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1. Sustainability management & legal compliance

1.1 Job Description Sustainability Coordinator

The appointed sustainability coordinator is there to facilitate the implementation of the company's sustainability initiatives and policy, as well as to complete the Travelife reporting.

To be efficient, the sustainability coordinator must have a clear functional description of specific duties required of the role.

In our small company, this position is filled by the General Manager, Martina Capel.

The sustainability coordinator is responsible for the following:

- Ensure a general understanding of sustainability and related policies among all staff;
- Design the company's sustainability action plan with input and support from colleagues;
- Improve the sustainability of the company's product offerings and supply chain;
- Coordinate Travelife reporting and certification;
- Support internal and external communication regarding your sustainability policies and actions.
- Come up with a written policy of the sustainability engagements of Phima Voyages
- Prepare the suppliers to get along with the sustainability engagement
- Inform other staff and freelance guides about the sustainability missions and principles
- Implementation of the sustainability policy and action plan;
- Contact for Travelife regarding trainings and collective actions;
- Dissemination of sustainability information within the organisation.
- Travelife related tasks and work towards the Travelife Certified certification.

1.2 Mission statement

A sustainability mission statement is defined and published on the company's website.

<https://www.phimavoyages.com/en/mission-statement/>

Mission statement

Our mission:

Our mission is to support a sustainable society and sustainable trade by supporting all stakeholders towards greater sustainability awareness. We aim to do this by minimizing and mitigating negative impacts on the natural environment and by being an active contributor to our local community and society at large. We support our business partners towards more sustainability and create more sustainability awareness among our guests.

We work on the three principles of sustainable tourism: People, Planet, Profit. By accompanying local communities in their tourism development, through conservation of the environment and their culture and traditions, we help them to gain a supplementary income.

Ours values:

Honesty: Be fair with the prices for our customers and payments to our suppliers.

Sustainability: Promote tourism that does not degrade the environment and promotes benefits to remote communities.

Quality: Comply with what we promise, to meet the demands and requests of our customers in a timely and appropriate manner.

Transparency: Truthfully communicate our actions in the implementation of sustainable tourism programs.

Teamwork: The whole team can give some ideas about the company and is listen. All the employees offer a mutual support for any case.

Code of ethics:

The human as the first place is a priority. That’s why Phima Voyages works with a code of ethics, engaged for the following points:

We do not support the exploitation of children and adolescents in any form, especially sexual exploitation and labor.

We do not agree with any social prejudice situations, such as the discrimination based on gender, sexual orientation, race, ethnicity, dress, or any cultural expression in a particular place.

We do not work with people with any link of traffic drugs.

1.3 Trained sustainability coordinator/team

The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.

To implement Travelife's criteria effectively, the sustainability coordinator must successfully complete the Travelife basic training, consisting of 1) Tour Operators and sustainability and 2) Sustainability management. This training covers sustainability topics relevant to the Travelife sustainability standard and to sustainable tourism in general.

1.4 Collaboration

The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.

Sustainability is both a growing movement and a process that requires constant internal growth. To remain up to date on trends, technological developments, and market opportunities, it is recommended to join a network of like-minded companies. Associations, societies, boards, working groups, chambers, and other similar entities afford the opportunity to network with fellow travel professionals, and to discuss and gain practical knowledge about sustainability-related issues. Bundling

this knowledge leads to greater synergy and gives both companies and individuals the power and resources to achieve tangible results.

1.5 Exchange of experiences

Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website).

By collaborating with other stakeholders and building on each other's expertise, sustainable innovations are possible. Companies demonstrating sustainability leadership can inspire others to be more responsible.

Possible actions:

In addition to sharing experiences via the Travelife website, we share our experiences in sustainability management in creative ways, for example:

- Media: social media, blog(s), website(s), TV/radio interviews, marketing campaigns
- Events: meetings, seminars, forums, panels, workshops (attending or organizing)
- Working/discussion groups: with stakeholders, tourism industry actors, NGOs, institutions, universities, governmental bodies
- Mentorship programs
- CSR/sustainability guidance: supplier guidelines, educational booklets, newsletters, codes of conduct

In September and October 2022 I gave two 10-hour modules at the IDRAC Business school in Lyon to Master 2 students about "Successful CSR Strategies in Tourism".

1.6 Donations

The company provides support to nature protection organizations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).

In addition to implementing sustainability practices within the company's operations and ethos, a company may choose to directly impact its community and society at large by giving a direct contribution to a project and/or a nonprofit organization. In determining the cause to support, the organization can use the opportunity to engage its staff to solicit feedback on topics that are important to them, and that are relevant to the company.

The contribution does not necessarily need to be financial, it can also be in kind, or by helping with knowledge and skilled volunteers. For example, an annual staff event can contribute to a cause by organizing a fundraising challenge.

Giving not only increases company pride, but it also improves community relations, and promotes equity and well-being.

Possible actions:

- Select at least one good cause that matches your company profile and make an annual donation to it (either financial or in-kind).
- Offer volunteer opportunities to your employees to support local organisations for few hours per month or at least once per year

September 2022

In 2022, we adopted 57 trees at the Private Conservation Area Los Chillchos in the region of Amazonas for a donation of 2 850 soles through the Peruvian NGO Conservamos por Naturaleza.

We also planted 8 trees at the Private Conservation Area Mipuj in the region of Amazonas for a donation of 400 soles. (This was in presence of the clients).

I attach a few pictures of planting trees and the donation statement from Conservamos por Naturaleza.

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1.7 Overview partners/suppliers

The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.

We started collecting information about suppliers' sustainability activities or level of sustainability commitment in September 2022, to know them better and ensure that we share the same attitude towards sustainability. Opening the conversation about sustainability enables us to monitor our achievements in promoting responsible tourism while boosting the visibility of our actions. This is also a straightforward way to impact the sustainability supply chain - by raising awareness and holding our stakeholders accountable for responsible business practices.

By learning about our partners' sustainability efforts, we are also in a position to inform our customers on the sustainability practices of our product as a whole and encourage other B2C and B2B sustainability-based relationships.

We have sent a special letter to each different supplier department (hotels, guides, activity providers) with a Checklist, a contract and a guide for them to start with their sustainability procedures.

You can see our follow-up procedures in the Action Plan and we will try to get our suppliers more implicated in the process. The aim is to use this information in the decision-making process on destinations and products, and to inform our customers adequately.

What we have done so far:

- Include sustainability related clauses in your supplier contracts (e.g.: ethics, environment, purchasing, etc.);
- Survey your suppliers on their sustainability engagements and create an internal database of sustainable suppliers;
- Select suppliers based on their sourcing (e.g., local products) and ownership to give preference to local businesses;
- Organize onsite-checks/inspections that include sustainability-related questions;
- Share your sustainability policies with your suppliers.
- Create an overview of all partners to summarize this data

What still needs to be done: (I added it to the Action Plan)

- Include sustainability questions in tour evaluations from customers and tour guides;

1.8 Baseline assessment

The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).

By answering all criteria in this report, you automatically comply with this criterion.

This “baseline assessment” gives insight about the strengths and weaknesses of your policies and will enable you to prepare a suitable action plan.

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1.9 Sustainability policy

The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company’s activities, and includes employee-related health & safety aspects.

Sustainability in management is of growing importance to the discerning consumer, financial institutions, and investors. They want clear insight about a company’s sustainability practices and intentions so that they can make their own informed decisions. The company’s sustainability policy is therefore the cornerstone to its sustainability activities.

With a sustainability policy, a company expresses its views on sustainability and gives information about its mission, targets, and the means to reach these targets while defining goals for the medium term (2-5 years). Moreover, a sustainability policy helps a company communicate its choices within the company itself and serves to manage expectations amongst employees. The policy therefore has both an internal and an external function and must be clear and comprehensive.

Possible actions:

From the Travelife baseline assessment and your mission statement, you can define a policy with targets to strive towards. The most important Travelife themes should be included: internal management: social policy and human rights, internal management environment and community relations, relevant providers/suppliers/vendors, destinations, and customers.

1.10 Communication

The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website.

For transparency and accountability, our sustainability policy should be easily located and accessible. The best way to do this is to communicate it via the company’s website and make sure all employees, clients and suppliers are informed. We maintain regular contact with our stakeholders to engage them in our sustainability activities.

Make sure that a summarized version of your policies and targets is available in English and ideally, other local/operating languages as well.

The sustainability policy is also communicated via other channels, for example:

Internal:

- employee manual,
- newsletters,
- staff/management/stakeholders' meetings

External:

- website,
- booklets,
- newsletters,
- magazine,
- emails,
- social medias, blogs

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1.11 Action plan

The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).

Sustainability is a dynamic process and there are always areas for continued development. We use the Travelife action planning tool.

Once we have formulated our targets, developing, and implementing an action plan will facilitate the accomplishment of our sustainability goals. A strong action plan will indicate the targets, the steps required to reach the targets, who will be responsible, and what resources (e.g., material costs, time, labour) will be required to achieve each task. The action plan should span a period of about two years, with each task having a specified completion date.

Possible actions:

- Draft a SMART (specific, measurable, attainable, relevant, time-bound) sustainability action plan with clear targets, actions, responsible persons, and which indicates time-planning. This action plan should be accessible for all sustainability team members.

October 2022

Our focus is on involving more local communities and rural entrepreneurs, to train them and to give them access to tourists interested in their services.

1.12 Staff involvement

The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.

Staff involvement is key for the implementation of your sustainability policy and the achievement of your action plan. The plan must contain a clear description of how the tasks and responsibilities are

divided within your teams, which supporting instruments are needed (e.g., training), and the required budget.

When staff are involved and empowered, they feel greater ownership over sustainability initiatives within the company and are more likely to be accountable for their sustainability-related actions and be able to speak confidently about the company's practices. It is also well-understood that greater staff engagement leads to greater retention rates and job satisfaction, another key component of sustainability management.

Possible actions:

- Create a sustainability team that manages and communicates to the rest of the employees, the actions that need to be implemented (e.g.: set up a sustainability mentorship program with employees from your sustainability team who then mentors 2 or 3 other employees and shares information with them);
- Ensure managers participate actively in the company "Green Team," and shares sustainability messaging within their departments;
- Include sustainability topics and the progress of the sustainability action plan in leadership meeting agendas;
- Ensure sustainability related tasks are included in job advertisements, job descriptions, and job evaluations;
- Integrate the sustainability policy and action planning in the onboarding process for new hires;
- Organize webinars, workshops, sustainability thematic days, and other events for your team to ensure they understand the sustainability policy and actions they are responsible for;
- Use the Travelife Action Plan and combine it with the use of your internal tools such as your intranet and other online scheduling solutions such as Bitrix, Asana, Basecamp, Officevibe, etc.
- Communicate the sustainability policy to suppliers and clients (e.g., during meetings of suppliers with your local agents and your personnel);
- Delegate actions to different departments (e.g., waste disposal to operations, green funding to finance, communications to marketing, etc.) and include responsibilities in their job descriptions;
- Conduct a survey asking employees what sustainability-related themes or causes are most important to them, or if they have ideas on how the company can do better;
- Get creative about how to involve and empower staff to contribute to the company's continuous sustainability improvements.

1.13 Monitoring and evaluation

The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.

To determine whether targets have been met, sustainability progress must be monitored regularly – because what gets measured gets managed. It is not realistic to "reduce consumption" without first understanding the baseline. **Carefully monitoring your progress will therefore provide insights about what sustainability methods are working and what needs improvement**, while also helping to evaluate targets and priorities.

To be successful, Phima Voyages has internal procedures that enable us to monitor and evaluate how actions have been implemented and what the results are. As with the action plan, it is important to decide on a monitoring time frame and person(s) responsible.

Possible actions:

- Utilize the Travelife Action Planning tool to indicate when/if an action has been completed. At any given moment, you can produce an overview, which illustrates the progress compared to the original planning. Based on this, you can adjust and/or update your planning;
- Create a monitoring tool to collect data for indicators/commodities such as waste, paper, electricity, water, and CO2 emissions;
- Keep a record of training/event attendees with simple attendance lists;
- In your reservation or relationship management tools, integrate functions that enable the creation of specific reports (such as highlighting responsible suppliers, distribution of code of conducts, etc.);
- Monitor feedback from customers, suppliers, employees, and inspection trips (e.g., via surveys or interviews) and solicit improvement suggestions;
- Use Key Performance Indicators (KPIs) to evaluate successes;
- Use an environmental monitoring dashboard showing different targets such as greenhouse emissions, responsible procurement, environmental management of facilities, employee engagement, etc.

November 2022

At the moment, the only person in the company is myself. Our company's focus has always been our collaboration with local communities and rural entrepreneurs.

Therefore we want to continue to grow our contact base and to constantly be in touch with these local entrepreneurs to give them sustainability advice and training.

HOW MANY PARTNERS DO WE HAVE NOW ? HOW MANY DO WE WANT TO HAVE IN JUN 2023 ?

I want to focus on the continuous process of training our local partners as well as the financial impact we have through sending them travellers.

Measure: number of local partners, financial impact made

1.14 Staff Communication

Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.

The engagement of all personnel is essential for the successful implementation of a company's sustainability policy. All staff must, therefore, be informed regularly about the company's sustainability practices and progress.

We make sure to share regular updates/reminders/targets relating to the sustainability policy and relevant achievements with all staff members. This can be done, for example, through regular newsletters, social media, intranet, meetings, events, working groups, and games.

It is recommended to organize at least one formal event during the year to share the company's sustainability successes and main achievements. This can also be a good time to celebrate individuals in the company who have contributed to its sustainability achievements.

1.16 Public reporting

The key sustainability results are reported to the public at least every two years and are available on the company website.

Increasingly, companies across sectors are demonstrating their sustainability commitment through digital media, namely websites and social channels. The publication of an external report supports the company's brand image by increasing the transparency and credibility of your company's policies.

Possible actions:

- On your website, provide a brief summary of the main results of the policy, which should focus on your sustainability achievements, rather than your intentions/plans;
- Publish an online annual report on sustainability and/or include sustainability as a section of your traditional annual report or company brochure;
- Share your key sustainability achievements in sales presentations and at trade shows, travel fairs, conferences, and other events where you have an opportunity to promote the company.

2. Internal management social policy & human rights

Social policy and human rights

2.1 Freedom of association

Trade union membership, collective labor negotiations and representation of members by trade unions is not hindered.

Freedom of association is a fundamental human right proclaimed in the Universal Declaration of Human Rights of 1948. For companies, the core principle is to ensure that employees and employers have the right to form and join organizations of their own choosing, and that they have a voice and are represented. Freedom of association is enshrined in the ILO Constitution and in the ILO Declaration on Fundamental Principles and Rights at Work (1998).

2.2 Collective labor agreement

The company participates and follows a (sector wide) collective labor condition negotiation structure.

Collective agreements regulate terms and conditions of employment, through which employers and their organizations and trade unions can establish fair wages and working conditions. They usually seek to improve working conditions of employees (above common labor law) on issues such as wages, supplements, training, overtime, working hours, probation periods, holidays, pensions, etc.

2.3 No forced labor

Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).

Forced labor is work that is performed involuntarily and under the menace of any penalty. It refers to situations in which persons are coerced to work using violence, extortion, or intimidation, or by more subtle means such as retention of pay or identity papers, manipulated debt, or threats of denunciation to immigration authorities.

All people should be free to choose where and when they begin and end their job.

Possible actions:

- Include a version of the following clause in employment contracts: “Employment can be ended by the employee with a minimum notice period in accordance with national labour law.”
- Forbid withholding identity papers from employees.
- Forbid managers to use menace of any penalty to compel someone to work.

2.4 HR Manual

The company has a written Human Resource policy.

A human resource (HR) policy allows your company to communicate its expectations to employees and offer guidelines on how and offer guidelines on how to behave within the context of employment. A company’s HR policy also outlines how the company will operate, in compliance with current national and international legislations, to provide protection against employment-related claims, and to help management to make decisions that are consistent, fair, and transparent.

All workplaces are unique; therefore, the company’s HR policy should be specific to your organization’s nature and structure, and include at least the following areas:

- Recruitment and selection process (including equal opportunities)
- Remuneration (including overtime)
- Working hours and leave
- Rights and duties of employees and employers (including confidentiality, alcohol and drug use, discrimination and harassment at work, health, and safety, use of the organization’s material, etc.)
- Staff career development opportunities (including trainings)
- Complaint procedures
- Dispute settlements
- Termination

2.5 Formal contracts

All employees of the company have an employment contract, including labour conditions and a job description.

All employees must have an employment contract with their employer. A contract is an agreement that sets out an employee’s, employment conditions, rights, responsibilities, and duties, and protects

both parties by outlining and providing clarity to expectations. Employees and employers must abide by a contract until it ends (for example, by an employer or employee giving notice or an employee being dismissed) or until the terms have been changed (usually by agreement between the employee and employer).

A written labour agreement indicates the following:

- Name and address of both parties;
- Date(s) of employment;
- Function title, type of duties;
- Wage/salary;
- Labour location;
- Probation period, if agreed;
- Applicable collective labour agreement, when relevant;
- Agreement on holidays;
- Minimum period of notice of termination.

2.6 Living wage

The company pays employees at least a living wage which is equal to or above the legal minimum.

A living wage is the remuneration a worker receives for a standard workweek. The amount should be sufficient to afford a decent standard of living for the worker and their family. Elements of a decent standard of living include food, water, housing, education, health care, transportation, clothing, and other essential needs, including provision for unexpected events.

The living wage is often statutory and redefined on a yearly basis; however, it can be incremented by companies to ensure their employees will earn enough to live, based on the real cost of living in their respective countries.

In the employment contracts, the salary/wage must be mentioned and be of accepted level in the respective country.

2.7 Overtime

Overtime is paid (**or time is given back as lieu**), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.

Overtime refers to all hours worked in excess of the normal working hours defined in the formal contract. Regulations on overtime commonly set two thresholds. First, the maximum standard working time (often called “normal hours”), marking the point above which working time is considered as overtime; second, the maximum total working time, including overtime.

The ILO Hours of Work (Industry) Convention (No. 1) of 1919 introduced a maximum standard working time of 48 hours per week and 8 hours per day as an international norm. In several exceptional cases, working time is allowed to exceed these limits, as long as daily working time remains not higher than 10 hours, and weekly working time not higher than 56 hours.

According to ILO Conventions No. 1 and No. 30, any overtime worked should be remunerated at higher rates than normal working hours. The rate of pay for overtime shall be not less than one-and-one-quarter times the regular rate. Overtime premia of 50 per cent above the regular wage are standard.

In arranging overtime, due consideration should be given to persons under 18 years of age, pregnant women, nursing mothers, and people with disabilities https://www.ilo.org/empent/areas/business-helpdesk/faqs/WCMS_DOC_ENT_HLP_TIM_FAQ_EN/lang--en/index.htm - F6.

The employment contract should include (a) clause(s) regarding overtime. When is extra time considered «overtime»? Will the employee receive additional payment, or will he/she be compensated in time?

2.8 Medical insurance

The company contributes to a (basic) medical insurance for all employees based on legal requirements or industry best practices.

Employers should contribute to a medical insurance for employees according to national regulations. Health coverage provided by the company should ensure financial protection and effective access to health care services for all of employees. Ill health and the failure to obtain medical care can have a long-term and negative impact on employees' productivity.

The lack of income security in case of illness can result in chronic sickness, undermining their capacity to invest in other assets such as education for their children, and better living conditions. Employees may feel obliged to work despite ill health, thus jeopardizing the health of others, and putting the company at risk.

2.9 Liability Insurance

The company has a liability insurance for all its employees (e.g. in case of work related accidents).

Liability insurance protects your company from claims that might occur after an incident has occurred on your property. Such claims can include bodily injury, property damage, personal injury, and others. Liability insurance can help to cover medical, legal, and other unexpected costs.

2.10 Holiday / Annual leave

The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).

Paid leave is the annual period during which workers take time away from their work while continuing to receive an income and to be entitled to social protection. Employees can take a specified number of working days or weeks of paid leave, in addition to public holidays, sick leave, maternity and parental leave, etc.

For employers, paid annual leave preserves employees' human capital because it provides a period of rest and recovery that enables facilitates both physical and mental health. Annual leave can therefore contribute to the reduction of absenteeism, enhancement of employee morale and motivation, while reducing turnover, which can have a significant impact on a company's bottom line.

Organizing paid annual leave may be complicated if a large number of employees want to take leave during the same period. In any event, it is important that employees are entitled to decide when they would like to take their paid leave. Although the employer generally has the ultimate power to decide on when paid leave is taken, in some countries intensive consultation or even bargaining with the employees or their representatives is required.

Generally, the regulations on paid leave laid down in collective agreements are more beneficial than statutory entitlements. In most cases, it is prohibited for paid annual leave to be exchanged for financial compensation, but it depends on national regulations. It is worth noting that the ILO Convention No. 132 recommends in Article 3.3 that “the holiday shall in no case be less than three working weeks for one year of service.”

2.11 Sick Leave

Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.

Adopted in 1952, ILO Convention No. 102 sets minimum standards for social security. It states that sickness benefits shall cover incapacity to work resulting from illness and involving suspension of earnings. Paid sick leave consists of two components: leave from work due to sickness, and cash benefits that replace the wage during the time of sick leave.

At the global level, as many as 145 countries provide for paid sick leave; however, the benefit schedules for paid sick leave differ widely among countries. Generally, the replacement i.e., the ratio of total resources received when out of work to resources received when in employment, vary between lump sum provisions, and up to 100% of wages. More than 50% of countries that provide for sick leave provide for replacement rates of between 50-75% of the wage prior.

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We comply with national requirements. 20 days is the maximum sick leave that a Peruvian employee gets paid for. Thereafter it would be unpaid sick leave from the employer, but the employee can get some payments from Essalud.

2.12 Health and safety

The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.

Employers have responsibilities for the health and safety of their employees. Below are some mandatory basic requirements:

- Make the workplace safe
- Prevent risks to your employees' health
- Ensure safe working practices are documented and implemented

- Make sure that all materials are handled, stored, and used safely
- Provide adequate first aid facilities
- Inform employees about any potential hazards of the job (e.g., chemicals and other substances), and provide adequate information, instructions, training, and supervision to safely perform the job.
- Set up emergency plans
- Ensure that ventilation, temperature, lighting, toilet, washing and rest facilities all meet health, safety, and welfare requirements
- Regularly check that equipment is being used as intended and is well-maintained
- Prevent or control exposure to substances that may be a health hazard
- Take precautions particularly when using or in proximity to flammable or explosive materials, electrical equipment, noise, and radiation
- Avoid potentially dangerous work involving manual handling (and when this work is absolutely necessary, take precautions to reduce the risk of injury)
- Provide health supervision as needed
- Provide protective clothing or equipment for employees
- Display warning and health and safety posters appropriately
- Report and record accidents, injuries, diseases, and dangerous occurrences

Employers should further provide a safe and healthy work premises, by:

- Making sure premises are properly ventilated with clean and fresh air
- Keeping temperatures at a comfortable level (e.g., a minimum of 13°C (55°F) where the work involves physical activity)
- Making sure facilities are well lit
- Keeping the workplace and equipment clean and well-maintained
- Ensuring that areas are big enough to allow easy movement (at least 11m³/388ft³ per person)
- Providing workstations suitable for the employees and their tasks
- Keeping floors, walkways, stairs, roadways safe to use
- Protecting people from falling from high levels or into dangerous substances
- Storing things properly to avoid injuries
- Fitting windows, doors, and gates with safety devices
- Providing suitable washing facilities and clean drinking water
- Providing changing rooms and lockers for employees
- Giving access to rest areas for breaks and lunches, including suitable facilities for pregnant women and nursing mothers
- Allowing employees proper breaks and leave
- Assuring safety of employees who work alone, or off-site

2.13 Equal opportunities

Phima Voyages includes explicitly in its sustainable business practice that they strive for equal opportunities for all present and potential employees and therefore do not discriminate against anyone for their membership of or affiliation to any trade unions or political parties. Furthermore, all

of our employees have a work contract that give them a social security. This work contract offer them a regular wage and one day off per week.

Phima Voyages ensures that people are not discriminated in regard to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.

Equal opportunity is about making sure that employees and others are treated with dignity and respect, and without discrimination, particularly on the bases of racial/ethnic background, ability/disability, neurodiversity, language, socioeconomic status, citizenship or land of origin, faith/religion/spiritual affiliation, gender identity/expression, sexual orientation, age, or marital status. Companies should impart an inclusive and equitable policy to prevent discrimination and foster an inclusive workplace; it is well understood that a diverse workforce is better suited to problem solve, results in improved employee morale and productivity, and greater retention.

An equal opportunity policy may be embedded in an HR policy and/or formal contract, and should address:

- Foundational/organizational commitment
- Employee recruitment and retention
- Fair and consistent pay and benefits
- Terms and conditions of employment
- Training and development
- Evaluation and promotion
- Discipline, complaints, and feedback
- Harassment
- Termination and off-boarding

For example, an employee cannot refuse to work with a colleague or client, or refuse to provide a service to a customer, because of their religion or belief, or because of the colleague/client/customer's sexual orientation, sex, gender reassignment, race, disability, marital status, or faith. Such refusal would be discriminatory and often punishable. In addition, if an employer is aware of such discrimination, it can in some places, be illegal for the employer to not take action against the offender. Discrimination is very serious.

On the other hand, employees must be protected from any form of harassment. It is defined as “unwanted conduct” and is done with the purpose or effect of violating a person’s dignity, or creating an environment for the employee, which is intimidating, hostile, degrading, humiliating, or offensive. It includes bullying, name calling, threats, jokes, “banter,” gossip, intrusive or inappropriate questions and comments, excluding an employee (e.g., ignoring them, not inviting them to meetings, or holding meetings in inappropriate locations), insults or unwanted physical contact. An employer should make clear to employees what sort of behavior can be considered harassment

Possible actions:

- Develop and implement a strong equal employment opportunity or diversity equity, and inclusion policy with leadership support and employee buy-in.
- Conduct regular trainings - including bias and harassment trainings - for all levels of employees, particularly recruitment and managerial staff.
- Make sure to include a diverse set of perspectives in the decision-making process.

- Provide multiple, clear channels of communication for upward and downward feedback; regularly solicit feedback
- Be flexible in making reasonable adjustments for employees to undertake job duties
- Stay abreast of local/regional/national legislation regarding labour laws; know which groups are protected
- When a complaint arises, investigate immediately.

Please share good cases of equal opportunity practices and be sure to report cases of discrimination.

2.14 Child labour

The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.

Child labour is illegal. It is defined as work that deprives children of their childhood, their potential, and their dignity, and that is harmful to physical and mental development. It refers to work that:

- is mentally, physically, socially, or morally dangerous and harmful to children; and/or
- interferes with their schooling by depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work.

The worst forms of child labour involve children being enslaved, separated from their families, exposed to serious hazards and illnesses and/or left to fend for themselves on the streets of large cities – often at a very early age.

Two ILO Conventions, the Minimum Age Convention No. 138 and the Worst Forms of Child Labour Convention No. 182, provide the framework for national law to define a clear line between what is acceptable and what is not, including a minimum age for admission to employment or work. This minimum age should not be less than 15 years (or 18 years for hazardous work).

Even though many countries have ratified these fundamental laws on child labour, it still occurs in many places. Child labour is especially prevalent in the Global South, many children work in spite of international guidelines, and due to local and global inequalities.

2.15 Complaints procedure

The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.

Regardless of the size of your business, all employers should follow a full and fair grievance procedure. A grievance procedure is a formal way for an employee to raise a problem or complaint to the employer. When an employee raises a formal grievance, the employer should follow a formal protocol.

Employers should always:

- Make clear they will deal with grievances fairly and consistently
- Investigate to get as much information as possible

- Allow the employee to bring a relevant person to a grievance meeting
- Give everyone a chance to have their say before making a decision
- Take actions and make decisions as soon as they can
- Allow the employee to appeal against the grievance outcome

It is important to take grievances and complaints seriously. When an employee makes a complaint - whether it is formal or not - employers who ignore the complaint can open themselves up to legal action. Moreover, in many places such as in the US, it is illegal to retaliate against a complaint. In other words, employees are protected by law, from employers taking action against an employee for making a complaint, for example, by withholding funds, or terminating employment.

2.16 Representation

The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.

Employee representation within an organisation refers to a systems and procedures for considering employees ideas, concerns, wishes, etc., and making the employee voice heard amongst those in leadership. Employee representation drives employee/work satisfaction and gives management and boards deeper insights about the company's inner workings.

In certain countries, a works council or staff representation is mandatory for companies with a certain number of employees. A works council is a group of employees representing all staff members and who are elected by the company workforce for a certain period. Works councils primarily exist to reduce workplace conflict by improving and systematizing communications channels.

2.17 Disciplinary procedures

There are documented disciplinary procedures in place and staff are aware of them.

A disciplinary procedure is a formal way for an employer to deal with an employee's unacceptable or improper behavior ('misconduct') and unsatisfactory performance ('capability'). It is recommended to draft clear disciplinary procedures and communicate them to all employees via your company's human resource policy.

Disciplinary procedures should:

- Be put in writing;
- Reflect a company's core values, mission, and the culture it wishes to establish.
- Indicate to whom they apply;
- Be non-discriminatory;
- Allow for matters to be dealt without undue delay;
- Require employees to be informed of complaints against them, including any supporting evidence, before a meeting;
- Allow for information to be kept confidential;
- Tell employees what disciplinary action might be taken;
- Say what levels of management have the authority to take various forms of disciplinary action;
- Give employees a chance to have their say before management reaches a decision;

- Provide employees with the right to be accompanied;
- Provide that no employee is dismissed for a first breach of discipline, except in cases of gross misconduct;
- Require management to investigate fully before any disciplinary action is taken;
- Ensure that employees are given an explanation for any sanction; and
- Allow employees to appeal against a decision.

2.19 Measuring employee satisfaction

Employee satisfaction is regularly measured and suggestions are taken into account.

Workplace wellbeing relates to all aspects of working life, from the quality and safety of the physical environment, to how workers feel about their work, their working environment, the climate at work, and work organization. The aim of measuring the well-being of employees in the workplace is to complement health and safety measures and to make sure workers are safe, healthy, satisfied, and engaged at work.

Workers' well-being is a key factor in determining an organization's long-term effectiveness, as numerous studies show a direct link between productivity levels and the general health and well-being of employees. Measuring employee satisfaction and giving them means to make suggestions for improvement is therefore key to sustainable employee management and is likely to result in talent retention and increased loyalty.

Training and Education

2.20 Health and safety

All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).

Please describe how you inform and train your employees. Provide details of past trainings. What kind of training, how often and to which staff members.

Everyone who works for you needs to know how to work safely and without risk to their health Decent work is safe work.

2.21 Personal development

The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.

Providing employees with career guidance and accesses to skills can be a key investment for employee success and satisfaction, effective human resource management, and as well, can be useful for employees' career transitions and livelihood planning. Personal and career development encompasses a wide variety of activities such as providing support (e.g., career information and advice, counselling, mentoring, coaching, assessments), providing experience (e.g., job shadowing, rotations, etc.),

providing opportunities (e.g., professional networking, education, trainings, access to special events and conferences), and so on. It is highly recommended to provide regular training and guidance sessions to your employees and to encourage them to develop their competencies.

Here are some possible starting points:

- Ask employees about trainings they are interested in
- Dedicate a yearly budget to staff development (e.g., a scholarship policy)
- Give the option to attend training during working hours
- Keep a record of employees' trainings
- Create individual learning plans
- Why is it important to provide training opportunities to your employees?
- To better equip your employees to do their job;
- To improve your employees' work satisfaction and engagement;
- To gain a competitive edge by developing skilled employees;
- To increase productivity and innovation;
- To save cost on the long-term by increasing efficiency;
- To attract new employees.

2.22 Trainee positions

Traineeships/Internships are offered to students.

Work-based learning refers to all forms of learning that takes place in a real work environment (e.g.: apprenticeships (formal and informal), internships/traineeships), which combine elements of learning in the workplace with classroom-based learning. It demands close collaboration between social partners, enterprises, public authorities.

There is an increasing global recognition that worked-based learning plays an enormous role in closing the skilled labour gap in tourism and in other industries. On-the-job training addresses the fast-changing labour market, provides a cost-effective option for training, and promotes private sector development and innovation. Providing a work experience scheme also facilitates a pipeline for future talents among your employees.

Possible actions:

- Offer opportunities for students to do an internship or traineeship with your company.
- Create partnerships with local educational institutes, especially ones supporting vulnerable youth in your communities.

3. Internal management: environment and community relations

Sustainable purchasing policy

We are a small company, but aware of the impact our purchases can make.

Situated in the Andes in Northern Peru, we don't have regular access to many ecoresponsible / ethical products, but we focus on buying local products and work with the people from the region.

Preference is given to products that are produced with respect for people and environment, and more over where we have a direct contact and can go back if there is a problem.

If there is no sustainable product accessible in our region, we investigate with products coming from Lima or the coast and compare the difference in cost, quality, performance, and availability.

Criteria used for our sustainable purchasing or procurement policy:

- We give preference to products with a recognised environmental or sustainability certificate, label, or with proven sustainability qualities;
- We prefer products that are locally produced;
- We buy from local suppliers and/or social enterprises when possible;
- We prefer to work with suppliers and service providers that have a sustainability reputation
- We buy products with less packaging;
- We buy products that are produced with eco-friendly resources;
- We buy products that are made to be durable and that can be easily repaired to increase the lifespan;
- Whenever possible, we rent or investigate the possibility to share items;
- We refuse to purchase archeological/historical artifacts and or/products that threaten flora and fauna as indicated in the CITES treaty and the IUCN Red list.
- We only purchase from suppliers that abide by all local, national, and international labour laws.

3.1 Reduction of disposable and consumable goods

The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).

As being the only person working in my home office, I have the following policy in place :

- Always have a tote bag or reusable plastic bag with me, in case I want to buy something, not to use a plastic bag
- Have cups and glasses in the office for coffee and water, not to have any plastic glasses
- In France, I use tap water, in Peru we had a big container of 22 litres of water for internal office use (tap water is not drinkable)
- Our office space is equipped with LED light bulbs, the air conditioning / heating system is maintained on a regular base and we don't heat more than 19°C in winter.
- We don't print any promotion material anymore since 2017. All our communication is done by email with PDFs or on our FB our website.
- We have tissue hand towels for staff and visitors that are regularly washed.

3.7 Energy saving policy

Our Commitment to energy reduction and management;

- The home office is not heated during spring and autumn, as perfectly exposed to lightning.
- During winter, if necessary, the office temperature is 19°C
- During summer we will only put the air conditioning a few degrees below outside temperature.

- We follow our (household) energy consumption and try to stay the same (as we are already doing many things)

Tips for saving energy on heating and ventilation:

- All our staff is informed about the efficient use of heating/cooling and ventilation use;
- At night and when nobody is in the office, we limit the temperature to 16°C;
- During the day, the office temperature is heated to 19°C, not more.
- We have ventilators for high summer temperatures and the air conditioning is set a few degrees below outside temperature, to make the temperature good, but not too cold, not to spend too much energy.

Tips for saving energy with lighting:

- We use a maximum of daylight, as the office is well exposed.
- All our light bulbs are energy saving ones, LEDS. We don't have halogen light.
- We switch of the light in rooms we are not in.
- We don't leave a light on just for comfort reasons.
- All staff members are aware and regularly reminded of the importance to switch off the lights, especially the smaller ones that are more for ambiance than for need.

Tips for saving energy with technical equipment:

- We also check on energy labels and compare energy usage when purchasing computers and printers;
- Screens go automatically on stand-by after not being used for approx. 20 minutes;
- Printers are to be switched off at night and outside office hours
- The fridge is properly used and regularly emptied. The freezer is defrosted regularly;

Tips for saving energy with emails:

Emails and Internet use also generate a carbon footprint. Emails are estimated to leave a CO2 footprint of 6g, while paper mailings are estimated at 14g. When crafting emails, here are some things to consider:

- Develop a company habit to keep emails "short and simple," as the length of emails determine the use of energy. You may also consider removing the email thread of conversations.
- Use links and shared folders instead of sending heavy attachments, as the more bits the message, the more energy is needed to send them;
- Be mindful of your company's logos and sender details/signatures (always max. 72 dpi.);
- Consider if electronic bulk-mailings have an effective response or open rate and keep your mailing list up to date;
- Encourage your employees to clean up their mailboxes regularly and unsubscribe to unnecessary mailing lists.

- Maintain your servers accordingly.
- Shift to sustainable suppliers such as green hosting that uses renewable energy.

3.19 Water reduction policy

Only 3% of all the water on Earth is fresh water; the remaining 97% is salt water. Of that 3%, only 1% is drinkable, as the remaining 2% is locked in ice caps and glaciers. With such little drinking water available, and with ever-increasing population rates, it is imperative that we preserve and conserve this precious resource. This is especially relevant in high water risk areas such as deserts and other areas experiencing drought (e.g., parts of Australia and the United States).

Reducing water consumption means using our limited water supply wisely.

Practical ideas to reduce water consumption in both small and large businesses:

Taps:

- We do have water-efficient taps with a flow restrictor;
- Fix leaking taps. Even a slow dripping tap can waste 10,000L in a year;
- We pay attention to and conscientize staff members to avoid washing up under running taps.

Dishwashers:

- We do have a dishwasher since 2012 and only use it when it's full.
- Instead of rinsing, scrape dishes prior to loading.

Toilets:

- Our toilets are dual-flush and we use it accordingly;
- Fix leaking toilets immediately;
- Install toilets with smart controls to reduce unnecessary flushing.

Air conditioning:

- Use fans and natural ventilation, where possible;
- Set temperatures a few degrees closer to outside templates (e.g., on hot days, setting the thermostat to 24°C rather than 21°C);
- Switch off heating and cooling after business hours.

Plants:

- We don't have the possibility to install rainwater tanks/rain catchments;
- As we are in a dry region, we use drought-tolerant plants and have native species that are hardier to local climate;
- Our plants are always watered early in the mornings or in the evenings.

Make your staff water wise:

- Include water saving policies and procedures in staff inductions;
- We regularly discuss efficient water use during meetings

3.23 Waste reduction

Waste prevention is the best start for waste reduction.

We apply the 5 R Rule: Reduce, Refuse, Reuse, Recycle, and Remove

At Phima Voyages we pay attention of our waste management. We only buy something, if we really need it. We then check if we can get it second hand or if we have to buy it new. We also check if we can reuse staff we have in the office in another way. If things / materials are broken, we repair them. If this is not possible, we dispose of it the correct way. We recycle all our trash and compost our organic trash.

Practical tips :

- Think twice before buying something – do we really need it ?
- We use recyclable and refillable products (liquid soap, etc.)
- We prefer buying bulk packaging instead of many small packages (e.g., paper, cleaning materials, etc.);
- We give preference to high quality, long lasting, and easily repairable products;
- If choosing single-use products, we use them as much as we can (e.g., paper, water bottles, takeout containers, etc.) before tossing;
- We hardly use harmful or hazardous products or products which need careful storage and handling, and give preference to environmentally friendly alternatives;
- We use food materials with environmentally friendly packaging (e.g., re-useable) such as refillable bottles, paper/cardboard packaging, etc.;
- We don't use any paper cups, bottles, and cans, and give preference to (refillable) bottles, mugs etc.;
- Whenever we have old furniture or equipment that we don't use anymore, we give it away to your employees or to charitable organisations with recycling programmes in place;
- Avoid single use plastic water bottles by enabling and empowering guests to use refillable bottles at water stations.
- We have different containers for glass, plastic / paper / carton, batteries and ink cartridges and dispose of them at the municipality places from where they will be recycled.
- We compost our organic and biodegradable trash.

How to deal with old electrical equipment (e-waste)?

- Take old equipment to a licensed waste disposal centre;
- Only take equipment to recycling stores if they still function;
- Hand in old mobile phones, cables other data-sensitive e-waste to reputable organisations.

3.31 Staff travel policy

For our sustainable mobility policy for staff travels, we consider:

- We reduce staff travel where possible. (e.g., encourage teleworking and video conferencing), however as we are working in remote areas, very often it is just better to go there in person

and to stay a few days. The connection and interaction with the locals is much better (afar from the fact that they might not have a good internet connection and cannot get reached through a video conference call).

- When staff needs to travel, we choose the most sustainable option. Walk or cycle, take the bus or the train/metro, carpool with co-workers, use a smaller car (and if economically possible a hybrid/electric car or motorbike), take the train instead of flying, fly economy class instead of business class, use public transport instead of taxis, etc.
- Phima Voyages takes in charge all staff travel, as they travel to meet with our local partners, and it is part of their work.
- We do compensate the carbon emissions to set an example to your customers/partners/suppliers; but only for our international flights, not for the regional travels.
- Set simple rules regarding sustainable transportation that are appropriate for local circumstances.

We measure our emissions caused by business travel by keeping a record about the business trips made by our staff members.

We use a spreadsheet to collect the following data:

Reason for the journey	Length (time) of the trip	Travellers name	Mode of transport	Distance in kim per transport mode	Fuel consumption for cars	Calculation of CO2 emission in tons

For every business trip, question if the trip is really necessary or determine if alternatives are possible (e.g., videoconferencing, e-learning).

If the trip is necessary, select the most sustainable transport mode (e.g., train, bus, rented car/carpooling, etc.). Pay attention to annual expenses as they can give clear insights about possible areas for improvement.

Carbon offsetting

Carbon offsetting is a way to take responsibility for unavoidable carbon emissions. No business can operate without some kind of a carbon footprint. Having reduced what some kind of they can, responsible businesses offset remaining, unavoidable emissions. Carbon offsetting not only benefits the atmosphere and environment, but it also sets an example of environmentalism ingrained in organisational culture (especially to employees), and also builds a brand’s reputation as a responsible business.

We use carbon offsetting for our international flights, directly through the airline company.

Compensate through your own project

We also replant / adopt trees in local conservation areas in Northern Peru for each of our travellers. This is not really to compensate their emissions, as we don't have the measurements, but we will work on getting estimated figures about how much one tree does offset.

Some of the trees are planted directly by our travellers in the ACP Milpuj.

Some others are adoption of trees and we pass through Conservamos por Naturaleza, a national NGO.

Employee Incentives

We encourage our employees to come to the office walking. Chachapoyas, where we had the office, is a small town and you don't need a car.

4. Inbound partner agencies

4.1 Agency Partner Policy

Based on our inventory of our partner agencies, we have identified the key partners that represent a significant part of our business. These key partner agencies are listed in your reporting in the Travelife platform.

We have developed a policy clearly stating selection criteria for our partner agencies including sustainability related topics such as values, working conditions, environmental management, etc. The objective of this policy is to help our partners understand our requirements/expectations, and to also encourage them to keep improving their own sustainability practices.

Phima Voyages engages to

- Prefer to work with organizations that have a written sustainability statement as an integral part of their business policy and with a clear sustainability policy in place
- Expect partners to comply with GSTC-accredited certifications
- Recommend partners to adopt sound environmental practices and to minimize their carbon footprint
- Will regularly evaluate their sustainability claims to ensure practices are aligned with our own company policies.

We commit to take actions to motivate companies to adopt sustainable policies through the following commitments:

- Inform key suppliers about our sustainability policies.
- Include key sustainability clauses in contracts with recipient partners and suppliers.
- Request suppliers to make more sustainable choices in their products and services when the activity or customer requires it.
- Motivate and support partner agencies to participate in sustainability training courses for tourism companies.
- Inform our guides or local leaders about our sustainability policies and engage them to contribute to their compliance.

We also commit to broaden our range of supplier options with more sustainable criteria, as described in the following:

- Conduct a market study on potential new suppliers that comply with minimum sustainability conditions in case there are no current suppliers in the destination or current suppliers are not committed to a more sustainable development.
- Prefer agencies that pay attention to local community benefits when selecting local accommodations and their social policy for employees.
- Periodically evaluate the sustainability practices of our key partners to ensure that their practices are truly sustainable.

We inform our suppliers

- by sending them a sustainability questionnaire
- setting up a meeting to discuss each other's sustainability practices
- planning an onsite visit
- sharing information related to sustainability trainings, etc.

5. Transport

5.1 Transportation policy

According to Statista, "In 2019, air travel comprised the largest share of international inbound tourism, accounting for 59 percent of the total. Road travel recorded the second-highest share, consisting of 35 percent of global inbound tourism. On the other hand, travel by train had the smallest share at just one percent."

It is clear that international transport has a **sizeable impact on the environment** and is responsible for a major share of the greenhouse gas emissions resulting from the activities by our industry.

When creating our sustainable transport policy, we therefore imperatively consider giving preference using the following criteria, particularly with transport contractors:

- Most efficient route (e.g., preference for direct flights and avoidance of layovers) for both time and carbon efficiency;
- Consider rail or bus for short haul travel (e.g., regional trains);
- Use public transportation wherever easily and comfortably possible, (e.g., buses, metros/subways/trams in cities) including for airport transfers and city tours;
- Use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers);
- Use/purchase/lease of newest and most efficient motorized vehicles (e.g.: hybrid, eco-fuel etc.);
- Preference for longer stays at destination, especially for long haul travel;
- Option to compensate the remaining carbon emissions;

We inform our clients about the fact that we plant / adopt a tree in an ACP in the region of Amazonas for each traveller. We also tell them that they can offset their plane carbon footprint directly when taking their international flight.

POLICY INTERVENTIONS FOR SUSTAINABILITY

- Correct Multi Modal Mix
- Public & Private where possible
- Non-motorized & Motorized

Integrating Land Use and Transport

- Minimize need to travel
- Traffic Restraints in Urban Areas

Address SME Sector Management Issues

- Buses / Vans / Cars

Transfer to the departure airport

During the selling process to the client, we explain them the possibility of taking a train to their airport destination, which is a more sustainable option than taking the car or a short inland flight.

Transfer back to the airport in Lima is usually by private car, in order to give the most flexibility to our clients.

Local transport options

Local transport is one of the main components of a trip that is within a company's control in terms of carbon footprint reduction. By carefully designing itineraries, companies can find impactful ways to reduce emissions.

Phima Voyages gives preference to:

- Active transportation modes when possible, such as walking or cycling;
- Use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers);
- Most efficient and newest motorised vehicles (e.g.: hybrid, eco-fuel etc.).
- Public transportation especially regional trains for domestic travels, metros/ subways in cities (e.g., for airport transfers and city tours) and buses when possible;
- City bike or scooter share programs;
- In more remote settings use local community public transportation such as ferries, shared boats, etc.;

Vehicles used according to number of passengers

- 2 people : Car style Hyundai Tucson
- 4 people : Minibus Hyundai H1
- 6 to 8 people : Mercedes Sprinter

Cars are recent and well maintained.

Drivers are aware of how to travel safely and economically.

We share the ways to reduce the environmental impact of vehicles with the drivers we work with:

- Use biodegradable and non-toxic paint and cleaning materials;
- Extend motor oil/filter changes;
- Recycle all waste oil, anti-freeze, and transmission fluids;
- Use ultra-low sulphur diesel fuel;
- Recycle all waste material, including batteries and tires;
- Use high-efficiency air compressors in maintenance facilities;
- Replace older vehicles with newer models that feature clean air technology;
- Contain and reuse water from car/bus washing
- Improve fuel mileage by:
 - Monitoring tire pressure on board
 - Installing tire balancing products in all newly mounted tires
 - Testing gear ratios to obtain optimum mileage

5.4 Sustainable package policy

Phima Voyages has a list of sustainable suppliers/products (accommodations, transport, and activities) by sending out questionnaires to our local tourism service providers. Whenever possible, we select those that satisfy the greatest number of (priority) criteria and create (or include them in) our sustainable packages.

When selecting partners, Phima Voyages considers if the supplier:

- Is locally owned or is supports the local community;
- Supports local charities;
- Supports community-based tourism;
- Holds an internationally recognised sustainability certification;
- Has a water saving program;
- Has an energy saving program;
- Has a waste management program;
- Trains their employees on health and safety;
- Has a sustainable supply chain;
- Has a child protection policy;
- Uses sustainable means of transportation (e.g., biking, walking, bus, kayak,);
- Limits the number of domestic flights as much as possible;
- Includes homestays as part of the product offering;
- Avoids activities that could cause harm to local flora and fauna

The list is non-exhaustive and serves as a guideline only.

Collecting information

In addition to sending out a questionnaire to tourism service providers, we also check online channels to identify sustainability practices or any feedback from guests. When feasible, we meet directly with managers or conduct onsite inspections. We gather information in a spreadsheet to get a better overview.

How do we raise awareness?

In-house:

- We train employees at the destination on sustainable excursion practices;
- We integrate tips for travellers into training of personnel at the destination.

With customers:

- We publish tips for travellers on your website and on our FB page;
- We are planning to highlight (e.g., use an icon) sustainable excursions (e.g., cultural heritage, nature, wildlife) in your marketing materials;

With tourism service providers:

- We shared a code of conduct for sustainable practices with your partners and providers;
- We included sustainability language and expectations in contracts.

6. Accommodation

6.1 Accommodation policy

Our company is committed to promoting sustainable accommodation.

Sustainability of an accommodation establishment is of key importance, as it enables our company to extend sustainability practice throughout a core element in our tours / supply chain.

We usually select the accommodation of our clients and give strong preference to establishments that follow sustainable practices throughout all aspects of their operation.

It is our goal to choose small, family-owned and run accommodations in order to support local economy, but also to provide an authentic experience to our clients.

Therefore we work mainly with

- Accommodations that do not jeopardize the local community's access to basic services (e.g., food, water, energy, or healthcare), but in the contrary support them fully.
- Accommodations that have internationally acknowledged certifications, such as Travelife, taking into account price and comfort criteria.

Scope

This policy will be part of the Sustainability Policy. The policy is applicable to the selection of accommodation suppliers that our company collaborates with.

This policy is effective immediately after approval by Managing Director and circulation to staff. The policy will be formally reviewed every 2 years to ensure its relevancy.

Sustainable Accommodation Principles

In our effort of selecting the most sustainable accommodation providers available, we prefer establishments who follow these core principles:

1. The right comfort for the right price

The establishment is hygienic, sanitary and safe and is able to offer a good comfort and service to the expectation of our clients. Sustainable accommodation practices can be found in all price ranges; hence we aim to identify the most sustainable options available within the budget of our clients.

2. Fair business

The establishment follows fair business practices, including transparency and adherence to law, human rights and economic/social equity, and environmental and animal protection.

3. Minimizes impact on the environment and society

The establishment places high priority on sustainable practices, aiming at minimizing its effect on the surrounding environment and society.

General Sustainability Considerations

Internationally certified accommodation currently does exist in Peru, however not many hotels are certified so far. Therefore we choose establishments that are known for their good practices.

Evaluations of the accommodation by our company can be made in several ways:

- Site visit by our company's sustainability coordinator / manager
- Observations from our guide
- Client feedback form

How do we choose our accommodation providers ?

- We prefer working with locally-owned and managed accommodations that employ members of the local community;
- We ask all our accommodation partners comply with all relevant local and national laws protecting the rights of employees;
- We work with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage, while respecting the intellectual property rights of local communities;
- If existing, we select partner accommodations that have up-to-date internationally recognised sustainability certification (e.g., Travelife or other GSTC recognised or accredited labels);
- We ask all our accommodation partners to agree to sustainability language in contracting;
- We join forces with accommodation partners to engage in local CSR and community empowerment activities;
- We ensure that contracted accommodations respect the rights of children and are not accomplice to sexual exploitation and bribery of any groups, particular those that are marginalised;
- If/when contracted accommodations jeopardise the provision or integrity of basic resources and services such as food, water, energy, healthcare, or soil to the local community, terming cooperation immediately.

The following considerations will be made in the evaluation of accommodation establishments and will inform our company preference:

Human care

We aim to work with establishments with sound care for their human resources, which is of key importance to the hospitality sector. Hence, we assess if the establishment provides good labor conditions for their staff (minimum wage, reasonable working times, proper lunch hours, etc.).

No plastic policy

The accommodation minimizes the use of plastic and as a common practice does not offer plastic water bottles to its guests. Instead the establishment makes available places where guests can re-fill jugs that are provided in the room and their own bottles.

Waste management

We verify that the accommodation separates at least organic waste for composting and plastic for recycling. Establishments that are able to go beyond these basic waste management practices will be highly preferred.

Energy efficiency

The establishment follows energy efficiency practices, such as energy saving light bulbs, and energy efficient equipment. The accommodation provider advises their guests (e.g. through signs in the rooms and hallways) to switch off lights and electric appliances when not in use or has put in place an overall switch off plan (automated system).

Water efficiency

The accommodation efficiently uses water. Places with a water saving system on their 'western' toilet and shower will be preferred over other. Places that make use of a bucket flush for the toilet and/or bucket shower also have a clear control over the amount used.

Child protection

The establishment ensures that the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them (for example part-time or on internship basis).

Local supplies

Accommodations are stimulated to purchase and use local food products, which are produced based on fair trade and sustainability principles.

Biodiversity care

The accommodation limits their negative effect on local and global biodiversity wherever feasible (e.g. do not offer red listed species on the menu).

Authentic charm

The accommodation building (exterior and/or interior) incorporates elements of local art, architecture, or cultural heritage.

Community value

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever way they can (e.g. sponsoring of local events, donation to local heritage sites).

Stimulating enhanced sustainable practice

Our company follows a long-term strategy to improve the sustainability of regular accommodation suppliers. Upon request or self-initiative, we support collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in our destinations.

When possible, we talk to the accommodation owner / manager about their current practices and what they could do to follow more sustainable practices (e.g. by visit from our manager or through our guides).

In addition, we may share best practice standards and guidance to our accommodation suppliers, including:

- Information about hotel certification, such as Travelife for Hotels
- Self-evaluation tools
- Training manuals

Sanctions

If it is revealed that an accommodation supplier acts on unsustainable practices, our company will give them a warning. If that supplier does not amend its practice, our company will end any form of collaboration (informal and contractual) and will blacklist that company from any further association.

Communication to accommodation providers

Our company communicates with accommodation establishments in various ways.

Email : Our most common communication is via email and phone. Particularly when sending emails, we are able to communicate on some sustainability aspects.

Contract : We sign contracts with accommodation suppliers that we work with on a regular basis and with sufficient volume of clients. These contracts include an overview of our codes of conduct and sanctions, which the suppliers read and sign upon agreement.

In-person visit : When we have the opportunity, we visit the accommodation in person and talk to them about how they could improve on their services and become more sustainable. In many instances it is our guides who deliver these messages.

What we communicate

Our company promotes as a mandatory policy:

- Child labour
- Anti-corruption / bribery
- Waste management
- Protection of biodiversity

Incentives

Our company will give preference to working with those accommodation establishments who are able to operate in a sustainable manner, taking responsibility for their impact on environment and society. Where we have enough volume, we may offer additional benefits, such as marketing of the hotel on our website or special contract conditions.

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7. Activities

7.1 Sustainable excursion policy

Phima Voyages has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).

Phima Voyages chooses excursion providers regarding their environmental, social, and economic impacts when designing a tour.

Preference is given to excursions that operate based 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 do 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.

Phima Voyages conducts a sustainability assessment of the excursions we offer to travelers. Importantly and as part of this assessment, we consider which excursions and/or what components of our excursions can be considered as sensitive.

Sensitive 1: Exploring nature. We need to raise awareness of guides and clients: not to touch or take plants and objects, to stay on the way, not to walk on the ruins. It is about a consciousness-raising work.

We currently propose 25 excursions in this group.

Sensitive 2: In contact with locals. The customers are directly in touch with communities thanks to traditional activities.

We currently propose 8 excursions in this group.

Sensitive 3: In contact with native communities. Meet native communities and learn from each other

We currently propose only 1 excursion in this group (that we never sold)

Sensitive 2: When working with local communities

All our excursion within the local communities where planned and developed together with the locals. This is to minimize misunderstandings, while helping to maximize the positive socio-economic benefit of tourism to the community, as well as provide an enriching experience to the traveler.

Whether the excursions/activities offered directly or indirectly by the company, they always follow the same code of conduct. We regularly give trainings to raise awareness and advise on sustainable practices for the communities, but also to guides and drivers.

All our excursions are:

- Respectful of local traditions:
- Favor respectful exchange with local people
- Include visits to local arts and crafts venues
- Include food which reflects the region's cuisine
- Always ask before taking photos

Respectful of the environment:

- Comply with regulations of protected areas (e.g., national parks)
- Give preference to slow, non-motorized means of transport (e.g., hiking, bicycling, walking)
- Recommend small group sizes in order to respect the carrying capacity of the visited site
- Make sure no rubbish is left on-site;
- Offer the possibility to refill water and eat/purchase snacks such as local fruits, etc.

Respectful of animal welfare:

- Refrain from offering excursions involving the trade, consumption, close contact, or performances of animals (e.g.: dolphinariums, whale shows, primate performances, etc.)
- Ensure there will always be a distance between guests and wildlife, and do not allow any animal feeding

Support the local economy:

- Encourage purchase of locally-made arts and crafts;
- Dine at locally owned restaurants that in turn support local farmers;
- Hire local workers and guides;
- Work to ensure a maximum economic benefit from your tourism activities;
- Make sure customers are aware of environmental and cultural sensitivities;
- Work with locals to make sure they share information about local history, culture, religions, traditions, etc.
- Obtain guidance from locals regarding guests' culturally appropriate behaviors (e.g., dress code, photography etiquette, etc.);
- Hire locals and specialists to educate travelers on local flora and fauna, history, architecture, economy, and food.

Phima Voyages usually operates the excursions directly, the clients visit a site or a community accompanied by their English-speaking guide who makes the conjunction between travellers and locals.

When working with an excursion provider, we apply the following contracting requirements:

- Activity providers must be locally-owned and be based in the community;
- Activity providers with internationally recognised sustainability certification(s) are preferred;
- Activity providers provide a fair working environment for their employees (including licensed tour guides);
- Activity providers offer educational/training/professional development opportunities to their employees and tour guides (topics may include sustainability, child protection, first aid, etc.);
- Activity providers ensure that children's rights are respected and persons under the age of 14 are not employed;
- Activity providers do not impede on the provision of basic services for local communities, and do not impact locals' access to natural/cultural resources;
- Activity providers limit their negative effects on local and global biodiversity;
- Activity providers give preference to local guides that are appropriately trained and qualified, especially in culturally sensitive sites, heritage sites, and ecologically sensitive destinations.

Who are our suppliers ?

1. Eli Davan Palma from Trekking Leymebamba
2. Sra. Isabela Tafur, weaver in Leymebamba
3. Sra. Maria Elena, weaver in Leymebamba
4. Sr. Jabier Farje, local orientador in Leymebamba
5. Sra. Marina y Sr. Frank, cheese makers in Leymebamba
6. Sr. Miguel Huaman, sculptur in Leymebamba
7. Sr. Perico Herredia, environmental walk in Nogalcucho
8. Tingana Reserva in Moyobamba
9. Santa Elena Reserva in Moyobamba
10. Chaparri Reserva in Chaparri
11. Ceramic ladies, Sra. Elvira in Huancas
12. Sra. Rosita, coffee making in Cuispes

13. Sra. Edita, coffee making and cheese making in Cuispes - Isaac
14. Sra. Elisa, bread-baking in Cuispes
15. Sr. Martin Granado, mask creating in Tucume
16. Sr. Julian Bravo, dying batics in Tucume
17. Sr. Heriberto, chocolate making in Chazuta
18. Hermanos Garcia, Trujillo

Suppliers' communication

Phima Voyages is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.

We have included our suppliers into our bi-monthly sustainability newsletter and have also included them in our private FB Group Red de turismo sostenible Phima (as not all of them have access to email).

By mail and in the FB group, we share the following:

- Communicate our sustainability commitments to the main excursion providers and help them integrate sustainability initiatives into their operations.
- Your sustainable excursion policy
- A sustainability checklist,
- Distribution of codes of conduct/guidelines for sensitive excursions or activities : Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment.
- An updated contract for the communities and excursion providers, inspired by the one for the hotels
- Training possibilities
- Marketing campaigns

The Codes of conduct/guidelines for our excursions are available online and are explicitly shared with main excursion providers.

Certified excursions

Preference will be given to excursions that operate on the basis of acknowledged and controlled sustainability standards. At the moment there are no certified excursions available in our area.

If controlled sustainability standards are available for specific types of excursion suppliers, they will be favored over non-certified excursions and excursion providers.

No excessive negative impact activities

Phima Voyages and its excursion providers do not offer any activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.

No activities where captive wildlife is held are offered, 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.

Unacceptable activities are for example:

- Animal shows/performances (e.g., elephant shows, dolphinarium)
- Visits to schools/orphanages
- Visits to specific communities for voyeurism purposes

Wildlife featuring and harvesting

Excursions and attractions in which captive wildlife is held are not offered, except for activities that are properly regulated and are in compliance with local, national, and international laws. Excursions that include interactions with wildlife, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.

Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local, national and international law. The supplier does not promote souvenirs or food that contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'. Should any such criminal behavior come to light, [the company] reserves the right to terminate the contract without notice.

Skilled Guides

In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.

Guides are a travel company's ambassadors on the ground. They are the bridge between travelers, locals, and excursion providers, and act as the face of the destination. All tours must therefore be guided by certified/licensed local tour guides. If certifications or licenses are not locally available, then guides shall demonstrate other relevant credentials. This criterion expects that guides understand basic sustainability practices and standards and are comfortable sharing this knowledge with guests.

We require our guides to:

- Have an intimate knowledge of the area in which they work (e.g., they grew up in the region, they belong to the local ethnic groups, or they have a deep understanding of the area);
- Have a high knowledge of the environment in which the tour takes place, including the surrounding nature (e.g., geography, flora, fauna) and culture (e.g., heritage sites, local communities, traditions);
- Speak the local languages/dialects.
- Have a license for guiding awarded by the local government, national tourism council, tourist board, official guides associations, or any other respected tourist authority.
- Are skilled and licensed to lead specialized activities (e.g., trekking, biking, mountaineering, rock climbing, kayaking)

The guides follow Phima Voyages standards by:

- Referring to the handbook dedicated to our guides in which we formulate all your expectations about the operation of our tours;
- Knowing our code of conduct, guidelines, and sustainability-related policies
- Following a sustainability training presentation for new guides and a refresher course for existing guides;
- Assisting in peer learning and exchanges of experiences between former/current and new guides;
- Participating in interactive activities within the local community that covers topics such as local history, archaeology, culture, and spirituality. Sharing local history and culture drives community pride in their region and encourages preservation of these (tourism) resources.

In order to always strive to improve our guide's services, we constantly assess the profile of our guides and keep an accurate tour guide listing. Like this, we will gain better insight about their strengths, expertise, and desires. Acknowledging their interest and abilities allows us to ensure that the most suitable guide is chosen for the relevant tour.

You can create a spreadsheet containing a database of all your guides, and include categories for by languages spoken, licenses, areas of interest, and so on. Adapt the columns/rows to fit the needs of your company and tours.

Supporting local communities

The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).

Therefore Phima Voyages works with locally owned suppliers, including excursion providers, accommodations, restaurants, etc., who also hire locally and source goods and services locally.

Some ways how we support local communities:

- Include local activities in our packages (e.g., visiting farms, taking part in local sports, experiencing traditional entertainment, trying local food);
- Include locally owned businesses: accommodations, transporters, restaurants, cafés, markets, gift stores, etc.
- Offer community-based tourism
- **Create a map of our itineraries, highlighting nearby local activities;**
- Ask our guides to promote local highlights throughout their tours;
- Plan stops at local markets/restaurants/souvenir shops
- Send out information about local culture prior to guest arrival;
- **Donate a portion of profits made from tours to local communities/villages visited (in addition to any pre-determined payment and entry fees);**
- Employ local guides or staff;
- Encourage guests to continue learning about the local culture of the areas visited even after their travels and share their learnings with friends and family;

Supporting environmental and biodiversity protection

The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).

Some ways how we support environmental and biodiversity protection via our activities/excursions:

- Include conservation activities in your packages, such as visiting a national park (where clients support conservation by paying an entrance fee), visiting a protected zone for biodiversity, a rehabilitation center for animals, a natural reserve, or a UNESCO site;
- **Include an e-booklet of traveler's good practices with your informational packages;**
- Make sure that the excursions are in line with the CITES convention and the IUCN Red List;
- **Create a map of your itineraries, highlighting nearby biodiversity sites, UNESCO sites, etc.;**
- Ask guides to give facts about fauna/flora observed and environmental issues of the area visited;
- Encourage travellers to adopt environmentally wise actions, such as not leaving rubbish on visited sites or not stepping outside the trails;
- Phima Voyages adopts a tree with the national NGO Conservamos por Naturaleza for each reservation. These trees are situated in the local environmental/conservation projects in the region of Amazonas,
- **Ask your customers to make a donation to local conservation projects, when purchasing a tour, in line with the destination visited;**
- Encourage guests to continue learning about biodiversity and conservation of the areas visited even after their travels and share their learnings with friends and family.

How to sell these activities ?

Once the activities are classified in different categories, we came up with specific guidelines to be taken into consideration when we are selling this tour. These guidelines help bring clarity to guides, partners, and guests, and mitigate any adverse effects of our related business activities.

For example, if an activity includes a visit to an Indigenous village, we consider the following:

For sales/product teams:

- **Recommendation on size of the group**
- **Recommendation on frequency of the visits**
- **Recommendation on income that is given to locals (ensuring that as many people in the village as possible will benefit from tourism income and that prices are well defined)**

For guides:

- Information to be delivered to travelers (i.e.: dos & don'ts or appropriate behavior guidelines)
- Information on cultural norms, relevant history
- Information on protecting local environment (e.g., pack-in /pack-out, limiting water use)

8. Tour leaders, local representatives and guides

Guide sustainability policy

8.1 Employment conditions

The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.

Phima Voyages doesn't have an employed guide anymore.

Therefore we have created a document that we use at the hiring stage each time we hire a freelance guide. This document explains the terms and conditions of employment, in compliance with local laws and written in Spanish.

In addition to the written contract, we have a formal meeting (by conference call) with NEW tour leaders/guides to carefully examine each contract condition/clause to make sure they understand their job roles and responsibilities. At this point, anything that requires clarification can be discussed and settled. It is important that both parties keep a copy of the signed contract.

8.2 Living wage

Tour leaders, local representatives, guides, porters, and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.

Minimum wage level for 48 hours per week in Peru is 1 025 Soles per month since May 1, 2022. Our guides earn between 150 and 180 soles per day, excluding viaticos.

8.3 Qualification and training

Key tour leaders, local representatives, and guides, contracted by the company, are appropriately qualified and are trained regularly.

Our guides all have a legal guide diploma, either because they followed the 3-year career of Professional tourist guide, or they studied Tourism in the university.

When starting to work for Phima Voyages, we evaluate guides' relevant knowledge (i.e., regarding destinations' culture and history, safety procedures, appropriate behaviors, sustainability, etc.). They also get our Guide Protocol that informs them about our philosophy and good practices.

We ask them to keep us updated at least once a year about any new guides' training certificates and other diplomas/credentials they might have earned.

We encourage them to take additional courses or trainings; the Travelife platform may be a helpful starting point.

8.4 Skilled Guides

In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.

We understand our guides as our travel company's ambassadors on the ground. They are the bridge between travelers, locals, and excursion providers, and act as the face of the destination. All tours are guided by certified/licensed local tour guides. If certifications or licenses are not locally available, then guides shall demonstrate other relevant credentials. This criterion expects that guides understand basic sustainability practices and standards and are comfortable sharing this knowledge with guests.

We require our guides to:

- Have an intimate knowledge of the area in which they work (e.g., they grew up in the region, they belong to the local ethnic groups, or they have a deep understanding of the area).
- Have a high knowledge of the environment in which the tour takes place, including the surrounding nature (e.g., geography, flora, fauna) and culture (e.g., heritage sites, local communities, traditions).
- Speak the local languages/dialects.
- Have a license for guiding awarded by the local government, national tourism council, tourist board, official guides associations, or any other respected tourist authority.
- Are skilled and licensed to lead specialized activities (e.g., trekking, biking, mountaineering, rock climbing, kayaking)

The guides follow Phima Voyages standards by:

- Referring to the protocol dedicated to our guides in which we formulate all our expectations about the operation of our tours.
- Knowing our code of conduct, guidelines, and sustainability-related policies.
- Following a sustainability training presentation for new guides and a refresher course for existing guides.
- Assisting in peer learning and exchanges of experiences between former/current and new guides.
- Participating in interactive activities within the local community that covers topics such as local history, archaeology, culture, and spirituality. Sharing local history and culture drives community pride in their region and encourages preservation of these (tourism) resources.

To always strive to improve our guide's services, we constantly assess the profile of our guides and keep an accurate tour guide listing. Like this, we will gain better insight about their strengths, expertise, and desires. Acknowledging their interest and abilities allows us to ensure that the most suitable guide is chosen for the relevant tour.

8.4 Sustainability policy

Phima Voyages gives preference to local tour leaders, representatives, and guides, and ensures the following principles are respected:

- Guides recruited have the relevant qualifications for the type of tour, and appropriate level of expertise as required by local regulations.
- The company recruits licensed guides and keeps current copies of their credentials.
- Guides recruited meet the legal minimum age to work and have clear contract employment documentation.
- Guides are informed about appropriate behaviors towards customers (the company will investigate any claims or suspicions of inappropriate behavior, and implement a disciplinary procedure when required).
- Guides are regularly trained and provided with the necessary knowledge (including first aid, sustainability, destination, customer service, etc.).

Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.

They are part of our mailing list as well our private FB group where we share regular updates and bi-monthly newsletters.

8.5 Sustainability knowledge

Tour leaders and local representatives have been trained on general tourism sustainability principles.

We have invited all our guides and orientadores to enter the Travelife platform to take several of the available training.

Giving preference to local tour leaders and guides implies that guides will have insightful knowledge to impart regarding the destination. They will inherently understand local culture and etiquette, local language, and the importance of destination stewardship.

8.6 Destination knowledge

In addition to knowledge about sustainability issues, subcontracted personnel must have a thorough knowledge of the natural and cultural heritage of the visiting area. This is accredited based on their background, education, training, and previous training, as well as their subsequent continuous training.

8.7 Customer communication

Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (protection of flora, fauna, and cultural heritage, resource use), social norms and values (tips, dressing code and photography) and human rights (sexual exploitation).

Phima Voyages has a customer feedback sheet in place that is sent out to all our clients after their trip. It is very detailed and asks their opinion in every aspect of their trip (hotel, driver, overall impression, guide and visited sites).

As a responsible company, we ensure that tour leaders/guides will deliver appropriate advice to travelers:

Before the tour (speech of the guide)

- Inform travelers about eco-friendly means of transportation in the destination city and provide detailed directions to the meeting point (when applicable).
- Inform clients about the potable water situation in-country and advise on whether they can bring a reusable water bottle for tap water, or suggest other eco-friendly solutions (e.g., portable water filter) to minimize single-use of plastic during the tour.
- Inform clients about the dress code, especially if visiting culturally sensitive areas or religious places.
- Inform clients about the company's photography policy (e.g., ask locals before taking pictures) and sites where they will not be allowed to take photographs.

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During the tour:

- Help travelers behave responsibly and appropriately in the destination.
- Support the learning and practice of the local language (basic words).
- Inform guests about how to behave to minimize their footprint (e.g., which side of the sidewalk to walk on, regulations about smoking in public places, illegal souvenirs to avoid purchasing etc.).
- Guide travelers towards positive ways of supporting your local communities while in the country and after their return home (e.g., donating to non-profit organizations, purchasing souvenirs from responsible shops, dining at vocational training restaurants).
- Inform your guests about risks and precautions related to health and safety matters in your destination (e.g., Is tap water drinkable? Is pickpocketing common?).
- Inform your travelers about political or social issues in the destination.
- Discourage the purchase of endangered flora and fauna products that may be offered for sale
- Prohibit guide and passenger participation in commercial sexual activities and/or illegal drug use.
- Provide tips on how to minimize waste, and give information about any specific waste management regulations, for example how recycling and composting works in your city, where guests can refill their water bottles, etc.
- Provide site interpretation when visiting natural areas or cultural heritage sites.

After the tour:

- Ask for constructive feedback and be sure to include questions about responsible travel (e.g., if the guest learned anything new, if sustainability practices met their expectations, etc.).
- Deliver what you promised (e.g., send photos you promised to send, restaurant recommendations).
- Keep the traveler informed about how their money was spent (e.g., if donations or carbon offsetting are included in the tour price).

- Provide an opportunity or ideas of how travelers can continue to connect with the destination, the company, and each other after the tour.

8.8 Sexual exploitation of children: staff training

Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.

We ask them to follow the Travelife training regarding Child Protection.

Phima Voyages is aware that we are ultimately responsible for providing training opportunities to tour leaders and guides we work with.

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9. Destinations

9.1 Sustainable destinations

Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.

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.

Our role as a responsible company is in part to act as a gatekeeper – promoting some destinations, while discouraging tourism to others. We know that our decisions to organize trips to certain areas need to consider sustainability criteria, especially when opening a new destination. A destination can be understood as a country, region, city, or even a community or neighborhood within a city.

We did not include any new destinations to our inventory in 2022, but we tested a new excursion proposal in the region of Lambayeque that was everything we like to promote

- Exploring new roads
- Slow Travel and Ecoresponsible, as it is a bike tour
- With local people and in local restaurants
- Showing a different reality than only tourist places
- Visiting fewer known places (Huaca Chotuna)

In the choice of a new destination, Phima Voyages considers not only marketing and demand issues but also sustainability issues. This criterion does not mean that "less sustainable" destinations cannot be selected; however, we try to stimulate and support the destination towards more sustainable action (within the practical possibilities of the tour operator).

9.2 Accessible destinations

In selecting new destinations the reachability through more sustainable means of transport is considered. Unfortunately, the accessibility in Northern Peru is difficult.

Accessibility is commonly defined as when a “person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use.

Disabilities can be seen and hidden, and not all people may be forthcoming about their disabilities. It is therefore both a social and a business responsibility to consider accessibility when selecting new destinations. This can mean not only considering whether a site is wheelchair accessible, but also that souvenir shops accept multiple methods of payment. It means suppliers can access equipment such as adaptive kayaks, spaces are large enough to accommodate caretakers, captioning is widely available, and that locals are kind and empathetic.

As noted by UNWTO, “According to the World Health Organization (WHO), 15% of the world’s population (1 billion people) lives with some form of disability. Accessibility for all to tourism facilities, products, and services should be a central part of any responsible and sustainable tourism policy. Accessibility is not only about human rights. It is a business opportunity for destinations and companies to embrace all visitors and enhance their revenues.”

9.3 Local economic network

The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport).

Phima Voyages stimulates sustainable consumption and production patterns and plays a leadership role in ensuring the sustainability of our local economic networks and advocating for the efficient and fair use of local resources. Building local economic networks also means nurturing relationships amongst different stakeholders, to create virtuous circles for economic growth and social welfare. Therefore, we created a common Facebook group where all our stakeholders are included.

When we create a tour in a village such as Cuispes, Leymebamba or Tucume, we package that tour including homestays that source food from local farmers, shopping at gift stores that sell handcrafts, and featuring local guides. All of this brings enormous benefits to the local area.

In 2022 we have given 256 hours of training to 38 people in 8 different communities.

9.4 Forbidden souvenirs

The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN ‘Red List’; historic and archaeological artefacts (except as permitted by law).

We do not allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local and international laws in place to prevent this.

10. Customer communication and protection

Prior to booking

10.1 Customer privacy

The company ensures that customer privacy is not compromised. Our agency is committed to protecting the personal data of customers and not to disclose it.

Your privacy and protection are important to us. Sensitive information is stored electronically within our database, which is secured and only accessible by accredited staff who follow strictly privacy procedures. If any documents containing personal data are printed for internal purposes, they are kept in a filing system in our office that is only accessible by our most trusted employees.

- Any personal data is only collected if relevant and necessary for us to provide the services sold.
- Our customers are informed on how we store data and where. They always have the option to be deleted from our database.
- We are committed to protecting the privacy of all our guests and users, and we would like to reassure you that all of the information you provide us with is kept strictly private and confidential.

Upon reservation of our clients, we send them our Booking Confirmation sheet, where we ask for

- Full first and last name as written on their passports
- Birthday
- Nationality
- Passport number and expiry date
- Insurance company number in case of any problem
- Address
- Email address
- Telephone / Whatsapp-Number to communicate throughout their trip
- Name and contact details of a person to contact in case of any problem

We also ask for a copy of their passport, in order to have the information ourselves and don't depend on the clients information, as often they make a mistake or don't give us the name as written in the passport. If the client doesn't want to send us the copy, no problem.

Moreover, in our booking confirmation sheet a part is devoted to the right to image of customers. They are informed that photos can be taken and used for the agency's website. We ask them to either sign the agreement or let us know if they are not comfortable with it.

All of this information is stored at Phima Voyages only, we don't share it with anybody, except for the confirmations of their bookings for

- Hotel reservations
- Flight reservations

The collected information is used by our reservation staff to reserve all the services on the client's behalf.

The marketing department will use their email address to add it to our Mailchimp database and send them a newsletter every 2 months. Obviously, clients can unsubscribe at any time.

As required by law, our website includes a privacy policy.

<https://www.phimavoyages.com/en/legal-notice/>

10.2 Promotion and communication

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.

All our promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.

We create our posts on social media ourselves, with our own pictures. Like this we ensure to provide communication materials that are true to the product.

Any advertisement and/or communication written and released will clearly state when relevant:

- Exact itinerary (with distances and times)
- Exact price with dates of validity
- Included services
- Insurance details
- Exclusions (and surcharges if applicable)
- Detailed destination information
- Indication of sustainable options
- Dress code/ethical instructions where needed
- Accurate photos and visual materials
- Personal data protection
- GDPR consent if applicable
- Complaints instructions
- Company contacts including emergency contacts

10.3 Product information

Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.

Our promotional and informational materials is attractive to the customer and include messaging that stimulates positive buying behavior. We only provide accurate product information reflecting real life conditions and sustainability related details to enable the customer to make informed choices.

Images shown in marketing communications are professional and accurate and respectful of intellectual property. Information is up-to-date and consistent, with environmental and cultural impacts acknowledged/outlined (e.g., GHG/carbon emission levels).

10.4 Destination information, quality

Destination information, including sustainability aspects, is factually correct, balanced and complete.

Separate from the actual product or service the company sells, destination information is usually provided in specific online materials, about the destination itself.

We have several articles on our website that give detailed information about when to travel to Peru, the seasons etc.

<https://www.phimavoyages.com/en/recommendations-peru/>

<https://www.phimavoyages.com/en/travel-arrangements-peru/>

The objective is to inform travelers about what they can expect while visiting the destination, and what is required for travel to the destination. As with product information, destination information provided must be accurate and transparent. It includes:

- Transport options to/within the destination
- 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 (featuring locally owned, sustainable options)
- Basic vocabulary and information on languages/ dialects
- Local souvenirs to buy and information on illegal souvenirs
- Local festivals and dates if relevant

10.5 GHG / Carbon emission level

Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.

Carbon emissions from travelers are caused by several types of emissions related to transportation (international and/or local), overnight stays, activities, food, etc.

It is advised to feature this information directly in your product information and other dedicated materials that are shared with travelers. This can take different forms such as email communications, dedicated textboxes and graphs in flyers, and infographics, and be adapted to various mediums and units (e.g., GHG emission levels for transports options per itinerary or per room nights in different hotel options).

10.6 Sustainable transport

We sell an "off the beaten path" region and it is easy for us to explain to our clients that they should stay at least 15 days in order to make their stay less polluting compared to the amount of Carbon emission used during their international flight.

We are trying to make them aware of the fact that flying is not very environmentally friendly, but that by being on site and making the most of the Carbon emission consumed, the impact on the environment is lower.

We wrote an article to explain our new policy. It is on our website. <https://www.phimavoyages.com/en/carbon-footprint/>

When we send out a personalised itinerary to our clients, in the "Included" section, it also states that we plant a tree for each reservation.

When sharing information about the various transport options guests have to reach the destination, you are expected to also inform guests about the impacts of each mode of transportation. This criterion is not to advise on the most sustainable option; rather, it is to help clients become aware of their options and sustainable alternatives where available. It is also appropriate here to demonstrate existing comparisons based on duration of travel, comfort, prices, as well as environmental impact.

10.7 Transport to the airport

Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.

This criterion is about encouraging clients to use sustainable transport to the airport. You may inform your clients of the different options to/from the airports within the destination/point of origin and highlight the most sustainable ones – often this is the public transport option.

It is important to also communicate the benefits of choosing such alternatives, for example:

- Public transportation (e.g., underground/subway) bypasses above ground traffic, which helps with time management especially during rush hour
- Public transportation is considerably less expensive than taxi or long-term parking
- Public transportation leaves a much smaller environmental footprint

In France it is now possible to Combine train and air trips, when travelling with AirFrance.

Combined Train + Air trips are available should you travel between a station in Metropolitan France and an international destination (including flights to Overseas France), and your connection is less than 24 hours.

<https://www.airfrance.fr/en/information/prepare/voyages-combines-avion-train>

10.8 GHG / Carbon offset information

Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.

One of the challenges of sustainability uptake is that it is confusing and inconvenient. Informing clients about their GHG emission levels and showing them how to offset their emissions therefore removes an important barrier to carbon mitigation.

This can be done in various ways, for example:

- Help guests calculate their estimated carbon emissions prior to travel;
- Include a link to an existing carbon offsetting program of your choice;
- Include a donation to a project benefiting nature conservation and/or the development of renewable energy you are supporting or vouching for;
- Provide clarity about the anticipated positive outcomes of your carbon offset projects (ask carbon offsetting partners to provide you with this type of information).

In 2020 we already started a project that is close to our heart: reforest a Peruvian private nature area. The concept is simple : With each reservation, customers participate in the purchase of a small tree or the adoption of a big tree.

This link to our site, will explain you the project in detail.

<https://www.phimavoyages.com/en/carbon-footprint/>

Since 2022, we now also work with the national ONG Conservamos por Naturaleza. On a three-monthly base, we send them our travellers information and they prepare them a certificate (find attached).

In 2022 our clients adopted 57 trees in the ACP Los Chilchos and planted 8 trees at Perico.

10.9 GHG / Carbon compensation with booking

GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.

With international flights being a main contributor to the greenhouse gas emissions of the tourism industry, it is important for clients to be informed of their footprint, and for your company to integrate GHG compensation options during the booking process.

If you are an inbound or receptive tour company, your clients may be informed about compensation options after booking. You may also add a reference to compensation in your client information packages or marketing collateral (including website). You may also encourage clients to donate to a local reforestation or sustainable energy project as means of compensation. You can for example set a standard for international flights equating to a certain number of trees planted and equivalent financial contribution to simplify the process of carbon offsetting.

Whatever your carbon compensation processes, or offerings look like, it is recommended to closely monitor the amount received/donated for compensation, whether it is through your company, or directly to your partners on your recommendation. With this data, you can determine what

percentage of bookings are compensated, how your company has contributed to the reduction of GHG emissions, and whether or not you have reached your targets.

What is the difference between 10.8 and 10.9 ??

10.10 Indication sustainable accommodation and excursions

(Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognizable to consumer and presented as the “better” option.

Recommending other sustainable businesses as part of the tourism business is a solid strategy to uplift your supply chain. Giving your clients the awareness of choices and helping them making responsible purchasing decisions can have a significant positive impact on the tourism industry. Demonstrate how your company is actively promoting sustainable accommodations, excursions, packages and/or transport options, particularly those with internationally recognized certifications and explain their positive contributions.

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10.11 Travel advise sustainable offers

In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.

Please explain your policy and how and where you communicate "more sustainable" products to your clients. This includes as well the final customer (tourists) as well as B2B partners. You need to provide evidence that sustainability is a standard topic in client advice (e.g. guidelines for client advisors, more sustainable options which can be opt-in for, how this is monitored)

Your product/sales teams and travel advisors are your ambassadors and product experts. Empower them to offer sustainable choices (accommodations, transports, excursions, etc.) to clients. One way to effectively promote sustainability in your destinations is **by creating communication and training materials that your teams can easily access**. You may further incentivize your teams to present sustainable options as the better choice through key performance indicators, familiarization trips, annual bonuses, and appraisals.

Since the launch of our agency, we have been trying to make our clients aware of the importance of their accommodation, during their stay in northern Peru, in small accommodations or even with local residents.

In fact, the objective of this approach is to be able to support local businesses such as guest houses or rooms in private homes.

In order to meet the clients' requests for comfort, we monitor the installation of these homestays and ensure that they meet the requested criteria.

Our vision of responsible tourism is to enable local communities to evolve and develop in spite of big competitors and we want to help them by offering our customers to stay at their homes.

In several destinations, such as Leymebamba, we propose either homestays or small boutique hotels. The clients get informed about the difference of the lodging, one more simple, maybe even rustic, where it can happen that there is no hot water, but with personal contact to the locals.

10.12 Sustainability commitment

(Potential) customers are clearly and correctly informed about the company's sustainability status.

We communicate regarding your Travelife membership, Travelife Partner status on our website.

Communication and managing expectations play a major role in sustainability uptake; it is important for your clients to be aware of your company's sustainability commitments and achievements.

From the beginning of the reservation process, our customers are made aware of our eco-responsible actions and are linked to our website where they will have more information about our practices.

- <https://www.phimavoyages.com/en/sustainability-policy/>

- <https://www.phimavoyages.com/en/mission-statement/>

- <https://www.phimavoyages.com/en/responsible-tourism/>

After booking and during holidays

10.13 Destination information and interpretation

Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.

To help travelers prepare for their trip, it is the company's responsibility to provide accurate, up to date, balanced, and factual information.

Before and during the tour, the company is also encouraged to communicate the following information:

- Transport options to/within the destination (ranking based on their sustainability)
- 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 (featuring locally owned, sustainable options)
- Basic vocabulary and information on languages/ dialects
- Local souvenirs to buy and information on illegal souvenirs
- Local festivals and dates if relevant
- Stops/sites visited on the tour

Upon confirmation of their reservation, each customer receives his or her precise and tailor-made itinerary. This document contains all the necessary information concerning the natural Surroundings, local culture and cultural heritage.

Please find an example of the itinerary that we give to our clients

10.14 Destination dos and don'ts

Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).

To enable a more mindful travel experience and to foster meaningful exchanges between travelers and locals, share traveler dos and don'ts with clients before departure and/or upon arrival. This knowledge prevents misunderstandings, allows travelers to understand and respect local customs, and minimize their socio-cultural and environmental footprints. The information provided can be both generic and specific; it can apply to a country and/or a specific area.

Considerations for inclusion on the dos and don'ts list:

- Limitations of resource use (e.g., showers should last no longer than 7 minutes)
- Waste management (e.g., recycling and composting)
- Illegal souvenirs (e.g., threatened flora/fauna, drugs)
- Dress code, and cultural habits/nuances (e.g., coverings shoulders or removing shoes before entering buildings)
- Photography etiquette (e.g., asking before taking a photo and being clear with intentions for the photo)
- Traffic flows and unspoken pedestrian rules (e.g., standing to the right on an escalator)
- Smoking regulations (e.g., no smoking within 10m of an entrance to a building)
- Behaviour towards local communities, indigenous and other marginalised groups
- Methods of giving/donations (e.g., do not give money or candy to children on the street)
- Restaurant and cuisine recommendations, dining etiquette (e.g., in the United States, it is customary to tip between 15-20% at a restaurant)
- Health and safety (e.g., whether tap water is safe to drink, whether pickpocketing is common)

Information on destination dos and don'ts can be displayed in a specific booklet, online, on a blog, via social media, on a travel app, included in pre-trip documentation, etc.

10.15 Health and Safety

Customers are informed regarding risks and precautions related to health and safety matters in the destination.

Upon confirmation of the reservation, the customer receives a document which he must sign with all necessary health information during his travels.

In addition to this, they can anticipate these questions before their departure by going to the link given in this same document guiding to the official page of Peru.

The health and safety of travelers must be a top priority. Health and safety guidance should be shared in a specific booklet, online, on a travel app, and included in pre-trip informational packages.

It should include at least the following information:

- Recommended and required vaccinations
- Existing prevalence of dangerous diseases
- Potential dangers stemming from local flora and fauna
- Emergency contacts
- Name and reputability of local medical facilities
- Potential food and water risks
- Safety on the road
- The company's health and safety protocols

This list is non-exhaustive and serves only as guideline.

10.16 Destination contact person

A contact person and permanently reachable telephone number is available for emergency situations.

The company should maintain emergency contacts for all destinations in which it operates. The contact(s) are a permanently reachable telephone number with a live person on the receiving end must be available at all times. For companies that are only operating seasonally, it is acceptable for destination contacts to be available only during office hours over the off-season.

The details for the destination contact person for emergency situations is given to travelers before and/or upon arrival and can be easily found through pre-departure packets and online communications.

In the event of an emergency, clients have contact information for guides and local representatives. In addition to this, a Whatsapp group is created for each client with the local representative. Thus for any necessary information, the answers are almost immediately.

Go over the emergency details contact list that we had and see if still applicable !! Ask the question in the FB group ! Put into the Action Plan

10.17 Emergency situations

Guidelines are available and relevant personnel are educated on how to deal with emergency situations.

To be adequately prepared for emergency scenarios, your company is expected to have written protocols detailing how the company handles emergency situations. This information must be shared with employees, who will be responsible for guests' safety in emergency situations.

Staff trainings on how to handle emergency situations are given on a regular basis. Clients are given a clear explanation on how to behave in emergency situations.

All team members have a list with all emergency numbers (hospital, police, ambulance).

Every year, all guides are trained to prepare them for emergencies. In addition to being trained on first aid, they learn how to deal with situations of theft or aggression, who to contact and how to react (call the embassy for theft of official documents, notify local representatives, accompany the client in all administrative and other steps).

The last emergency was an earthquake of magnitude 8 in May in the middle of the night. Guests (3 couples) were contacted via the reception of their hotels to find out if they were doing well.

10.18 Sexual exploitation

Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.

It is important to understand that sexual exploitation happens in some form in every country. Even though you do not witness it, it does not mean it does not exist; no country or business is immune from risk. We all have a role to play in eradicating this crime, it's not just the job of law enforcement and NGOs. You can set a good example for your business, employees, community, and customers by implementing child protection mechanisms and empowering your staff and customers to report suspicions of child sexual exploitation. You may begin by ensuring that customers are informed of such issues, and that they are empowered to identify suspicious behaviors and report them accordingly.

TheCode.org, ChildSafe, UNICEF, and ECPAT all offer resources to address sexual exploitation – particularly of children.

10.19 Illegal souvenirs

Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).

These instructions are clear and included in the detailed itinerary sent to the guests during the reservation process.

To ensure the responsibility of our travels, we need you too. There are some rules to follow during your stay:

- Listen to your guide. He / She will give you plenty of information on traditions and customs.
- Learn and respect the traditions.
- Ask before taking a photo with people.
- Stay on the hiking trails to protect nature closeby.
- Do not walk on the ruins of archaeological sites.
- Do not pick plants or flowers.
- Help preserve the natural environment. Protect flora and fauna and their habitat, do not buy products made from endangered plants or animals.
- Respect wild animals and their natural habitats. Buy products that are not made from endangered plants or animals.

- Do not buy illegal souvenirs (of archaeological origin, herbs or protected animals).
- Buy souvenirs made by the artisans you met.
- Do not give gifts to children. Ask your guide to introduce you to a person of authority (a teacher or the mayor) where you can leave any gifts and they will be distributed later.
- Always bring your garbage from your daily excursion to the hotel in the evening. Do not leave anything on the spot.
- Take short showers so you do not waste water.
- Trade fair and respectfully with the seller. Think about the economic reality.
- Let us know if you have seen suspicious or abnormal behavior (about drug or child trafficking).
- Respect the children and girls.
- If you want to support a local association, tell us about it. We will put you in contact with pleasure.

And a last piece of advice from us: The toilet paper goes in the trash, NOT in the toilet. :)

Please explain your policy and communication strategy including examples. In case you are a DMC / inbound operator please define a list of illegal souvenirs available on the market, which you are communicating to your visitors.

Communications materials must include information on applicable legislation concerning the purchasing, sales, import and export of illegal souvenirs including but not limited to illegal substances, historic or religious artefacts, and articles containing materials of threatened flora and/or fauna in the destination (e.g., CITES).

Research the specific products and/or to work with a specialist organisation to develop a list of illegal souvenirs per destination. Using this information, create a usable document that can be shared with clients in a digestible way. Be sure to also include this information in your product development, guide, and sales training manuals.

10.20 Local services and goods

Clients are motivated to use local restaurants and shops (where appropriate).

Patronizing local shops and purchasing local goods and services not only results in a more authentic destination experience for the traveler, but it also helps to support the local community and promote the benefits of tourism in a destination. To promote the support of local businesses, be sure that information regarding local goods and services is clearly communicated to travelers. You may freely recommend favorite and noteworthy local restaurants and shops. Within your recommendations, you may feature projects that have a social ethos, for example, supporting local vocational training restaurants and/or charity shops.

We always offer our guests to eat in the local restaurants. The aim is, on the one hand, to introduce customers to local customs and Peruvian gastronomy, but, on the other hand, to help small businesses develop and make themselves known.

10.21 Sustainable transport options

Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.

If you do not provide transportation to your clients, you are still advised to share with them practical information regarding sustainable transport options in the destination. This may include public transportation maps and instructions, timetables, etc. It may also include information on car or bike share programs and apps.

10.22 Donations

Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).

Giving donations to local charitable organisations are one way to contribute to the sustainability of a destination. As a company, you are encouraged to support relevant not profit organisations, or you may even set up your own foundation. Some clients may be so moved by their travels that they also wish to donate money, in which case, you can advise them on reputable organisations that are linked to your tours.

These organisations need to be carefully selected and must be able to provide transparent reporting. In order to find the right partners, do your research by joining philanthropic networks, visiting projects with your employees, and ask lots of questions. Arguably the best question to ask of such organisations is what they need the most.

After holidays

10.23 Customer satisfaction

Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.

At the end of each stay, a satisfactory survey is sent to our clients. We ask very detailed questions regarding all the different services (accommodation, catering, guide, activities)

The client notes and gives his opinion on each of them.

Upon receipt of this questionnaire, we take the time to analyze the responses of the clients and compare them to the precedents clients.

If for example a hotel is poorly rated more than two or three times then it will no longer be offered and replaced by a hotel more competent and better corresponding to the criteria of the travelers.

Continuous improvement is a tenet of sustainability, and one of the best ways to improve is to obtain constructive feedback. Giving customers an opportunity to express their reactions to your product/service is crucial to the sustainability of your company! You are therefore expected to systematically seek and monitor feedback. Your company should also have a process for correcting service and improving your product. Define an internal process that enables teams to analyse the information collected (through a simple questionnaire or collected via more complex software) and take the corrective measures when appropriate.

10.24 Sustainability and customer satisfaction

Sustainability is an integral part of the research into customer satisfaction.

This criterion is specifically related to asking the clients if they have any complaints or suggestions regarding the sustainability in a destination/tour, e.g. treatment of local people, waste management, biodiversity. It concerns the integration into standard feedback mechanisms. Please provide examples of relevant sustainability matters assessed and add the relevant questionnaire/feedback form.

Rural tourism is an integral part of the research into customer satisfaction.

For the moment not all sustainable actions can be put in place because Peru is not yet sufficiently developed. But we try to move forward for all the different actions that are available to us.

We don't have a separate questionnaire to the one provided in 10.28.

As a responsible travel company, sustainability must be an integral part of your customer satisfaction analysis. It is recommended to include questions regarding sustainability in your customer feedback activities.

Example questions:

- Did you learn enough about sustainability and responsible travel on your tour?
- Have you learned new things about responsible travel? If so, what?
- Did you feel that you were travelling responsibly on this tour?
- To what extent do you feel that the tour was organised with care for the environment?
- On your tour, did you meet locals? What was your experience?
- As a result of your experience with us, will you travel responsibly on your next holiday?
- Did you experience any unsustainable activities during the trip? If yes, how can we improve this?
- Did you feel that guides treated local people respectfully?
- Please share additional suggestions for improvement with respect to sustainability.

These questions may be presented as open-ended questions, or you may ask travelers to rate how you did, for example on a scale of 1-5.

10.25 Complaints

The company has clear procedures in case of complaints from clients.

Complaints are a goldmine of information. Complaints not only offer businesses an opportunity to correct immediate problems, they also frequently provide constructive ideas for improving products, adapting marketing practices, upgrading services, or modifying promotional material and product information. Feedback should be taken seriously and be seen as an opportunity for improvement.

Resolving complaints at the earliest opportunity in a way that respects and values the person's feedback, can be one of the most important factors in recovering a client's confidence about your company and its services. Timely resolution can also help prevent further escalation of the complaint, as well as negative reviews.

A responsive, efficient, effective, and fair complaint management system is the cornerstone of complaint resolution.

You are advised to follow the steps below in handling complaints:

- Inform clients on how to send a complaint
- A designated person will receive formal complaints from clients
- Record it internally and determine a person in charge of resolution if different from the person above
- Acknowledge the complaint and investigate as necessary
- Conduct any internal consultation
- Communicate with the customer, and offer a solution/resolution

In general, complaints should be resolved in no more than 4 weeks.

While our clients are travelling, we are in contact with them through a WhatsApp group so that they can send us pictures or ask for changes. In case of complaints, we can act immediately.

Let's say that someone doesn't like their room in the hotel they just arrived. We will contact the hotel and ask for our clients to be changed immediately. If due to weather conditions a client can't make one activity, we will include another activity on another day or in a different region. Incidents that occur during the trip of the clients, are resolved before the client leaves the country, so that we don't have any open complaints.

In case a client complains after his return to his home country, we will first make an internal process to see what happened (and how it comes that we weren't aware of any problem).

If it occurs that we made a mistake and that our service wasn't up to standard, we will propose a commercial gesture to our client. We always try to make the client happy at the end, as it is not good to have a client that might put a bad review in social media.

Have you considered documenting a short version of the complaints procedures and update it on your website so that your clients can be well informed of their rights as a customer?