

## **SUSTAINABILITY POLICY TRAVELMARKS PHOTOGRAPHY**

### **1. Sustainability management and legal compliance**

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Travelmarks-Photography commits to corporate social responsibility by;

- Having a sustainable mission that is communicated to customers, partners and suppliers'
- Having a written sustainability policy that aims to reduce the negative social, cultural, economic and environmental impacts of the organization's activities;
- Collaborating with external working groups that support sustainability in tourism;
- Conducting a baseline measurement of the organization's sustainability performance;
- Having a sustainability action plan with clear goals, actions, measures, responsibilities and timeline;
- Ensuring the organization's transparency in sustainability through public reporting and communication;
- Ensuring that all employees are fully aware of the sustainability policy and are committed to implementing and improving it.

Travelmarks-Photography undertakes to comply with all national laws, rules and regulations.

### **2. Internal management: social policy and human rights**

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Travelmarks-Photography commits to sustainable internal management through a clear and well-communicated social policy by:

- Have first aid kits and trained staff available at all relevant locations;
- Comply with national legislation regarding the minimum age of employees;
- Conduct regular intern satisfaction surveys and follow up on them'
- Providing periodic guidance and training for interns on roles, rights and responsibilities related to health and safety issues.
- Creating opportunities for students in the form of (graduate) internships and traineeships;

Travelmarks Photography commits to pursuing human rights by;

-Not to impede union membership, collective bargaining and representation of members by unions;

-Not to discriminate, with respect to recruitment terms and conditions of employment, access to training and higher positions or promotion on the basis of gender, race, age, disability, ethnicity, religion or sexual orientation;

-Ensure equal opportunity and access for all employees to resources and opportunities for personal development through regular training and education.

### **3. Internal Management: Environment and Community Relations**

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Travelmarks Photography Commits to environmental and community relations by;

- Actively reduce the use of disposable items;
- Give preference to durable goods and services, office and catering supplies, corporate gifts and merchandise;
- Set standard copiers and printers to double-sided printing to save paper;
- Using cleaning products that are biodegradable and certified with an Eco-label;
- Have brochures printed on FSC (or other certified label) paper, from a printing company that works with a certified environmental management system;
- Offer brochures online to save paper and shipping costs;
- Actively engage in measuring and reducing energy consumption;
- Use energy efficient lighting and green energy;
- Turn off all lights and equipment when out of use;
- Give preference to energy-efficient equipment when purchasing new products;
- By complying with national legislation on waste disposal;
- Taking measures to reduce the amount of packaging materials and not offering non-recyclable or non-biodegradable packaging materials;
- Use reusable cups, cutlery and plates in the office;
- Separate all materials that can be recycled and organize collection;
- Recycle or dispose of batteries correctly;
- Comply with national legislation on wastewater treatment;
- Minimize the use of harmful substances and replace them whenever possible;
- Use lead-free, water-based paint, both indoors and outdoors;
- Measure and reduce employee travel and encourage the use of more sustainable modes of transportation;
- Offset emissions from staff-related travel;
- Encourage interns to use public transportation or other sustainable means of transportation;
- Reduce work-home traffic by encouraging telecommuting, video meetings and working from home;
- Contribute to the protection and preservation of local historic, archaeological, cultural and spiritual important features of destinations, and not impede access to them by local residents.

### **4. Local partners**

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Based on a survey of our key local partners, Travelmarks Photography has developed and implemented a policy to improve the sustainability practices of our local partners. Our goal is to make sustainable development concrete for every partner within our company.

Travelmarks Photography undertakes to do so by;

- Work only with organizations that actually implement sustainability;
- Pay attention to the benefits of local people when selecting local agents and their social policies for employees;
- Create awareness about sustainable tourism and its impacts;
- Educate local partners on Travelife sustainability standards and national tourism standards and laws;

- Review sustainability practices of key partners on a regular basis to ensure they are actually operating sustainably;
- Inform local partners about the sustainability policy and that they are expected to adhere to it;
- Motivate local partners to participate in (local) sustainability trainings;

## 5. Transport

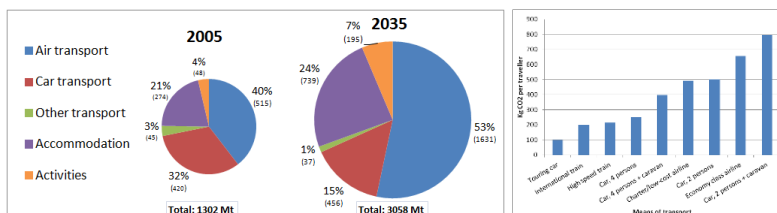
Travelmarks Photography tries to ensure that vehicles used during trips do not cause more than average pollution. We believe that transportation is an important aspect of sustainable tourism and we do our best to reduce the average level of pollution.

Travelmarks Photography undertakes to do so by;

- Select the most sustainable options, taking into account price and comfort when selecting transportation options to the destination;
- Integrate (sustainable) public transportation to the starting point of the international trip;
- Prefer more sustainable alternatives when selecting transport options for transfers and excursions at the destination, taking into account price, comfort and practical considerations;
- Offset some or all of the CO2 emissions from the trip.

Comparing different modes of transport is complicated but count for all vehicles: the longer the distance, the higher the energy consumption and CO2 emissions. In general, the environmental impact (air pollution and CO2 emissions) per mode of transport can be ordered (ascending) as follows:

1. Bus - 2. International train – 3. High speed train – 4. Car – 5. Passenger Transportation
6. Economy class flight



## 6. Accommodations

Travelmarks Photography seeks to achieve a fully sustainable supply chain. The partner accommodations play an important role here and are encouraged and motivated to implement sustainable practices.

Travelmarks Photography undertakes to do so by;

- Select accommodations that meet sustainability and quality standards with a special focus on corporate social responsibility;
- Prefer accommodations that are locally owned and managed;
- Select accommodations that provide employment opportunities for local people;
- Encourage accommodations to take sustainability training courses;
- Clearly and actively communicate sustainability goals to accommodations;
- Motivate accommodations to certify to an Internationally recognized certification (GSTC recognized);

- Ensure that through the supply chain, children's rights are respected and safeguarded;

## 7. Excursions and activities

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Travelmarks Photography values animal welfare and community well-being and therefore strives to travel with a small footprint. We protect the authenticity of local people and the natural environment and are against the shearing of wildlife and pollution of the environment.

Travelmarks Photography undertakes to do so by;

- Have an overview of ecologically or culturally sensitive excursions offered;
  - Advise clients on standards of behavior during excursions and activities with a focus on respecting local culture, nature and environment;
  - Communicate sustainability goals and requirements to contracted excursion providers;
  - Not offer excursions that cause damage to people, animals, plants, natural resources such as water and energy, or are socially and culturally unacceptable;
  - Not to offer excursions that involve the detention of wild animal species, except for well regulated activities in accordance with local, national and international laws;
  - Not to cooperate with companies that hunt, consume, exhibit, sell or trade in wild species;
  - Employ competent and/or certified guides to accompany clients on sensitive cultural and/or ecological destinations;
  - Promote excursions and activities that directly involve local communities to our clients;
  - Promote excursions and activities that support the local environment and biodiversity (such as visiting protected areas) to our clients.
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## 8. Tour management and guides

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Travelmarks Photography is committed to engaging as many local residents as possible in the tourism industry. We stand for a fair and safe work environment that supports and respects local communities.

Travelmarks Photography undertakes to do so by;

- Prefer to work with local tour guides, representatives, guides, porters, drivers, cooks and other local staff in case of equal competence;
- Ensure that all local partners comply with applicable international, national and local laws and regulations, and minimum standards in the tourism industry;
- Pay tour guides, local representatives, guides, porters and other local staff hired at least a living wage equal to or higher than the local legal minimum;
- Ensure that local employees are informed about relevant aspects of the sustainability policy.
- Have local employees educate clients on relevant sustainability issues at the destination, social norms and values, and human rights;
- Train local employees on how to avoid sexual exploitation of children and also communicate this to customers;
- Travel managers and hosts employed by the company receive information and/or relevant training on preventing the sexual exploitation of children. This includes training on verifying child abuse exclusion requirements.

## 9. Destinations

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Travelmarks Photography is committed to a sustainable destination by;

- Take sustainability aspects into account in the selection process of new destinations and potentially offer alternative destinations;
- Not selecting destinations where tourism leads to structural negative local impacts (unless the organization's involvement results in clear counterbalancing effects);
- Consider in selection of new destinations the accessibility with more sustainable means of transportation;
- Compliance with legally based land use planning, protected areas and heritage regulation.
- Support initiatives that improve the relationship between accommodations and local suppliers;
- Not advertising souvenirs that contain endangered flora and fauna species as indicated in the CITES Convention and the IUCN Red List of Historic and Archaeological Artifacts.

## 10. Customer communication and protection

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Prior to booking, Travelmarks Photography commits to client communication and protection by;

- Providing customer contact guidelines followed by advisors;
- To fully comply with the AVG law;
- Comply with relevant values and codes of conduct in marketing and advertising whereby no more is promised than is delivered;
- Provide product and pricing information clearly, completely and accurately;
- Providing destination information that is factually correct, balanced and complete;
- Informing customers of the environmental impact of various transportation options to reach the destination and offering sustainable alternatives when available;
- To inform customers of sustainable alternatives regarding accommodations, excursions, package tours and transportation options, if available;
- After and during the client's trip, Travelmarks Photography commits to:
- Provide information to customers about the natural environment, local culture and cultural heritage at the travel destination;
- Informing customers about important sustainability aspects and issues at the destination and providing tips on how customers can make a positive contribution;
- Inform customers about risks and precautions related to health and safety issues at the destination;
- Keep a contact person and phone number permanently available for emergency situations;
- Provide customers with written guidelines and/or codes of conduct for sensitive excursions and activities to minimize negative visitor impact and maximize enjoyment;
- Providing customers with information about commercial, sexual or other forms of exploitation and harassment, with names of children;
- Inform customers of applicable laws regarding the purchase and export of historical or religious souvenirs containing materials of endangered flora and/or fauna of the destination;
- Motivate customers to visit local restaurants and stores;
- Inform customers about sustainable transportation options at the destination where possible;

- Encourage customers to donate to local charities and sustainable initiatives.

After the client's trip, Travelmarks Photography commits;

- Systematically measure customer satisfaction and take into account the results for service and product improvements;
- To include sustainability as an integral part of customer satisfaction research;
- Having clear procedures in case of customer complaints and dissatisfaction.
- Travel managers and hosts employed by the company receive information and/or relevant training on preventing the sexual exploitation of children. This includes training on verifying child abuse exclusion requirements.