



Sustainability Policy

We are committed to growing our business in a sustainable manner. We recognize that the environment, communities and cultures within which we operate are vital to the success of our business. Responsible travel is our company's core value: we aim to maximize the positive effects that tourism can have on individuals and local communities, while minimizing the negative social, environmental and economic impacts. This policy outlines what we have already managed, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company. We therefore commit to the following objectives:

- Comply with all relevant legislation and embed sustainable development principles into core business practices;
- Use our position to drive sustainability within our destination(s);
- Preserve our environment and continually improve our environmental performance;
- Optimize our social impact to enhance local livelihoods and prevent tourism leakages;
- Provide information, training and support to colleagues and external partners, to engage them towards sustainability;
- Provide sustainable information about our products to encourage our clients to opt for sustainable travel options.

In our offices

- We ensure our employees understand our goals and are accountable for the implementation of our sustainable policies
- We monitor, reduce and manage waste in a responsible way (see "Disposable goods policy" and "Waste reduction internal policy" for more details)
- We measure our use of natural resources especially energy and look for ways to reduce them (see "Energy and water reduction policy" for more details)
- We purchase local products where we can and limit the use of small packaging
- We respect our employees, their diversity and advance their wellbeing wherever we can.
- We share best practices and raise awareness on sustainability among our teams and partners
- We communicate on our achievements against our sustainable goals, internally and externally through reporting at least once a year.

On the ground

- We prefer to work with locally owned businesses reflecting local cultures (hotels, lodges, restaurants, handicraft outlets, arts and culture centers)
- We drive positive change within our supply chain, monitor their sustainable practices, share best practices and organize training

- We ensure that travels we organize do not have adverse effects on the environment or society, especially sensitive activities that may bring travellers into contact with animals, children or remote communities.
- We give back to neighbouring communities by supporting projects addressing local development challenge, encouraging fair employment opportunities and wellbeing advancement.
- We promote Responsible Tourism in our industry and to stakeholders we engage with in our destination(s).
- We put our clients and guests at the forefront of our business and help them to make informed decisions when travelling.

1. DESTINATION PARTNER AGENCIES

- Planet Viaggi Responsabili expects its suppliers to adhere to the Ethic Agreement 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
 - Acting in the best interest of Planet Viaggi Responsabili
- Among our DMCs and local partners, we selected ones more sensitive to sustainability issues, (with at least a reference to sustainability aspects in their website or in their itineraries).
- We share our collaboration policy with our selected DMCs to reaffirm our principles and our sustainability commitment, aiming to be aware of the aspects above and involve them in this sustainability path.
- In order to know our partners’ sustainability commitment we send them a "partner sustainability survey".
- We aim to involve more partners in this sustainability journey exchanging with them our best practices and supporting them in their own path towards sustainability, suggesting them also training opportunities within Travelife.

2. TRANSPORT

a. Transport to destination

- Our long-haul travels last 15 days or more, we usually prefer for longer stays at destination to reduce CO2 flight emissions;
- We chose direct flights (if available) or flights with fewer layovers which constitutes the most efficient route for both time and carbon efficiency;
- We usually do not provide transfer service to departure airport, but we suggest to our travellers to reach the departure airport by train and public buses. We provide all the necessary information upon request.

b. Local transport

- We prefer active transportation modes when possible, such as walking or cycling;
- We use public transports especially regional trains for domestic travels, metros/ subways in cities (e.g., for airport transfers and city tours) and buses when possible;
- In more remote settings we use local community public transportation such as ferries, shared boats, etc.;
- We use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers);
- We aim at using/renting most efficient and newest motorised vehicles (e.g.: hybrid, eco-fuel etc.), in European destinations and whenever possible.
- We aim at compensating the remaining carbon emissions;
- We send our local partners our collaboration policy to be aware of our principles and sustainability commitment.

3. ACCOMODATION

- Within Aitr association, we collaborate in developing a Code of Conduct for hotels with other local tour operators. We also participated in cooperation projects in tourism sector, training local entrepreneurs to make their accommodation enterprises more sustainable and responsible towards environment and local communities.
- We prioritize relationships with accommodation suppliers that do not harm the environment nor local communities.
- Preference is given to locally owned and managed accommodations that employ members of the local community and work with internationally acknowledged certifications, such as Travelife, taking into account price and comfort criteria. Contracted accommodations 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 a termination of our partnership.
- We give preference to accommodation and restaurants that make use of local arts and crafts, and that protect local architecture.
- We promote [Travelife's certification scheme for hotels and accommodations](#) amongst our suppliers;
- We communicate sustainability training opportunities to key accommodations providers;
- We send a responsible practices code of conduct to our accommodation suppliers;
- We highlight (e.g., use an icon) sustainable accommodations in our marketing materials.
- Accommodation providers are accountable for:
 - Providing information to guests about local customs and traditions;
 - Informing guests about how to respect local customs and traditions;
 - Featuring traditional local dishes and beverages on menus;
 - Utilising menus to explain the history and significance of local dishes;
 - Utilising menus to explain and inform about sustainability initiatives;
 - Featuring local art, crafts, music, and architecture;
 - Supporting initiatives dedicated to protecting local culture and traditions;
 - Ensuring that day-to-day operations do not negatively impact the local traditional way of life;

- Ensuring that renovation or construction work does not negatively impact the traditional way of life or the community (e.g., access to fishing or farming);

4. ACTIVITIES AND EXCURSIONS

- Preference is given to excursions that operate on controlled sustainability standards, particularly those that demonstrate respect to local traditions, animal welfare, and the environment.
- Contracted companies do not offer products or services that harm humans, animals, plants, natural resources (e.g., water/energy), nor does 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, which include interactions with wildlife, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.
- In our accessible tourism's tours we include sensorial activities for blind people and accessible excursions for people on wheelchair.
- We are actually elaborating the inventory of the environmentally and culturally sensitive excursions which includes:
 - Wildlife watching and visiting protected areas (including parks)
 - Marine activities (snorkeling, diving, sport fishing, whale, dolphin, and turtle watching)
 - Visits to indigenous and traditional communities
 - Visits to cultural and historic sensitive sites
- We provide to the excursions providers a code of conduct.

5. TOUR LEADERS, LOCAL REPRESENTATIVES AND TOUR GUIDES

- Our destinations partner share the concept of Responsible Tourism, so the local guides, drivers and tour leaders are conscious of the terms and conditions of their employment, including remuneration.
- Tour leaders, representatives, and guides are formally hired, offering them the benefits, rights, and protections guaranteed to workers by local /international labour laws. Their duties and benefits are formalized and they are entitled to in written contracts or agreements.
- If necessary we will share with our partners the Travelife Employment contract templates to be used at the hiring stage, explaining the terms and conditions of employment, in compliance with local laws, and written in the local language.
- We expect our local partners indicate the salary/wage in their employment contracts, which is of accepted level in the respective country.

6. SELECTION OF DESTINATION

- We consider sustainability aspects in destinations in the selection of new destinations and in the product development process.
- We intend to provide social and environmental benefits to the communities we visit.

- We understand the importance of visitor dispersion and of not exceeding the carrying capacity of destinations; therefore, we encourage the promotion of lesser-known areas (with the approval of the local community), to prevent over tourism and its negative impacts.
- We pay attention to not exceed the carrying capacity of local community by restricting our groups to ten or twelve travellers maximum.
- In the last ten years, we developed some itineraries for people with different disabilities. We offer sensorial travels for blinds and accessible travels for people with motor disabilities in some destinations of responsible tourism e.g. Morocco, Perù, Messico, Lapland..etc.

7. CUSTOMER COMUNICATION AND DATA PROTECTION

- In the travel subscription form, which we send to our travellers to confirm the travel, we require them the authorization to collect, store in our data-base and use their personal data for accounting and travel's organization purposes, according with “**General Data Protection Regulations (GDPR)**,” which is recognised globally.
- Our company ensures that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease. Each travel's page in our website contains necessary information and in-depth information about the destination and travel modalities.
- **Before the tour**, we provide to the travellers the following information in the program and also in a document called "necessary information". In some destinations, we created a specific travel guide with the support of our local partner.
- **At the arrival and during the tour**, tour leader and local guides introduce the country, the local culture and traditions and repeat the relevant information to the travellers.
- In our program and in the necessary informations' file, which we usually send to the travellers one month before the departure, we included the following information:
 - Cultural and historical information about the destination and its people
 - Geography, weather, natural surroundings
 - Currency, important local traits
 - Health and safety advise
 - Dos and don'ts
 - Local food and restaurant recommendations
 - Basic vocabulary and information on languages/ dialects
 - Local souvenirs to buy and information on illegal souvenirs
 - Stops/sites visited on the tour
- We will improve the programs and the online travel guide adding sustainable options about transport and food/restaurants.
- **After travel**, we usually ask to travellers a feedback in order to improve the organization and our services. They could answer to a questionnaire, especially created to gather feedback and information about the organization of the travel by our tour operator and our local partner's services.
- We systematically seek and monitor feedback and report them to our local partners.