



## **Sustainability Policy**

## **INTRODUCTION**

As a tour operator, we, **Natondi Tours**, collaborate with various partners and stakeholders in the tourism sector, namely travellers, hotels and other types of accommodation, transport companies, activity providers, and tour guides.

As such, we are aware of the role we can and must play in the development of sustainable tourism, even as a small company.

We therefore commit to:

- Firstly, to integrate sustainable practices across all our activities, in order to minimize negative impacts and enhance positive ones, such as contributing to the protection of nature, the promotion of local cultures, and the development of communities
- Secondly, alongside the implementation of these good practices, to encourage our clients and partners to adopt a similar approach

Our sustainability policy is based on clear principles and concrete actions in the social, cultural, economic, and environmental fields, which we have grouped into nine main themes.

### **A. SUSTAINABILITY MANAGEMENT AND LEGAL COMPLIANCE**

We are committed to sustainable management, implemented through the following actions:

- Appoint an employee responsible for the role of « sustainability coordinator».
- Consult staff, keep them informed of the different stages of our commitment and the results achieved, and involve them in our initiatives.
- Define our “mission statement” (overall objective) on sustainability, and publish it on our website so that it is accessible and visible to all, in particular to our clients, partners, and suppliers.
- Carry out a “baseline assessment” (reference review) of our company’s operations and performance in terms of sustainable practices, in accordance with Travelife criteria.

- Identify our main suppliers and assess their sustainability performance – to begin with, we will focus on evaluating our accommodation providers.
- Based on the baseline assessment, a sustainability policy is developed, defining our objectives and concrete commitments:
  - Develop and implement our sustainability policy, aimed at reducing the negative impacts of our activities on social, cultural, economic, and environmental levels, and including employee health and safety aspects.
  - Ensure the implementation and monitoring of this policy – carried out by the sustainability coordinator and/or the management of Natondi Tours.
  - Communicate the policy to staff and ensure their commitment to its implementation.
  - Share the policy, accessible on our website, to our partners, suppliers, clients, and any other relevant parties.
  - Encourage tourism partners and stakeholders to adopt more sustainable practices.
- Develop an action plan stemming from this policy, with clearly defined objectives and tasks, assigned and scheduled over 1 to 2 years.
- Define procedures to measure and monitor the implementation of the sustainability policy.
- Ensure company transparency in terms of sustainability by publishing reports and communicating on our actions.
- Strengthen our collaboration with tourism partners and participate in external discussions supporting sustainability in the tourism sector.
- We are committed to complying with all national legislation, regulations, and codes of practice relating to sustainability.

## **B. INTERNAL MANAGEMENT: SOCIAL POLICY AND HUMAN RIGHTS**

We are committed to sustainable internal management through a clear, written, and widely communicated social policy, based on the following principles:

- Guarantee employees the freedom to work and to terminate their contract, with notice and without penalty.

- Include in the employment contract:
  - working conditions in accordance with national labour law,
  - a job description,
  - the salary – which must be equal to or higher than the legal minimum in force in the country.
- Define and compensate overtime in accordance with prior agreement.
- Grant employees a fixed number of paid annual leave days and sick leave.
- Comply with national legislation regarding the minimum working age.
- Establish a procedure allowing employees to express their complaints and expectations.
- Have a clear disciplinary procedure communicated to employees.
- Implement a system to regularly measure employee satisfaction.
- Create internship opportunities for students.
- Implement a health and safety policy ensuring a safe working environment and provide training for employees on safety, first aid, and risk prevention.
- Encourage the inclusion of people with specific needs in our employment opportunities.

We respect the principles of Human Rights, including equal opportunities for all our employees, and prohibit any form of discrimination based on gender, race, age, origin, religion, or sexual orientation.

With regard to Human Rights, we commit to:

- Not interfere with the right to join a trade union, collective bargaining, and union representation.
- Prohibit all forms of discrimination, whether in recruitment, employment conditions, access to training, or promotion, on the basis of gender, race, age, disability, ethnic origin, religion/beliefs, or sexual orientation.
- Ensure equal access to personal development opportunities for all employees through regular training and continuous education.

## C. INTERNAL MANAGEMENT: ENVIRONMENT AND COMMUNITY RELATIONS

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

### 1. Sustainable Procurement

- Actively reduce the use of disposable and single-use items.
- Promote the purchase of sustainable products and services, including office supplies, catering, gifts, and merchandise.
- Use biodegradable cleaning products, free from phosphates or with low environmental impact, preferably certified by an ecolabel, and avoid overuse. *(Conventional detergents may contribute to harmful algal blooms in aquatic environments and, in some cases, lead to fish mortality. Other products, such as bleach, may also have toxic effects on aquatic organisms, indirectly affecting the human activities that depend on them.)*

### 2. Paper

- Implement measures to reduce document waste and adopt a digital policy prioritizing online versions.
- Configure printers to use double-sided printing by default or other paper-saving settings.
- Aim to print all promotional materials on environmentally friendly paper and collaborate with printers that adopt certified environmental management practices.

### 3. Energy Consumption

- Actively commit to measuring, monitoring, and reducing overall energy consumption.
- Gradually calculate and offset CO<sub>2</sub> emissions and compare results over time.
- Opt for green energy procurement and use energy-efficient lighting across all facilities, where possible.
- Switch off lights and equipment when not in use and set devices to energy-saving mode by default.
- Prioritize the purchase of energy-efficient equipment, taking cost-effectiveness and quality into account.

#### 4. Water Consumption

- Adopt a water reduction policy, with regular monitoring and implementation for benchmarking purposes.
- Use sustainable water sources that respect environmental flow requirements.
- Install water-saving devices in sanitary facilities.

#### 5. Waste Management

- Comply with national waste management legislation.
- Develop and implement a solid waste reduction and recycling policy with measurable targets, including waste separation and proper collection and disposal.
- Take measures to limit the use of single-use plastic water bottles in offices.
- Minimize and replace the use of harmful substances while ensuring their proper storage, handling, and disposal, particularly for ink cartridges and toners, batteries, chargers, small electronic devices, and used batteries.

#### 6. Pollution Reduction

- Comply with national regulations on wastewater treatment, ensuring safe reuse or discharge.
- Adopt practices to minimize pollution from buildings (including paints, cleaning products, and pesticides), where this is within the company's control.

#### 7. Mobility

- Measure and reduce staff travel; calculate CO<sub>2</sub> emissions and seek to reduce and offset them through reliable locally available programs.
- Reduce transport-related impacts through virtual meetings and remote working policies, where possible.
- Regularly maintain company vehicles to limit emissions and energy consumption, ensuring compliance with legal emission standards.

#### 8. Training and Awareness on Sustainable Development

- Train employees on environmental best practices (including their roles and responsibilities) and encourage their involvement in sustainability initiatives.

## 9. Land Use and Community Relations

- Comply with laws and regulations relating to land use, 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 sustainable practices and materials.
- Contribute to the protection and preservation of locally significant historical, archaeological, cultural, or spiritual sites, and ensure access to these sites for local residents.

## **D. TRANSPORT**

We are committed to ensuring that the vehicles used during our tours do not contribute to above-average levels of pollution. As transport is a key aspect of sustainable tourism, we strive to reduce its environmental impact.

To this end, we commit to:

- Prioritize the most sustainable means of transport when traveling to the departure point for international or long-distance trips, wherever feasible.
- Prioritize more environmentally friendly alternatives when selecting transport for transfers and on-site excursions, while considering cost, safety, comfort, and practical aspects.
- Gradually offer and promote more sustainable products or holiday packages, designed using a recognized methodology and featuring sustainable transport, accommodation, and activities.

## **E. ACCOMMODATION**

We are committed to establishing an increasingly sustainable tourism supply chain. Partner accommodations play a key role in this approach and are encouraged to adopt sustainable practices.

With this in mind, we commit to gradually:

- Select, where feasible, accommodations that meet sustainability and quality standards, with particular attention to:
  - The existence of a signed sustainability agreement.
  - The implementation of water- and energy-saving programmes.
  - Effective waste management and reduced energy consumption.
  - A sustainable supply chain.
  - The existence of a child protection policy.
  - Engagement in CSR (corporate social responsibility) activities.
  - Employee training in health and safety.
- Prioritize accommodations owned and managed by local stakeholders and employing members of local communities.
- Encourage accommodations to adopt best practices, undertake training in responsible tourism, and complete questionnaires to assess their sustainability initiatives.
- Actively communicate our sustainability objectives and expectations to accommodation partners, including having them sign an addendum or contract that incorporates commitments regarding child labour, waste management, and biodiversity conservation.
- Encourage and support partner accommodations in obtaining a sustainability certification, prioritizing those certified by internationally recognized organizations (e.g., GSTC, Travelife).
- Provide incentives to accommodations that actively adopt sustainable practices.
- Support accommodations that incorporate elements of local art, architecture, or cultural heritage, while respecting community rights.
- Terminate collaboration with any contracted accommodation if clear evidence shows that it compromises access to or the integrity of essential services such as food, water, energy, healthcare, or land resources for neighbouring businesses or communities.

With regard to the protection of children's rights, we will ensure that we:

- Include in contracts a zero-tolerance policy against the sexual exploitation of children.

- Provide information and training opportunities for accommodation staff on children's rights and the prevention of sexual exploitation.
- Introduce clauses allowing the termination of any contract in case of non-compliance with this policy.
- Collaborate with stakeholders to prevent any form of sexual exploitation of children.

## **F. EXCURSIONS AND ACTIVITIES**

We place great importance on the well-being 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.

With this in mind, we commit to:

- Maintain an inventory of environmentally and culturally sensitive excursions available at each destination.
- Inform our clients about appropriate behaviour during excursions and activities, with an emphasis on respecting local cultures, nature, and the environment.
- Gradually communicate our sustainability objectives and expectations to contracted excursion providers through codes of conduct, emails, discussions, or meetings, in order to minimise negative impacts and maximise visitor enjoyment.
- Avoid any excursions that may harm people, animals, flora, natural resources (water, energy), or that are socially or culturally inappropriate.
- Exclude excursions involving the captivity of wild animals, except for activities that are properly regulated and compliant with local, national, and international legislation.
- Refuse any collaboration with companies that exploit, consume, display, or trade in wildlife species, except within strictly regulated activities that ensure sustainable and lawful use.
- Collaborate with qualified or certified guides to accompany our clients at sensitive cultural sites, heritage locations, or ecologically fragile destinations.

- Promote and advise our clients on excursions and activities that directly support local communities, through the purchase of services, handicrafts, or goods produced using traditional and local methods, or through visits to social projects.
- Encourage and advise our clients on excursions and activities that support biodiversity and the local environment, such as visits to protected areas or environmental conservation projects.

## **G. TOUR LEADERS AND TOUR GUIDES**

We support fair and safe working conditions while respecting and strengthening local communities.

In this regard, we commit to:

- Prioritize the recruitment of local guides and tour leaders where skills are equal.
- Ensure that they fully understand the terms and conditions of their contract.
- Ensure that they all receive a fair wage (equal to or above the legal minimum).
- Ensure that they are qualified and knowledgeable about the destination to meet professional standards and client needs.
- Provide them with information and training on the principles of responsible tourism, the specific characteristics of the destination, and the role expected of them.
- Encourage them to raise client awareness of sustainability issues at the destination (protection of wildlife, flora, cultural heritage, resource management), social norms (dress codes, tipping, photography), and human rights (prevention of sexual exploitation).
- Provide them with information and training on the prevention of the sexual exploitation of children.

## **H. DESTINATION**

We aim to maximise positive impacts while reducing negative ones in the destinations we operate in, in order to ensure their long-term sustainable development.

With this in mind, we commit to:

- Integrate sustainability criteria into the selection of new destinations, also considering non-traditional and less frequented alternatives.
- Avoid selecting destinations where tourism causes structural negative impacts, unless our involvement can clearly help offset these effects in a positive way.
- Comply with regulations related to land-use planning, the protection of natural areas, and the preservation of heritage, as well as destination management strategies set by local, regional, and national authorities.
- Support initiatives that strengthen relationships between accommodations and local producers, thereby promoting the local economy.
- Collaborate with stakeholders whenever possible to promote sustainability, responsible destination management, the rational use of natural resources, and consideration of socio-cultural issues.
- Promote biodiversity conservation, especially in protected and biodiversity-rich areas, by providing financial support, advocacy, or incorporating it into our product offerings.
- Refrain from promoting souvenirs made from endangered animal or plant species, in accordance with the guidelines of the CITES Convention and the IUCN “Red List”, or historical and archaeological artefacts, unless their sale is explicitly permitted by law.

## **I. COMMUNICATION AND CUSTOMER PROTECTION**

The well-being of our clients and the quality of the information we provide are essential to us. At Natondi Tours, we ensure clear and consistent communication, as well as a high level of protection at every stage of their experience.

Before booking, we commit to:

- Provide clear guidelines for our sales consultants, ensuring professional and consistent consultation.
- Protect clients’ privacy by ensuring that their personal data is secure and confidential.

- Comply with applicable standards and voluntary codes of conduct in our marketing and advertising communications, avoiding any misleading or unfulfilled claims.
- Provide accurate, complete, and transparent information on our products, services, and prices, including our sustainability initiatives.
- Communicate balanced and accurate information about destinations, particularly regarding sustainability aspects.
- Calculate the CO<sub>2</sub> emissions associated with our tourism products.
- Gradually inform clients about the carbon emissions linked to the tourism products offered, so they can take them into account in their decision-making, as well as about options for reducing or offsetting carbon emissions.
- Gradually inform clients about the environmental impact of transport options to reach the destination, offering more sustainable alternatives whenever possible, as well as about options for reducing or offsetting carbon emissions.
- Promote sustainable accommodation, excursions, and transport options in a way that is clearly recognisable to clients, using logos or clear messaging indicating that they are the “best” option.
- Present sustainable alternatives in terms of accommodation, activities, and transport, where applicable.
- Clearly communicate our sustainability commitments and actions to current and potential clients.

After booking and during the trip, we commit to:

- Provide information on the natural environment, local culture, and heritage of the destination.
- Raise client awareness of sustainability issues at the destination and advise them on how to have a positive impact.
- Provide information on health risks and safety precautions to be taken on site.
- Ensure the permanent availability of a contact person and an emergency number.
- Train our staff and establish clear procedures for handling emergency situations.

- Provide documented codes of conduct for sensitive excursions and activities, developed in collaboration with NGOs and local communities to minimise negative impacts.
- Inform clients about the risks of exploitation or harassment (particularly involving children and adolescents), as well as how to report them.
- Provide information on legislation regarding the purchase and export of cultural objects and products derived from protected species, in accordance with applicable regulations.
- Encourage our clients to support local businesses, such as restaurants and shops, where relevant.
- Promote available sustainable transport options at the destination, where applicable.
- Encourage donations to local charities and sustainable development initiatives.

After the trip, we commit to:

- Regularly measure client satisfaction and integrate their feedback to improve our products and services.
- Include sustainability-related questions in our customer satisfaction surveys.
- Have clear and accessible procedures for handling client complaints, ensuring a prompt and effective resolution.

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*This document may be amended as our objectives and practices evolve.*

Publication date: 31 March 2026

Last revision date: 31 March 2026