

## **Sustainability policy of André Tours, Lda**



## **Purpose**

The company is committed to contribute to a sustainable tourism industry, minimizing the negative impacts on the natural environment. The purpose of this policy, is to serve as a point of reference for all employees, partners, suppliers and clients.

## **Sustainability management & legal compliance**

### Sustainability commitment

André Tours 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

André Tours 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.

André Tours 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 have 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 to ensure:
  - Legal compliance in all regards
  - A safe, healthy, and welcoming workplace
  - Fair contract conditions including fair compensation
  - Training opportunities including trainings on topics of sustainability
  - Participation in the sustainability planning activities
  - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.
  
- André Tours further expects this commitment from all partners and suppliers.

## **Internal management: environment**

### Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and

actively follow the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound principles. We have the following measures in place:

- Follow all local and national regulations concerning environmental law
- Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste and energy.
- Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
- Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
- Energy saving measures are in place in all common areas
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Water saving measures are in place in all common areas and restrooms
- Waste is separated into the following categories: [plastic, organic, paper products, glass] and is disposed of properly by the city county.
- Noise and light pollution is minimise.

### Carbon management of office operations

- André Tours is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
  - Using public transportations
  - Encouraging tele/video meetings

### **General suppliers policy**

- André Tours 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.
- André Tours 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.
- André Tours prefers 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, André Tours prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- André Tours expects its suppliers to follow 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 André Tours
- Following a zero-tolerance policy, André Tours will immediately terminate any relationships with suppliers that violate our policies, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- André 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**

- When selecting transport for guests and business related travel, André Tours 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.

## **Accommodations**

- In the accommodation selection process, André Tours considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.

## **Activities & Excursions**

- All excursions and activities run by or on behalf of André Tours respect local customs, traditions, cultural integrity, and natural resources.
- André Tours commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- André Tours gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

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

- André Tours commits to hiring qualified local guides, porters, drivers or other local staff, paying fair wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of André Tours.
- André Tours understands 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 André Tours are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically informed on the critical issue of sexual exploitation of children in tourism.
- André Tours provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

#### Contribution to local communities / local economic network

- André 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
  - 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

- André Tours commits to environmental stewardship in the destinations in which we operate by:
  - Ensuring natural resources remain intact
  - 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 <https://www.andretours.pt/en/legal-conditions> to ensure:
  - Legal compliance in all regards
  - Customers and their data are protected
  - Customers know how their information is being used

## Marketing and communication

- André 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 can always be informed about the social and environmental impact of their journey, and when requested, are educated about the sustainable choices they can make, including transparent communication on:
  - Certified accommodations
  - Activities and excursions that benefit the local communities and environmental protection
  - Responsible shopping and illegal souvenirs

## 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
  - Transport
  - Shopping
  - Sexual exploitation
  - Children in tourism
  - Satisfaction and complaints

- André Tours maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

### **Contact / Responsible person**

All staff are responsible for the ownership and undertaking of this policy.

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

The implementation of this policy will be lead by the Sustainability Coordinator, Eugénio André, who can be reached at [lisboa@andretours.pt](mailto:lisboa@andretours.pt).

### **Effective date**

This policy is effective from the 01st of February 2023.

### **Revision history**

This policy will be revised by the 1st of February 2024.