

# Impact Report

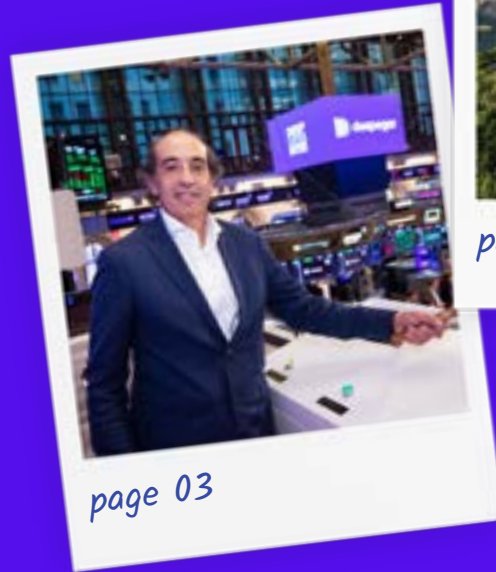




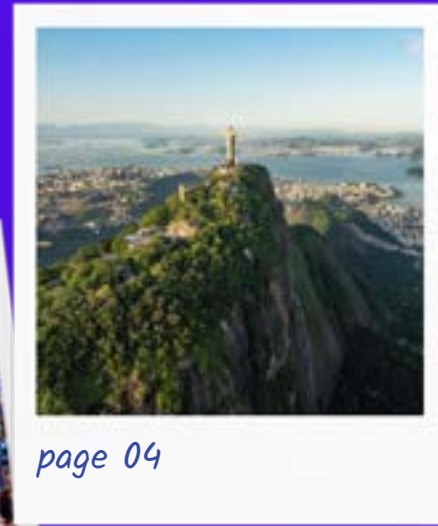
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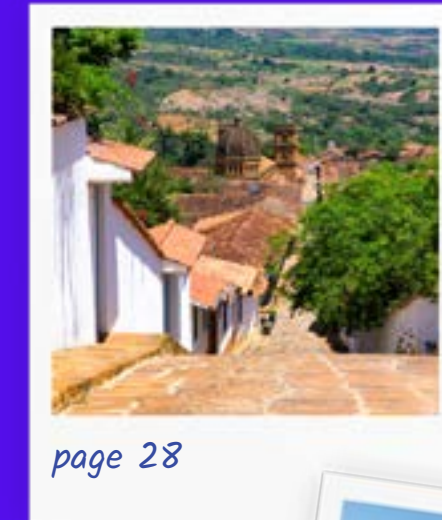
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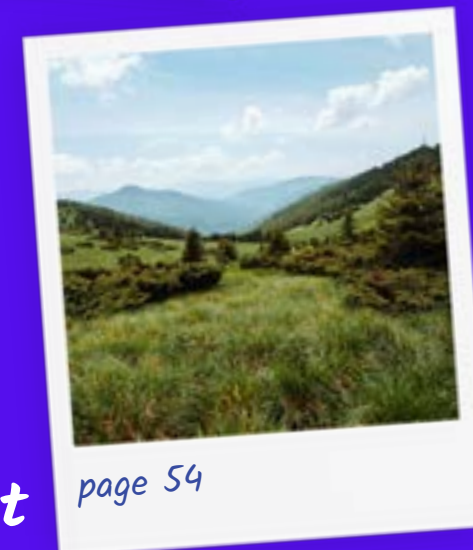
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# Letter from the CEO

In 2023, Despegar entered an exciting chapter in its history. As we celebrate our 25th corporate anniversary we reaffirm our commitment to sustainability and innovation. Our relentless efforts to boost the tourism sector across the region aim to provide exceptional and affordable travel experiences that can transform people's lives.

The latest figures from the World Tourism Organization highlight the industry's resilience and fast recovery. Our state-of-the-art technology, coupled with an unmatched offering of tourist services, has led us to unprecedented success. In 2023, we surpassed our goals and expectations, achieving historic financial and operational results.

We closed 2023 with record-breaking bookings, marking the highest figures in our history since becoming a public company. These results reflect an outstanding business performance, driven by our strategy to offer the best value proposition for our customers. This includes full-service, affordable, and reliable travel options through the

customers sales channel of choice. Our sustained focus on this strategy has not only led to significant growth in package sales, which accounted for 32% of our Gross Bookings in the fourth quarter of 2023 but also strengthened our Brand across the region.

Accordingly, we aim to make travel accessible to more people by leveraging our supplier negotiations to offer the most favorable conditions to our customers. Moreover, our focus covers financing options, competitive prices, and multiple forms of payment. We take pride in the fact that 23 million travelers had enrolled in our Despegar Passport loyalty program as of December 2023, marking a 90% growth compared to the previous year.

We are available on whatever channel our customers prefer to buy their trips: our website; our app, which accounted for more than 45% of transactions in the last quarter of 2023; or our physical stores, which now include the first Despegar and Decolar branded branches. This multi-channel approach allows us to meet the needs of each customer, delivering

comprehensive and personalized service throughout the entire process.

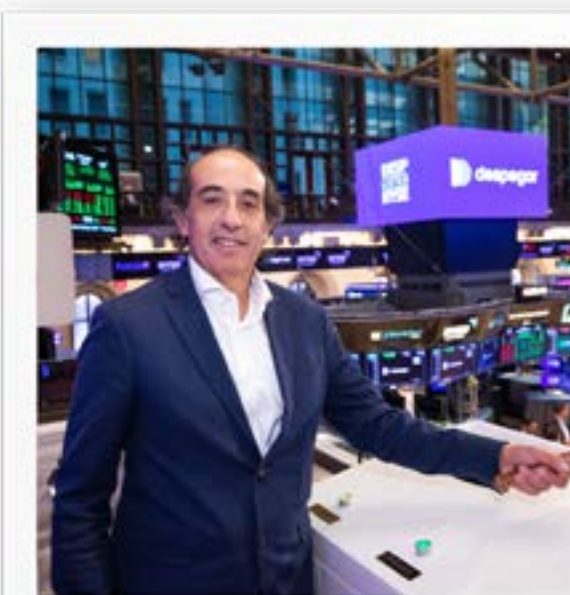
These accomplishments are the result of the tireless effort and dedication of our full team, whose commitment to our vision and values is unparalleled.

Looking ahead, we are excited about the challenges and opportunities that await us, driving us to continue to set the pace in the travel industry. A testament to our commitment to disruptive innovation and customer service is the recent launch of our generative artificial intelligence-based travel assistant SOFIA which has been revolutionizing the way that our customers interact with Despegar.

I invite you to read through our fourth Sustainability Report. This year, we have incorporated a double materiality approach to define its contents, aligning an impact perspective with an analysis of risks and opportunities.

**We recognize that sustainability is a continuous journey, and we are committed to maintaining our leading position along the path toward a more sustainable future and hope that more and more people will join us in this challenge.**

I am deeply thankful to our community for their unwavering support, and I look forward to our journey ahead.



*Damián Scokin*  
CEO, DESPEGAR



# Parameters for the report

# 01



# About this Report

This is our fourth annual ESG report. We present the activities related to the environmental, social, and corporate governance management of Despegar and the companies under our control.

This document has been prepared in accordance with the Global Reporting Initiative's Universal Standards 2021 (GRI). The materiality map of the Sustainability Accounting Standards Board (SASB) for the e-commerce industry was also used to account for the impact of material aspects from a financial perspective.

The report spans the period from January 1 to December 31, 2023. Our reporting frequency is annual, and the most recent publication covered the 2022 period. During the current term, the company has experienced no significant organizational changes.

The Corporate Affairs department has led the production of this document, with collaboration from members of different operational areas within the company and technical assistance from the agency **done!**

## Our Stakeholders

We believe in the importance of maintaining open and transparent communication with our stakeholders to identify their expectations and concerns and address them effectively. We strive to turn this feedback into opportunities for improvement and shared-value creation.

We engage in fluent and trusted dialogue with each stakeholder group through various channels and formal communication mechanisms.

### Stakeholders

#### Despegar Team

### Dialogue mechanisms

- E-mail
- Internal communication platform (Workplace)
- Climate survey
- Quarter-end communication
- Monthly meeting with the leadership team
- Biweekly meetings with directors

#### Users of Despegar

- Customer service satisfaction surveys (NPS)
- Surveys and interviews with the user experience team
- Social media

#### Investors

- Meetings with the areas of Investor Relations and CCAA
- Quarterly Earnings Presentation

#### Business partners

- Regular meetings and gatherings

#### NGO

- Discussions and joint work with the CCAA area

# Double Materiality Exercise

In 2023, we performed a double-materiality exercise for the first time to define the contents of this report. In line with the Global Reporting Initiative (GRI) recommendations, we adapted our exercise to the new international directives in force, like the Corporate Sustainability Reporting Directive (CSRD) from the European Union.

We integrated the financial perspective into our impact analysis to detect and prioritize our effects on the environment, and also recognize sustainability aspects that may pose risks to the financial performance of our organization. This process encompassed 5 stages:

## 01 Context analysis

We first focused on understanding the context in which the organization operates, considering the nature of the business, its value chain, and the relevant regulations that can affect us. We also identified Despegar's stakeholder groups: customers, non profit organizations, the team, and investors.

## 02 Revision of material issues

The SASB indicators for the Internet Media & Services industry and the E-commerce industry within Consumer Goods were used to detect the economic, environmental, and social issues with an impact and risk potential for our business. In addition, we benchmarked material issues identified by relevant industry actors, on both a regional and international basis.

During the review process for this period, we consolidated the list of strategic material topics and unified certain sections of this report. The theme "Responsible tourism" was renamed "Sustainable tourism," "Environment" is now referred to as "Environmental management of operations," "Diversity and equal opportunities" was changed to "Diversity and inclusion," "Innovation" was relabeled "Product innovation and development," and "Customer satisfaction" was redefined as "Customer experience." In addition, the sections "Data privacy" and "Information security" were combined under "Cybersecurity and data privacy."

## 03 Evaluation by the stakeholders' groups

We then submitted the list of material issues to various stakeholder groups for evaluation from both impact and financial perspectives. We surveyed customers, our work team, the community, and business partners to gather comprehensive feedback. Each representative ranked the issues based on their perceived level of impact on the environment, people, and the economy. Additionally, they had the opportunity to propose any issues not initially included that they believed should be incorporated into our list.

*1976 responses from our stakeholders*

## 04 Prioritization by the investment groups

We conducted a financial materiality exercise through a separate survey specifically targeting investors. In this survey, each investor assessed non-financial aspects—such as economic, social, and governance factors—based on their potential impact on the business's financial standing or performance. Investors were also given the opportunity to propose additional sustainability issues that should be considered.

## 05 Conclusions and materiality matrix

We integrated the results from both surveys into a materiality matrix that combines the impact and financial risk perspectives to identify strategic, top-priority, and emerging sustainability issues.

# Materiality matrix

This matrix highlights the most strategic, top-priority, and emerging material issues based on their impact on stakeholder groups and their significance to investors from a financial perspective.

### Top-priority

- 01 Cybersecurity and data privacy
- 02 Compliance, ethics, and integrity
- 03 Customer experience

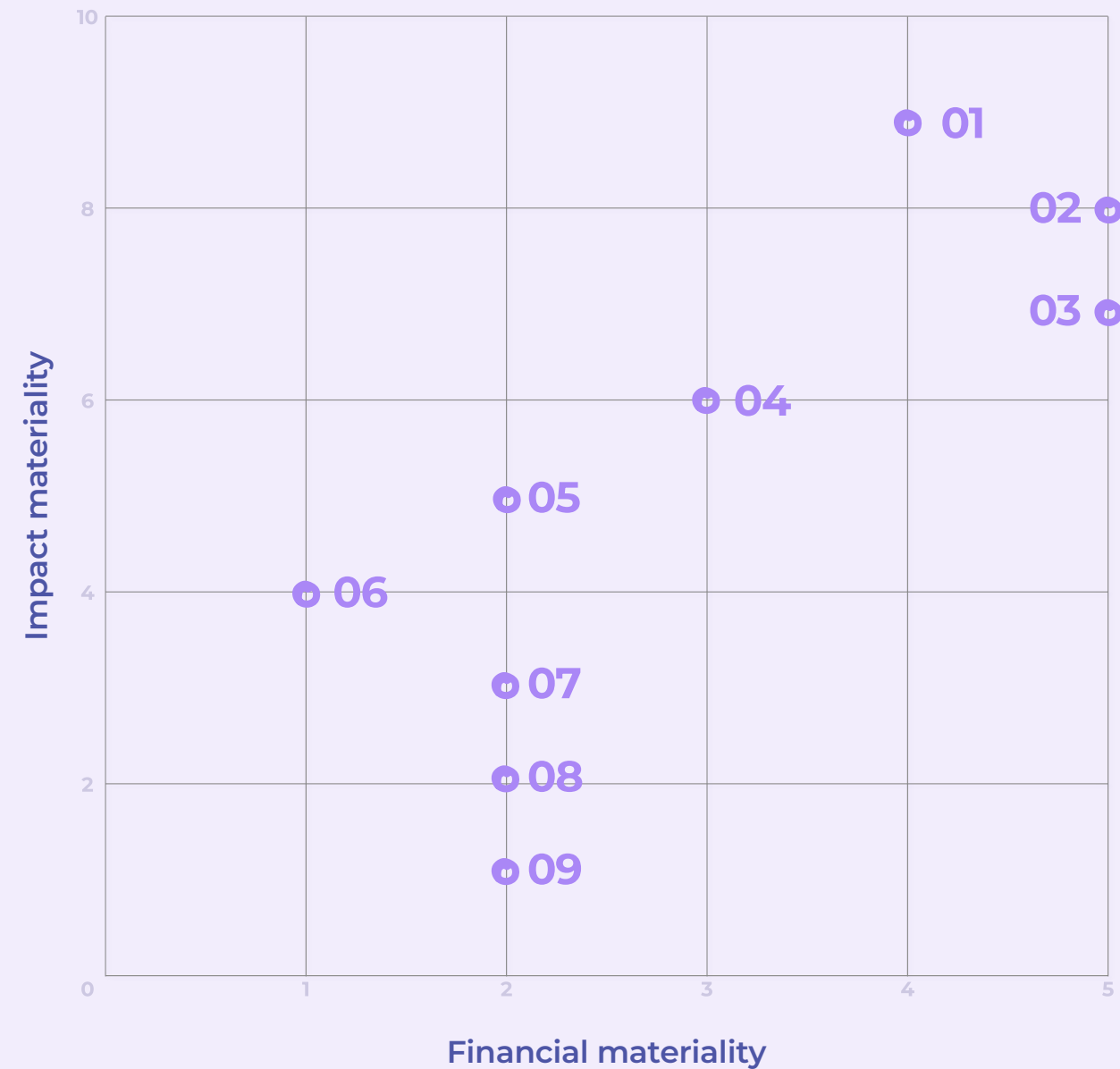
### Strategic

- 04 Product innovation and development
- 05 Team welfare and development
- 06 Sustainable tourism

### Emerging

- 07 Diversity and inclusion
- 08 Community development
- 09 Environmental management of operations

## Impact materiality and financial materiality





# About Despegar

# 02



# About Despegar

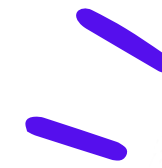
At Despegar, we take pride in being more than just an online travel company. We strive to be agents of change, working towards a more sustainable future. Fully aware and conscious of the importance of sustainability in all our operations, we are committed to minimizing our environmental footprint in our ongoing activities connecting people to the world.

We are driven by our goal to unlock unforgettable travel experiences for people from every corner of the globe. As online travel leaders in Latin America, we have forged a pathway of innovation and excellence, guiding our users to explore thrilling destinations and live memorable experiences.

From day one of our operations, we have led the way in the digital transformation of the travel industry, leveraging technology to improve user experiences and offer innovative solutions that can streamline and enhance the travel journey. Our commitment to quality, integrity, and customer satisfaction has positioned us as the favorite partner for millions of travelers and suppliers across the region.

We operate several brands which encompass Best Day, Viajes Falabella, Hoteldo, Viajanet, Stays, and Koin, enabling us to offer a custom-travel experience to the millions of individuals who choose us in the different countries where we operate in.

We distinguish our operations into two main markets: Latin America and the Rest of the World. In Latin America we operate in Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, the Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Mexico, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, and Uruguay. The United States and Europe fall under the Rest of the World category. Thanks to this geographical expansion, we can engage with a broad customer base and tailor our activities to the particular characteristics of each location.



**We are a diverse and talented team, united by a shared passion for traveling and exploration. Creativity, collaboration, and innovation are the guiding values that drive our efforts to build an inclusive and motivating workplace environment helping our people grow and develop.**



# Our 2023 in figures

Operations in

# 19

countries

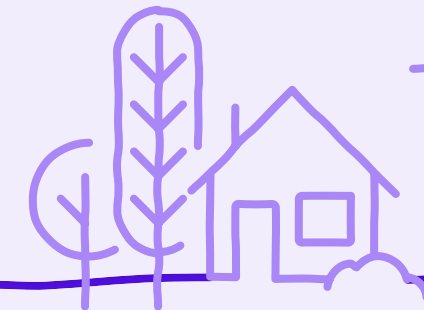
We are pioneers in the online travel industry in Latin America.



Portfolio

# 238

airlines

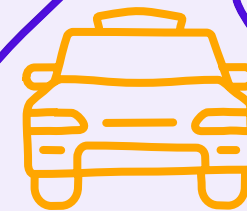


# 1.2M

accommodations

# 1260

car rental companies



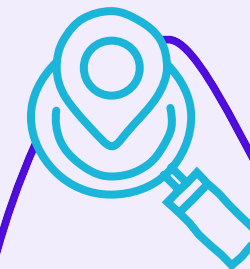
# 85.7M

cumulative downloads of all Despegar group apps



# 12,000

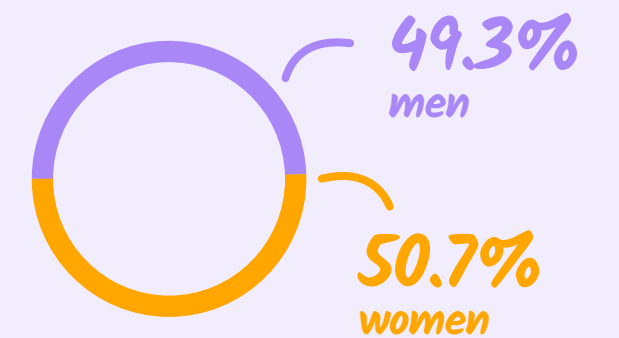
activities at destination places



Our team

# 4158

people





# How we create value

Each of our brands capitalizes on innovation and digital transformation to create unparalleled travel experiences.



Despegar is our main brand in Latin America, known in Brazil as Decolar. It offers a wide range of travel-related services, including flights, hotels, car rentals, vacation packages and activities such as tours and excursions. We offer a platform for people to search and book travel products directly from our website or mobile app, available in several languages. We work with an extensive and growing network of travel suppliers, which allows us to offer competitive prices and a wide variety of options to our customers. We offer an omnichannel customer experience, working with customer satisfaction at the sales and aftersales level as a priority.



Leading travel agency in Mexico and Latin America offering a wide array of tourist services including hotels, flights, vacation packages, tours, transfers, excursions and car rentals, among others. Includes BD Experience, which is an incoming services agency specialized in groups, conventions and incentives. Leader in the Mexican Caribbean for 36 years, with its own operations in Cancun, Riviera Maya and Punta Cana.



Travel agency that operates in Peru, Chile and Colombia. Its assisted travel sales model is based on customer service, and enhances our omnichannel approach: online, call center and physical branches.



Integral solution software for real estate managers and owners that streamlines connections with direct partners across Latin America, providing access to an extensive inventory of vacation rentals.



An online travel agency (OTA) with a strong presence in Brazil, focusing on the sale of airline tickets.



Our online booking platform, specially designed to offer more than 3,500 tourism products to more than 14,000 wholesale and retail (B2B) travel agents.



A Brazilian fintech providing financial solutions for businesses and individuals, like BNPL (Buy Now Pay Later), Pix Parcelado, Payment Gateway and Anti-Fraud services.

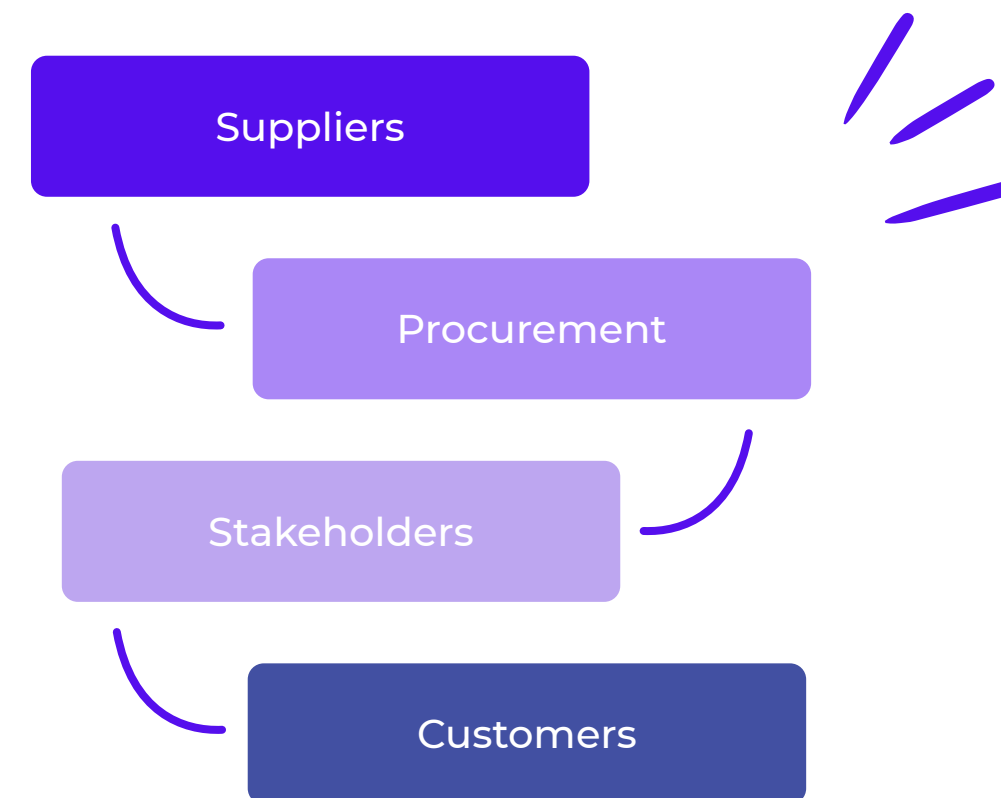


# Value chain

Our value chain enables us to offer rentals, travel assistance, cars, multi-destination trips, shows, excursions, hotels, parks, transfers, and flights, all over the world. This is made possible thanks to our supply chain, which includes a broad network of supplier businesses and partners in the tourism industry, encompassing airlines, hotels, car rental companies, and local tourism service suppliers, among others.

We effectively manage the relations with the above parties to ensure the availability and quality of products and services offered to all the customers who choose us. We are committed to promoting sustainable and ethical practices throughout our value chain.

Our inventory sourcing and commercial proposal department is divided into Air and Non-Air Sourcing, the latter being responsible for the management of suppliers such as Accommodation, Rentals, Destination Services, Assistance, and Parks, among others. This department is the face of the commercial and operational teams and coordinates internal stakeholders such as Revenue Management, Marketing, Product, IT & UX, Finance, Legal Affairs, and Operations.





# Corporate Governance

As a public company incorporated in the United States, we follow the governance standards required by the U.S. Securities and Exchange Commission SEC and the New York Stock Exchange NYSE. In addition, as a foreign private issuer, the SEC and NYSE require us to comply with certain rules for auditing committees.

All of Despegar's business and affairs are managed under the direction and supervision of our Board of Directors. This highest governance body holds all the powers necessary to oversee, direct, and manage our business and affairs. It can exercise all company powers and perform all legal acts and actions that, by virtue of applicable law or our bylaws, should not be exercised by our shareholders. The chairman of the Board of Directors is not an executive officer of Despegar.

The members of our board of directors are divided into three groups, who are appointed at our annual shareholders meeting and serve three year terms. In addition, one director is appointed by the Series A Preferred Shareholders

Our board of directors has the sole power to fill any executive vacancies that occur, increase the size of our board of directors, and to appoint additional directors in connection therewith. Our shareholders may not vote to fill any vacancies or to change the size of our board of directors.

A director of the Company may only be removed: for justifiable cause by resolution approved by shareholders possessing at least two-thirds of the voting rights at a meeting of shareholders convened, or by resolution approved by directors holding at least two thirds of the voting rights

at a meeting of directors, or by unanimous written consent of the directors entitled to vote on the removal.

The Board of Directors reviews all projects and processes of strategic relevance to Despegar on a quarterly basis. At these meetings, the Board provides feedback to directors in line with its vision for strategic projects in which Despegar has an impact on the economy, the environment and people, as appropriate.

The Executive Board meets at least four times a year, in different locations, not necessarily at the headquarters. The average attendance is 100%, including in-person and remote participation.

1. On March 27, 2024, Waha Capital exercised its conversion rights and converted its 50,000 Series B preferred shares into common shares at a conversion price of \$9.251 per share, as stipulated in the terms of the Series B Preferred Shares. The conversion rate was 108.1081 common shares per Series B preferred share, resulting in 5,405,405 common shares on a converted basis. On April 1, 2024, Waha Capital sold its entire stake in the Company.





# Board members

## Board of Directors

### Nilesh Lakhani

Chairman of the Board & Director

### Damián Scokin

CEO & Director

### Martín Rastellino

Director

### Mario Eduardo Vázquez

Director

### Michael Doyle

Director

### Ramiro Lauzan

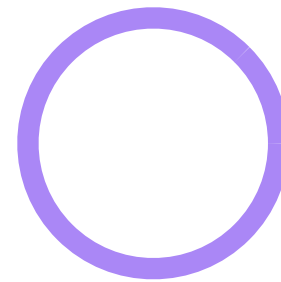
Director

### Jon Gieselman<sup>1</sup>

Director

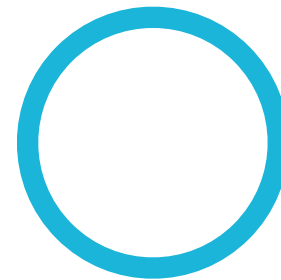
By gender

100%  
men



By age

100%  
Over 50  
years old



By ethnic group

57%  
Latin or  
hispanic  
origin



29%  
White  
14%  
Other

## Committees

### Nominating and Corporate Governance Committee

Chairman: Nilesh Lakhani  
Members: Martín Rastellino, and Ramiro Lauzan

### Audit Committee

Chairman: Mario Eduardo Vázquez  
Members: Martín Rastellino, and Michael Doyle

### Strategy Committee

Chairman: Martín Rastellino  
Members: Nilesh Lakhani, Michael Doyle, and Ramiro Lauzan

## Executive Team D!

### Damián Scokin

CEO

### Amit Singh

Chief Financial Officer

### Gonzalo García Estebarena

Chief Technology Officer

### Sebastián Mackinnon

Chief of Travel Partners

### Mónica Alexandra Soares da Silva

General Counsel

### Maximiliano Gonzalez Costa

Chief of Human Resources Officer & M&A



### Marcelo Grether

Chief of Business Development

### Mariano Rocatti

Chief of Operations & Customer Service

1. Jon Gieselman tendered his resignation effective April 22, 2024 and is no longer a director at the Company. Alfonso Paredes joined the Company on April 22, 2024.

We are a  diverse and talented team, united by a shared passion for traveling and  exploration.





## ESG impact governance

The highest corporate governance body of Despegar entrusts the Corporate Affairs and Sustainability team with the management of business impacts on the economy, environment, and society. This team manages sustainability matters, and supervises and coordinates the relevant initiatives. The team reports directly to the C-level management.

A key aspect of our management approach involves sustainability reporting, aimed at providing transparent and extensive information to all stakeholders. The information relates to management by Despegar of the impacts of business operations on the economy, environment, and people, including governance.

The highest corporate governance body is responsible for reviewing and approving the sustainability reports, while orienting and providing strategic direction in sustainability affairs. In addition, it ensures alignment between corporate sustainability policies and programs with the organization's objectives and values.

The CEO conducts the final review and approval of the sustainability report, previously approved by the CFO.

## Nomination and selection of corporate governance members

The members of the highest corporate governance body and its committees are nominated and elected in line with processes set forth in Despegar's articles of incorporation and regulations. Class I, II, and III Directors are elected during the annual shareholder meeting through a simple majority of the share votes. Shareholders can be either physically present at the meeting or represented by proxy. It is worth highlighting that the election or re-election of Class I, II or III Directors may not occur during extraordinary shareholder meetings, which underscores the significance of this election at the ordinary annual meeting.

Additionally, the Board of Directors is empowered to establish committees as it deems necessary and define their specific responsibilities. Committee members are appointed by the Board of Directors and maintain their positions until resignation or upon the board's decision to the contrary. This flexibility enables committee structures to adapt to the needs and priorities of the company at different times, ensuring efficient management focused on the strategic objectives of Despegar.

Our Board of Directors has exclusive power to fill any vacancies within the board, increase its size, and appoint the required number of additional directors accordingly. Shareholders may not vote on filling any vacancies or changing the board's size.



## Remuneration Policy

The compensation policy at Despegar is based on a comprehensive approach that covers both members of the highest governing body and senior executives of the company.

The members of the highest governance body have a benchmark compensation in hard currency, based on a specific analysis by the consulting firm Mercer for this type of role. It consists of a fixed compensation in dollars, plus an additional amount for being Chairman of one of the committees or Chairman of the Board. The remuneration of the company's senior executives is governed by the compensation policy implemented at the group level.

The Compensation and Nominating Committee meets twice a year and discusses all matters relevant to the compensation of the company's senior executives. This Committee is composed of four members of the Board of Directors and defines the compensation of the Board and CEO, Directors and senior executives of equivalent standing, and other compensation and structural

changes related to human capital. This may include modifications to the short-term incentive formula, stock buyback plans, executive-level reorganizations, as well as hires, promotions, or significant changes in C-level roles. Additionally, this committee meets semi-annually with the Board to review executive succession plans.

The aim is to ensure that the compensation of senior executives is aligned with the company's strategic objectives, promoting individual performance and long-term organizational success. Additionally, the process seeks to ensure transparency and fairness in compensation determination, as well as regulatory compliance and alignment with best corporate practices.

## Code of conduct

The highest governance body has rigorous processes in place to prevent and address conflicts of interest effectively. The Board of Directors and the corporate executive team adhere to the highest standards of corporate governance and comply with applicable laws.

The Code of Conduct serves as a robust framework for addressing any potential conflicts of interest, reflecting our commitment to integrity and transparency. It clearly establishes that all members of the Board of Directors and the team of Despegar have the responsibility of prioritizing the company's best interests in all their actions.

A conflict of interest is defined as any scenario where an individual's personal, social, or financial interests could potentially clash with those of Despegar. This encompasses relations of employment or service provision with business partners or competitors, as well as family bonds or emotional

connections with employees of these organizations.

The Code of Conduct is readily available to all collaborators, ensuring that our teams, supply chain partners, and Board of Directors are updated on the expected ethical and professional standards at all times.

 *Visit the Code of conduct*



## Ethic Line

We have a solid whistleblower policy and an anonymous reporting tool, managed by an external company, which allows individuals from within or outside the organization to file complaints regarding illegal practices or violations of the organization’s policies.

We are committed to transparency and integrity in all our operations, and this tool provides a secure and confidential channel for anyone to report inappropriate conduct without fear of retaliation. We value and take all reports seriously, and we commit to investigating them fairly and thoroughly.

 *Access the Ethic Line*

### Toll-free hotlines

**Argentina**  
0-800-999-4636

**Brazil**  
0-800-891-4636

**Chile**  
800-835-133

**Colombia**  
01-800-752-2222

**Ecuador**  
1-800-000031

**Mexico**  
01-800-12-33312

**Peru**  
0-800-00932

**Uruguay**  
000-4052-10128

**Venezuela**  
0-800-162-7357

## Communication of critical concerns

For the highest governance body to be able to make timely and informed strategic decisions on critical concerns, these are communicated proactively and regularly.

The communication of critical concerns occurs quarterly during meetings where corporate financial statements are presented and discussed. In these sessions, each corporate sector has the opportunity to present its most important and pertinent projects to the Board members.

In 2023, no significant material concerns requiring escalation to the board of Despegar.com, Corp. were reported. However, issues pertaining to the ordinary course of business were presented and discussed.

# Compliance, ethics and integrity

Ethics and integrity are essential across all aspects of our business operations. Our Board of Directors and management team are fully committed to upholding the highest standards of corporate governance. We understand that adhering to policies and procedures of good governance is paramount in fulfilling our responsibilities to our shareholders, employees, and society at large.

As a publicly listed company, we are required to adhere to the regulations set forth by the Securities and Exchange Commission (SEC) and the New York Stock Exchange (NYSE). These bodies establish standards of corporate governance that must be rigorously upheld. Additionally, as a private foreign issuer, we are mandated to comply with the SEC and NYSE regulations governing auditing committees, information disclosure requirements, and periodic certifications.

We undertake to act with integrity, honesty, and strict adherence to the law in all our operations. To honor this commitment, our Board of Directors abides by the procedures and standards dictated by our Code of Ethics. This code serves as a compass to guide all our actions and decisions,

and delineates clear expectations for our behavior in every situation, whether they are simple or highly complex.

Ensuring ethics and integrity are at the heart of all our operations is more than just a legal requirement; it's a core principle that defines our corporate culture. We firmly believe that by conducting ourselves with ethics and transparency, we safeguard not only the reputation of our company but also cultivate strong and trusted relationships with all our stakeholders.

*At Despegar, ethics and integrity are non-negotiable values that underpin every one of our actions and decisions.*



## Anti-corruption

Despegar is strongly committed to combating corruption across all its operations. We uphold an integral regional policy targeting our employees and suppliers, designed to ensure strict compliance with anti-corruption regulations. We continually strive to improve our control processes and strengthen our integrity practices at each level of the organization.

First of all, we conduct thorough assessments of our suppliers to meticulously identify any potential risks associated with corruption. These evaluations serve as the basis for making well-informed decisions when considering new business partnerships.

In addition, all our contracts include a “Compliance with Anti-Corruption Standards” clause, under which the counterparty undertakes to comply with the relevant regulations. This measure bolsters our commitment to integrity and transparency in all our operations.

We have a sound regional policy in place governing adherence to anti-corruption standards. This policy is regularly updated to accommodate changes in both corporate and legal environments. At the same time, we engage in continuous efforts to enhance our internal control processes, ensuring their effectiveness.

To promote transparency and accountability, our anti-corruption policies and procedures are readily accessible to the public through our investor relations webpage. By making this information openly available, we foster an organizational culture based on ethics and strict adherence to anti-corruption regulations across all sectors of the company.

In addition, we conduct a compulsory Annual Compliance Training course for all employees, primarily designed to reinforce adherence to corporate compliance policies. These training sessions also serve the purpose of creating awareness among employees, directors, and managers regarding

the ethical principles and current rules that govern our operations, thereby encouraging a culture of excellence. The course undergoes internal and external auditing procedures to validate its effectiveness. This initiative is of strategic importance as it is aligned with a recommendation by the Criminal Division of the US Department of Justice for publicly listed companies.

Despegar has implemented this policy as a proactive measure to prevent any deviation toward illicit activities. Through education and training in Compliance, we aim to safeguard and uphold the integrity of our name, reputation, and image across employees, customers, strategic partners, suppliers, outsourced service providers, regulators, and society at large. Our governance structure is oriented toward transparency, unwavering adherence to rules and regulations, and active cooperation with law enforcement agencies and the justice system.

0  
cases  
of corruption  
confirmed during  
the reporting period



## Commitment to Human Rights

Our commitment to respecting Human Rights is aligned with the highest international standards of protection, declarations, and conventions aimed at promoting and safeguarding the fundamental rights of individuals. This is reflected in our clause dedicated to protecting Human Rights, which draws upon the International Labour Organization Declaration on Fundamental Principles and Rights at Work, among other international instruments.

At Despegar, we maintain a zero-tolerance policy toward violations of Human Rights, particularly regarding forced labor, migrant smuggling, and human trafficking throughout our supply chain.

We are committed to ensuring that all individuals working with us or representing us have the required documentation to work under the applicable legislation. Moreover, we insist on strict compliance with all laws and regulations about child labor and establish transparent guidelines concerning employment conditions, social security, occupational health and safety, and also legal minimum wages for the employees of our suppliers and contractors.

## ESG risk management

As a leading company in the travel industry, we are aware of our distinct responsibility in catalyzing positive change. Therefore, our ESG strategy has been carefully developed to mitigate risks, attract and retain the best talent, and contribute to the achievement of comprehensive social and environmental objectives.

In pursuit of this goal, we have implemented a rigorous risk management process that can identify, assess, and address potential risks spanning all facets of our operations. This encompasses risks associated with sustainability, corporate ethics, and data security, among other critical aspects. Our proactive approach enables us to anticipate and effectively respond to emerging challenges, ensuring that we can continue leading the industry with integrity and responsibility in our sector.



# Our ESG Strategy

# 03



# A triple-impact vision

Being the leading travel technology company in Latin America entails great responsibility, and we want to exercise it in a sustainable manner. That is why we have incorporated a triple-impact perspective into our business model, which involves environmental, social and governance commitments.

Our ESG (Environment, Society and Governance) strategy reflects Despegar's commitment to sustainable development, and the importance of managing these aspects for long-term value creation. By implementing this strategy, we aim to mitigate risks, contribute to broader social and environmental objectives, and attract and retain the best talent in our organization. We work to make sustainability a cross-cutting issue in all the decisions we make, since it is not only about the impact of our operations, but also about the service we offer and the type of tourism we encourage.

We believe that, more than ever, it is the right time to inspire a new way of traveling; committed to biodiversity, culture and the communities of each destination visited. That is why we want to encourage our travel community to incorporate sustainable tourism practices that boost the positive socio economic impact of tourism and mitigate its negative environmental effects.

We aim to inspire a new form of tourism, in harmony with the local people, culture, and biodiversity of destination sites.





## Our commitments

### *Environmental commitment*

As industry leaders, we are aware of the environmental impact of travel and tourism. We strive to mitigate this impact through initiatives aimed at reducing plastic use while implementing effective waste management and carbon offsetting practices.

### *Social commitment*

Despegar stands as one of the largest technological communities in Latin America, and presently, this community faces a talent crisis marked by a gap in opportunities. In response, we have developed technological training programs aimed at enhancing the employability of young people.

### *Governance commitment*

We are committed to conducting our business according to the highest corporate governance standards. Our governance policies and procedures establish a robust framework to fulfill this responsibility.

The people on our team know that this is a subject where learning is constant and improvement is an ongoing process. We take nothing for granted and we constantly undergo training, because we believe this is the best way to make responsible and sustainable decisions.

Our dedication to sustainability permeates every aspect of our operations, from minimizing carbon emissions to upholding ethical and responsible business practices. We are focused on embracing progressively efficient technologies and processes in terms of energy and resources. Additionally, we collaborate closely with our partners and suppliers to ensure their alignment with our shared values and objectives.

## United Nations Global Compact

In 2021, Despegar became a signatory to the United Nations Global Compact (UNGC) to align our operations and strategies with the 10 principles encompassing Human Rights, Labour, Environment, and Anti-Corruption advocated by the organization.

As part of this commitment, we seek to contribute to the Sustainable Development Goals (SDGs), the United Nations' agenda to address the most pressing environmental, political, and economic challenges and achieve sustainable development toward 2030.

**Based on the nature of our business and its impacts, Despegar makes positive contributions to targets aligned with the SDGs 1, 4, 5, 8, 9, 12, 16, 17.**



# Sustainable tourism

We understand that tourism, if managed responsibly, can be a transformative force for the social, economic, and environmental well-being of the regions in which it operates. That's why, at Despegar, we promote sustainable tourism as a way to contribute to the socio-economic development of destinations and the preservation of their cultural and natural heritage.

At Despegar, we firmly believe that the future of tourism is intrinsically linked to sustainability. This is why we have embraced the challenge of encouraging individuals to embark on a journey toward more responsible and sustainable tourism, connecting people with the world while respecting local biodiversity and culture.

The philosophy of sustainable tourism is deeply rooted in our identity and represents a core responsibility we have toward the environment and local communities. We advocate sustainable tourism within our community, encouraging the adoption of responsible travel practices and promoting the conservation of ecosystems and respect for indigenous and local communities. These initiatives are now a strategic priority for Despegar. They highlight our longstanding commitment to environmental conservation and the mitigation of negative impacts associated with tourism.

## Sustainable travel guide

Traveling is an enriching experience, filled with memories that shape us and stay with us throughout our lifetime. However, to ensure that these footprints remain solely in our memories and not in the environment, we have curated a set of recommendations for sustainable tourism on Despegar's webpage.

The section has been designed to assist travelers in caring for the environment and supporting the local communities at destination sites: we provide recommendations, identify accommodations with seals certifying the implementation of best practices, and offer a selection of sustainable hotels for those seeking to make conscientious and responsible decisions while traveling.

→ *Discover our section on sustainable tourism*





## Environmental products: sustainable flight label

We are committed to providing product and service options for customers who wish to reduce the environmental impact of their travels. We have joined the footprint offset initiative launched by LATAM airline in Colombia, creating a special label to designate carbon-neutral domestic flights.

In addition to investing in carbon bonds for offsetting, LATAM actively engages in biodiversity and ecosystem conservation and works to prevent deforestation in its areas of influence.

## Beach cleanup in Mexico

We like to demonstrate our commitment to sustainable tourism through concrete actions. For the second consecutive year, we have collaborated with ZOFEMAT (Federal Maritime Terrestrial Zone) to clean up Marlin Beach in Cancun, Mexico.

Fifty of our Despegar members in Mexico volunteered for this initiative to help preserve tourist destinations, addressing issues such as plastic contamination. The effort also aimed to raise awareness among other tourism companies and travelers about the importance of ensuring long-term sustainability at destination sites.

**50**  
*of our Despegar members in Mexico volunteered to clean Marlin Beach in Cancun, Mexico.*



# Partnerships and collaborations

We need to join forces across every link of the tourism chain to promote sustainability throughout our industry. This is why we actively engage with tourism chambers and organizations, as well as in e-commerce and sustainability initiatives.

## INTERNATIONAL

- Asociación Latinoamericana de Internet (ALAI)

## ARGENTINA

- Red Pacto Global de Naciones Unidas
- Instituto para el Desarrollo Empresarial de la Argentina (IDEA)
- Cámara Argentina de Comercio Electrónico (CACE)
- Cámara Argentina de la Industria de Software (CESSI)
- Federación Argentina de Asociaciones de Empresas de Viajes y Turismo (FAEVYT)
- Foro Argentino de Consultores de Viajes Empresariales (FACVE)
- Red de Acción Política (RAP)

## BRAZIL

- Asociación Brasileña de Agencias de Viaje (ABAV)
- Cámara E-Net

## CHILE

- Asociación Chilena de Empresas de Turismo (ACHET)

## COLOMBIA

- Cámara Colombiana de Comercio Electrónico (CCCE)
- Asociación Colombiana de Agencias de Viajes y Turismo (ANATO)

## MEXICO

- Asociación de Agencias de Viaje (LA METRO)
- Asociación Mexicana de Venta Online (AMVO)

## PERU

- Asociación de Agencias IATA (APAIAI)
- Asociación de Agencias de Viaje (APAVIT)

## ECUADOR

- Asociación de Agencias de Viajes (ASECUT)
- Cámara de Turismo de Pichincha (CAPTUR)
- Cámara de Comercio Electrónico del Ecuador
- Cámara de Comercio de Guayaquil

## URUGUAY

- Cámara de la Economía Digital del Uruguay (CEDU)



# Customers

# 04



# People at the center

Traveling brings joy and excitement to individuals. Our goal is to ensure that those who choose us for their trips feel confident that a human and efficient service will take care of all their needs. As a tech company, we leverage our tools to create memorable travel experiences.

At the core of Despegar lies our ability to redefine the way people experience travel. Product innovation and development are the drivers of this transformation. We make every effort not only to increase profitability and maintain competitiveness in a dynamic market but also to redefine the essence of travel itself. Each new idea, every innovative product, plays a part in making travel more affordable and thrilling for the passengers who choose for their journeys.

We put people at the center of our operations. We want customers to feel trust and satisfaction at each interaction with Despegar. This is why we strive to deliver high-quality service and resolve any issues promptly and effectively. We understand that a positive experience not

only fosters loyalty but also propels our business as the top choice for people when they consider travel options.

We want to be our customers' first choice when they plan their trips. Achieving this goal requires delivering an exceptional experience at every touchpoint. This is why customer experience is not just a priority but also a strategic differentiator across all our platforms, driving our success and growth in the travel and tourism industry.





## Travel experience innovation

Innovation is a deeply rooted mindset in our culture. Not only does it drive the ongoing evolution of our company, but it also inspires our team to challenge limits and consistently exceed expectations.

**Placing people at the heart of our business goes beyond simply meeting their expectations: every new product and development is geared toward spearheading the evolution of the travel industry.**

Throughout the past year, we promoted numerous innovative projects aimed at enhancing user experience and maintaining our position at the forefront of the industry:

### Machine Learning

We have leveraged Machine Learning technology to enhance the customization of user experiences, providing recommendations for products and optimizing prices. This enables us to tailor trip offerings and suggestions to each customer's unique preferences, leading to increased satisfaction and loyalty.

### Integration with an omnichannel platform (Genesys)

We have implemented an omnichannel platform to engage with users across multiple integrated and consistent channels. This optimizes customer service by reducing waiting times and improving operational efficiency.

### CFAR (Cancel For Any Reason)

We have developed a solution that allows customers to cancel their trips for any reason, providing greater flexibility and peace of mind for their travel plans.

### Trip Planner

This functionality enables users to efficiently plan and organize their trips by seamlessly integrating flights, hotels, activities, and other products into their itinerary. Trip Planner streamlines the planning process and enhances the overall travel experience.

### Crypto Payments AR, MX, and CO

We are pioneers in the region for offering our customers the option to pay using cryptocurrency in Argentina, Mexico, and Colombia, providing a broader and more secure payment method.

### NDC Development

We have incorporated NDC (New Distribution Capability) technology to access a broader and more diverse range of flight content, enhancing our offerings to customers and increasing our competitiveness in the travel market.

### SOFIA

One of our most significant achievements was the development of SOFIA, our AI-based virtual travel assistant, marking the dawn of a new era in the travel industry. In 2023, we started the initial testing phases of this groundbreaking project, SOFIA. This innovative travel assistant, with its second version officially launched in 2024, completely redefined the way users interact with trip planning and coordination.

The valuable lessons learned from the initial tests in 2023 were instrumental for the development of the second version, launched in February 2024. This leap forward represents a paradigm shift in the travel industry, propelling Despegar to the forefront of innovation, and taking user experience to an unprecedented level.

By integrating generative artificial intelligence into an incremental-search and adaptive visual interface, SOFIA became the first of its kind, offering a tailored experience to customers from the first time they think of traveling until they return home. What sets this pioneering solution apart is that it was developed using state-of-the-art technologies, like ChatGPT-4, OpenAI's Whisper, and AWS' scalable platform in combination with our extensive knowledge of over 30 million customers and their preferences, guaranteeing a seamless user experience according to each customer's individual needs.

## Experience-boosting strategies

In 2023, we reaffirmed our commitment to providing our customers with exceptional travel experiences by actively listening to their needs and leveraging this information to improve our products even more. We streamlined the response process in our surveys to facilitate their feedback and made more effective use of the data collected, e.g. to tailor cross-sales strategies.

To enhance the post-sale purchasing experience, in 2023 we adopted multiple innovative strategies. We first implemented a segmentation strategy to prioritize phone customer service for those with urgent or high-priority needs. Additionally, we introduced customer assistance on WhatsApp to facilitate interactions via digital media for those who prefer this method, improving efficiency and customer satisfaction. Similarly, we launched a project aimed at reducing the abandonment rate, successfully maintaining this rate below 10% throughout the year for Despegar.

In Brazil, we identified a specific customer experience challenge and responded by creating an exclusive hotline to streamline customer management, providing more efficient solutions for their cases. Additionally, with the launch of NDC technology, we collaborated closely with airlines to enhance the experience of ticket reservations made through this sales channel.

In 2023, we achieved a 78.2 post-sale Net Promoter Score (NPS), marking a substantial improvement compared to the 76.6 score recorded in 2022. This accomplishment reflects our unwavering dedication to quality and continuous improvement. As a result of these initiatives, we ended 2023 with a 2.03% increase in our score compared to the previous year, surpassing our goals and demonstrating our commitment to customer experience.

**+2.03%**  
post-sale customer  
satisfaction

**78.2**  
post-sale NPS

## Expanding physical presence for Face-to-Face customer solutions

The opening of new physical stores has been a cornerstone of the omnichannel strategy at Despegar. This project aims to bring our customers closer by providing personalized and human service at multiple points of sale. Our approach is clear: we want to ensure that every individual planning their trip can access a comprehensive, affordable, and safe experience, while also facilitating our customers' transition from offline to online travel purchases.

In 2023, an important milestone of this strategy was the opening of the first Despegar and Decolar branded physical stores. In Argentina, we opened four stores, while Decolar established 11 stores in Brazil. These complement our previous experience with this sales model through brands such as Viajes Falabella in Chile, Peru, and Colombia, and BestDay in Mexico.



Traveling  
brings joy  
and excitement  
to individuals.



# Cybersecurity and data privacy

Cybersecurity and data privacy are crucial aspects of the sustainability of Despegar, not only for protecting the integrity and continuity of our business but also because they significantly impact the trust of our customers. Given the technological foundation of our activities, any system downtime, security breach, or insufficient redundancy in our information systems could have serious consequences for our operations.

The risk of cyberattacks, intrusions, or interruptions is persistent and can have significant repercussions for our business and stakeholders. For this reason, we have a dedicated cybersecurity team led by a VP who reports directly to the Chief Technology Officer. This team works relentlessly to identify and mitigate vulnerabilities, implement effective security measures, and respond rapidly and efficiently to any security incidents.

**Data safety is paramount to protecting the confidentiality, integrity, and availability of our customers' information.**

We have robust policies and practices in place regarding behavioral advertising and user privacy. Our dedicated Data Protection department regulates and safeguards personal data in line with the highest international standards. Additionally, at Despegar we established a data protection policy that sets forth clear rules and directives. These two policies ensure the security of our customers' data and protect their privacy in every interaction with our services.

**0**  
*customer data violations in 2023*





## Cybersecurity and data protection strategy

Our cybersecurity and data privacy strategy is grounded in a long-term vision, centering on the framework provided by the US National Institute of Standards and Technology (NIST) and the 18 CIS Critical Security Controls. Additionally, we have migrated our services to Amazon Web Services (AWS) and are actively working to fully adhere to the Security Maturity Model proposed by Amazon for AWS cloud users.

Our vision is to promote efficient management of technological and cybersecurity risks, while our mission is to support Despegar's business objectives by identifying, prioritizing, and offering guidance on reducing relevant technological and cybersecurity risks to an acceptable level in line with industry standards.

To achieve these goals, we have dedicated teams in various areas: Governance, Risk, and Compliance; Data Protection; Application Development and Security; Infrastructure Security; Security Operations Center; and Identity and Access Management.

**Our cybersecurity strategy seeks to be proactive in protecting our assets and data, ensuring business continuity, and safeguarding the trust of those who choose us.**

Key success factors include the automation of security tasks, the application of the "need-to-know" and "least-privilege" principles, the construction of cyber-resilience, and the continuous management of vulnerabilities. These aspirational factors guide our actions toward stronger security and data privacy in an environment of continuous evolution and risk.

## Identification of data-related risks

We address data security risks using an integral and proactive approach based on our IT Risks Management Policy. This policy establishes guidelines for the identification, analysis, treatment, and monitoring of risks associated with the technological assets that support our business operations.

Risks are identified using a multidimensional approach that analyzes various sources, including security reviews and evaluations, compliance audits, ad hoc findings by the Information Security team or other personnel within the company, threat modeling exercises, and reviews of outsourcing agreements and projects.

Our IT Risks Committee approves the strategy for addressing identified risks and ensures they are reduced to an acceptable level or below the established threshold. The committee oversees the proper supervision and control of risk management, enabling us to make informed and effective decisions to protect the security of both corporate and customer data.



# Team

# 05



# The D! experience

Being part of the Despegar team means immersing yourself in a vibrant and dynamic environment where innovation and striving for more are ever-present. We are a multicultural team spanning across Latin America, united by the mission to create the best travel experiences to enrich people's lives.

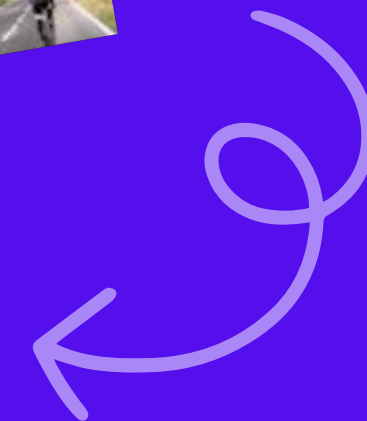
We are part of an exceptional team, characterized by talent, high standards, and determination to achieve ambitious goals. Teamwork is essential: we learn from and constantly challenge one another to grow both as individuals and professionals.

We take pride in being part of a regional ecosystem and act with responsibility and a long-term vision. Each day, we encounter new challenges that we approach with courage, embracing risk and thinking outside the box. Curiosity motivates us to explore new trends and anticipate the needs of our customers.

At Despegar, we commit to executing our ideas with determination and a results-oriented approach. Our core values, such as thinking big, teamwork, prioritizing our passion for customers, continuous innovation, striving for excellence, and adapting swiftly, are the driving forces of our culture and shape our experience as part of this leading travel and tourism company.



**Despegar  means growing, developing, setting a goal,  and making  it happen.**

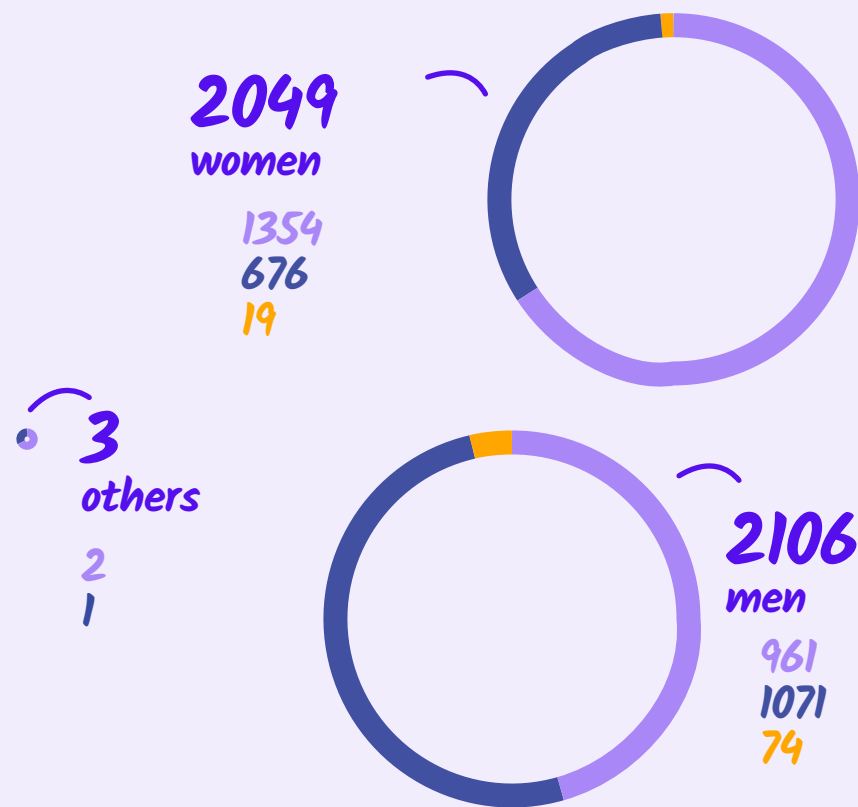




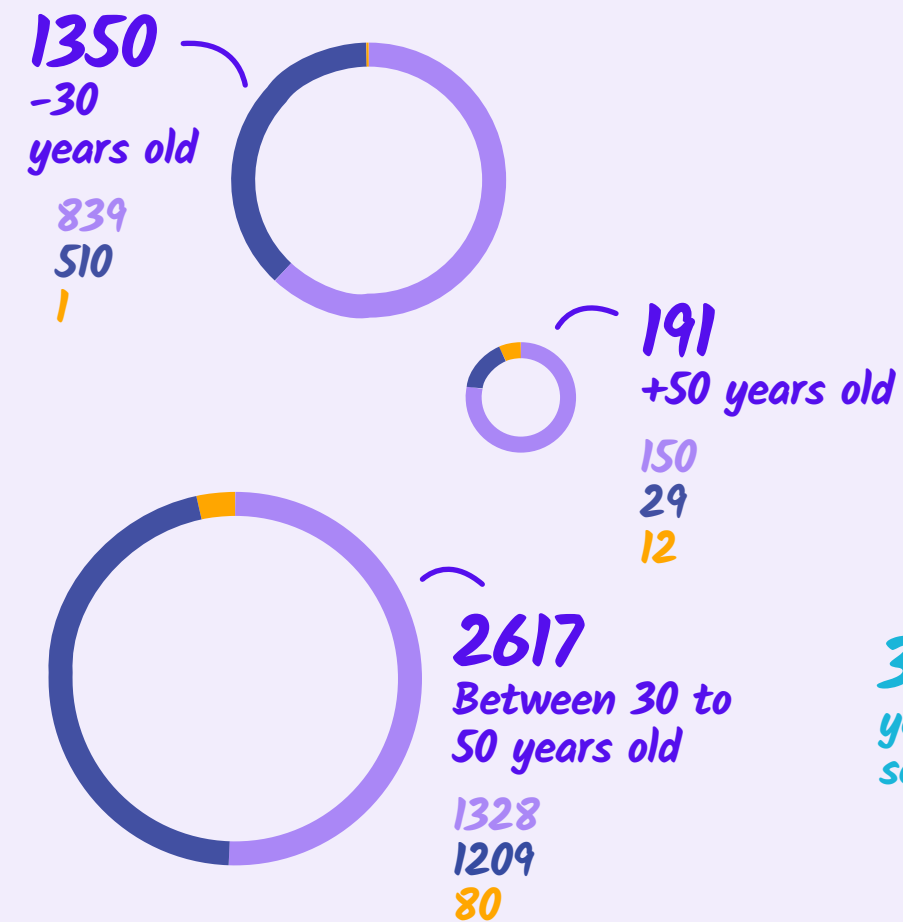
# The D! team in figures

## People that work at Despegar<sup>1</sup>

### By gender



### By age

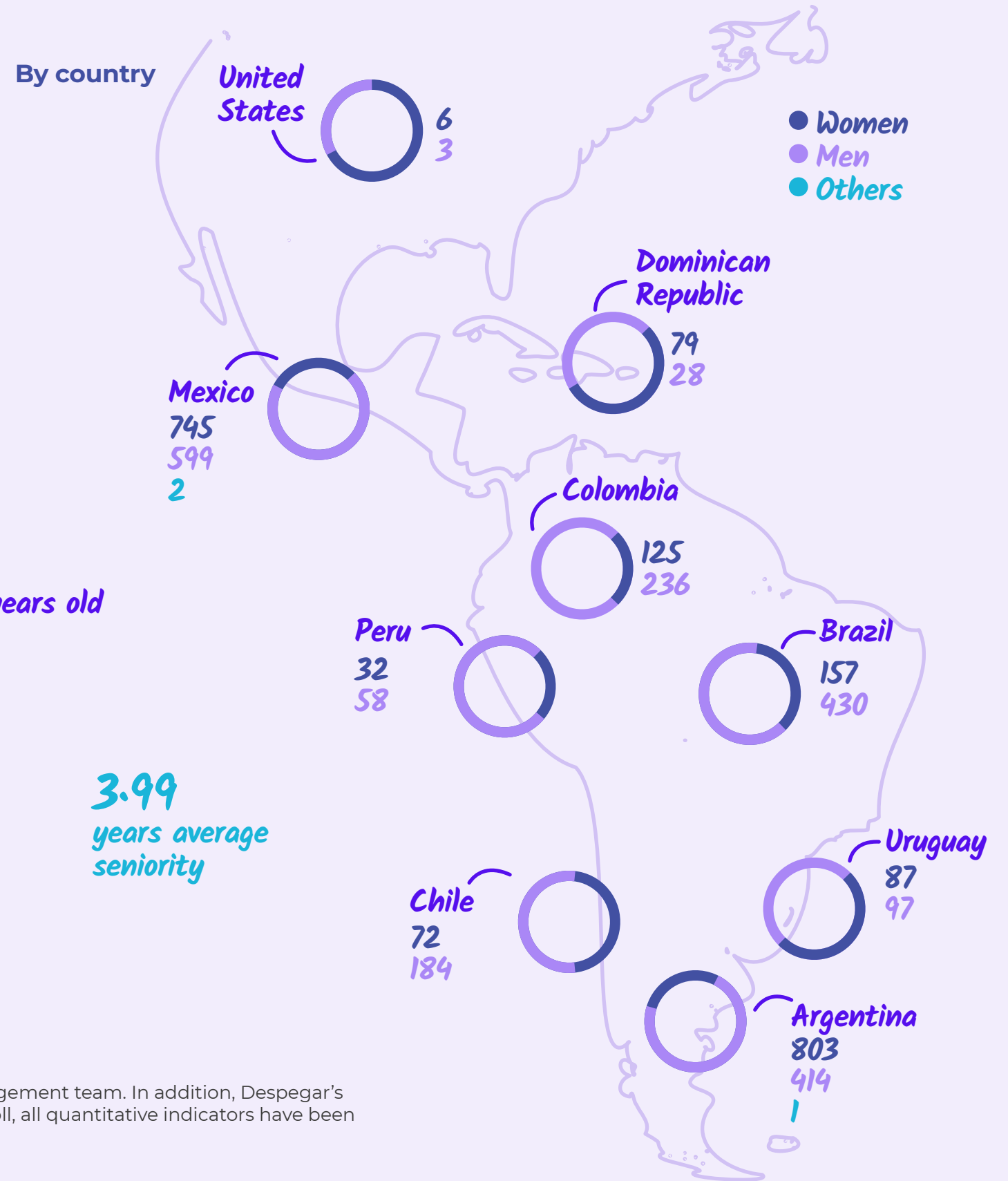


3.99 years average seniority

- Operatives and sellers
- Professionals
- LT+ (Directorss & Up)

<sup>1</sup> As in previous years, KOIN and Stays employees have been excluded from these figures as they operate under a separate management team. In addition, Despegar's payroll includes employees in Argentina (12) and Uruguay (1) who work for KOIN. As these employees are part of Despegar's payroll, all quantitative indicators have been considered, except for Training Hours and Performance Evaluations.

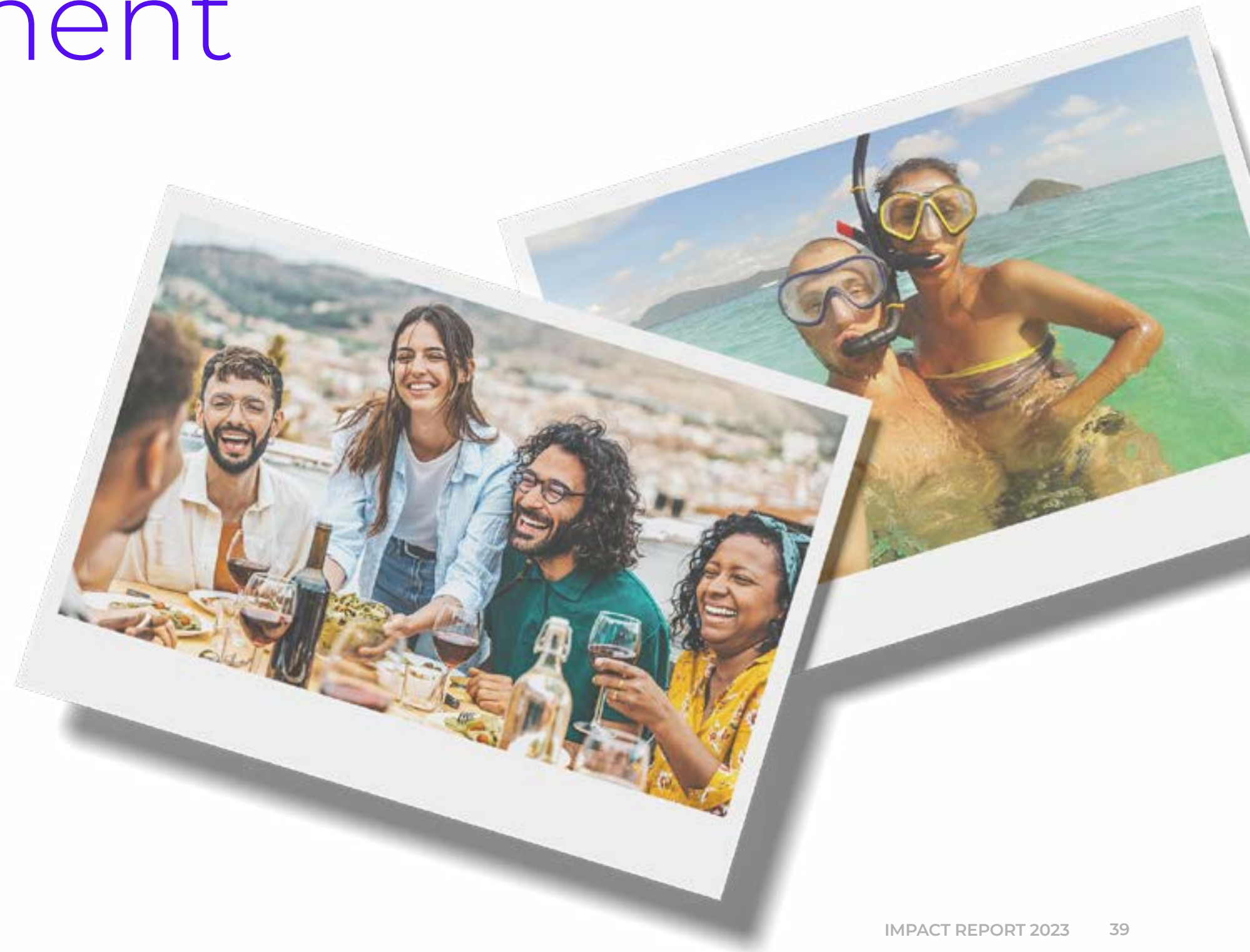
### By country



# Team welfare and development

We are aware that corporate success depends on the people who are part of the company. Therefore, we promote a work environment that encourages personal and professional growth (while maintaining an appropriate work-life balance). We achieve this through a value proposition that includes a range of benefits aimed at enhancing the well-being and holistic development of our team members.

*Being part of Despegar is more than just a job. It means being part of a passionate community dedicated to creating the best travel experiences for our customers.*





## Employee benefit proposal

We believe that people can “take off” and thrive when they find their best work-life balance. This is why our benefit proposal makes no distinction between full-time and part-time employees.

### DESPEGAR WEEK

We offer an additional week of vacation to all our employees.

### LUNCH

Lunch expenses are included in the wages, and subject to social contributions.

### DAY CARE REIMBURSEMENT

We offer day care reimbursements for men and women with children up to and including 3 years of age.

### EXTENDED MATERNITY / PATERNITY LEAVE

We provide two months of additional paid maternity leave for pregnant individuals, and up to five months of paid leave for primary caregivers in the case of adoption. For non-pregnant individuals and/or secondary caregivers in the case of adoption, we offer a full month of paid leave.

At Despegar we enjoy going the extra mile while also celebrating the results of everything we achieve as a team. This culture of celebrating our achievements seeks to recognize and motivate each and every one of us at Despegar to always strive for more. We organize celebrations for business milestones to recognize the team performance and other moments, which can range from a meet-up to an award.

How do we reward these moments?  
With what we are most passionate about: *traveling!*



## Internal communication ecosystem:

We build the Despegar experience based on participative communication so that everyone at Despegar can discuss things and feel a sense of belonging.

### WORKPLACE

Our main communication channel, it is a participative and collaborative network, where we interact and share company news. This platform reinforces our team value.

### NEWSLETTER TEAM DESPEGAR 360°

Summary of the organization's main developments.

### EARNINGS RELEASE

Every quarter our CEO and CFO share the business results and how the company is evolving online in Workplace.

### MEETINGS WITH CHIEFS

Frequent space for open discussion with Despegar leaders, which takes place during the Chiefs' country visits.

### CHECKPOINT

Meeting of the Chiefs of each management area, where they share the progress achieved by business, growth plans, and Human Resources news.

### LEADERSHIP TEAM PLUS LT+

Monthly space for company leaders to share progress on strategic and business priorities.

## FAMILY LEAVES

### Employees who took parental leave

Women	50
Men	54

### Employees who went back to work once parental leave ended

Women	48 (8 are still on leave)
Men	53

### Employee retention rates for those who took parental leave\*

Women	96%
Men	98%

### Employees who returned to work after completing parental leave and remained employed 12 months after returning to work

Women	45 (8 are still on leave)
Men	50



## Effective compensations

The primary objectives of our group's compensation policy are to attract and retain high-performing and high-potential talent, recognize and motivate individual performance, establish compensation criteria aligned with professional development, ensure internal equity and market competitiveness, and maintain business efficiency and competitiveness while controlling compensation-related costs.

We use various practices to ensure the effectiveness of our compensation strategy. This includes conducting job evaluations using the Mercer IPE (International Position Evaluation) grading methodology to establish a wage structure based on the relative weight of each job within the organization. Additionally, we carry out market surveys to gather compensation information about each job.

Our wage structure consists of salary bands that categorize positions with similar responsibilities and relative weights. These bands are defined based on minimum and maximum values established according to grading and market reference values. The objective is to maintain a balance between external competitiveness and internal equity.

To ensure market competitiveness, we establish different market comparisons and benchmarks. Our reference point is Total Cash Target, which includes gross wages, supplementary annual wages, compensations required by law, and variable compensation. Comparison points are defined based on job level and country.

The Compensation and Benefits team (C&B) may also grant contract bonuses based on an employee's prior performance and the difficulty of hiring the required profile. However, the Appointments and Compensations Committee (N&CC) approves all compensation-related decisions, including job offers.

Finally, termination payments, benefits reimbursements, and retirement benefits are governed by the labor laws of the applicable country. The company has no specific policy in place because these are managed according to local legislation.

*We aim to maintain business efficiency and competitiveness while controlling compensation-related costs.*



# Performance management

We are a school, we want our talents to develop and reach their highest level to create the best travel experiences. To achieve this, our performance process is anchored to competencies that represent the behaviors guiding our culture and values.

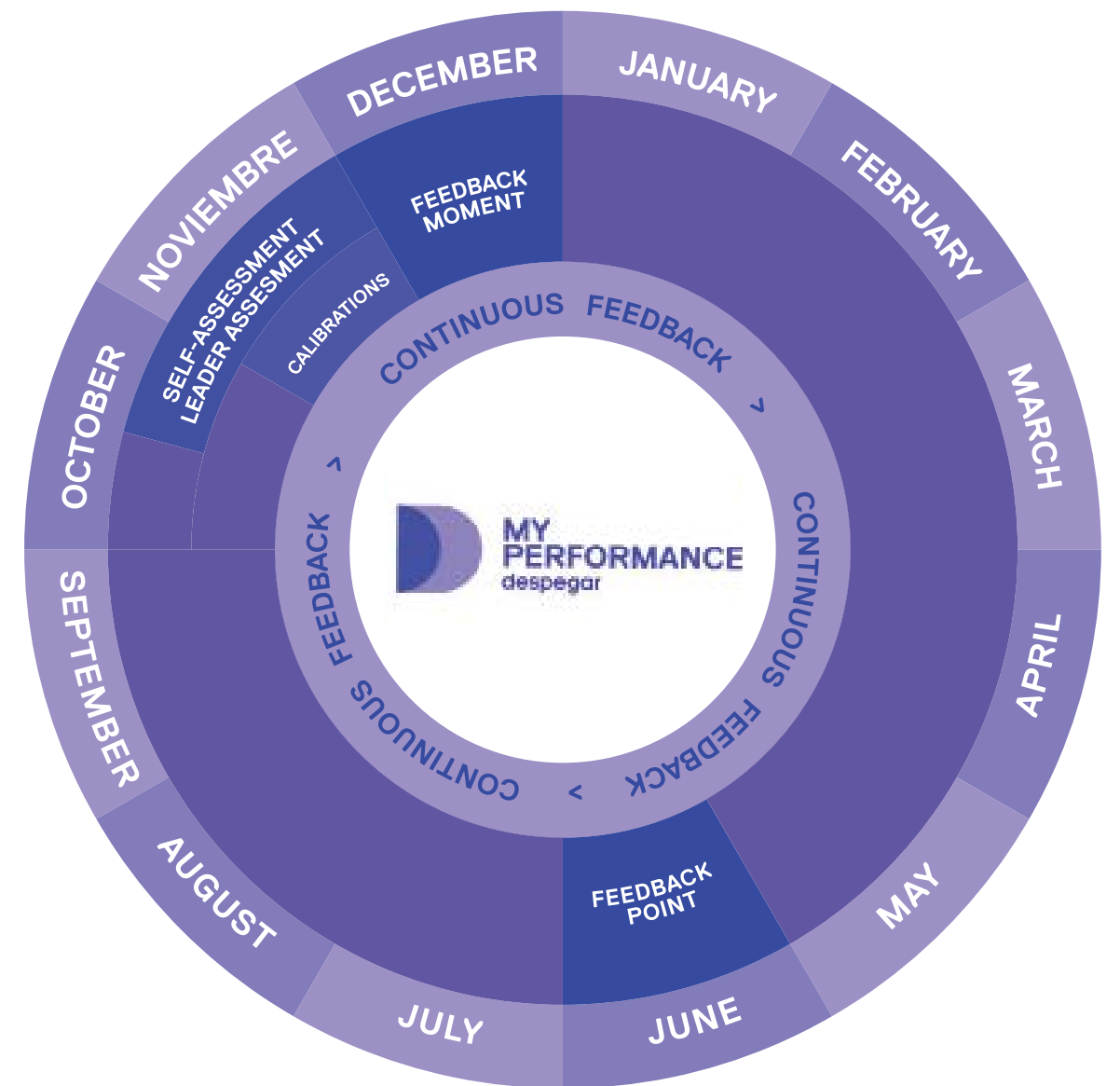
We use MyPerformance, a tool to follow people’s development, and Oracle’s My People platform to follow the performance management process.

**100%**  
*of team members receive regular performance evaluations*

At each stage of the process, according to the time of year, we aim to enhance talent development aligned with business objectives. These steps undergo formal calibration, incorporating perspectives from various stakeholders to ensure objectivity and uphold meritocracy. This information is critical for defining organizational changes, promotions, transfers, wage adjustments, or bonuses.

All employees with more than three months of tenure with the company receive a performance evaluation, except for 450 individuals from DMC.

Both leaders and their teams have access to online and ad hoc training throughout the year regarding the criteria and details of each situation. Additionally, support materials are made available on demand through our Workplace resource library.



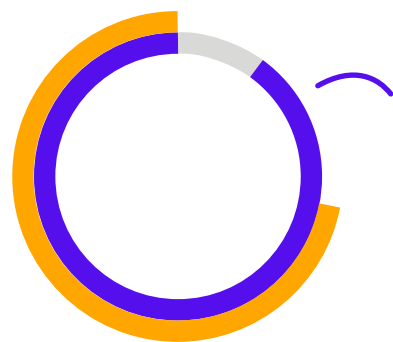


## Best place to work

We conduct an annual **Climate Survey** to measure the work environment and employee engagement. This is an active listening process that enables us to identify opportunities to improve the Despegar experience and become the best place to work.

In 2023, we achieved a new record, obtaining an 80% favorable response rate. This result represents a 1% increase compared to the previous year and marks a significant milestone in our history, reflecting sustained growth over recent years.

With this survey, we aim to gather the opinions and experiences of those who work at Despegar. We believe that to create the best travel experiences, it is essential to continue building a better workplace. The results are shared with all teams to focus our efforts on the development of robust action plans and our continuous and collective evolution.



**90%**  
completion rate

**80%**  
of people believe  
that Despegar is a  
great place to work



## Talent Development

We are passionate about helping our teams' talent grow. We are recognized as trainers of industry talent for Latin America and the world.

### How we help talent grow

#### Clear performance measurement

We have clear and objective tools to measure our teams' performance, ensuring a fair and transparent evaluation.

#### Continuous feedback

We encourage regular feedback sessions among leaders, teams, and other actors in the organization to facilitate effective communication and professional growth.

#### Internal meritocracy

We ensure internal meritocracy, recognizing and rewarding talent and effort within the company.

#### We support these commitments with multiple professional development initiatives:

- Regional performance evaluation processes and evaluation of potential for the executive population.
- Talent boards to monitor and support key talent development.
- A standardized process for internal transfers and a cross-cutting leadership model.
- Process implementation and automation on a technological platform to make informed decisions.
- Follow-up of talent management metrics and clear regional policies.
- Content library on Workplace to access courses, manuals, and talent process information.
- Onboarding regional program for new entrants and talent incubator programs.
- Processes adapted for operation teams, ensuring their growth and specific development.

Always Learning Program: Udemy license contracts and a language learning program to improve the employability of our collaborators.





## Jóvenes de Alto vuelo

The IT sector is growing and generating qualified employment opportunities, but in Latin America there is less and less talent to accompany this development. According to a study by the consulting firm Manpower, the information technology industry is among the sectors with the greatest shortage of talent in the region. To overcome this challenge, in 2013 we created our technology training program 'Jóvenes de Alto Vuelo' aimed at training in web development technologies. This is a unique opportunity to improve the employability of young people with the help of #EquipoDespegar specialists and enhance their chances of entering the world of information technology.

Since its first edition until today, over 300 talents have joined the Technology team.

This is a unique opportunity to enhance quality, employability hand in hand with expert individuals from the Despegar team, and to boost their capabilities to enter the world of information technology. In the 2023 edition, we received over 16,000 applications, from which we selected 34 students who are now part of our Technology team.

**16,300**  
applications  
received  
in 2023

**34**  
trained young  
people joined the  
Despegar team

## Digital Accelerator Program

This training and growth program was created to enhance talent through various modules covering technical, business, and soft skills. It seeks to accelerate the knowledge of our core business areas: Sales, Revenue Management, Marketing, Operations, Financial Planning, Product, among others. The program aims at training e-commerce specialists in the region from the ground up. Junior analysts starting in these areas receive business and cultural training for one year to enhance their careers and train them to excel within the organization.

We believe that the best way to learn is by doing, by getting involved, and it is this approach that underpins our entire project and training philosophy. The program involves members of high-impact teams at a regional level, who interact daily with strategic business plans. Additionally, throughout the program, they can count on the support and guidance of experienced leaders.

**20**  
people joined  
Despegar as a result  
of this program

## UX Boarding Pass

The quality of user experience (UX) is essential to our value proposition. Understanding the perceptions, needs, habits, and beliefs of travelers in Latin America empowers us to develop differentiated and personalized experiences that meet their needs. For this reason, we created an intensive development and training program aimed at people with knowledge of design and/or writing who wish to develop their UX skills to the maximum.

Despegar UX Boarding Pass is a one-and-a-half-month training program, consisting of 11 online classes of 4 hours each, twice a week. Participants learn about content, design, and research, in addition to putting into practice various techniques and processes that will allow them to take off in their professional careers.

In 2023, we selected 16 individuals to participate in this experience, 6 of whom joined Despegar as designers and/or content analysts.

**4917**  
candidates in 2023

**16**  
people trained in User Experience (UX)

**6**  
people hired by Despegar, who are now part of our team

## Continuous and effective education

Our key is to learn from the best and never stop taking action, as action drives evolution and is our greatest teacher. We have the perfect combination of on-the-job learning and specialized training programs tailored to each profile.

Our development and training programs are designed to continuously and effectively enhance the skills and competencies of each individual. They are built on a variety of learning resources and opportunities that are accessible to all our collaborators.

We leverage the Udemy platform to offer a wide array of specialized and relevant

training courses tailored for professional development in specific areas. We also provide training that addresses leadership and business needs to strengthen skills at various levels within the organization.

Our D! University is a comprehensive library with content available on Workspace, offering an extensive catalog of courses and resources. Teams can explore and access these materials according to their needs and preferences, promoting self-paced and flexible learning.

Average training per person	Average hours of training	Total hours of training
<b>Distribution by gender</b>		
Women	7	10,192
Men	8	10,766
<b>Distribution by job</b>		
Leaders	7	3037
Colleagues (Professionals & Operatives)	8	17,921

**Investment in training USD 163,000**



# Diversity and inclusion

We have set ourselves the goal of being proactive in promoting diversity and inclusion among our teams, ensuring equal opportunities for all. Our foundation is the principle of meritocracy so that every individual is recognized and valued for their talent and contribution, regardless of their origin, gender, or academic background.

Despegar's 2023-2025 diversity strategy focuses on strengthening an inclusive culture and fostering diversity across the entire organization.

In 2023, our purpose was to socialize and reflect upon the meaning of diversity for Despegar, focusing on our three key factors. We succeeded in establishing a shared understanding and a robust foundation regarding the importance and scope of diversity within our organization.

Looking ahead to 2024, we commit to implementing specific actions that can foster diversity and inclusion in our talent attraction and development processes. This will include initiatives to ensure equitable hiring practices, along with development programs that promote diverse perspectives and experiences across our teams. By 2025, our goal is for our teams and leaders to be deeply committed to diversity, which should be reflected in the composition of their work groups. This involves cultivating a culture where diversity is cherished and celebrated, and where everyone feels included and respected.



**The diversity of perspectives and experiences enriches our culture and strengthens our market performance.**

## Our commitments to diversity

- Attract higher gender balance to our teams, focusing on an increased representation of women in leadership positions, from directors upward.
- Increase our team workforce in different markets to expand the diversity of cultures and nationalities.
- Attract talent with a wide array of academic backgrounds and employment experiences, recognizing that diversity of skills and knowledge is critical to driving innovation and growth.

<b>Gender diversity</b>	<b>%</b>
<b>Lt Management</b>	
Women	19
Men	74
Others	-
<b>Technical staff (Dev, UX, IT Support)</b>	
Women	148
Men	617
Others	1
<b>Rest of the team</b>	
Women	1882
Men	1415
Others	2

## From commitment to action

These are the milestones we have achieved regarding diversity to meet our commitments:

### Diversity Squad

We created a multi-country, multi-gender, and multi background squad composed of 14 individuals from the organization, all occupying leadership positions (senior managers and above). This team supported the establishment and design of our D&I philosophy.

### Workshops on sensitization and unconscious biases

The Diversity Squad and the Human Resources team conducted 11 workshops in Spanish and Portuguese for leaders and collaborators across the region.

### Inclusive leader manual

We shared a manual on our D! University to supplement the workshop contents.

### Guide for inclusive interviews

We presented a guide for inclusive interviews that can enhance diversity during personnel recruitment and selection processes.

### Gender reassignment protocols

We developed protocols for the Human Resources team to be prepared to support individuals undergoing gender reassignment.

### First diversity census

We designed and launched the first census on religion, sexual orientation, and educational level of our teams.

### Culture talks

In the month of Women, we listened to testimonials from women in leadership roles, and in the month of Pride, we engaged in reflections with our UX team, which promotes thinking and designing products and services for all our users.

### Safeguarding campaign

A campaign to reinforce the existence of the ethics hotline reporting channel.



# Community

# 06



# Community Development

We are fully aware that our success is directly linked to the welfare of the regions where we operate, as our industry relies heavily on the prosperity and stability of local environments. As a leading company in the travel and tourism industry, we are committed to being proactive in the sustainable development of our community.

Our commitment to local development is reflected in the initiatives and projects we promote. We focus particularly on sharing our knowledge and creating opportunities to offer training in skills that enhance employability and foster inclusion in the technological sector.

*We believe in the power of education and technology to generate integration and equity.*

## Training for Take-off

Since 2019, we have implemented “Training for Take-off (Capacitar para Despegar),” a program that seeks to provide tools for young people to improve their employability and multiply their opportunities for labor inclusion.

“Training for Take-off” covers a variety of initiatives, from training courses in programming language and technology to mentoring in commercial and administrative areas, along with training in job-related social skills.

We implement this program through strategic alliances with non-governmental organizations; in addition, we act in coordination with public entities that address the problem in areas with limited access to formal education, in each country where we operate.



Our team members volunteer to participate in the design and development of workshops in which they share their knowledge and help young people improve their employability skills.

*Since the program was launched in 2019, more than 900 individuals from the community benefited from over 200 meet-ups thanks to the involvement of 344 Despegar collaborators who volunteered to participate.*



We  believe in  
the power of education  
and technology to  
generate  integration  
and equity.

## Recognition by Buenos Aires City Government

In 2023, we received a prestigious training seal from the Government of the City of Buenos Aires, called “Sello de Formación,” for our “Capacitar para Despegar” program. This seal commends the significant contribution of Despegar to strengthening the mechanisms that promote the socio-economic integration of marginalized districts and the development of a social and popular economy. This recognition, granted by Red de Impacto Social BA through the Undersecretariat of Human Potential Development, under the Ministry of Human Development and Habitat, is a testament to the positive impact of our program impact.



## Enhancing employment success

We enhance access to employment opportunities by conducting educational and hands-on sessions to help individuals capitalize on employment opportunities.

Our volunteers participate in interview drill workshops conducted by the Government of the City of Buenos Aires’ Center for Entrepreneurship and Employment Development as part of the Employment Orientation Workshop. These interview drills were designed for the population of Barrio Mugica in the City of Buenos Aires and provide valuable tools for participants to improve their employability and increase their opportunities for labor inclusion.

These types of activities have a positive impact on the lives of those who participate and allow us to contribute to the sustainable and equitable development of the community.



# Environment

07



# Our environmental management

Our environmental management of operations is paramount for Despegar, as we are aware of the important role we play in the preservation and protection of the environment.

Our commitment to environmental sustainability is reflected in all our operational activities, from supplier selection to waste management and emission reduction. We understand that our operations have a direct impact on the natural surroundings, and we therefore assume responsibility for minimizing this impact to the greatest extent possible.

In addition to complying with applicable environmental regulations, we believe in striving for more and adopting proactive environmental practices to make a positive contribution to the environment. This includes implementing energy efficiency measures in our offices and data centers, promoting responsible use of natural resources, and searching for innovative solutions to reduce our carbon footprint.

We firmly believe that working in close collaboration with other industry stakeholders is critical to achieving significant and enduring change toward a more sustainable future for all. This is why our environmental management is not limited to just our internal operations; we also strive to cooperate with our partner and supplier companies to encourage the use of sustainable practices along our supply chain.

*We know that sustainability is a journey, and we want more and more people from our teams, the community of customers, and the industry to join this challenge.*



# Recognition for our environmental management practice

## “Los más Ecoístas” award

At Fitur 2023, the annual tourism fair held in Madrid, Spain, we were honored to receive the award “Los más Ecoístas” (The most ecoistic) for our environmental sustainability efforts. The award is granted by Grupo Piñeiro, one of the main tourist operators in Spain. It celebrates and recognizes companies that provide services to or have alliances with the group, and that encourage the industry to cultivate an “ecoistic” spirit. Despegar was one of the seven award-winning companies, next to Air Canada Vacations, Baleària, Expedia, Meliá Hotels International, Salesforce, and TUI Group.

## Sustainability index by the Gerencia Ambiental journal

The Argentine sustainability journal Gerencia Ambiental recognized us as the best-performing tourist service company among more than 200 Argentine enterprises. This recognition reflects our conviction and work philosophy in Beta mode.



## Carbon-neutral offices in Argentina

Since 2021, we have been measuring the carbon footprint of our buildings and the carbon emissions generated by our remote work team in Argentina, intending to progressively minimize their impact.

To neutralize the carbon emissions from our administrative and commercial operations in Argentina, we planted trees in our “Despegar Forest,” with support from the NGO Plantarse.

Since the start of our reforestation project, we have planted 2,157 trees to offset the carbon footprint generated by our offices in Argentina and the people working remotely. This initiative helps conserve ecosystems and biodiversity, which are key factors in mitigating the climate crisis.

We are also part of the Climate Club, created by the above NGO. The Climate Club is an environmental and social project that has been leading actions to promote a culture of sustainability and counteract the climate crisis since 2010.

**1037,315 CO<sub>2</sub>e**  
generated by buildings  
and the D! team  
in Argentina

**166.315 t**  
emitted by our buildings

**871 t**  
emitted by teams  
working remotely

**863**  
trees planted  
to compensate

## The Despegar Forest

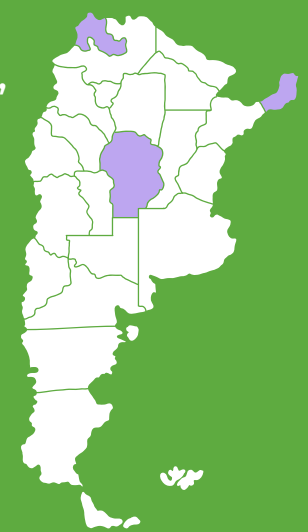
Our Despegar Forest is located at Reserva Aldea Luna, Jujuy province, Argentina.

We support the regeneration of this high-altitude ecosystem by planting Tabaquillo (*Polylepis Australis*), a species endemic to the region that is in decline due to fire, overgrazing, and logging.

Planting Tabaquillo aids in the restoration of the original landscape, providing the forest with an additional protective layer for the soil. This reduces exposure to UV radiation, mitigates the harmful effects of UV rays, and decreases dryness, all while enhancing the soil's absorbency. Furthermore, the roots of these trees create channels through which water seeps, reaching the deepest water tables. As a result, the available water is cleaner and requires minimal purification.

Thanks to investments made from 2021 to 2023, the Despegar Forest already counts with 2,157 Tabaquillo trees, which have captured an estimated 90.243,949 of CO<sub>2</sub>.

Visit the  
Despegar Forest





## Water management

Country	Office	Consumption (m <sup>3</sup> )	Monthly consumption
Argentina	Odeon	150	50
	Parque Patricios	3158	263.17
Brazil	Alphaville	1311	109.25
Colombia	Connecta	144	12
Peru	Torre Navarrete	94	7.83
Chile	Cerro el Plomo	172.64	14.39
Mexico	Cancun*		
	CDMX	9.18	0.765

\*There is a meter at the building's entrance which measures the Water distributed from a main tank to the various floors, common areas, irrigation systems, and other areas. The challenge is that no reliable value can be obtained by taking a proportion of the billed amount since the distribution of water within the condominium is highly variable.

## Efficient energy consumption

Data centers are essential to Despegar operations: they are the core where millions of data points from our transactions and customers are stored and processed. However, their operation is energy intensive. To adopt more efficient consumption practice and reduce our carbon footprint, we are proactive in exploring more energy-efficient technologies. We are eager to identify and adopt solutions that can optimize the use of energy by data centers and reduce our environmental impact. Along these lines, in 2023, we made a strategic decision to migrate our computational capacity from a data center format to co-location on the Amazon Web Services (AWS) cloud. According to Amazon analyses and reports, this migration could lead to a reduction of up to 80% in our data center carbon footprint by the end of 2024.

**We migrated our data to cloud infrastructure to reduce energy consumption, promote energy efficiency, and capitalize on AWS sustainable practices.**

As part of our migration project, in 2023 we decommissioned 15 old servers. The elimination of obsolete servers reduces energy demand and also helps us minimize electronic waste and promote the use of more energy-efficient equipment.

**7,131,630.51 kWh**  
**Total consumed**  
 (electricity, heating, cooling and steam)

**100%**  
**Percentage of electricity on the grid**

**595.50 kWh/m<sup>2</sup>**  
**Energy intensity ratio of Despegar:**

The ratio considers electric power and was calculated by the quantity of m<sup>2</sup> covered by Despegar corporate offices, except for co-work spaces and customer service stores. It encompasses Despegar/Decolar offices, Viajes Falabella, Best Day, Koin, Viajanet. Within the organization, all office buildings in Argentina, Brazil, Uruguay, Colombia, Mexico, Peru, and Chile are considered.

## Sustainable waste management practices

We intend to reduce the waste we produce by adopting sustainable preventive practices and ensuring the best management for the waste we cannot avoid generating.

One of the key measures to reduce waste is phasing out single-use glasses and packaging at our premises. We provide our offices with tableware, such as glass tumblers and clay cups.

In addition, we promote measures to reduce paper use and the generation of paper waste. A fundamental action to achieve this was the digitization of a large portion of our documentation, which enabled us to decrease the need for printouts and reduce paper waste from our daily operations.

We have extended this vision to our value chain to identify measures that can promote circularity in the construction and outfitting of our new offices. For instance, during recent office openings in Colombia, Argentina, and Mexico, we prioritized the use of existing furniture and reused all materials whenever possible. As a result, the necessity to manufacture new products decreased, while minimizing the amount of waste generated during the construction and renovation of these workspaces.

## Reusing office building materials and equipment

### Argentina

Material	% of reutilization
Tables	100
Appliances	100
Chairs	92
Desks	81
Others	78
Lights	66
Flooring	14

In addition, our activity does not generate hazardous waste



## Waste management

To ensure the appropriate management of unavoidable generated waste, we implemented a process to assess supplier companies based on their infrastructure and adherence to contractual and legal obligations in each country where we operate.

Depending on their location, recyclable waste may be managed by municipal disposal services or picked up by local cooperative associations. These associations provide us with detailed records of the amounts they have collected.

In the case of non-recyclable or non-recoverable waste, we ensure that management adheres to the rules and regulations applicable in each city. To achieve this, we have signed agreements with specialized companies hired by the buildings or condos in the different countries our offices are located in. These companies are responsible for the appropriate collection and management of non-recyclable waste, ensuring its final disposal is in line with local regulations.

### Waste disposal by country:

#### Argentina

Waste collection and management by a contracted company.

#### Brazil

Waste collection and management by the condominium where the offices are located.

#### Colombia

Waste collection managed by the condominium.

#### Chile

Waste collection by a contracted company.

#### Mexico (Cancun)

Waste collection and management by the condominium.

#### Peru

Waste collection managed by a contracted company.

#### Uruguay

Waste collection and management by a contracted company.

### Waste generated by our offices

Waste by composition in metric tons (t)	Waste generated	Waste not destined for disposal	Waste destined for disposal
Recoverable waste	1,919	1,919	
Not recoverable waste	1,675		1,675
Compostable organic waste	1.67		1.67
Total	3,596	1,919	1,676

# Index

# 08



# GRI Content Index

## Statement of use

Despegar has reported in accordance with the GRI Standards for the period January 1 to December 31, 2023.

## GRI 1 used

GRI 1: Fundamentos 2021

GRI STANDARD	CONTENT	ANSWER	PAGE
<b>GRI 2: General Disclosures 2021</b>			
<i>The organization and its reporting practices</i>			
GRI 2: General Disclosures 2021	2-1 Organizational details	<p>Legal name: Despegar.com Corp.</p> <p>Ownership nature and legal form: Ownership of Despegar (Despegar.com Corp) is divided into shares, some of which are traded on the United States stock exchange.</p> <p>Despegar is headquartered at Commerce House, Wickhams Cay 1, Road Town, Tortola, British Virgin Islands, and operates offices in Buenos Aires, Sao Paulo, Santiago, Lima, Bogotá, Montevideo, Mexico City, Playa del Carmen, and Cancun.</p>	

GRI STANDARD	CONTENT	ANSWER	PAGE
	2-2 Entities included in the organization's sustainability reporting	<p>Despegar/Decolar            Viajes Falabella            Despegar.com México SA de CV (Best Day / Despegar México)            Koin            Viajanet            Stays S.A.            Viajes Beda, SA de CV (HotelDO)            Transporturist, SA de CV (BD Experience)            Dominican Experience DMC SRL</p> <p>Despegar reports its consolidated financial statements as Grupo Despegar, without separately disclosing the financial statements of its individual brands. Merger, acquisition, and divestment decisions are primarily made by the Board of Directors, in line with the growth plan established by the board and the guidelines provided by our shareholders. Certain decisions then focus on optimizing the income of Grupo Despegar's companies, while ensuring compliance with the law. Each company that becomes part of Grupo Despegar through a merger adopts the standards already adopted by Grupo Despegar.</p>	
	2-3 Reporting period, frequency and contact point		5
	2-4 Restatements of information		6
	2-5 External assurance	No external verification has been performed.	



GRI STANDARD	CONTENT	ANSWER	PAGE
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<b>Activities and workers</b>			
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GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships		11
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2-7 Employees			
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	Argentina	Brazil	Chile	Colombia	United States	Mexico	Peru	Dominican Republic	Uruguay	Total
<b>Permanent employees</b>										
Women	803	157	70	125	6	717	32	79	87	2076
Men	413	430	157	236	3	564	58	28	97	1986
Other	1					2				3
<b>Temporary employees</b>										
Women			2			28				30
Men	1		27			35				63
<b>Full time</b>										
Women	776	146	69	125	6	745	32	79	86	2064
Men	352	428	184	236	3	599	58	28	97	1985
Other	1					2				3
<b>Part time employees</b>										
Women	27	11	3						1	42
Men	62	2								64

As in previous years, KOIN and Stays employees have been excluded from these figures as they operate under a separate management team. In addition, Despegar's payroll includes employees in Argentina (12) and Uruguay (1) who work for KOIN. As these employees are part of Despegar's payroll, all quantitative indicators have been considered, except for Training Hours and Performance Evaluations.

## GRI STANDARD

## CONTENT

2-8 Workers who are not employees

## ANSWER

## PAGE

In 2023, the organization engaged the services of 76 individuals who were not regular employees. Additionally, in Mexico, six interns worked for the company under Jóvenes Construyendo Futuro (Youth Building the Future), a learning program funded by the Mexican government. In Colombia, one external Payroll Analyst was outsourced through the Serdan company. In Brazil, one external female Talent Acquisition Analyst was contracted out through Accenture. Subsequently, she was brought onto the Despegar payroll in July 2023.

	Cleaning	Maintenance	Security	Facilities	Reception
ARGENTINA	10	4	1	1	3
BRAZIL	6	3		1	1
URUGUAY	4	1		1	1
MEXICO	16	6	6	2	
COLOMBIA	2		1	1	1
CHILE	1			1	
PERU	1	1		1	
TOTAL 76					



GRI STANDARD	CONTENT	ANSWER	PAGE
<b>Governance</b>			
GRI 2: General Disclosures 2021	2-9 Governance structure and composition		13, 14
	2-10 Nomination and selection of the highest governance body		13, 14
	2-11 Chair of the highest governance body		14
	2-12 Role of the highest governance body in overseeing the management of impacts		13, 16
	2-13 Delegation of responsibility for managing impacts		16
	2-14 Role of the highest governance body in sustainability reporting		16
	2-15 Conflicts of interest		17
	2-16 Communication of critical concerns		18
	2-17 Collective knowledge of the highest governance body		13
	2-18 Evaluation of the performance of the highest governance body	Our Board of Directors has the sole authority to fill any vacancy occurring on such board, to increase its size, and to appoint additional directors in connection therewith. Our shareholders may not vote to fill any vacancies or change the size of our board. A director of the Company may only be removed: (i) for cause, by a resolution passed by shareholders holding at least two-thirds of the voting rights at a meeting of shareholders convened for the stated purpose of removing the director, or for stated purposes including the removal of the director; or (ii) for cause, by a resolution passed by directors holding at least two-thirds of the voting rights of all directors entitled to vote on the resolution at a meeting of directors or by unanimous written consent of the directors entitled to vote on the removal.	
2-19 Remuneration policies		17	
2-20 Process to determine remuneration		17	

GRI STANDARD	CONTENT	ANSWER	PAGE
	2-21 Annual total compensation ratio	As in previous years, KOIN and Stays employees have been excluded from these figures as they operate under a separate management team. In addition, Despegar's payroll includes employees in Argentina (12) and Uruguay (1) who work for KOIN. As these employees are part of Despegar's payroll, all quantitative indicators have been considered, except for Training Hours and Performance Evaluations.	
<b>Strategy, policies and practices</b>			
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy		3
	2-23 Policy commitments		13, 17
	2-24 Embedding policy commitments		13, 17
	2-25 Processes to remediate negative impacts		21
	2-26 Mechanisms for seeking advice and raising concerns		18
	2-27 Compliance with laws and regulations	During the period, we did not incur in any significant new cases of non-compliance with laws or regulations. We define a significant case as those that involve a fine or sanction with a cost exceeding USD 10,000. All relevant cases are still being contested and are pending resolution in the courts.	
	2-28 Membership associations		27
<b>Stakeholder engagement</b>			
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement		5
	2-30 Collective bargaining agreements	16.8% of employees are covered by collective bargaining agreements.	



GRI STANDARD	CONTENT	ANSWER	PAGE
<b>MATERIAL TOPICS</b>			
GRI 3: Material topics 2021	3-1. Process to determine material topics		6, 7
	3-2 List of material topics		6, 7
<b>MATERIAL TOPIC: Community development</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		51-53
GRI 413 Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	100% of operations are covered by our development programs.	
	413-2 Operations with significant actual and potential negative impacts on local communities	We continuously assess the direct impact of our offices on the local community and take proactive measures to address any potential adverse repercussions. No negative impacts have been recorded during the reporting period.	
<b>MATERIAL TOPIC: Customer satisfaction</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		29, 30, 31
GRI 417 Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	100% of our products or services are covered and evaluated in relation to compliance with these procedures.	
	417-2 Incidents of non-compliance concerning product and service information and labeling		
	417-3 Incidents of non-compliance concerning marketing communications	During the reporting period, no cases of non-compliance with regulations or voluntary codes related to marketing communications, such as advertising, promotion, and sponsorship resulting in fines, were recorded. Only two cases resulting in warnings were registered.	
<b>MATERIAL TOPIC: Sustainable tourism</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		25, 26, 27

GRI STANDARD	CONTENT	ANSWER	PAGE																																																																																																														
<b>MATERIAL TOPIC: Diversity and Inclusion</b>																																																																																																																	
GRI 3: Material topics 2021	3-3 Management of material topic		48, 49																																																																																																														
GRI 405 Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees 405-2 Ratio of basic salary and remuneration of women to men	<p>We compare the Total Cash Median of women by level against the median of the entire population. The same for men.</p> <table border="1"> <thead> <tr> <th></th> <th>Argentina</th> <th>Brazil</th> <th>Chile</th> <th>Colombia</th> <th>United States</th> <th>Mexico</th> <th>Peru</th> <th>Dominican Republic</th> <th>Uruguay</th> </tr> </thead> <tbody> <tr> <td colspan="10"><b>Distribution by job category</b></td> </tr> <tr> <td colspan="10"><b>Professional Employees</b></td> </tr> <tr> <td>Women</td> <td>0,68</td> <td>0,9</td> <td>1</td> <td>0,62</td> <td>1,05</td> <td>0,48</td> <td>1</td> <td>0,91</td> <td>0,8</td> </tr> <tr> <td>Men</td> <td>1,2</td> <td>1,07</td> <td>1</td> <td>3</td> <td>0,95</td> <td>1,37</td> <td>1,51</td> <td>1,05</td> <td>1,17</td> </tr> <tr> <td colspan="10"><b>Sr Managers</b></td> </tr> <tr> <td>Women</td> <td>0,66</td> <td>0,94</td> <td>1</td> <td>0,89</td> <td>n/a</td> <td>0,94</td> <td>n/a</td> <td>n/a</td> <td>0,91</td> </tr> <tr> <td>Men</td> <td>1,21</td> <td>1,12</td> <td>1</td> <td>1,19</td> <td>n/a</td> <td>1,15</td> <td>n/a</td> <td>n/a</td> <td>1,02</td> </tr> <tr> <td colspan="10"><b>LT+ Leadership</b></td> </tr> <tr> <td>Women</td> <td>0,75</td> <td>0,83</td> <td>n/a</td> <td>1</td> <td>n/a</td> <td>0,77</td> <td>n/a</td> <td>n/a</td> <td>0,82</td> </tr> <tr> <td>Men</td> <td>1,02</td> <td>1,08</td> <td>n/a</td> <td>1,14</td> <td>n/a</td> <td>1,11</td> <td>n/a</td> <td>n/a</td> <td>1,01</td> </tr> </tbody> </table>		Argentina	Brazil	Chile	Colombia	United States	Mexico	Peru	Dominican Republic	Uruguay	<b>Distribution by job category</b>										<b>Professional Employees</b>										Women	0,68	0,9	1	0,62	1,05	0,48	1	0,91	0,8	Men	1,2	1,07	1	3	0,95	1,37	1,51	1,05	1,17	<b>Sr Managers</b>										Women	0,66	0,94	1	0,89	n/a	0,94	n/a	n/a	0,91	Men	1,21	1,12	1	1,19	n/a	1,15	n/a	n/a	1,02	<b>LT+ Leadership</b>										Women	0,75	0,83	n/a	1	n/a	0,77	n/a	n/a	0,82	Men	1,02	1,08	n/a	1,14	n/a	1,11	n/a	n/a	1,01	38, 49
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GRI 406 Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	During the reporting period, 21 cases of discrimination were recorded, which were evaluated by Despegar, and as of the publishing of this report were closed. In three of these cases, they resulted from routine internal review and management processes.																																																																																																															
<b>MATERIAL TOPIC: Team welfare and development</b>																																																																																																																	
GRI 3: Material topics 2021	3-3 Management of material topic		39-45																																																																																																														



GRI STANDARD	CONTENT	ANSWER	PAGE																																																																																																																																																																																
GRI 401 Employment 2016	401-1 New employee hires and employee turnover	<table border="1"> <thead> <tr> <th>New hires</th> <th>Argentina</th> <th>Brazil</th> <th>Chile</th> <th>Colombia</th> <th>United States</th> <th>Mexico</th> <th>Peru</th> <th>Dominican Republic</th> <th>Uruguay</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td colspan="11"><b>Gender distribution</b></td> </tr> <tr> <td>Women</td> <td>91</td> <td>231</td> <td>57</td> <td>67</td> <td>0</td> <td>339</td> <td>16</td> <td>13</td> <td>19</td> <td>833</td> </tr> <tr> <td>Men</td> <td>131</td> <td>83</td> <td>16</td> <td>34</td> <td>3</td> <td>514</td> <td>9</td> <td>49</td> <td>11</td> <td>850</td> </tr> <tr> <td colspan="11"><b>Age distribution</b></td> </tr> <tr> <td>Between 18 and 29 years old</td> <td>141</td> <td>143</td> <td>17</td> <td>55</td> <td>2</td> <td>427</td> <td>8</td> <td>10</td> <td>23</td> <td>826</td> </tr> <tr> <td>Between 30 and 50 years old</td> <td>78</td> <td>155</td> <td>44</td> <td>46</td> <td>1</td> <td>383</td> <td>17</td> <td>47</td> <td>7</td> <td>778</td> </tr> <tr> <td>More than 50 years old</td> <td>3</td> <td>16</td> <td>12</td> <td>-</td> <td>-</td> <td>43</td> <td>-</td> <td>5</td> <td>-</td> <td>79</td> </tr> <tr> <th>Rotation rate</th> <th>Argentina</th> <th>Brazil</th> <th>Chile</th> <th>Colombia</th> <th>United States</th> <th>Mexico</th> <th>Peru</th> <th>Dominican Republic</th> <th>Uruguay</th> <th>Total</th> </tr> <tr> <td colspan="11"><b>Gender distribution</b></td> </tr> <tr> <td>Women</td> <td>21,1</td> <td>25,2</td> <td>17,5</td> <td>19,4</td> <td>0</td> <td>58,7</td> <td>21,3</td> <td>42,3</td> <td>26,8</td> <td>33,4</td> </tr> <tr> <td>Men</td> <td>18,2</td> <td>40,2</td> <td>4,2</td> <td>29,7</td> <td>26,8</td> <td>69,9</td> <td>25</td> <td>52,1</td> <td>33,6</td> <td>40,8</td> </tr> <tr> <td colspan="11"><b>Age distribution</b></td> </tr> <tr> <td>Between 18 and 29 years old</td> <td>20,3</td> <td>29,6</td> <td>20,7</td> <td>19,4</td> <td>50</td> <td>80,5</td> <td>43,4</td> <td>58,4</td> <td>20,3</td> <td>45,2</td> </tr> <tr> <td>Between 30 and 50 years old</td> <td>18,1</td> <td>29,2</td> <td>11,9</td> <td>24,7</td> <td>14,3</td> <td>53,4</td> <td>18,9</td> <td>51,73</td> <td>35</td> <td>32,1</td> </tr> <tr> <td>More than 50 years old</td> <td>38,8</td> <td>36,6</td> <td>18</td> <td>33,3</td> <td>0</td> <td>73,9</td> <td>0</td> <td>23,38</td> <td>0</td> <td>51</td> </tr> </tbody> </table>	New hires	Argentina	Brazil	Chile	Colombia	United States	Mexico	Peru	Dominican Republic	Uruguay	Total	<b>Gender distribution</b>											Women	91	231	57	67	0	339	16	13	19	833	Men	131	83	16	34	3	514	9	49	11	850	<b>Age distribution</b>											Between 18 and 29 years old	141	143	17	55	2	427	8	10	23	826	Between 30 and 50 years old	78	155	44	46	1	383	17	47	7	778	More than 50 years old	3	16	12	-	-	43	-	5	-	79	Rotation rate	Argentina	Brazil	Chile	Colombia	United States	Mexico	Peru	Dominican Republic	Uruguay	Total	<b>Gender distribution</b>											Women	21,1	25,2	17,5	19,4	0	58,7	21,3	42,3	26,8	33,4	Men	18,2	40,2	4,2	29,7	26,8	69,9	25	52,1	33,6	40,8	<b>Age distribution</b>											Between 18 and 29 years old	20,3	29,6	20,7	19,4	50	80,5	43,4	58,4	20,3	45,2	Between 30 and 50 years old	18,1	29,2	11,9	24,7	14,3	53,4	18,9	51,73	35	32,1	More than 50 years old	38,8	36,6	18	33,3	0	73,9	0	23,38	0	51	
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	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		40																																																																																																																																																																																
	401-3 Parental leave		41																																																																																																																																																																																

GRI STANDARD	CONTENT	ANSWER	PAGE
GIR 404 Training & Education 2016	404-1 Average hours of training per year per employee		47
	404-2 Programs for upgrading employee skills and transition assistance programs		45-47
	404-3 Percentage of employees receiving regular performance and career development reviews	<p><b>Employees who receive periodic performance and professional development evaluations</b> %</p> <p><b>Distribution by gender</b></p> <p>Women 96%</p> <p>Men 84%</p> <p><b>Distribution by job category</b></p> <p>Leaders 100%</p> <p>Collaborators (Professionals &amp; operations) 90%</p>	
<b>MATERIAL TOPIC: Compliance, ethics and integrity</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		19, 20, 21
GRI 205 Anticorruption 2016	205-1 Operations assessed for risks related to corruption		20
	205-2 Communication and training about anti-corruption policies and procedures		20
	205-3 Confirmed incidents of corruption and actions taken		20
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	During the reporting period, no legal actions related to unfair competition or monopolistic practices in which Despegar has participated have been initiated.	
GRI 415: Public policy 2016	415-1 Political contributions	Despegar does not make contributions to political parties or representatives.	



GRI STANDARD	CONTENT	ANSWER	PAGE
<b>MATERIAL TOPIC: Environmental management of operations</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		55-60
GRI 303 Agua	303-5 Consumo de agua		58
GRI 302 Energy 2016	302-1 Energy consumption within the organization		58
	302-2 Energy consumption outside of the organization	During the reporting period, we did not measure energy consumption outside the organization.	
	302-3 Energy intensity		58
	302-4 Reduction of energy consumption		58
	302-5 Reduction in energy requirements of products and services	During the reporting period, we did not perform any reduction in energy requirements of products and services.	
GRI 305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions	We do not have a comprehensive measurement of Scope 1 emissions for our operations, only for offices and remote workers in Argentina.	
	305-2 Energy indirect (Scope 2) GHG emissions	During the reporting period we did not measure this scope.	
	305-3 Other indirect (Scope 3) GHG emissions	During the reporting period we did not measure this scope.	
	305-4 GHG emissions intensity	During the reporting period we did not measure this scope.	
	305-5 Reduction of GHG emissions	We have not conducted a comprehensive measurement for our operations. It's worth noting that an estimated 80% reduction in energy consumption from data centers is anticipated due to the implementation of servers in the AWS cloud.	
	305-6 Emissions of ozone-depleting substances (ODS)	During the reporting period, no measurement of ozone depleting substances emissions was performed.	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	During the reporting period, we did not measure significant air emissions.	

GRI STANDARD	CONTENT	ANSWER	PAGE
GRI 306 Waste 2020	306-1 Waste generation and significant waste-related impacts		59-60
	306-2 Management of significant waste-related impacts		59-60
	306-3 Waste generated		60
	306-4 Waste diverted from disposal	Due to the nature of our business activities, we are not a company that generates hazardous waste.	
	306-5 Waste directed to disposal	Due to the nature of our business activities, we are not a company that generates hazardous waste.	
<b>MATERIAL TOPIC: Innovation and product development</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		30, 31
<b>MATERIAL TOPIC: Cybersecurity and Data Privacy</b>			
GRI 3: Material topics 2021	3-3 Management of material topic		33, 34
GRI 416: Customer health and safety 2016	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During the reporting period, 0 cases of non-compliance were recorded.	
GRI 418 Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, 0 complaints/cases were identified.	



# SASB Index

ESTANDAR	CONTENIDO	RESPUESTA	PÁGINA
<b>ENVIRONMENT: HARDWARE INFRASTRUCTURE ENERGY AND WATER MANAGEMENT</b>			
CG-EC-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable		58
CG-EC-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress		58
CG-EC-130a.3	Discussion of the integration of environmental considerations into strategic planning for data center needs		55, 58
<b>SOCIAL CAPITAL: DATA PRIVACY &amp; ADVERTISING STANDARDS</b>			
CG-EC-220a.1	Number of users whose information is used for secondary purposes	We don't use users' information for secondary purposes.	
CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy		33, 34
<b>SOCIAL CAPITAL: DATA SECURITY</b>			
CG-EC-230a.1	Description of approach to identifying and addressing data security risks		33, 34
CG-EC-230a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	During the reporting period, there were no data breaches or vulnerabilities.	
<b>HUMAN CAPITAL: EMPLOYEE RECRUITMENT, INCLUSION &amp; PERFORMANCE</b>			
CG-EC-330a.1	Employee engagement as a percentage		44
CG-EC-330a.2	(1) Voluntary and (2) involuntary turnover rate for all employees		69
CG-EC-330a.3	Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees		48, 49

Coordination

## Corporate Affairs Area



Production

