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## **Sustainability policy**

# **EXOTICO - VIAGENS E TURISMO LDA**



## **Sustainability management & legal compliance**



### Sustainability commitment

Exotico and Destinos leadership are wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

### Sustainability management & legal compliance

Exotico and Destinos commit to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Exotico and Destinos follow all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

### **Internal management: social policy & human rights**

#### Employees

- We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
  - Legal compliance in all regards
  - A safe, healthy, and welcoming workplace
  - Fair contract conditions including fair compensation
  - Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
  - Participation in the sustainability planning activities
  - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.

### **Internal management: environment**

#### Environmental management of office operations

- ♦ We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow [circularity/the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally- sound principles. We have the following measures in place:
  - Follow all local and national regulations concerning environmental law
  - Measure, monitor, and evaluate use of all commodities and products purchased,

- especially in terms of water, waste, energy, and carbon
- Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
  - Print only when absolutely necessary, and when printing, always print double-sided on grayscale.
- Paper must always be FSC or equivalent certified, with preference for the highest percentage post- consumer materials
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
  - Water saving measures are in place in all common areas and restrooms
  - Waste is separated into the following categories: [plastic, organic, paper products, metal, hazardous, glass, e-waste, waste to landfill] and is disposed of properly by the municipality.
  - Noise, light, and air pollution is minimised

### Carbon management of office operations

- Exotico and Destinos are committed to reducing our carbon footprint, by:
  - Reduce the amount we travel as much as possible
  - Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
  - Encouraging employees to limit their carbon footprint by use of eco modes of transportation. ◦ Implementing procedures such as [e.g. following proper maintenance for vehicle fleet
  - Installing energy efficient equipment and appliances [where appropriate/possible]

### Land use

- Exotico and Destinos offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

### General suppliers policy

- ♦ Exotico and Destinos is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- ♦ Exotico and Destinos prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- ♦ Exotico and Destinos prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.



- ◆ Whenever possible, Exotico and Destinos prefers to select partner companies that comply with tourism- specific, internationally recognized (TSCA) certifications, or other sustainability certifications like B Corp or ISO.
- ◆ Exotico and Destinos offers incentives for partners that are actively engaged in sustainable operations.
- ◆ Exotico and Destinos expects its suppliers to adhere to a Code of Conduct/Code of Ethics, that includes the following responsible business practices:
  - Complying with all local, regional, national and international regulations
  - Respecting all human rights including labour rights, children’s rights, and women’s rights
  - Committing to fair employment conditions
  - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
  - Protecting children from (sexual) exploitation through tourism
  - Protecting the environment and natural resources
  - Acting in the best interest of local communities
  - Protecting the interests of [company]
- ◆ Following a zero-tolerance policy, Exotico and Destinos will immediately terminate any relationships with suppliers that violate our policies/the Code of Conduct/Code of Ethics, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- ◆ Exotico and Destinos raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- ◆ Exotico and Destinos actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- ◆ Exotico and Destinos maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

### **Inbound partner agencies**

- ◆ Exotico and Destinos only works with partner agencies that adhere to the company’s Code of Conduct/Code of Ethics.



- ◆ In the entire process of developing and operating our travel packages, Exotico and Destinos expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- ◆ Exotico and Destinos provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

### **Transport**

- ◆ Exotico and Destinos only works with transport providers that adhere to the company's Code of Conduct/Code of Ethics.
- ◆ When selecting transport for guests and business related travel, Exotico and Destinos commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- ◆ Exotico and Destinos has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
  - Preferring ground transport over air transport for short-haul travel destinations
  - Avoiding in-destination flights as much as possible
  - Offering rail-and-fly transport to and from the airport
  - Using public transportation options in the destinations
  - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
  - Training drivers on eco-driving techniques
- ◆ Exotico and Destinos endeavours to measure and compensate for the unavoidable GHG emissions produced from transportation.

### **Accommodations**

- ◆ Exotico and Destinos only works with accommodations that adhere to the company's Code of Conduct/Code of Ethics.
- ◆ In the accommodation selection process, Exotico and Destinos considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- ◆ Exotico and Destinos favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions



## Activities & Excursions

- ♦ Exotico and Destinos only works with excursion providers that adhere to the company's Code of Conduct/Code of Ethics.
- ♦ All excursions and activities run by or on behalf of Exotico and Destinos respect local customs, traditions, cultural integrity, and natural resources.
- ♦ Exotico and Destinos commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- ♦ Exotico and Destinos gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- ♦ Exotico and Destinos has clear guidelines/Codes of Conduct in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.
- ♦ Exotico and Destinos provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

## Tour leaders, local representatives, and guides

- ♦ Exotico and Destinos commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of Exotico and Destinos.
- ♦ Exotico and Destinos understands that guides are the intermediaries between the guests and the socio- cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of Exotico and Destinos are trained regularly and knowledgeable in the sustainability topics of the destination.
- ♦ Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- ♦ Exotico and Destinos provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

## Destinations



### Sustainable destinations

- ♦ Exotico and Destinos prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- ♦ Exotico and Destinos does not support destinations that have a questionable human rights track record.

### Contribution to local communities / local economic network

- ♦ Exotico and Destinos commits to positive contribution to the destinations in which we operate, by:
  - Sourcing locally and responsibly, and supporting local and traditional arts and culture
    - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
    - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
    - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

### Environmental stewardship in destinations

- ♦ Exotico and Destinos commits to environmental stewardship in the destinations in which we operate by:
  - Ensuring natural resources remain intact
  - Educating guests about the principles of responsible travel and responsible visitor behaviour

### Customer communication and protection Privacy

- ♦ Our customer protection is our priority. Therefore, we maintain a clear privacy policy [https://www.exoticoonline.com/detail\\_1.php?content\\_id=56920283](https://www.exoticoonline.com/detail_1.php?content_id=56920283) to ensure
  - Legal compliance in all regards
  - Customers and their data are protected
  - Customers know how their information is being used



## Marketing and communication

- Exotico and Destinos strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

## Sustainability communication

- ♦ Clients are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
  - Certified accommodations
  - Compensation of their trips CO2 emissions


Activities and excursions that benefit the local communities and environmental protection

- Responsible shopping and illegal souvenirs

## Customer experience

- ♦ The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
  - Health and safety
  - Emergency procedures
  - Privacy
  - Group numbers
  - Greenhouse Gas emissions and offsetting
  - Transport
  - Shopping
  - Sexual exploitation

- Children in tourism
- Satisfaction and complaints
  
- ◆ Exotico and Destinos maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.



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