

## Sustainability policy of FunActive Tours



## **Sustainability management & legal compliance**

### Sustainability commitment

FunActiveTours leadership is 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

FunActiveTours commits 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.

FunActiveTours follows 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. Therefore, we support both career-related and job-related professional development activities and are committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.

FunActive Tours is committed to fostering a safe, healthy, and inclusive workplace where all employees are able to perform their duties and to recognise their potential.

We are committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

FunActiveTours further expects this commitment from all partners and suppliers.

## **Internal management: environment**

### Environmental management of office operations

FunActive Tours is committed to managing environmental impact as an integral part of our operations. It is our policy to always assure the environmental integrity of our processes and products by:

Following all local and national regulations concerning environmental law.

Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.

Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste.

Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.

Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

#### Land use

- FunActiveTours offices are located in a suburban 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**

FunActiveTours 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.

Therefore, FunActiveTours 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.

We prefer 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, FunActiveTours prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.

FunActiveTours expects its suppliers to adhere to a 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 FunActiveTours

Following a zero-tolerance policy, FunActiveTours will immediately terminate any relationships with suppliers that violate our policies and the Code of Ethics, specifically through acts of bribery, corruption, discrimination, and violation of human rights.

FunActiveTours raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.

We actively collaborate with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and support this learning whenever possible.

FunActive Tours 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.

## **Transport**

FunActiveTours only works with transport providers that adhere to the company's Code of Ethics.

When selecting transport for guests and business related travel, FunActiveTours 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.

FunActiveTours 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
- Using public transportation options in the destinations
- Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available

## **Accommodations**

FunActive Tours only works with accommodations that adhere to the company's Code of Ethics.

In the accommodation selection process, we consider the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.

We favour the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and tradition.

## **Activities & Excursions**

FunActive Tours only works with excursion providers that adhere to the company's Code of Ethics.

All excursions and activities run by or on behalf of FunActiveTours respect local customs, traditions, cultural integrity, and natural resources.

We commit to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.

Also, we give preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

FunActiveTours has clear guidelines 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.

## **Tour leaders, local representatives, and guides**

FunActive Tours 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 FunActive Tours.

We understand 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 FunActiveTours are trained regularly and knowledgeable in the sustainability topics of the destination.

## **Destinations**

### Sustainable destinations

FunActiveTours prefers to work in destinations that have committed to sustainability as an integral part of community and destination development. We aim to send visitors to secondary or lesser-known tourist areas to avoid overtourism and we do not support destinations that have a questionable human rights track record.

### Contribution to local communities / local economic network

FunActive Tours 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 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

FunActiveTours commits to environmental stewardship in the destinations in which we operate by ensuring natural resources remain intact and by 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 [add link] to ensure legal compliance in all regards, customers and their data are protected and customers know how their information is being used.

### Marketing and communication

FunActive Tours 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

Customers 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 and activities and excursions that benefit the local communities and environmental protection.

### 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

We maintain open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

### **Contact**

All staff are responsible for the ownership and undertaking of this policy. Also, for the promotion and implementation of this sustainability policy within their departments.

### **Effective date**

This policy is effective from 1 October 2023.

### **Revision history**

This policy will be revised by 31/12/2024