

Djoser Sustainability Policy



As a travel company that engages with various stakeholders in the tourism industry Djoser understands its key role and influence in the sustainability development of tourism. Djoser is committed to making the world a more sustainable place. We aim to follow, implement and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same. Therefore, Djoser has formulated a Sustainability Mission Statement revolving around three key pillars: 1) connecting people, 2) social impact, 3) environmental impact.

Sustainability Mission statement

At Djoser, we believe in the power of group travel to connect people with each other and with other cultures. Our trips are designed not only to offer unforgettable experiences but also to have a positive societal impact on local communities. Meanwhile, we strive to minimize the impact of our travels on climate and nature as much as possible. Driven by our enduring curiosity, love for travel, and commitment to progress, we aim to create a world where travel is enriching not only for our travelers but also for local communities and the planet, always with an eye for the world.

This Sustainability policy reflects our view on sustainability and provides guidance on how we want to improve our impact on the world. Our sustainability policy is divided into 10 themes, which each consist of a set of guiding principles.

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1. Sustainability Management & Legal compliance

Djoser commits to sustainability management, practiced by these following actions:

- To have an appointed employee who is responsible for sustainability coordinator tasks;
- To have a sustainability mission statement that is communicated to employees, customers, partners and suppliers;
- To have an accessible and written sustainability policy that aims to promote the positive and reduce the negative social, cultural, economic and environmental impacts of the company's activities;
- To promote employee related health, safety, and equality aspects;
- To collaborate with relevant stakeholders to support sustainability in tourism;
- To conduct baseline assessments of our performance on sustainable practices;
- To have sustainability guidelines in place for key suppliers/partners;
- To have an assessment system in place to identify the sustainability performance of key suppliers/partners;
- To have a sustainability action plan with clear targets;
- To develop documented procedures to regularly monitor and evaluate the implementation of the sustainability policy, objectives and targets;
 - Based on the status of the actual performance of the goals there will be a decision to adjust, correct, update, or maintain the goals
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

2. Internal management: social policy & human rights

Djoser commits to sustainable internal management by maintaining clear written and well-communicated social policies that includes the following principles:

- To grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty;
- To include labor conditions according to national labor law and a job description in the employment contract;
- Wage rate is to be mentioned in the contract and equals or above the national legal wage;

- To determinate and compensate of overtime working hours based on agreement;
- To provide medical and liability insurance according to the national law;
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;
- To have a health and safety policy for employees which complies to national legal standards;
- To have first aid sets and trained staff are available at all relevant locations;
- To obey national legislation concerning Minimum Age for Admission to Employment;
- To have documented effective procedures in place for employees to voice out their complaints and expectations;
- To have a clear disciplinary procedure that is effectively communicated with employees;
- To have a measurement system for employee satisfaction on a regular basis;
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues, such as fire safety training;
- To create opportunities for students in participating in traineeship/internship/apprenticeship;
- To encourage employment opportunities for persons with special needs;

We commit to safeguarding human rights by ensuring the enforcement of the following practices:

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions;
- To participate and comply with a (sector wide) collective labor condition negotiation structure;
- To prohibit discrimination on any basis, including discrimination based on gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation;
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education;

3. Internal Management: Environment and community relations

Djoser commits to supporting environmental protection and enhancing community relations by ensuring the enforcement of the following practices:

- Actively reducing the use of disposable and consumer goods;

- Favoring the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
 - When purchasing key products, we apply the following sustainable purchasing procedure:
 - We investigate possible sustainable alternatives;
 - We compare these alternatives on price, quality and availability;
 - We commit ourselves to buy the most sustainable alternative in relation to above factors
 - As much we try to buy goods and services that are sustainably certified (e.g. Fair Trade, FSC etc.)
- Setting the default settings of copy and printing machines to double-sided printing or other forms of paper saving modes;
- Using cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label, if locally available;
- Printing brochures on environmentally friendly paper, with a printing company that works with a certified environmental management system;
- Having an active commitment to measure, monitor and reduce energy consumption;
- Switching off Lights and equipment when not in use, using automatic switch on/off system with timers or movement sensors and set equipment by default in the energy saving mode, where this is feasible;
- Preferring low energy equipment when buying new items, including considerations of cost and quality;
- Having an active policy to reduce water consumption;
- Using sustainable water sourcing, which does not adversely affect environmental flows;
- Maintaining water efficient toilets;
- Complying with the national legislation concerning waste disposal;
- Taking action to reduce the amount of (non-refillable) plastic bottles of beverages for office use;
- Separating all materials which can be recycled and organizing collection and proper disposal;
- Properly disposing of batteries;
- Implementing practices to minimize pollution from our buildings (as far as can be controlled by Djoser);

- Promoting sustainable modes of transport amongst employees.
- Financially encouraging employees to use public transport or sustainable means of transport;
- Providing periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;
- Complying with land use, zoning and protected or heritage area laws and regulations; when planning, designing, constructing, renovating, operating or demolishing company buildings and infrastructure;
- Basing planning, design and construction of new buildings or renovations, on locally appropriate and feasible sustainable practices and materials;

4. Partner agency

Based on an inventory of our key partner agencies, Djoser has developed and implemented a policy to improve sustainability of our partner agencies. Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- Having our agents comply with our 'Supplier Sustainability Policy' and 'Codes of Good Practice', and communicate it to final customers where relevant;
- Keeping a list of the sustainability practices of agents;
- Only working with organisations that have the ambition to implement sustainability in their tourism policy;
- Paying attention to the local benefits of communities when selecting local accommodations and their social policy for employees;
- Raising awareness among key partners on sustainable consumption by organising (online) campaigns and trainings;
- Informing key partners on the Travelife and national tourism standards;
- Having a cooperation contract including an annex of the national code of conduct for local partners to encourage their practices towards sustainability;
- Evaluating the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Including key sustainability clauses in contracts with inbound/receptive partners;
- Having a written contract with partner agencies;

- Including clauses in the partner contracts that enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain;
- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees;

5. Transport

Djoser tries to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
 - Selecting direct flights as much as possible instead of flights with a lay-over;
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, time, and practical considerations;

6. Accommodations

Djoser tries to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adopt sustainable practices.

We commit to this by requesting our agents to;

- Select accommodations that comply with sustainability and quality standards (such as the following items);
 - *Do they have a signed sustainability contract?*
 - *Do they have a water saving program?*
 - *Do they have an energy saving program?*
 - *Do they have a waste management program?*
 - *Do they have an energy reduction system?*
 - *Do they have a sustainable supply chain?*
 - *Do they have a child protection policy?*
 - *Do they conduct CSR activities?*
 - *Do they train employees in Health & Safety?*

- Motivate and encourage partner accommodations to become sustainably certified;
- Prefer and select accommodations that are locally owned and managed;
- Select accommodations that employ local communities;
- Encourage accommodations to follow best practices/trainings on responsible tourism;
- Clearly and actively communicate our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;
- Give clear preference to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification;
- Include standard sustainability clauses in all contracts with accommodation providers that focus on child labour, anti-corruption and bribery, waste management and protection of biodiversity;
- Ensure that through our accommodation supply chain, the rights of children are respected and safeguarded by;
 - Having a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children;
 - Having a clause dedicated to this aspect in their contract that enables the travel company to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children;
 - Training employees in children's rights, the prevention of sexual exploitation and how to report suspected cases;
 - Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children;
- Work with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;

7. Excursions and activities

Djoser values animal and community welfare extremely high and aim to (via our local agents) promote tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by requesting our agents and/or tour leaders to:

- Advise guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
- Communicate our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conducts, representative agents, social media, email, discussions, and/or meetings, to minimise negative visitor impact and maximise enjoyment;
- Not offer any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
- Not offer any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- Not offer any excursions in which wildlife is being used to entertain tourists or are used as carriage animals;
- Not be involved with companies that harvest, consume, display, sell, or trade wildlife species;
- Have skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
- Promote and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects;
- Promote and advise our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;

8. Tour leaders, local representatives and guides

Djoser aims to involve as many locals as possible in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

- Ensuring that all employees have a written employment contract, including labour conditions and a job description, and fully understand the terms and conditions;
- Preferring to work with local tour guides, porters, drivers, cooks, and other local staff in case of equal ability;
- Ensuring that our local partners comply with all applicable international, national, and local laws and regulations, industry minimum standards, and any other relevant statutory requirements whichever requirements are more stringent;

- Paying tour leaders, local representatives, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- Ensuring that our tour guides, hosts, and other employees under contract are qualified and trained regularly;
- Offering a special *sustainable travel* module in the trainings program for tour guides, in which the main responsible tourism aspects are brought to attention followed by the role expected from the employees;
- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);
- Training our employed tour leaders and local representatives on the avoidance of sexual exploitation of children. This will include training on how to check the requirements concerning exclusion of child abuse;

9. Destination

Djoser aims to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in.

We commit to this by:

- Considering sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations;
- Not selecting destinations in which tourism leads to structural negative local effects, (unless the company's involvement results in clear counter balancing effects);
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers;
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

10. Customer communication and protection

Customers welfare and information are very important to us. At Djoser, we ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Ensuring that customer privacy is not compromised;
- Complying with relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than is delivered;
- Making product and price information clear, complete and accurate, with regard to the company and its products and services, including sustainability claims;
- Providing destination information, including sustainability aspects, which is factually correct, balanced and complete;
- Clearly informing (potential) direct customers, about sustainability commitments and actions;

After booking and during holidays, we commit to this by:

- Providing Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Informing consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution;
- Informing customers about risks and precautions related to health and safety matters in the destination;
- Keeping a contact person and a telephone number permanently available for emergency situations;
- Training personnel and keeping guidelines available, on how to deal with emergency situations;
- Providing clients with documented guidelines and/or codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment;
- Providing customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Informing clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination;
- Discouraging customers from engaging in, or supporting in any way, activities that are harmful to wildlife or local communities;
- Motivating clients to use local restaurants and shops (where appropriate);
- Giving clients the possibility to donate to local charity and sustainable initiatives;

After holidays, we commit to this by:

- Measuring systematically client satisfaction and take into account the results, for service and product improvements;
- Including sustainability as an integral part of the research into client satisfaction;
- Having clear procedures in case of complaints from clients;