

Sustainable Partner Agencies Policy

We consider the sustainability of our partner agencies as vital, as it allows our company to extend the general sustainability of our tours. When the budget and the client's criteria allow it, we favor agencies that follow sustainable practices in all aspects of their operations.

We will regularly evaluate their sustainability claims to ensure practices are aligned with our own company policies.

Scope

This policy is part of our sustainable development policy. It applies to the selection of partner agencies with whom our company collaborates. It will be formally reviewed every two years to ensure its relevance.

Sustainable Partner agencies Principles

In our effort to select the most sustainable tours, we favor agencies that follow the next fundamental principles:

- *Provides tours with the necessary comfort at a reasonable price*

The facilities they propose are hygienic, sanitary, and safe. The agency is not only ethical, but also capable of providing tours with good comfort and services, that meet our clients' expectations. Sustainable practices can be found in various price ranges, so we aim to identify the most sustainable options available within our clients' budgets.

- *Applies fair business practices*

The agency applies fair business practices, including transparency, respect for the law and human rights, economic and social fairness, as well as environmental and animal protection. Partner agency do not participate in any activities involving animal or child abuse.

- *Minimizes its impact on the environment and society*

The agency places notable importance on general sustainable practices, aiming to minimize its overall impact on the environment and society, such as reducing its carbon footprint.

Sustainability Evaluation Criteria

The following criteria will be considered in the evaluation of sustainability and help us selecting our partner agencies. The agency must not only respect these criteria, but also use suppliers (hotels and activities) who also respect those criteria. We value all of these criteria and if they are not respected, it could cause a breach in the partnership.

1. Clear sustainability policy

We prefer to work with organisations that have a written sustainability statement as an integral part of their business policy, but also which has a clear sustainability policy in place. We also favor any agency with GSTC-accredited certifications.

2. Respect of human resources

We ensure that every human staff is well treated and has good working conditions (correct wages, breaks, etc.).

3. Protection of children

The agency ensures that the rights of children are respected and protected. Therefore, it should neither exploit nor employ underage children, and certainly not doing any sexual abuse either.

4. Respect for the environment

The agency limits its negative effects on local and global biodiversity as much as possible. It is essential that its activities do not involve any animal abuse, such as ride on the elephants' backs. They must also pay attention to fauna and flora in general.

5. Waste management policy

The agency, and its partners, must sort its waste by separating organic trash for composting, plastic trash for recycling and non-recyclable trash. They also need to be careful with the plastic consumption. It is a plus if they offer reusable products (steel cutlery, glass water bottles, washable towels, etc.) instead of disposable ones.

Communication & Promotion of sustainable practices

We use online communication, by email or phone, to avoid excessive use of paper.

If the agencies do not meet our sustainability expectations, we directly share our thoughts with the direction. During this discussion, we highlight the negative points, but also explain how they can improve their services and become more sustainable. We especially share with them our good practices guide, but also Travelife information, such as the possibility to access a certification.

We don't have contracts with our partner agencies. Therefore, if they go against our expectations, having procedures that don't meet our criteria, and do not want to improve themselves, we simply stop using their service.