



Sustainability Policy

As a responsible travel agency, Natondi recognizes its central role in promoting sustainable tourism, both for its clients and its partners. We are committed to integrating sustainable practices throughout our operations, minimizing negative impacts, and maximizing positive effects on the environment, local communities, and the economy. We encourage our clients and partners to adopt a similar approach.

Our sustainability policy is based on clear principles and concrete actions, which we implement across ten key areas. These areas cover all aspects of our business and are put in place to ensure responsible and sustainable management.

1. Sustainable Management and Legal Compliance

We are committed to implementing sustainable management supported by concrete actions, such as:

- Appointing an employee responsible for sustainability and coordinating environmental actions.
- Communicating a sustainability mission statement to our clients, partners, and suppliers.
- Establishing a written and accessible sustainability policy aimed at reducing the negative impacts (social, cultural, economic, and environmental) of the company's activities, including health and safety aspects for our employees.
- Actively participating in forums and working groups that support sustainability in the tourism sector.
- Conducting a baseline assessment of our agency's performance in sustainable practices.
- Developing sustainability guidelines and an evaluation system for key suppliers and partners.
- Implementing a sustainable action plan with clear objectives, defined actions, assigned responsibilities, and a precise timeline.
- Developing documented procedures to monitor and assess the implementation of the sustainability policy and its objectives.
- Ensuring transparency in our actions through regular reports and communications.
- Raising awareness among all staff about our sustainability policy to ensure their engagement and continuous improvement.

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

2. Internal Management: Social Policy and Human Rights

We are committed to ensuring sustainable internal management by adopting a clear and well-communicated social policy, which includes the following principles:

- Granting employees the freedom to terminate their employment contract with proper notice (ideally at least two months) and without penalty.
- Implementing a written social policy that complies with national legislation, including fair and transparent working conditions.
- Stating the wage rate in the contract, which must be equal to or above the legal minimum wage.
- Compensating overtime hours according to the agreements in place.
- Granting employees fixed paid annual leave, as well as sick leave and unpaid annual leave.
- Implementing a health and safety policy to ensure a secure work environment, with regular training for employees on safety, first aid, and risk prevention.
- Providing first aid kits and trained staff to ensure the safety of our employees and clients.
- Complying with laws regarding the minimum age for employment.
- Having documented procedures for employees to express their complaints and expectations effectively.
- Implementing a clearly defined disciplinary procedure and communicating it to employees.
- Regularly measuring employee satisfaction through surveys and feedback.
- Offering periodic training on roles, rights, and responsibilities regarding health and safety, including fire management and relevant natural disaster prevention.
- Creating internship, apprenticeship, and learning opportunities for students.
- Encouraging the inclusion of people with specific needs in our employment opportunities.

We respect human rights principles, including equal opportunities for all our employees, and prohibit any form of discrimination based on sex, race, age, origin, religion, or sexual orientation.

Regarding human rights, we are committed to:

- Not obstructing union membership, collective bargaining, or representation of members by unions.
- Participating in a structure for collective bargaining of working conditions (if existing locally).
- Prohibiting any form of discrimination, whether during recruitment, employment conditions, access to training, or promotion, based on sex, race, age, disability, ethnicity,

religion/beliefs, or sexual orientation.

- Ensuring equal access to personal development opportunities for all employees through regular training and continuous education.

3. Internal Management: Environment and Community Relations

We are committed to promoting environmental protection and strengthening relationships with the community by implementing the following practices:

- Actively reducing the use of disposable and single-use items.
- Prioritizing the purchase of sustainable products and services, including office supplies, catering, gifts, and merchandise.
- Purchasing bulk products to reduce packaging waste.
- Setting copy and print devices to default double-sided or other paper-saving options.
- Using eco-friendly, safe, non-eutrophic, biodegradable cleaning products certified by an eco-label when available.
- Printing promotional materials on environmentally friendly paper and working with printing companies that follow certified environmental management practices when available locally and at reasonable costs.
- Implementing measures to reduce document waste or adopting a digital policy that favors online versions.
- Actively committing to measure, monitor, and reduce energy consumption.
- Calculating and compensating for CO2 emissions and comparing results over different periods.
- Choosing to purchase green energy and using energy-efficient lighting in all facilities when possible.
- Turning off lights and equipment when not in use and setting devices to energy-saving mode by default.
- Prioritizing the purchase of energy-efficient equipment, considering cost-effectiveness and quality.
- Adopting a water consumption reduction policy, which is regularly implemented and monitored for comparison purposes.
- Using sustainable water sources that respect environmental flows.
- Installing water-saving devices in restrooms and reusing wastewater or collected rainwater.
- Complying with national legislation regarding waste management.
- Developing and applying a policy for the reduction and recycling of solid waste with measurable objectives.
- Reducing the use of packaging materials and avoiding non-recyclable or non-

biodegradable packaging.

- Taking steps to limit the use of single-use plastic water bottles in offices.
- Separating recyclable materials and organizing their appropriate collection and disposal.
- Implementing waste reduction practices when using ink and toner cartridges, when possible.
- Recycling or properly disposing of used batteries.
- Complying with national legislation regarding wastewater treatment, ensuring it is reused or safely discharged.
- Minimizing and replacing the use of harmful substances while managing their storage, handling, and disposal properly.
- Adopting practices to minimize pollution from buildings as much as possible under the company's control.
- Measuring and reducing staff travel and promoting more sustainable transport modes. Calculating emissions and seeking to reduce and compensate for them through reliable programs available locally.
- Financially encouraging employees to use public transport or sustainable transport methods.
- Reducing transportation impacts through telecommuting, virtual meetings, and work-from-home policies.
- Regularly maintaining company vehicles to limit emissions and energy consumption, ensuring they comply with legal emission standards.
- Offering periodic training, advice, and information to all staff on their roles and responsibilities regarding internal environmental practices.
- Complying with laws and regulations concerning land use, protected or heritage areas when planning, designing, constructing, renovating, operating, or demolishing company buildings and infrastructure.
- Basing the planning, design, and construction of new buildings or renovations on sustainable practices and locally appropriate materials.
- Contributing to the protection and preservation of important local historical, archaeological, cultural, or spiritual sites and properties, and ensuring access to these sites for local residents.

Based on an inventory of our key partner agencies, we have developed and implemented a policy aimed at improving the sustainability of our partner agencies. Our goal is to make sustainable development tangible for each of our partners.

We are committed to:

- Maintaining a list of the sustainability practices of accommodations and partner agents.
- Collaborating only with organizations that genuinely integrate sustainability into their tourism policies.
- Reducing the ecological footprint of our office by promoting public transport, working as paperless as possible, sorting waste, and using certified recycled paper.
- Paying attention to the benefits for local communities when selecting accommodations and their social policy towards employees.
- Raising awareness of sustainable consumption among key partners through campaigns (online) and training.
- Informing key partners about Travelife standards and national tourism standards.
- Including an annex of the national code of conduct in cooperation contracts to encourage sustainable practices among local partners.
- Regularly assessing the sustainability practices of our key partners to ensure compliance.
- Informing key partners of our sustainability policy and ensuring they comply with it and/or communicate it to final clients, if applicable.
- Integrating essential sustainability clauses in contracts with receptive partners.
- Encouraging receptive partners to participate in sustainability training intended for travel companies.
- Signing written contracts with partner agencies.
- Including clauses allowing for the early termination of a contract if the partner company does not take adequate measures to prevent the sexual exploitation of children in the direct supply chain.
- Ensuring that partner companies comply with all national laws protecting employees' rights.

5. Transport

We are committed to ensuring that the vehicles used during our tours do not contribute to above-average pollution. Transport is an essential aspect of sustainable tourism, and we do everything possible to reduce its environmental impact. To this end, we are committed to:

- Choosing the most sustainable transport options to reach the destination, taking into account cost and comfort.
- Integrating sustainable transport (public transport) to access departure points for international or long-distance trips.
- Prioritizing more environmentally friendly alternatives when selecting transport means for transfers and excursions on-site, considering cost, comfort, and practicality.
- Including and promoting sustainable holiday products or packages developed according

to a recognized methodology, incorporating sustainable transport, accommodation, and activities.

6. Accommodation

We are committed to establishing a fully sustainable tourism supply chain. Partner accommodations play a key role in this approach and are encouraged to adopt sustainable practices. To this end, we are committed to:

- Selecting accommodations that meet sustainability and quality standards, with particular attention to:
 - o The existence of a signed sustainability contract;
 - o The implementation of water and energy conservation programs;
 - o Efficient waste management and energy consumption reduction;
 - o A sustainable supply chain;
 - o The existence of a child protection policy;
 - o Engagement in CSR activities;
 - o Employee training in health and safety.
- Encouraging and supporting partner accommodations to obtain sustainable certification;
- Favoring local accommodations owned and managed by local stakeholders, employing members of local communities;
- Requiring accommodations to provide documented evidence of their sustainability goals and strategies;
- Having accommodations sign an addendum on sustainability;
- Prioritizing accommodations certified by internationally recognized organizations (e.g., GSTC, Travelife);
- Including standard sustainability clauses in all contracts, including commitments regarding child labor, waste management, and biodiversity preservation;
- Encouraging accommodations to adopt best practices, attend responsible tourism training, and complete questionnaires to assess their sustainable initiatives;
- Actively communicating our sustainability goals and expectations to accommodation partners;
- Offering incentives to accommodations that actively adopt sustainable practices;
- Supporting accommodations incorporating elements of local art, architecture, or cultural heritage while respecting community rights;
- Terminating collaboration with any contracted accommodation if there is clear evidence that it compromises access to or the integrity of essential services such as food, water, energy, healthcare, or soil resources for neighboring businesses or communities.

Regarding child protection, we ensure to:

- Include a zero-tolerance policy towards child sexual exploitation in contracts;
 - Introduce clauses allowing for contract termination if this policy is violated;
 - Train accommodation staff on children's rights and the prevention of sexual exploitation;
 - Collaborate with stakeholders to prevent any form of child sexual exploitation.
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7. Excursions and Activities

We place primary importance on the welfare of animals and local communities by promoting tours with a minimal footprint. We strive to preserve the authenticity of communities and natural environments, while firmly opposing any harm to wildlife and environmental pollution.

To this end, we are committed to:

- Maintaining an inventory of environmentally and culturally sensitive excursions available in each destination;
- Informing our clients about the appropriate behavior during excursions and activities, emphasizing respect for local cultures, nature, and the environment;
- Communicating our sustainability goals and expectations to contracted excursion providers through codes of conduct, representatives, social media, emails, discussions, or meetings, to minimize negative impacts and maximize visitor enjoyment;
- Avoiding excursions that harm humans, animals, plants, natural resources (water, energy), or that are socially and culturally inappropriate;
- Excluding excursions involving the captivity of wild animals, except for duly regulated activities in compliance with local, national, and international laws;
- Refusing collaboration with companies exploiting, consuming, displaying, or marketing wild species, except in strictly regulated activities ensuring sustainable use and legal compliance;
- Collaborating with qualified or certified guides to accompany our clients to culturally sensitive sites, heritage locations, or ecologically fragile destinations;
- Promoting and advising our clients on excursions and activities that directly support local communities by purchasing services, handmade products, or goods from traditional and local production methods, or by visiting social projects;
- Encouraging and advising our clients on excursions and activities that support biodiversity and the local environment, such as visits to protected areas or environmental conservation projects.

8. Accompagnateurs, Représentants Locaux et Guides

We aim to integrate as many members of local communities as possible into our tourism activities. We support fair and safe working conditions while respecting and empowering local communities.

To this end, we are committed to:

- Ensuring that all employees have a written employment contract detailing their working conditions and responsibilities, and ensuring they fully understand the terms and conditions;
- Prioritizing the recruitment of local staff (tour managers, representatives, guides, porters, drivers, cooks, etc.) when skills are equal, and providing training if necessary;
- Ensuring that our local partners comply with all applicable laws and regulations, whether international, national, or local, as well as the minimum industry standards and other most stringent legal requirements;
- Guaranteeing a decent salary for all local employees under contract (guides, representatives, porters, etc.), at or above the legal minimum wage or prevailing industry standards;
- Ensuring that our guides and hosts are qualified and regularly trained to meet professional expectations and client needs;
- Informing our local employees of key aspects of our sustainability policy so they can comply, using newsletters, contractual addenda, emails, or training sessions;
- Including a module dedicated to sustainable travel in the training programs for local guides and hosts, highlighting responsible tourism principles, their expected role, and knowledge about the destination and its sustainable aspects;
- Encouraging our tour leaders and guides to raise awareness among clients about sustainability issues in the destination (protection of wildlife, flora, cultural heritage, resource management), social norms (dress codes, tipping, photography), and human rights (prevention of sexual exploitation);
- Training our guides and local representatives to prevent child sexual exploitation, including modules to verify and enforce preventive requirements.

9. Destination

We aim to maximize positive impacts while minimizing negative ones in destinations to ensure their long-term sustainable development.

To this end, we are committed to:

- Integrating sustainability criteria into the selection of new destinations, also considering non-traditional and less visited alternatives;
- Avoiding selecting destinations where tourism causes structural negative impacts, unless our involvement can clearly contribute to compensating these effects in a positive way;
- Prioritizing new destinations accessible by more sustainable transport means;
- Complying with land use regulations, protection of natural areas, and heritage preservation, as well as the destination management strategies of local, regional, and national authorities;
- Supporting initiatives that strengthen relationships between accommodations and local producers, thus promoting the local economy;
- Collaborating with local authorities and other stakeholders to promote sustainability, responsible destination management, rational use of natural resources, and consideration of socio-cultural issues;
- Actively participating in biodiversity conservation, financially or politically supporting protected areas or biodiversity-rich spaces, and integrating these initiatives into our offerings;
- Not promoting souvenirs made from endangered animal or plant species, in accordance with CITES guidelines and the IUCN "Red List," or historical and archaeological objects, unless their sale is explicitly authorized by law.

10. Communication and Client Protection

The well-being and proper information of our clients are essential to us. At Natondi Tours, we ensure clear and consistent communication, as well as high protection at all stages of their experience.

Before booking, we commit to:

- Providing clear guidelines for customer service advisors, ensuring professional and consistent consultations;
- Protecting clients' privacy by ensuring that their personal data is secure and confidential;
- Adhering to applicable standards and voluntary codes of conduct in our marketing and advertising campaigns, avoiding any unfulfilled promises;
- Providing accurate, complete, and transparent information about our products, services, and prices, including our sustainability initiatives;
- Disseminating balanced and accurate information about destinations, particularly in terms of sustainability aspects;
- Informing about the environmental impacts of transportation options available to reach the destination, offering sustainable alternatives whenever possible;
- Promoting sustainable accommodations, excursions, and transport options in a

recognizable way for clients, with clear logos or messages indicating that they are the "best" option;

- Presenting sustainable alternatives in terms of accommodation, activities, and transport, when applicable;
- Clearly communicating our sustainability commitments and actions to direct and potential clients.

After booking and during the vacation, we commit to:

- Providing information about the natural environment, local culture, and heritage of the destination;
- Raising awareness among clients about sustainability issues in the destination, advising them on how to have a positive impact;
- Informing about health risks and safety precautions to take on-site;
- Ensuring the availability of a contact person and an emergency number at all times;
- Training our staff and establishing clear guidelines for handling emergency situations;
- Providing documented codes of conduct for sensitive excursions and activities, developed in collaboration with NGOs and local communities to minimize negative impacts;
- Informing about risks of exploitation or harassment (especially concerning children and adolescents), and how to report them;
- Providing information about laws related to purchasing and exporting cultural objects and products made from protected species, in compliance with current regulations;
- Encouraging clients to support local businesses, such as restaurants and shops, when relevant;
- Promoting available sustainable transport options at the destination, if applicable;
- Encouraging donations to local charitable organizations and sustainable development initiatives.

After the vacation, we commit to:

- Regularly measuring customer satisfaction and incorporating their feedback to improve our products and services;
- Including questions about sustainability in our customer satisfaction surveys;
- Having clear and accessible procedures in place to handle customer complaints, ensuring quick and effective resolutions.