



CASA ANDINA
HOTELES

SUSTAINABILITY REPORT

2024

TABLE OF CONTENTS

1. Introduction

- 1 Speech by the CEO
- 1 Our Company

2. Sustainability Strategy

- 1. Environment (E)
- 2. Carbon footprint monitoring and reduction plan
- 3. Energy efficiency and renewable energy plan
- 4. Waste management program
- 5. Social (S)
- 6. Governance (G)

3. Our 2030 goals

4. Commitment



Speech by the CEO

Tourism should be a positive factor for Peruvian development.

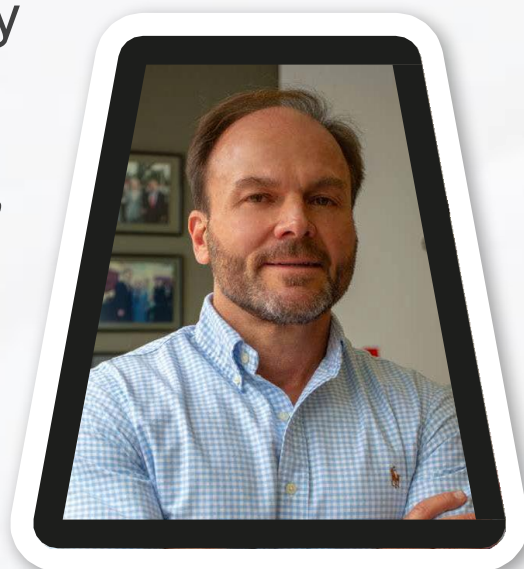
At Casa Andina, we strongly believe that tourism is a powerful way to promote the comprehensive and sustainable development of the different Peruvian destinations. For this reason, each of our actions is based on a clear commitment:

“We offer experiences that exceed travelers’ expectations, caring for our environment, promoting local culture, and making a positive impact on the communities that welcome us.”

Our commitment to sustainable development involves adopting responsible management practices in our hotels and customer experience. Sustainability is a core part of our business strategy. We have operations throughout Peru, which is why we work every day to promote responsible tourism, creating authentic Peruvian experiences that value our culture, protect the environment, and have a positive impact on the communities where we work.

2024 has been a year of growth, guided by our values: integrity, dedication to service, focus on detail, teamwork, and a spirit of excellence. We reaffirm our purpose: to make Peru exceed all expectations. And thanks to our team, we continue to move forward with determination toward our vision: to be the leading Peruvian hotel chain in the world, recognized for its excellence and extraordinary results.

This Sustainability Report embodies our commitment to responsible, transparent management that is coherent with our principles. It is a commitment that seeks to provide concrete solutions to the social, environmental, and economic challenges we face as a country. We understand the future of hospitality requires actions, innovation, and active collaboration with communities and authorities throughout Peru. Therefore, at Casa Andina, we will continue to work with passion and purpose, convinced that every hotel, every experience, and every employee is an opportunity to generate well-being, promote local development, and create a more sustainable country.



Juancho Stoessel

Our Company

By the end of 2024, our operations will include 31 hotels and 15 partner hotels, for a total of 46 hotels with 3,053 rooms. We are located in 20 regions and 33 destinations throughout Peru.



47
HOTELS

3053 rooms

33 destinos



-  Premium
-  Select
-  Standard
-  Partner Openings
-  Openings 2025

Introduction

Peech by CEO

Our company

Sustainability
Strategy

Environment (E)

Carbon footprint
Monitoring and
reduction plan

Energy Efficiency
and renewable plan

Waste management
program

Social (S)

Governance (G)

Our 2030 goals

Commitment



Our sustainability strategy focuses on three interconnected pillars:
Environment, Social and Governance (ESG)



Our company

Casa Andina is Peru’s leading hotel chain, with a solid track record of over 20 years dedicated to providing unique experiences to its travelers. With a presence in key destinations throughout the country, across the coast, highlands, and jungle, we offer a wide range of hotels designed to meet the diverse needs of our customers.

Beyond providing quality accommodation, we are deeply committed to sustainable development and contributing to regional economies. We recognize the fundamental role that tourism plays as an important growth factor and we take responsibility for enhancing its positive impact, both environmentally and socioeconomically.

Our operations create a significant economic impact in the regions where we work, through the creation of direct and indirect jobs. Hiring local personnel is a priority, which drives professional development in communities and reinforces a sense of belonging. In addition, we establish partnerships with local suppliers, prioritizing the acquisition of goods and services from micro and small enterprises, thereby contributing to the consolidation of the value chain and the growth of local businesses.

Estrategia de sostenibilidad



In more than 20 years of experience, we have been developing strategies focused on providing development opportunities in the different regions where we are present. We also contribute to the formalization of the value chain in which we are immersed.

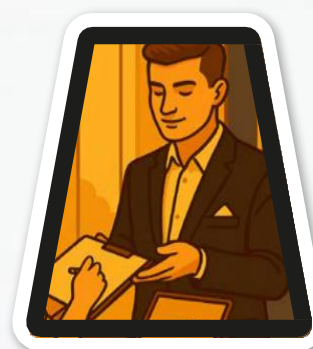
Our goal is to generate a positive impact through specific actions in three areas:



Environment
(E)



Social
(S)

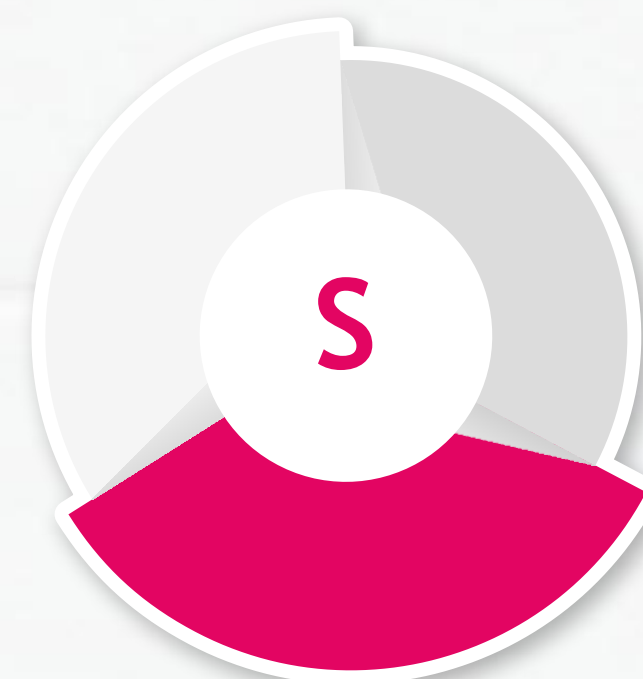


Governance
(G)



In the environment (E) area, we apply procedures for resource efficiency:

- Reducing our carbon footprint
- Effective waste management
- Change of energy source



Social (S), we focus on the development of our employees, supporting local communities, and promoting sustainable

- Occupational Health and Safety Programs for employees
- Professional growth for our team
- Diversity, equity, and inclusion
- Promoting local entrepreneurs



In Governance (G), we prioritize business ethics, transparency and regulatory norm

- Commitment to Customer satisfaction
- Promoting best practices to our suppliers

Introduction

Peech by CEO

Our company

Sustainability Strategy

Environment (E)

Carbon footprint
Monitoring and
reduction plan

Energy Efficiency
and renewable plan

Waste management
program

Social (S)

Governance (G)

Our 2030 goals

Commitment

Sustainability strategy

Our strategy aligns with the Company´s values



Culture of Integrity

Governance:

Strengthen ethics and compliance policies and promote a culture of transparency throughout the value chain.



Vocation for Service

Governance:

Promote workplace inclusion and professional development for employees, prioritizing the well-being of guests and staff.



Attention to detail

Environment and social:

Optimize the use of water, energy, and waste management, prioritizing efficiency and improving customer experience.



Team work

Social:

Promote collaborative work on social and environmental projects and encourage internal communication and horizontal leadership.



Spirit of Excellence

Environment and governance:

Invest in ongoing sustainability training and set ambitious goals for reducing our carbon footprint and improving operational efficiency.

Introduction

Peech by CEO

Our company

Sustainability
Strategy

Environment (E)

Carbon footprint
Monitoring and
reduction plan

Energy Efficiency
and renewable plan

Waste management
program

Social (S)

Governance (G)

Our 2030 goals

Commitment



Ambiente (E)



Energy
efficiency and
renewable



Plastic
reduction
project



Waste
management
program



Carbon
footprint
monitoring and
reduction plan

Environment (E)



Carbon footprint monitoring and reduction plan

At Casa Andina, we are committed to reducing greenhouse gas (GHG) emissions. Since 2019, we have been monitoring our emissions and reporting them on the MINAM portal in order to evaluate and control our GHG generation. To date, we have achieved the following results:



Compared to 2023, in 2024 we managed to reduce Scope 1 and 2 emissions by 22% per occupied night.



Transition to cleaner energy sources: by the end of 2024, we will have five hotels (Premium San Isidro, Premium Miraflores, Select Miraflores, Standard Benavides, and Standard Chinchá) that have replaced LPG with natural gas.



Compared to 2023, in 2024 we managed to reduce electricity and water consumption ratios per occupied night by 21%.

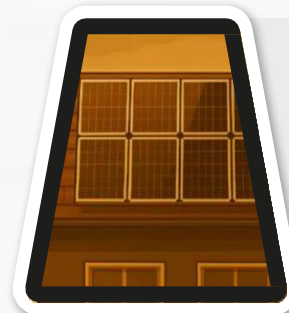
Environment (E)



Efficiency and renewable energy plan



To generate clean energy, we developed two solar photovoltaic projects at the Casa Andina Select Moquegua and Casa Andina Standard Arequipa hotels, with the aim of reducing our carbon footprint, meeting part of the hotels' electricity demand, and promoting the use of technology in our hotels.



We installed solar thermal panels to preheat domestic water, reducing LPG (liquefied petroleum gas) consumption at Casa Andina Premium Valle Sagrado.



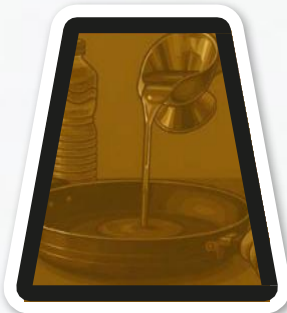
We promote electromobility through charging stations for electric vehicles at six hotels (Select Tumbes, Standard Piura, Premium Piura, Select Chiclayo, Select Miraflores, Select Tacna, and Premium Valle Sagrado). This initiative supports the introduction of electric vehicles, contributing to the prevention of air pollution and fossil fuel dependence.

Environment (E)



Waste management and plastic reduction program

We have implemented various initiatives to strengthen waste management and reduce the use of single-use plastics, recognizing their significant environmental impact. During 2024, these actions have generated positive and measurable results.



Kitchen waste management: 100% of our hotels collect used cooking oil so that, in partnership with Rijhopool and, in some destinations, with Bioils Latam SAC, it can be processed into biodiesel. In this way, we prevent water and soil pollution and contribute to the circular economy by converting this waste into new products.

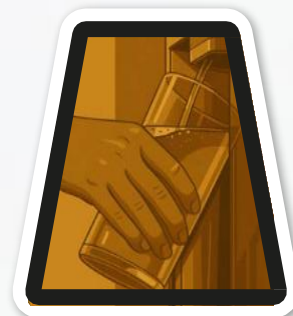


Plastic reduction program: 81% of our hotels have implemented the use of dispensers for amenities in guest room bathrooms. This measure represents a significant step forward in reducing the consumption of single-use plastics, such as small bottles of shampoo, conditioner, and soap. In 2024, we achieved a 15% reduction in single-use plastic consumption compared to the previous year.

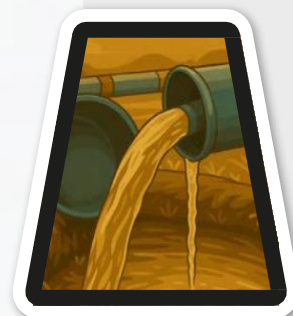


Recycling program: 93% of hotels participate in a recycling program, either with municipalities or local associations. This widespread participation ensures the proper segregation and disposal of waste, promoting a reduction in the amount of waste sent to landfills.

Environment (E)



Water dispensers: 13 hotels have water dispensers in common areas. This initiative aims to reduce the consumption of plastic bottles, offering our guests a more sustainable alternative for hydration.



Wastewater treatment: A wastewater treatment system was implemented for garden irrigation at the Casa Andina Select Zorritos hotel in Tumbes. This practice reduces drinking water consumption and promotes the reuse of resources. In 2024, 70% of gray water was processed for the maintenance of our green areas.



We have replaced plastic bottles
in our restaurants with glass
alternatives.

Social (S)

Our commitment to sustainability goes beyond protecting the environment. The well-being of our employees and making a positive contribution to communities where we operate are fundamental pillars of our social responsibility. In 2024, we introduced a variety of initiatives focused on healthcare, professional development, and supporting local communities. These actions reflect our belief that business success must go hand in hand with social progress.



In the following section, we present the most noteworthy social projects carried out during the year:

Comprehensive health and well-being of employees

We prioritize the physical and mental health of our employees, recognizing its direct impact on productivity, commitment, and service quality. In 2024, access to specialized care services was facilitated through SMART DOCTOR, obtaining:



A total of 929 consultations



760 psychology consultations



169 consultations about nutrition

The high demand for psychological consultations reflects a proactive approach to stress management and mental health support in the workplace. This demonstrates the importance we place on emotional well-being and the promotion of healthy lifestyle habits.

Nutritional counseling, meanwhile, seeks to empower employees to adopt a balanced diet, which has positive effects on their energy, vitality, and disease prevention.

Social (S)

Preventive health

In line with our commitment to preventive health, vaccination campaigns were carried out with the active participation of 320 employees, reducing the risk of infectious diseases, protecting the health of our team, and ensuring the continuity of operations.

Vaccines administered:



- Diphtheria and tetanus
- Hepatitis B
- COVID-19
- Influenza
- Pneumococcus

18 newsletter were distributed and 8 webinars were held. These initiatives seek to empower employees with knowledge and tools to improve their quality of life and overall well-being.

Socioeconomic development and support for local communities

We recognize the value of local economies and their contribution to sustainable tourism development. With this in mind, we create and promote spaces dedicated to the sale of local products, generating income opportunities for artisans, farmers, and other entrepreneurs in the communities where we operate. This initiative promotes fair trade, preserves cultural traditions, and strengthens the link between our hotels and the socioeconomic environment.



Governance (G)

At Casa Andina, we know that solid corporate governance is essential to ensuring the long-term sustainability of the company and building trust among our stakeholders. We are committed to operating with the highest standards of ethics, transparency, and accountability, implementing practices that promote accountability, effective risk management, and informed decision-making.

During 2024, we strengthened our governance initiatives, focusing on customer satisfaction, workplace equity, and supply chain integrity.

Commitment to Customer satisfaction

We prioritize customer satisfaction as a key indicator of success and commitment to service quality. To continuously measure and improve the guest experience, we use measurement tools such as NPS (Net Promoter Score) and myHotel, a tool that allows us to obtain valuable information about your experience. These indicators allow us to evaluate customer loyalty, identify areas of opportunity, and ensure that your expectations are met.

The results of the 2024 satisfaction surveys were as follows:



NPS: +75

Number of responses: 22,464



Online: 4.56

Number of reviews: 14,858

In 2024, Casa Andina welcomed more than one million guests, reflecting the trust placed in the brand and the effectiveness of our customer service strategies.

To promote and recognize exceptional service attitudes among our employees, we implemented the Yo soy Host (I am a Host) program, which recognizes those employees who excel in their service attitude. In 2024, 84 Hosts were recognized, 134% more than in previous years.



Governance (G)

Equity and diversity in the workplace

At Casa Andina, we are committed to gender equality. We have 618 women in 80 positions. In 2024, we saw a 15% increase in the number of women in our chain compared to 2023, and we continue to implement policies to promote equal opportunities and professional development for women.

Zero tolerance policy on sexual harassment in the workplace

We strongly believe in protecting all employees within our organization. We promote a space of equality, respect, and freedom from sexual harassment for everyone, without exception, at each of our locations.

To ensure this safe and respectful environment, we rely on:

- A complaint channel with KPMG: anonymous and without reprisals.
- A committee to intervene in cases of sexual

This commitment clearly sets out our position and procedures for dealing with any situation of harassment.

Diversity, Equity, and Inclusion (DEI)

We promote a work environment where every employee feels valued and respected. To this effect, we have implemented a Diversity, Equity, and Inclusion Policy focused on:

- **Promoting respect:** fostering a culture where diversity in all its forms is recognized and celebrated.
- **Ensuring equity:** guaranteeing access to the same opportunities for development, growth, and recognition for all our employees, without discrimination.
- **Promoting inclusion:** creating a space that promotes the active participation of all team members. Fostering inclusion: creating a space that promotes the active participation of all team members.



Governance (G)

Introduction

Peech by CEO

Our company

Sustainability
Strategy

Environment (E)

Carbon footprint
Monitoring and
reduction plan

Energy Efficiency
and renewable plan

Waste management
program

Social (S)

Governance (G)

Our 2030 goals

Commitment

To fulfill our commitment, we have implemented a series of concrete actions that strengthen our Diversity, Equity, and Inclusion Policy:

1. Nationwide discussions, with the aim of raising awareness of relevant issues such as:

- Violence against women.
- Prevention of sexual harassment in the workplace.
- LGBTIQ+ Pride Day.

To date, we have held six discussions, seeking to raise awareness, promote dialogue, and foster an inclusive culture within our organization.

2. Hiring people with disabilities:

We actively promote the recruitment and employment of people with disabilities. To achieve this, we maintain strategic alliances with the Ministry of Labor, participating in:

- Job fairs exclusively for people with disabilities.
- Workshops and awareness talks in sign language.

These actions seek to remove boundaries and promote inclusive employment opportunities, recognizing the value and talent that individuals with disabilities bring to our company.

Economic development for communities

We value local talent and contribute to the development of the communities where we operate.



94% of staff are residents of the city where the hotel is located, reflecting our commitment to generating local employment and economic stability in the regions.

Responsible supply chain management

We recognize the importance of an ethical and sustainable supply chain. For this reason, we visit our TOP 40 suppliers to evaluate their operations, ensure the quality of their products and services, and encourage continuous improvement. We conduct health inspections to ensure compliance with regulations and the protection of the consumer.

Furthermore, we are committed to the development of local businesses: around 60% of our purchases are made from micro and small enterprises, which promotes economic growth and inclusive development.

Our goals 2030

Introduction

Peech by CEO

Our company

Sustainability
Strategy

Environment (E)

Carbon footprint
Monitoring and
reduction plan

Energy Efficiency
and renewable plan

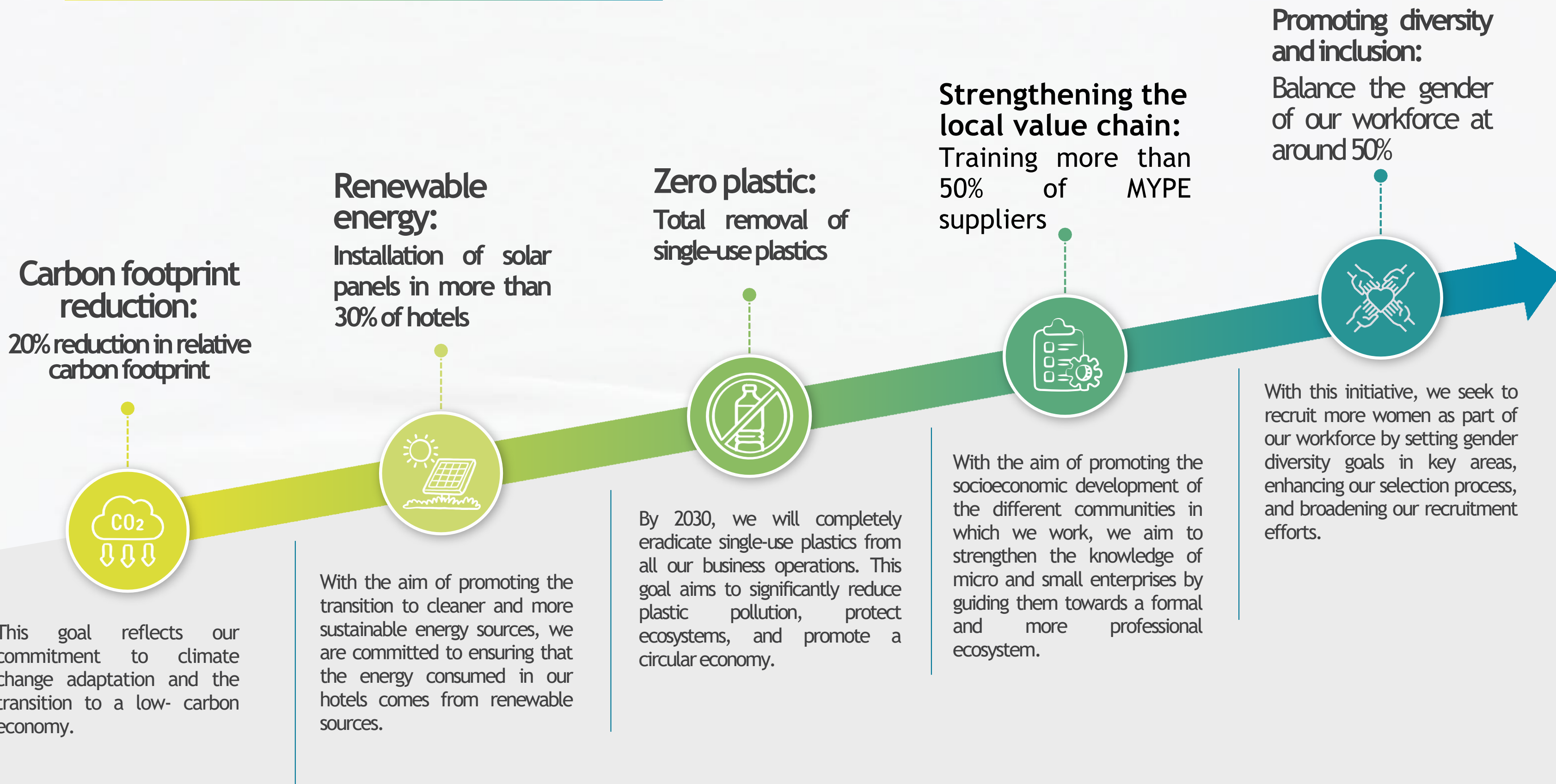
Waste management
program

Social (S)

Governance (G)

Our 2030 goals

Commitment



Commitment



Casa Andina, we integrate sustainability as a fundamental principle of our strategy, not only as a requirement, but also as an active commitment to promote innovation and generate long-lasting value.

Our vision is to build together a future where tourism is a transformative force, enriching every corner of Peru and preserving the heritage that defines us. We are committed to leading the way, working together with our stakeholders to ensure that every travel experience is a tribute to the culture and diversity of our land.

The goals we have set for 2030 are the roadmap for this dream, a guide that drives us to lead by example, paving the way toward a more prosperous, equitable, and sustainable future.



Introduction

Peech by CEO

Our company

Sustainability Strategy

Environment (E)

Carbon footprint
Monitoring and
reduction plan

Energy Efficiency
and renewable plan

Waste management
program

Social (S)

Governance (G)

Our 2030 goals

Compitonsisto



CASA ANDINA
HOTELS





CASA ANDINA
HOTELS

SUSTAINABILITY REPORT

2024