Iryapú Forest.
- Periodically evaluate our sustainability objectives, targets, and performance indicators to strengthen the continuous improvement of our Sustainable Management System.
- Communicate and make this Sustainable Management Policy publicly available, ensuring that it remains up to date, documented, and accessible to employees, guests, suppliers, the local community, and all other stakeholders through our institutional communication channels and website, in the languages most commonly spoken by our guests.

Yohana Ceballos

Gerente Operativa
Loi Suites Iguazú Hotel

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