

Sustainable Tourism Code of Conduct

Panoramic Grand Hotel has developed the following Code of Conduct for the local community, HCI S.A. employees, and guests who choose to enjoy the Natural and Cultural Heritage of the City of Puerto Iguazú.

For the local community:

We have developed this Code of Conduct to ensure the development of sustainable tourism for both our community and visitors. We request our guests to respect the cultural and natural heritage to preserve it for future generations. We are committed to the development of the community in which we are embedded and have a mission to help improve the quality of life of the residents of Puerto Iguazú through our Corporate Social Responsibility actions.

For our employees:

At HCI S.A., we believe it is essential to have a harmonious and pleasant work environment, where respect, commitment, and honesty prevail. We ask our employees to be honest, responsible, and supportive of others; values that predispose each one to give their best.

To achieve this, specific procedures are established for each sector and each task performed within the company facilities, in addition to this code of conduct.

For our guests or visitors:

We ask our guests, visitors to the Iguazú Destination, to be respectful of the Cultural Heritage (whether tangible or intangible) and the Natural Heritage, considering the recommendations detailed below:

Respect the host community: the city, its facilities and services, its local inhabitants, and their way of life.

Be rational in the use of water and energy. If you generate waste, please dispose of it only in authorized trash bins and respect municipal ordinance No. 17/19, which establishes the conditions for sorting waste at the source as dry and wet. This not only involves caring for the environment but also practicing sustainable tourism.

-Respect the architectural heritage, visiting the different sites of interest and historical landmarks of the city, admiring their uniqueness without deteriorating, dirtying, damaging, or removing items belonging to the community's heritage.

-Respectfully contemplate the cultural heritage that represents the identity of the host community; its music, legends, customs, history, gastronomy, etc.

-Contemplate the native flora and fauna without introducing foreign species or extracting part of this natural heritage. Ensure biodiversity conservation.

If you decide to visit the Mbyá Guaraní indigenous village, we suggest approaching with respect, calmness, and without disruptive shouting. Be kind and patient, as the culture and language of indigenous peoples can be very different from those of visitors. -Respect the schedules and customs of the village members; for this, there are pre-scheduled excursions, do not visit on your own.

Do not introduce elements foreign to their culture, do not criticize or offend their customs or way of life. Do not take objects from the village unless they are gifts from some community members and do not represent architectural heritage, native flora, or fauna.

-We ask that you follow the conditions and recommendations of the services and activities as offered and established by the community (use authorized paths, respect private property, ask for permission to take photographs, respect the authority of local guides).

-Respect traffic signals, maximum speed limits, and animal crossing areas.

-We condemn sexual exploitation, human trafficking, and any attempt of abuse and harassment of community members, whether minors or adults.

Section: Iguazú National Park:

We request that the following articles of National Law 22.351 be taken into account when visiting the Iguazú National Park:

CHAPTER II: NATIONAL PARKS

-Article 4: National Parks are areas to be conserved in their natural state, representative of a phytogeographic region, and have great scenic beauty or scientific interest, which will be maintained without other alterations than those necessary to ensure their control, visitor attention, and those corresponding to National Defense measures adopted to meet National Security needs. Economic exploitation is prohibited except for tourism-related activities, which will be carried out in accordance with regulations issued by the Application Authority.

-Article 5: In addition to the general prohibition of Article 4 and with the exceptions determined in subsection j of this article and Article 6, the following are prohibited in National Parks:

- a) The alienation and leasing of state-owned lands, as well as use concessions, with the exceptions contemplated in Article 6;
- b) Mineral exploration and exploitation.
- c) Industrial installations.
- d) Agricultural, forestry, and any type of natural resource exploitation.
- e) Commercial fishing.
- f) Hunting and any other type of action on wildlife, unless necessary for biological, technical, or scientific reasons that advise the capture or reduction of certain species.
- g) The introduction, transplantation, and propagation of exotic flora and fauna.
- h) Human settlements, except as provided in subsection j) of this article and Article 6.

- i) The introduction of domestic animals, except those necessary for attending to the situations mentioned in subsection j) and Article 6.
- j) Building structures or facilities, except those intended for the application authority, surveillance or national security, and private housing on privately owned land, in accordance with the regulations and authorization issued by the relevant body and specific standards that may exist in each case, related to national surveillance and security authorities.
- k) Any other action or omission that may modify the landscape or biological balance, except those derived from military defense measures leading to National Security, according to current objectives and policies.
- l) Flying over in motor-powered aircraft, except for commercial, military, and civil air routes that, due to geographic, climatic characteristics or proximity to airports in the area, do not have alternative routes, as well as those intended for search and rescue operations, fire fighting, scientific research, technical surveys, and all those related to their care and administration. (Subsection incorporated by Art.1° of Law No. 26.389 B.O.25/6/2008).

The following institutions support and endorse this Code of Conduct:

- SCHOOL N°837 DANIEL EYTAN.
- SAMIC HOSPITAL.
- DIVERSEY PRODUCT SUPPLIER.
- ROTARY CLUB CATARATAS.
- MUNICIPAL ENVIRONMENTAL MANAGEMENT.
- GRUPO CUIDATE IGUAZÚ.
- IGUAZÚ TECHNOLOGICAL INSTITUTE.
- NORTHERN ZONE COORDINATOR FOR ADDICTION PREVENTION.
- CARTONERO CARRERO GROUP. RECYCLE ARGENTINA.
- PATAS A LA OBRA.
- CHILDREN'S FOOTBALL SCHOOL.
- HOME FOR THE ELDERLY.
- PEDIATRIC HOSPITAL.
- DAY HOME.