

Sustainability POLICY







OCanto reaffirms its commitment to developing practices and initiatives that contribute to regenerative tourism in all the territories where it operates. The goal is to ensure balanced, sustainable, and territory-integrated development, safeguarding the conservation of the environment while strengthening and valuing different cultures and local communities.

The concept of Regenerative Tourism followed by OCanto is based on the definition shared by Futuri (Alliance for Regenerative Tourism, <https://futuribrasil.com>), which states:

REGENERATIVE TOURISM presumes, beyond adopting good practices to leave the territory even better than before, the participation of the entire tourism chain in an integrated planning process.

With this in mind, all pousadas and attractions that are part of OCanto operate under the premise of contributing to the development and expansion of the 4 C's of Regenerative Tourism:

CONSERVATION > CULTURE > COMMUNITY > COMMERCE

There is, therefore, a firm commitment to acting on the basis of these four pillars, ensuring guests a genuine experience of connection with nature and local culture.

Below, the guidelines reinforce our commitment to Regenerative Tourism and business sustainability:

Environmental conservation

- Develop, participate in, and support socio-environmental projects in the territory;
- Ensure the implementation of management practices and sustainable use of natural resources, such as water and energy;
- Promote and implement conscious consumption, aiming

to reduce waste and minimize the generation of residues;

- Carry out waste separation and proper disposal;
- Raise awareness among guests and employees about sustainability, conservation, and local biodiversity;
- Provide guests and employees with guidance on good sustainability practices.

Community involvement

- Support social, cultural, and environmental projects with the local community, strengthening and giving visibility to local talents;
- Foster collaboration among residents, tourism businesses, and government authorities, promoting inclusion, respect for local culture, and the fair sharing of economic benefits.

Low-impact tourism

- Promote activities that encourage low-impact tourism and genuine experiences of connection with the local biome;
- Develop activities that are fully integrated into the territory across all stages of operations;
- Ensure that the services offered boost the city's economy, strengthening the community and the culture of the area;
- Provide information on local biodiversity and eco-tourism, as well as good tourism practices aligned with the principles of regenerative tourism.

Education and awareness

- Support and encourage, in partnership with public and private organizations, the development of education and training programs, creating connection networks to foster individual and institutional capacities in favor of the city's sustainable development;
- Actively raise awareness among guests, employees, and

residents about the importance of sustainability and the regeneration of tourist destinations;

- Communicate sustainable practices transparently within operations, fostering engagement and the knowledge-sharing.

Monitoring and evaluation

- Define performance indicators across all operations;
- Establish targets to reduce resource consumption, waste generation, and improve processes, aiming for continuous improvement in sustainable practices;
- Implement monitoring tools and protocols to assess indicators and results;
- Communicate to employees and guests the consumption of resources and waste generation in operations;
- Identify current and potential impacts of operations on the availability of territorial resources.

Sustainable consumption

- Establish supplier selection criteria that consider environmental and social aspects, prioritizing partnerships with local suppliers and those with sustainability certifications;
- Prioritize the purchase of organic foods aligned with good production practices, preferably from small local producers;
- Favor bulk purchases to prevent and reduce waste generation;
- Prioritize the purchase of sustainable products, preferably with compostable, reusable, or recyclable packaging;
- Avoid, whenever possible, the purchase and use of single-use plastics;
- Avoid buying products whose packaging cannot be recycled or reused in the operation.

Well-being and inclusion of employees

- Ensure accessibility throughout the facilities, allowing people of all ages and needs to enjoy them equally;
- Continuously promote equality and non-discrimination in all environments, as well as respect for and appreciation of local culture and knowledge;
- Guarantee decent working conditions, prioritizing employee comfort and health;
- Establish strict occupational health and safety protocols and provide all necessary personal protective equipment (PPE);
- Continuously monitor employee satisfaction and maintain safe channels for complaints and feedback;
- Continuously train and raise awareness among employees about good sustainability practices in operations, as well as nature and resource conservation;
- Promote an inclusive and accessible work environment for all employees;
- Provide clear and accessible instructions on biodiversity practices, as well as accident prevention related to fauna and flora;
- Indicate specialized health institutions in case of accidents (such as hospitals, emergency services, or institutions specializing in venomous animal incidents).

Excellence in Service

- Ensure excellence in the experience offered to guests and clients by providing welcoming, consistent service aligned with the quality standards and identity of each business;
- Continuously monitor guest satisfaction and address any potential dissatisfaction, using feedback and indicators as the basis for corrective actions and continuous improvement processes;

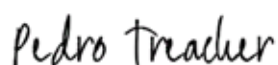
- Ensure accessibility and inclusion, promoting conditions that allow people of different ages, limitations, or specific needs to enjoy the experience in an equitable, safe, and respectful manner.

To fulfill this policy, the following objectives have been established:

- Conservation of natural resources and impact management;
- Excellence in service;
- Development of low-impact tourism within the territory;
- Increased community engagement;
- Continuous improvement of accessibility and inclusion;
- Contribution to sustainable consumption and the promotion of the local economy;
- Promotion of employee inclusion and well-being;
- Guarantee of workplace safety.

The OCanto Group's Sustainability Management System operates as a **formally established process of continuous improvement**, ensuring the ongoing enhancement of sustainable practices, implemented actions, and the quality of services provided. To achieve the defined objectives, **specific indicators, targets, and actions** are established, which are **monitored and reviewed at defined intervals**, with adjustments made whenever necessary based on performance and the impacts generated within the territory and operations.

In addition, the Group relies on **structured tools to evaluate the Sustainability Management System**, enabling performance analysis, identification of improvement opportunities, and the strengthening of operational effectiveness, ensuring the continuous evolution of its commitment to sustainability and regenerative tourism.



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