

Sustainability policy
Procedure manual
From 1 to 31 December 2023



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Introduction

As a travel agency committed to various tourism stakeholders, we are committed to From consumers, tour guides, travel agents, hotels, transport companies, restaurants and attractions, Tafoukt Travel understands our key role and influence in the sustainable development of tourism. Therefore, we are committed to promoting sustainability. We aim to follow, implement and promote good sustainability practices in order to maximise the positive and minimise the negative impacts on tourism of our operations and to influence our customers and partners to do the same.

Our sustainable development policy is divided into 10 themes. Each theme is made up of a set of principles and corresponding practical actions.

1. Sustainability management and legal compliance

We are committed to sustainable management through the following actions:

- Have a named employee responsible for the tasks of sustainability coordinator
- Have a sustainable development mission statement that is communicated to customers, partners and suppliers;
- Have an accessible, written sustainable development policy that aims to reduce the negative social, cultural, economic and environmental impacts of the company's activities, and includes aspects relating to employee health and safety;
- Collaborate and get actively involved in external forums and working groups that support sustainability in tourism;
- Carry out a baseline assessment of the company's performance in terms of sustainable practices;
- Establish sustainability guidelines and a sustainability rating system to identify the sustainability performance of key suppliers/partners;
- Have a sustainability action plan with clear objectives, actions, measures, responsibilities and a time schedule;
- Develop documented procedures to monitor and evaluate the implementation of sustainability policy, objectives and targets;
- Ensure the company's transparency in terms of sustainable development by reporting and communicating publicly;
- Ensure that all staff are fully aware of our sustainable development policy and are committed to implementing and improving it.

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



2. Internal management: social policy & human rights

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

- Give employees the freedom to work and to terminate their contracts with notice (ideally at least one month) and without penalty
- Include working conditions in accordance with national labour legislation and a job description in the employment contract;
- The rate of pay must be stated in the contract and must be equal to or higher than the national legal wage;
- Determining and compensating overtime on the basis of an agreement;
- Provide medical and liability insurance in accordance with national legislation;
- Give employees fixed amounts of paid annual leave, sick leave and unpaid annual leave allowances;
- Have a health and safety policy for employees that complies with national legal standards;
- First-aid kits and trained personnel at all relevant locations
- Comply with the national Minimum Age for Admission to Employment;
- Have effective documented procedures in place for employees to voice their complaints and expectations;
- Have a clear disciplinary procedure that is effectively communicated to employees;
- Have a system for measuring employee satisfaction on a regular basis;
- Provide regular advice and training to employees on health and safety roles, rights and responsibilities. This includes fire and relevant natural disasters;
- Create opportunities for students to take part in work placements/internships/apprenticeships;
- Encouraging employment opportunities for people with special needs;

We are committed to respecting human rights through the following practices:

- Declare that they will not hinder trade union membership, collective bargaining and the representation of members by trade unions; Participate in and comply with a (sector-wide) collective bargaining structure for working conditions (if one exists locally)
- Prohibit discrimination in recruitment, terms and conditions of employment, access to training and management positions, or promotion on the grounds of sex, race, age, disability, ethnic origin, religion/belief or sexual orientation;
- Ensure that all employees have equal opportunities and access to resources and opportunities for personal development through regular training and education.



3. Internal management: Environment and community relations

We are committed to practising environmental protection and improving community relations through the following practices:

- Actively reducing the use of disposable and consumer goods;
- Encourage the purchase of durable goods and services, office and catering supplies, gifts and merchandise;
- Buy products in bulk to reduce the amount of packaging materials;
- Set default photocopiers and printers to double-sided printing or other paper-saving modes;
- Use non-hazardous, non-eutrophic and biodegradable cleaning products certified by an ecolabel, if available locally;
- Print brochures on environmentally-friendly paper, with a printer who works with a certified environmental management system, if available locally at reasonable cost;
- Implement measures to reduce brochure waste or an "Internet only" policy;
- Active commitment to measuring, monitoring and reducing energy consumption;
- Calculate and offset CO2 emissions and compare different periods;
- Buy green energy and energy-efficient lighting for all areas, where appropriate;
- Turn off lights and equipment when not in use, use an automatic on/off system with timers or motion detectors and set equipment to default energy-saving mode where possible;
- Give preference to energy-efficient equipment when purchasing new items, including cost and quality considerations;
- To have an active policy for reducing water consumption, implemented and monitored on a monthly or annual basis for benchmarking purposes;
- Use a sustainable water supply that does not adversely affect environmental flows;
- Install water-saving equipment in toilets, reuse wastewater and/or collected rainwater ;
- Comply with national legislation on waste disposal;
- Develop and implement a solid waste reduction and recycling policy, with quantitative targets;
- To take measures to reduce the quantity of packaging materials and not to supply non-recyclable or non-biodegradable packaging materials;
- Take measures to reduce the quantity of plastic (non-refillable) drinking water bottles for office use;
- Separate all materials that can be recycled and arrange for their collection and disposal;
- Implement waste reduction methods when using ink and toner cartridges for printing and copying, wherever possible;
- Recycle or dispose of batteries correctly;
- Comply with national legislation on the treatment of waste water, which must be reused or discharged safely;
- Minimising and replacing the use of harmful substances and properly managing the storage, handling and disposal of chemicals;
- Use lead-free and water-based paints, both indoors and outdoors, where locally available;
- Implement practices to minimise pollution in its buildings (insofar as it can be controlled by the company);



- Measuring and reducing staff travel and using more sustainable modes of transport. Calculate emissions, with the aim of reducing and offsetting them, using a reliable programme available locally;
- Provide financial incentives for employees to use public transport or sustainable means of transport;
- Reduce the impact of transport by teleworking, tele/video meetings, home-working policies or other means;
- To maintain and properly inspect the company's motor vehicles, to reduce emissions and energy consumption and to ensure that they comply with legal emission standards,
- Provide regular advice, training and/or information to all staff on their roles and responsibilities in relation to internal environmental practices;
- Comply with laws and regulations on land use, zoning and protected or heritage areas when planning, designing, constructing, renovating, operating or demolishing company buildings and infrastructure;
- Base the planning, design and construction of new buildings or renovations on locally appropriate and achievable sustainable practices and materials
- To contribute to the protection and preservation of local assets and sites of historical, archaeological, cultural and spiritual importance, and not to impede access to them by local residents;

4. Partner agency

Based on an inventory of our main partner agencies, we have developed and implemented a policy to improve the sustainability of our partner agencies. Our aim is to make sustainable development a reality for each of our partners.

We commit to this by :

- Keep a list of the sustainability practices of partner accommodation and agents;
- Only work with organisations that are genuinely implementing sustainability in their tourism policy;
- Minimise the ecological footprint of the office by using public transport, working with as little paper as possible, sorting waste and using certified recycled paper;
- Pay attention to the local benefits of communities when choosing local accommodation and their social policy for employees;
- Raise awareness of sustainable consumption among key stakeholders by organising campaigns and (online) training courses;
- Inform key partners about Travelife and national tourism standards;
- Have a cooperation contract that includes an annex of the national code of conduct for local partners to encourage their practices towards sustainability;
- Regularly assess the sustainability practices of our key partners to ensure that their practices are truly sustainable;
- Inform key partners of the travel agency's sustainability policy and of the fact that they are required to comply with it and/or to communicate it to end customers, where appropriate.
- Include key sustainability clauses in contracts with incoming/receiving partners
- Motivate inbound/outbound partners to take part in sustainability training for travel agents;



- Have a written contract with partner agencies;
- Include clauses in partner contracts allowing contractual partners to terminate 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;
- Ensure that partner companies comply with all relevant national laws protecting employees' rights;

5. Transport

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

We are committed to this through :

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

6. Hosting

We are striving to achieve a fully sustainable tourism supply chain. Our accommodation partners play an important role in achieving this goal and are stimulated and motivated to adopt sustainable practices.

We are committed to this through ;

- Select accommodation that complies with sustainability and quality standards, with particular emphasis on the following;
 - Have they signed a sustainability contract?
 - Do they have a water-saving programme?
 - Do they have an energy-saving programme?
 - Do they have a waste management programme?
 - Do they have an energy reduction system?
 - Do they have a sustainable supply chain?
 - Do they have a child protection policy?
 - Do they carry out CSR activities?
 - Do they train employees in health and safety?
- Motivate and encourage partner accommodations to become sustainably certified;
- Prefer and select locally owned and managed accommodation;



- Choose accommodation that employs local communities;
- Ensure that developments provide evidence to clarify their sustainability objectives and strategies;
- Get accommodation providers to sign a sustainability addendum;
- Encourage accommodations to follow best practices/training on responsible tourism;
- Encourage accommodation providers to fill in the sustainability questionnaire to get an overview of their practices;
- Clearly and actively communicate our sustainability objectives and requirements for accommodation to contracted and other relevant accommodation;
- Give clear preference to accommodation that operates with internationally recognised certification (e.g. GSTC) and/or Travelife certification ;
- Include standard sustainability clauses in all contracts with accommodation suppliers that focus on child labour, the fight against corruption and bribery, waste management and the protection of biodiversity;
- Offer incentives to accommodations that are actively committed to sustainability;
- To ensure that, through our accommodation supply chain, children's rights are respected and protected by ;
 - Have a clause in contracts throughout the value chain indicating a common policy of repudiation and zero tolerance of the sexual exploitation of children;
 - Have a clause dedicated to this aspect in their contract that allows the travel agency to terminate the contractual agreement prematurely if the accommodation provider does not take adequate measures to prevent the sexual exploitation of children; - Train employees in children's rights, the prevention of sexual exploitation and the reporting of suspicious cases;
 - Support, collaborate and involve stakeholders in preventing the sexual exploitation of children;
- Work with accommodation and restaurants that incorporate elements of local art, architecture or cultural heritage, while respecting the intellectual property rights of local communities;
- Terminate cooperation with the housing where there is clear evidence that the contracted housing compromises the provision of the integrity of basic services such as food, water, energy, healthcare or land to neighbouring businesses ;

7. Excursions and activities

We attach great importance to animal and community welfare and aim for tours that leave only a small footprint. We protect the authenticity of communities and the natural environment, and strongly oppose the destruction of wildlife and environmental pollution.

We commit to this by :

- Have an inventory of ecologically or culturally sensitive excursions offered in each destination;
- Advising customers on standards of behaviour during excursions and activities, with an emphasis on respect for local culture, nature and the environment;



- Communicate our sustainability objectives and requirements to contracted tour providers and others by disseminating this information via a code of conduct, representative agents, social media, email, discussions and/or meetings, in order to minimise the negative impact on visitors and maximise enjoyment;
- Do not offer excursions that are harmful to humans, animals, plants or natural resources such as water and energy, or that are socially and culturally unacceptable;
- Not to offer excursions in which wildlife is held in captivity, with the exception of activities that are properly regulated in accordance with local, national and international legislation;
- Not to be involved in businesses that harvest, consume, display, sell or trade wild species unless this is part of a regulated activity that ensures their use is sustainable and complies with local, national and international laws;
- Having qualified and/or certified guides to guide our guests to culturally sensitive sites, heritage sites or ecologically sensitive destinations;
- To promote and advise our customers on excursions and activities that directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or by visiting social projects;
- Promote and advise our customers on excursions and activities that support the local environment and biodiversity, such as visits to protected areas or environmental protection projects;

8. Tour leaders, local representatives and guides

We aim to involve as many local people as possible by employing them in the tourism sector. We advocate a fair and safe working environment that supports and respects local communities. We commit to this through :

- Ensure that all employees have a written contract of employment, including terms and conditions of employment and a job description, and fully understand the terms and conditions;
- Prefer to work with local escorts, local representatives, local tour guides, porters, drivers, cooks and other local staff of equal ability, and provide training where necessary;
- Ensure that our local partners comply with all applicable international, national and local laws and regulations, minimum industry standards and any other relevant legal requirements, to the fullest extent possible;
- Pay escorts, local representatives, guides, porters and other local employees engaged by us at least a living wage equal to or greater than the legal minimum or the relevant industry standard;
- Ensure that our tour guides, hosts and other contracted staff are qualified and regularly trained;
- Ensuring that our local employees are informed of, and comply with, the relevant aspects of our sustainability policy, through newsletters, references or supplements to contracts, e-mails or training and information sessions;
- Offer a special sustainable travel module in the training programme for tour guides and local hosts, in which the main aspects of responsible tourism are highlighted, followed by the



expected role of employees. This module will also include knowledge of the destination and its relevant sustainability aspects;

- Ask our managers, local representatives and guides to inform customers about relevant sustainability issues in the destination (e.g. protection of flora, fauna and cultural heritage, use of resources), social norms and values (e.g. advice, dress code and photography) and human rights (e.g. sexual exploitation);
- Train our salaried guides and local representatives on preventing the sexual exploitation of children. This will include training on how to verify the requirements regarding the exclusion of child abuse;

9. Destination

We aim to maximise the positive impacts and minimise the negative impacts at destination to ensure the sustainable development of the places where we operate.

We are committed to achieving this by :

- Take sustainability aspects into account when selecting new destinations and, if necessary, propose alternative, non-traditional destinations;
- Do not select destinations where tourism has a structurally negative local impact (unless the company's involvement has a clear counterbalancing effect);
- Consider selecting new destinations accessible by more sustainable means of transport;
- Comply with statutory planning, protected areas and heritage regulations. Also with local, regional and national authority destination management strategies;
- Support initiatives that improve relations between accommodation and local producers;
- Influencing and supporting local government (where possible, with other travel agents and stakeholders) on sustainability, destination planning and management, natural resource use and socio-cultural issues;
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contributions, political support and integration into product offerings;
- Do not promote souvenirs containing endangered species of fauna and flora, as indicated in the CITES treaty and the IUCN "Red List"; or historical and archaeological artefacts (except to the extent permitted by law);

10. Communication and customer protection

The well-being and information of our customers are very important to us. At Tafoukt Travel, we ensure clear and constant communication and a high level of protection for our customers.

Before you book, we promise to do this by :

- Provide a company guideline for customer consultation, which is followed by customer advisers;
- Ensure that customer confidentiality is not compromised;
- Respect relevant standards and voluntary codes of conduct in marketing and advertising messages, and do not promise more than is delivered;





- Make product and pricing information clear, complete and accurate about the company and its products and services, including sustainability claims;
- Provide information on the destination, including sustainability aspects, that is factually correct, balanced and complete;
- Inform customers of the environmental impact of the different transport options to reach the destination (if these are not included in the package) and propose sustainable alternatives where appropriate;
- Promote sustainable (certified) accommodation, excursions, packages and/or transport options, with logos or other messages; make sure they are recognisable by the consumer and presented as the "best" option;
- Inform the customer of sustainable alternatives in terms of accommodation, excursions, holiday packages and transport options, if available;
- Clearly inform (potential) direct customers about commitments and actions in the area of sustainable development;

After booking and during the holidays, we commit to :

- Provide consumers with information about the natural environment, local culture and cultural heritage of the holiday destination;
- To inform consumers about the key sustainability issues and concerns of the destination and receive recommendations on how to make a positive contribution;
- Inform customers of the risks and precautions associated with health and safety issues at destination ;
- Keep a contact person and telephone number available at all times for emergencies;
- Train staff and provide guidelines on how to deal with emergencies;
- To provide customers with documented guidelines and/or codes of conduct for sensitive excursions and activities, in order to minimise the negative impact of visitors and maximise enjoyment. Where possible, guidelines are developed in collaboration with relevant NGOs and the affected community;
- Provide customers with information on commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- To inform customers of the legislation applicable to the purchase, sale, import and export of historical or religious objects and items containing endangered flora and/or fauna in the destination;
- Motivate customers to use local restaurants and shops (where applicable) ;
- Inform customers about sustainable transport options in destinations where possible;
- Encourage customers to donate to local charities and sustainable initiatives;

After the holidays, we are committed to :

- Systematically measure customer satisfaction and use the results to improve services and products;
- Include sustainability as an integral part of customer satisfaction research;
- Have clear procedures for dealing with customer complaints;