



ZENT TRAVEL

MINDFUL • WELLNESS TOURISM

Sustainability Policy

(With sustainable suppliers' policy)

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Index

1. Sustainability Management & Legal Compliance	3
2. Internal management: social policy & human rights	4
3. Internal Management: Environment and community relations.....	4
To all ZENTravel Tourism Suppliers.....	6
4. Partner agency	6
5. Local representatives, Tour leaders and guides	7
6. Transport and Transfers	8
7. Accommodations	8
8. Excursions, attractions, and activities	9
9. Destination and Localtage	10
10. Customer communication and protection	11
ANNEXE 1 – Sustainable Suppliers Policy.....	13
Scope	13
Sustainable Supplier Principles.....	13
General Sustainability Considerations	14
Stimulating enhanced sustainable practice.....	15
Communication with providers.....	15

The purpose of this document is to inform about our sustainability policy, practices, and procedures, advise all our partners about them and influence them to do the same.

As a travel company engaging with various tourism stakeholders, namely consumers, tour operators, tour guides, representative travel agencies, hotels, transport companies, restaurants, and attractions, ZENTravel understands its key role and influence in the sustainability development of tourism. We are committed to promoting sustainability. We aim to follow, implement, and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same. **We are committed to complying with SDGs (17) and the equilibrium of the 5P (People, Planet, Profit, Partnership, Peace).**

Our sustainability policy, as indicated by our sustainability certification company, *Travelife and Biosphere*, based on the three pillars of sustainability (Environment and Climate Change; Society and Culture; Economy and Governance), is divided into 10 themes. Each theme consists of principles and practical actions accordingly. We strongly advise all our partners in the value chain, suppliers, employees, and clients, to read about our principles, policy, and procedures, and act accordingly.

As an annexe to this document, we provide a formal commitment policy for sustainable suppliers' establishments and operations, they should read, accept, or decline writing.

1. Sustainability Management & Legal Compliance

We commit to sustainability management, practised by the following actions:

- To have an appointed employee who is responsible for sustainability coordinator tasks;
- To have a sustainability mission statement that is communicated to customers, partners and suppliers;
- To have an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities; and includes employee-related health and safety aspects;
- To collaborate and be actively involved in external forums and working groups which are supportive of sustainability in tourism.
- To conduct a baseline assessment of the company's performance on sustainable practices;
- To have sustainability guidelines and assessment system in place to identify the sustainability performance of key suppliers/partners;
- To have a sustainability action plan with clear targets, actions, measures, responsibilities, and time planning;
- To develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets;
- To ensure the company's transparency in sustainability by public reporting and communicating;
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations, and codes of practice.

2. Internal management: social policy & human rights

We commit to sustainable internal management by having a clear written and well-communicated social policy that includes the following principles:

- To grant employees the freedom of employment and contract termination with notice (ideally a minimum of one month) and without penalty, as it is mandatory by Portuguese law;
- To include labour conditions according to national labour law and a job description in the employment contract;
- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- To determine and compensate for overtime working hours based on the agreement;
- To provide medical and liability insurance according to the national law;
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;
- To have a health and safety policy for employees which complies with national legal standards;
- To have first aid sets and trained staff available at all relevant locations;
- To obey the national Minimum Age for Admission to Employment;
- To have documented effective procedures in place, or by official organizations' websites and laws information, for employees to voice out their complaints and expectations, and as mandatory by Portuguese law;
- To have a clear disciplinary procedure that is effectively communicated with employees, expressed by labour national law;
- To have a measurement procedure for employee satisfaction regularly;
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters;
- To create opportunities for students in participating in traineeship/internship/apprenticeship;

We commit to practising human rights by ensuring the enforcement of the following practices:

- To declare not to hinder trade union membership, collective labour negotiations and representation of members by trade unions;
- To participate and comply with a (sector-wide) collective labour condition negotiation structure (if locally existing)
- To prohibit discrimination, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation;
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education;

3. Internal Management: Environment and community relations

We commit to practising environmental protection and enhancing community relations by ensuring the enforcement of the following practices:

- Actively reduce the use of disposable and consumer goods;

- Favor the purchase of sustainable goods and services, office and catering supplies, giveaways and merchandise;
- Purchase products in bulk, to reduce the number of packaging materials;
- Set copy and printing machines by default to double-sided printing or other forms of paper-saving modes;
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label, if locally available;
- Print brochures on environmentally friendly paper, with a printing company that works with a certified environmental management system, if locally available at reasonable costs;
- Implement measurements to reduce brochure wastage or an 'internet only' policy;
- Have an active commitment to measure, monitor and reduce energy consumption;
- Calculate and compensate CO2 emissions and compare different periods;
- Purchase green energy and energy-efficient lighting for all areas, when available;
- Switch off Lights and equipment when not in use, use the automatic switch on/off the system with timers or movement sensors and set equipment by default in the energy saving mode, where this is feasible;
- Prefer low-energy equipment when buying new items, including considerations of cost and quality;
- Have an active policy to reduce water consumption, implemented and monitored on a monthly or yearly basis for benchmark purposes;
- Use sustainable water sourcing, which does not adversely affect environmental flows;
- Install water-saving equipment in toilets, re-use waste water and/or collected rainwater;
- Comply with the national legislation concerning waste disposal;
- Develop and implement a solid waste reduction and recycling policy;
- Take measures to reduce the number of packaging materials and not provide non-recyclable or non-biodegradable package materials;
- Take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use;
- Separate all materials which can be recycled and organize the collection and proper disposal;
- Implement waste-reducing methods when using ink and toner cartridges for printing and copying, whenever feasible;
- Recycle or properly dispose of batteries;
- Comply with the national legislation of wastewater treatment, which should be reused or released safely;
- Minimize and substitute the use of harmful substances and manage properly the storage, handling and disposal of chemicals;
- Implement practices to minimize pollution from its buildings (as far as being able to be controlled by the company);
- Measure and reduce staff-related travel and use more sustainable modes of transport. Calculate its emissions, to reduce and compensate, through a reliable locally available program;
- Financially encourage employees to use public transport or sustainable means of transport;

- Reduce transport-related impacts by telework, video meetings, work-at-home policies or other means;
- Maintain and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,
- Provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities concerning internal environmental practices;
- Comply with land use, zoning and protected or heritage area laws and regulations; when planning, designing, constructing, renovating, operating or demolishing company buildings and infrastructure;
- Base planning, design and construction of new buildings or renovations, on locally appropriate and feasible sustainable practices and materials;
- Contribute to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and not impede access to them by residents;

To all ZENTravel Tourism Suppliers

Sustainable tourism is of great concern for both parties, and we commit to conducting business with respect for international and national legislation. We commit to minimizing any negative social and environmental impacts because of our operations and expect our partners to do the same. Suppliers and partners in good standing are expected to cooperate with our company and provide sustainability-related information when requested. Suppliers should allow onsite inspections to monitor compliance with sustainability conditions detailed in our contracts or written commitments.

Our company holds the right to terminate this if evidence of a breach of trust is found.

We expect that suppliers take preventative measures to ensure that children are protected from tourism-related sexual exploitation and all potential forms of abuse (physical, sexual, emotional) or exploitation. Any suspicious behaviour on the premises or during excursions from guests, employees, or staff must be reported to local authorities. Not taking adequate measures to prevent the sexual exploitation of children within your direct supply chain (e.g., accommodations and excursions) can result in the early termination of our contract or commitment.

4. Partner agency

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve the sustainability of our partner agencies. We aim to make sustainable development concrete for every partner within our business.

We commit to this by;

- Keeping a list of the sustainability practices of partner accommodations and agents;
- Working preferentially with organisations who are truly implementing sustainability in their tourism policy;
- Minimalizing the ecologic footprint of the office by travelling mainly via public transport, working as paperless as possible, separating waste, and making use of certified recycled paper;

- Paying attention to the local benefits of communities when selecting local accommodations and their social policy for employees;
- Raising awareness among key partners on sustainable consumption by organising (online) campaigns and training;
- Informing key partners on the Travelife and national tourism standards;
- Having a cooperation contract including an annexe of the code of conduct for local partners to encourage their practices towards sustainability;
- Evaluating the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Informing key partners about the travel companies' sustainability policy, and code of sustainability best practices, and that they are expected to comply with it and/or communicate it to final customers where relevant;
- Including key sustainability clauses in contracts with inbound/receptive partners;
- Motivating incoming/inbound partners to participate in sustainability training for travel companies;
- Having a written commitment or contract, whenever possible, with partner agencies;
- Including clauses in the partner commitment or contracts that enable our company or partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent the sexual exploitation of children within the direct supply chain;
- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees;

5. Local representatives, Tour leaders and guides

We aim at involving as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

- Ensuring that all employees have a written employment contract, including labour conditions and a job description, and fully understand the terms and conditions;
- Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal ability, and provide training as required;
- Ensuring that our local partners comply with all applicable international, national, and local laws and regulations, industry minimum standards, and any other relevant statutory requirements whichever requirements are more stringent;
- Paying local representatives, tour leaders, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- Ensuring that our tour guides, hosts, and other employees under contract are qualified and trained regularly;
- Ensuring that our local employees, whenever exists, are informed on relevant aspects of our sustainability policy and comply with it, through newsletters, references or supplements to contracts, emails, website, or training and information sessions;

- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);
- Advise or train our employed tour leaders and local representatives on the avoidance of sexual exploitation of children.

6. Transport and Transfers

We try to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
- Including sustainable (public) transport to the point of departure for the international/long-distance journey;
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, and practical considerations;
- Integrating and/or promoting one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.

7. Accommodations

We try to achieve a tourism supply chain that is fully sustainable. The Partner accommodations play an important role in achieving this and are stimulated and motivated to adopt sustainable practices.

We commit to this by;

- Advising to read and comply with our sustainable accommodation, restaurant, excursions and activities policy, in the annexe to this document;
- Selecting accommodations, whenever possible, that comply with sustainability and quality standards with a special focus on the following item: *Do they have a signed sustainability contract? Or a water-saving program? An energy-saving program? A waste management program? Do they have an energy reduction system?, A sustainable supply chain? A child protection policy?, Do they conduct CSR activities? , or train employees in Health & Safety, and sustainability?*
- Motivating and encouraging partner accommodations to become sustainably certified;
- Preferring and selecting accommodations that are locally owned and managed;
- Selecting accommodations that employ local communities;
- Having accommodations provide evidence clarifying their sustainability goals and strategies;
- Having accommodations sign a sustainability addendum;
- Encouraging accommodations to follow best practices/training on responsible tourism;

- Encouraging accommodations to fill in the sustainability questionnaire to gain insight into their practices;
- Clearly and actively communicating our sustainability objectives, policy and requirements regarding accommodations to contracted and other relevant accommodations;
- Giving preference to accommodations that work with internationally acknowledged certification;
- Including standard sustainability clauses in all written commitments or contracts with accommodation providers that focus on child labour, anti-corruption and bribery, waste management and protection of biodiversity;
- Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by;
 - ✓ Having a clause in contracts or advice about our sustainability policy and procedures, throughout the value chain, stating a common repudiation and zero tolerance policy of sexual exploitation of children;
 - ✓ Having a clause dedicated to this aspect enables the travel company to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent the sexual exploitation of children;
 - ✓ Training employees in children's rights, the prevention of sexual exploitation and how to report suspected cases;
 - ✓ Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children;
- Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;
- Terminating cooperation with accommodation in case of clear evidence that contracted accommodations jeopardize the provision of the integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring companies, and as expressed in sustainable suppliers' policy, annexe 1.

8. Excursions, attractions, and activities

We highly value animal and community welfare and aim at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment and are strongly against harming wildlife and polluting the environment.

We commit to this by;

- Having, whenever possible, an inventory of environmentally or culturally sensitive excursions which are offered in each destination;
- Advising guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment, as expressed in sustainable codes;
- Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conduct, representative agents, social media, email, discussions, website, and/or meetings, to minimise negative visitor impact and maximise enjoyment;

- Whenever we acknowledge, not offering any excursions that harm humans, animals, plants, or natural resources such as water and energy, or which are socially and culturally unacceptable;
- Whenever we acknowledge, not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- Whenever we acknowledge, not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law;
- Ask receptive and tour operators to have skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
- Promoting and advising our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects;
- Promoting and advising our guests on excursions and activities which support the local environment and biodiversity such as visiting protected areas or environmental protection projects;

Preference is given to excursions that operate based on controlled sustainability standards, particularly those that demonstrate respect for local traditions, animal welfare, and the environment. Contracted companies do not offer products or services that harm humans, animals, plants, or natural resources (e.g., water/energy), nor do they offer products that may be considered socially/culturally unacceptable. Its products and services provide economic benefits to local communities, including a fair and equitable working environment for local employees. The contracted company does not offer activities where captive wildlife is held, except for properly regulated activities in compliance with local, national, and international law. Excursions, including wildlife interactions, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.

9. Destination and Local Heritage

We aim to maximize positive impacts and minimize negative impacts at the destination to ensure the sustainable development of the places where we operate in.

We commit to this by:

- Consider sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations;
- Whenever possible not selecting destinations in which tourism leads to structural negative local effects, (unless the company's involvement results in clear counterbalancing effects);
- Consider the selection of new destinations, which are reachable through more sustainable means of transport;
- Comply with legally based spatial planning, protected areas and heritage regulations. Also with destination management strategies of local, regional and national authorities;
- Support initiatives that improve the relationships between accommodations and local producers;

- Influence and support the local government (when possible, together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues;
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers;
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

10. Customer communication and protection

Customers' welfare and information are very important to us. At ZENTravel, we ensure clear, constant communication and high protection for our clients.

Before booking, we commit to this by:

- Make available a company guideline for client consultation, which is followed by client advisors;
- Ensure that customer privacy is not compromised;
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages, and do not promise more than is delivered;
- Make product and price information clear, complete and accurate, concerning the company and its products and services, including sustainability claims;
- Provide destination information, mandatory entrance requisites, rules and procedures, such as documentation, health assistance, vaccines, time, and culture, including sustainability aspects, which is factually correct, balanced and complete;
- Inform clients about the environmental impact of different transport options to reach the destination (in case these are not included in the package), and offer sustainable alternatives, where available;
- Promote (Certified) sustainable destinations, accommodations, restaurants, excursions, activities, attractions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumers and presented as the "better" option;
- Inform the customer about sustainable alternatives concerning accommodations, excursions, activities, package holidays and transport options, if available;
- Inform (potential) direct customers, about sustainability commitments and actions, at least by public website access.

After booking and during holidays, we commit to this by:

- Provide Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution;
- Inform customers about risks and precautions related to health and safety matters at the destination;
- Keep a contact person or a telephone number from agency or service providers, usually registered on travel documentation, permanently available for emergencies;

- Train personnel and keep guidelines available, on how to deal with emergencies;
- Provide clients with documented guidelines and/or codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment. When possible, guidelines are developed in collaboration with relevant NGOs and the affected community;
- Provide customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination;
- Motivate clients to use local restaurants and shops (where appropriate);
- Inform clients on sustainable transport options in destinations, when feasible;
- Encourage clients to donate to a local charity and sustainable initiatives.

After the holidays, we commit to this by:

- Measure client satisfaction and take into account the results, for service and product improvements;
- Include sustainability as an integral part of the research into client satisfaction;
- Have available procedure information in case of complaints from clients.

NOTE: At any time, and for further rules and procedures information, and due to the possibility that any events may lead to irregularities and changes in the rules of entry and social conduct in the countries, it is **advisable to consult the official entities on the following websites:**

- <https://portaldascomunidades.mne.gov.pt/pt/vai-viajar/conselhos-aos-viajantes>
- <https://www.unwto.org/unwto-iata-destination-tracker>
- <https://reopen.europa.eu/pt>
- <https://www.iatatravelcentre.com/world.php>

Under the terms of Law No. 144/2015 of September 8, we inform you that the Customer may use the following Resolution Entities Consumer Dispute Alternative: Customer complaints of Travel and Tourism Agencies at www.provedorapavt.com if the agency and/or operator are adherents, Turismo de Portugal Arbitration Commission at www.turismodeportugal.pt or any of the entities duly indicated on the RAL list made available by the Directorate General for Consumers at <http://www.consumidor.pt/>, which we advise you to consult.

For more information on traveller duties and rights, please consult the Travel Directive, <http://eur-lex.europa.eu/legal-content/PT/TXT/PDF/?uri=CELEX:32015L2302&from=PT> and the Law from Travel Agencies at <https://dre.pt/application/conteudo/114832293>

We also invite all our partners, employees, and customers to visit the Global Sustainable Tourism Council website, <https://www.gstcouncil.org/>, or the United Nations Sustainable Development Goals at <https://sdgs.un.org/goals>, Travelife certification, <https://travelifesustainability.com/>, and <https://www.travelfoundation.org/>. It is important to comply with the best practices and guidelines expressed in <https://www.abta.com/sustainability/animal-welfare/abta-animal-welfare-guidelines-basic-welfare-requirements-and> to Animal Welfare, or <https://thecode.org/?gclid=CISfivD3s8wCFZUW0wodqKkPXA> for Children Protection, and <https://wateruseitwisely.com/tips/category/workplace-tips/> wise water use. For carbon footprint offset: <https://climatetrade.com/>

ZENTravel by RAVT Sustainable Suppliers Policy

Our company is committed to promoting sustainable accommodation, restaurants, excursion, activity establishments, and other tourism products providers

The sustainability of an accommodation, restaurant, excursion, or activity establishment is of key importance, as it enables our company to extend sustainability practices throughout a core element in our tours/supply chain. In most cases, we do not select the accommodation or excursions for our clients. In such a case, it is our policy to recommend our clients the most sustainable options within their budget range. When we do have a chance to select touristic services or products, we will give strong preference to establishments that follow sustainable practices throughout all aspects of their operation.

We prioritize relationships with suppliers that do not harm the environment or local communities. Preference is given to suppliers that work with internationally acknowledged certifications, such as Travelife or Biosphere, considering price and comfort criteria. Contracted suppliers that jeopardize the local community's access to basic services (e.g., food, water, energy, or healthcare) to local communities or that jeopardize the integrity of such services may face termination of our partnership.

Scope

This policy will be part of the Sustainability Policy. The policy applies to the selection of suppliers that our company collaborates with and fulfils the purpose of a formal contract that suppliers can decline in writing.

This policy is effective immediately after information to read or after approval by Director and circulation to staff. The policy will be formally reviewed every 2 years to ensure its relevancy. The Director or an officer delegated with such authority must approve this policy or decline it in writing.

Sustainable Supplier Principles

In our effort of selecting the most sustainable providers available, we prefer establishments that follow these core principles:

1. The right comfort for the right price

The establishment is hygienic, sanitary, and safe and can offer good comfort and service to the expectation of our clients. Sustainable practices can be found in all price ranges; hence we aim to identify the most sustainable options available within the budget of our clients.

2. Fair and ethical business

The establishment/enterprise follows fair business practices, including transparency and adherence to the law, human rights and economic/social equity, and environmental and animal protection.

3. Minimizes impact on the environment and society

The establishment/enterprise prioritises aiming at minimizing its effect rounding.

General Sustainability Considerations

Whenever internationally certified suppliers currently do not exist in the region, some establishments are known for their good practices. Sustainable practices can be found in all budget ranges. Hence our company mainly looks at their practices to identify the more responsible suppliers. Evaluations of the supplier by our company can be made in several ways:

- Site visit by our company's sustainability coordinator/manager
- Observations from our receptive or guide
- Client feedback form

The following considerations will be made in the evaluation of supplier establishments and will inform our company preference:

➤ **Human care**

We aim to work with establishments with sound care for their human resources, which is of key importance to the hospitality sector. Hence, we assess if the establishment provides good labour conditions for their staff (minimum wage, reasonable working times, proper lunch hours).

➤ **No plastic policy**

The supplier establishment minimizes the use of plastic and as a common practice does not offer plastic water bottles to its guests. Instead, the establishment makes available places where guests can re-fill jugs that are provided in the room and their bottles.

➤ **Waste management**

We verify that the supplier separates at least organic waste for composting and plastic for recycling. Establishments that can go beyond these basic waste management practices will be highly preferred.

➤ **Energy efficiency**

The establishment follows energy efficiency practices, such as energy-saving light bulbs, and energy-efficient equipment. The provider advises their guests (e.g. through signs in the rooms and hallways) to switch off lights and electric appliances when not in use or has in place an overall switch-off plan (automated system).

➤ **Water efficiency**

The supplier efficiently uses water. Places with a water-saving system on their 'western' toilet and shower will be preferred over others. Places that make use of a bucket flush for the toilet and/or bucket shower also have clear control over the amount used.

➤ **Child protection**

The establishment ensures that the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them (for example part-time or on an internship basis).

➤ **Local supplies**

Suppliers are stimulated to purchase and use local food products, which are produced based on fair trade and sustainability principles.

➤ **Biodiversity care**

The supplier limits their negative effect on local and global biodiversity wherever feasible (e.g. do not offer red-listed species on the menu).

➤ **Authentic charm**

The supplier building (exterior and/or interior) incorporates local art, architecture, or cultural heritage elements.

➤ **Community value**

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever way it can, sponsoring local events, and donating to local heritage sites).

Stimulating enhanced sustainable practice

Our company follows a long-term strategy to improve the sustainability of regular suppliers. Upon request or self-initiative, we support collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among suppliers in our destinations.

When possible, we talk to the owner/manager about their current practices and what they could do to follow more sustainable practices (e.g., by a visit from our manager or through our guides).

In addition, we may share best practice standards and guidance with our suppliers, including:

- Information about hotels, excursions, and activities certification, such as Travelife for Hotels
- Self-evaluation tools
- Training manuals

Sanctions

If it is revealed that a supplier acts on unsustainable practices, our company will give them a warning. If that supplier does not amend its practice, our company will end any form of collaboration (informal and contractual) and blacklist that company from

Communication with providers

Our company communicates with supplier establishments in various ways.

➤ **Email**

Our most common communication is via email and phone. Particularly when sending emails, we can communicate on some sustainability aspects.

➤ **Voucher/Document**

Once our booking is made, we supply the suppliers with a voucher or document to claim their payment. With our regular suppliers, we have agreed to send all via email, to avoid paper waste.

➤ **Contract**

We establish formal commitment or a contract with accommodation suppliers that we work with regularly and with a sufficient volume of clients. These commitments or contracts inform about our codes of conduct and sanctions, which the suppliers read, sign upon agreement, or writing decline.

➤ **In-person visit**

When we have the opportunity, we visit the supplier establishment in person and talk to them about how they could improve their services and become more sustainable. In many instances, it is our guides who deliver these messages.

➤ **What we communicate**

Our company promotes a mandatory policy:

- Child labour
- Anti-corruption / bribery
- Waste management
- Protection of biodiversity

Incentives

Our company will give preference to working with those supplier establishments that can operate sustainably, taking responsibility for their impact on the environment and society. Where we have enough volume, we may offer additional benefits, such as marketing of the supplier or a special preference or contract conditions.