

## **Sustainability policy of FrancoAndino Tours SAC**

## **Purpose**

The company is committed to delivering exceptional travel experiences. The purpose of this policy is to minimize its impacts on the environment, grow sustainably and inspire others to take action through the implementation of high-quality service standards and tourism industry best practices.

## **Scope**

This policy applies to all employees, contractors, suppliers, and partners associated with FrancoAndino Tours. It encompasses all operations, from management to the operations, sales, and reservation departments emphasizing our commitment to sustainability. This policy does not apply to external entities or activities unrelated to the travel and tourism operations of FrancoAndino Tours.

The Sustainability Department is responsible for implementing the company's sustainability policy.

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

### 1.2 Sustainability commitment

FrancoAndino Tours SAC leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (using the Travelife report) every two years.

FrancoAndino Tours SAC commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

FrancoAndino Tours SAC relates to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

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

### 2.1 Employees

- We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
  - Legal compliance in all regards
  - A safe, healthy, and welcoming workplace
  - Fair contract conditions including fair compensation
  - Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
  - Participation in the sustainability planning activities
  - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.

### **3. Internal management: environment**

#### 3.1 Environmental management of office operations

##### **3.1.1. Internal Commitments to Sustainability:**

We are committed to integrating sustainable practices into our daily office operations. Our goal is to minimize our environmental impact and contribute positively to the community.

##### **3.1.2. Staff Training and Support:**

All staff members will receive comprehensive training on environmental management practices. This training ensures they are well-prepared to implement sustainable measures and are supported in their ongoing efforts to contribute to our environmental goals.

##### **3.1.3. Alignment with Company Values:**

Our environmental concerns align with our company's core values and mission. We prioritize issues that have a significant impact on our operations and resonate with our staff. Through regular assessments, we identify and address environmental issues that matter most to our team.

##### **3.1.4. Current Environmental Initiatives:**

Currently, we have initiatives in place to manage paper, energy, water, and waste. These initiatives include recycling programs, energy-efficient practices, and responsible water usage. We continually assess these initiatives to identify areas for improvement and expansion.

##### **3.1.5. Day-to-Day Environmental Practices:**

In our day-to-day operations, we implement practices such as double-sided printing, energy-efficient lighting, and responsible water consumption. We promote a paperless work environment and encourage staff to minimize their environmental footprint during daily tasks.

##### **3.1.6. Environmental-Friendly Marketing:**

Our marketing collateral and merchandise are produced with a commitment to environmental responsibility. We use recycled materials where possible and strive for minimal environmental impact in the production and distribution of marketing materials. We continually explore eco-friendly alternatives for our marketing practices.

##### **3.1.7. Success Metrics:**

Success is defined by a measurable reduction in our environmental footprint. Key performance indicators include decreased paper usage, lower energy consumption, responsible water management, and increased waste diversion. Regular audits and staff surveys will be conducted to gauge progress and ensure that our environmental initiatives align with staff values.

##### **3.1.8. Path to Success:**

To be successful, we will need ongoing commitment from all staff members, continuous improvement of existing

initiatives, and the exploration of new, innovative solutions. Regular monitoring, transparent communication, and the integration of environmental sustainability into our organizational culture will contribute to the long-term success of our efforts.

This policy represents our dedication to responsible environmental management in our office operations. We will regularly review and update our practices to stay aligned with best sustainability practices and to meet or exceed our environmental goals.

### 3.2 Carbon management of office operations

#### **Objective:**

Our organization is committed to minimizing its carbon footprint associated with office operations. This policy outlines our approach to carbon management, emphasizing accountability, efficiency, and continuous improvement.

#### **3.2.1. Carbon Footprint Assessment:**

Regularly conduct comprehensive assessments to measure and analyze the organization's carbon footprint related to office operations. This includes energy consumption, transportation, and other relevant factors.

#### **3.2.2. Emission Reduction Targets:**

Establish clear and achievable carbon reduction targets. These targets will be set in alignment with industry benchmarks and best practices, reflecting our commitment to contributing to global efforts to combat climate change.

#### **3.2.3. Energy Efficiency Measures:**

Implement energy-efficient practices within the office environment. This includes the use of energy-efficient appliances, lighting. Encourage staff to adopt energy-saving behaviors, such as turning off equipment when not in use.

#### **3.2.4. Sustainable Transportation:**

Promote sustainable commuting options for staff, such as public transportation, cycling, walking, or carpooling. Encourage the use of low-emission vehicles and explore opportunities for remote work to reduce commuting-related emissions.

#### **3.2.5. Waste Reduction and Recycling:**

Implement waste reduction strategies and improve recycling programs to minimize the carbon impact associated with waste disposal. This includes proper disposal of electronic waste and the promotion of a paperless work environment.

#### **3.2.6. Procurement Practices:**

Prioritize the procurement of products and services with lower carbon footprints. Work with suppliers who share our commitment to sustainability and seek products that are environmentally certified.

### **3.2.7. Staff Engagement and Training:**

Engage and educate staff on the importance of carbon management. Provide training sessions to empower employees to contribute actively to the organization's carbon reduction goals.

### **3.2.8. Reporting and Transparency:**

Regularly report on the organization's carbon management efforts, progress towards reduction targets, and achievements. Foster transparency and accountability in our commitment to carbon neutrality.

### **3.2.9. Continuous Improvement:**

Establish a framework for continuous improvement. Regularly review and update carbon management strategies based on technological advancements, industry best practices, and feedback from staff.

### **3.2.10. Success Metrics:**

Success will be measured by achieving and surpassing set carbon reduction targets, increased energy efficiency, positive changes in staff behavior, and the successful implementation of sustainable practices in daily operations.

### **3.2.11. Path to Success:**

Success relies on the collective efforts of all staff, ongoing commitment to innovation, and a culture that values sustainability. Regular monitoring, open communication, and a commitment to staying informed about advancements in carbon management will guide our organization toward a low-carbon future.

This policy represents our dedication to effective carbon management in our office operations, aligning with our commitment to environmental sustainability. Regular reviews will ensure that our practices remain at the forefront of carbon reduction efforts.

## **3.3 Land use**

- FrancoAndino Tours offices are located in an urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

### **General suppliers policy**

- FrancoAndino Tours is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- FrancoAndino Tours prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- FrancoAndino Tours prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, FrancoAndino Tours prefers to select partner companies that comply with tourism-

specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.

- FrancoAndino Tours offers incentives for partners that are actively engaged in sustainable operations.
- FrancoAndino Tours expects its suppliers to adhere to a Code of Conduct, that includes the following responsible business practices:
  - Complying with all local, regional, national and international regulations
  - Respecting all human rights including labour rights, children's rights, and women's rights
  - Committing to fair employment conditions
  - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
  - Protecting children from (sexual) exploitation through tourism
  - Protecting the environment and natural resources
  - Acting in the best interest of local communities
  - Protecting the interests of FrancoAndino Tours

Our complete supplier Code of Conduct is available here:

<https://www.francoandinotours.com/pol%C3%ADtica-de-excursiones-sostenibles-y-c%C3%B3digo-de-conducta>

- Following a zero-tolerance policy, FrancoAndino Tours will immediately terminate any relationships with suppliers that violate the Code of Conduct specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- FrancoAndino Tours raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- FrancoAndino Tours actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- FrancoAndino Tours maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

#### **4. Inbound partner agencies**

- FrancoAndino Tours only works with partner agencies that adhere to the company's [Code of Conduct/Code of Ethics].
- In the entire process of developing and operating our travel packages, FrancoAndino Tours expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- FrancoAndino Tours provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

#### **5. Transport**

- FrancoAndino Tours only works with transport providers that adhere to the company's [Code of Conduct/Code of Ethics].
- When selecting transport for guests and business related travel, FrancoAndino Tours commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- FrancoAndino Tours tries to select the most environmentally friendly transport options, including the following measures:
  - Preferring ground transport over air transport for short-haul travel destinations
  - Using public transportation options in the destinations
  - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available

## **6. Accommodations**

Our commitment to sustainability extends to the accommodations we provide as part of our product offering. This policy outlines our approach to selecting, engaging with, and monitoring accommodation providers to ensure they align with our sustainability values.

### **6.1. Types of Accommodations:**

We offer a range of accommodations, including hotels, lodges, hostels, etc.]. Our emphasis is on providing unique and authentic experiences, often collaborating with locally-owned establishments that share our commitment to sustainability.

### **6.2. Accommodation Provider Criteria:**

Our selection criteria prioritize accommodations that engage in socially responsible actions, promote ethical treatment of employees, and align with sustainable practices. We may also collaborate with hotel operators associated with international chains that have defined sustainability policies.

### **6.3. Ethical and Responsible Tourism:**

FrancoAndino Tours does not offer products or services from accommodations or touristic suppliers that engage in practices detrimental to human rights, fauna, flora, or other natural resources, including water sources. We are committed to promoting ethical and responsible tourism.

**As a company committed to environmental conservation and the protection of biodiversity, we do not promote the purchase of souvenirs that include endangered species of flora or fauna or that have been obtained illegally. This includes, but is not limited to:**

- Products made from parts of endangered animals, such as skins, horns, feathers, shells, eggs, or other body parts.

- Crafts made from wood or plants illegally harvested from protected forests or natural areas.
- Jewelry, decorations, or accessories made from endangered plant species, such as orchids, bromeliads, or other plants illegally harvested in their natural habitat.
- Any product that has been obtained through hunting, fishing, or illegal harvesting of protected species.
- Items that may contribute to illegal wildlife trafficking or the unsustainable exploitation of natural resources.

By adhering to this policy, we demonstrate our commitment to nature conservation and respect for local and international laws that protect endangered flora and fauna.

#### **Flora:**

The following link provides access to the list of threatened wild flora in Peru, which the company does not promote (see Appendix I starting on page 12).

**Link:** [https://cdn.www.gob.pe/uploads/document/file/475307/Listado\\_Flora\\_CITES\\_Per%C3%BA\\_2018.pdf](https://cdn.www.gob.pe/uploads/document/file/475307/Listado_Flora_CITES_Per%C3%BA_2018.pdf)

#### **Fauna:**

The following link provides access to the list of threatened wild fauna in Peru, which the company does not promote.

**Link:** <https://cdn.www.gob.pe/uploads/document/file/1269071/Libro-Rojo.pdf?v=1598652288>

It is important to highlight that both links have been added to the website for the convenience of passengers and clients.

### **6.4 Code of Conduct for Accommodation Providers:**

In our commitment to responsible tourism, we expect our accommodation partners to:

- Adhere to local laws and regulations, with a particular emphasis on environmental protection and community well-being.
- Foster a workplace environment that promotes fair labor practices and the well-being of employees.
- Engage in sustainable initiatives, such as energy efficiency, waste reduction, and water conservation.
- Support local community initiatives and contribute positively to cultural preservation.
- Demonstrate transparency and openness in communication about sustainability efforts.

### **6.5. Continuous Improvement and Collaboration:**

We recognize that sustainability is an ongoing journey. Therefore, we encourage continuous improvement among our accommodation partners. Collaborative efforts involve regular feedback sessions, training programs, and the sharing of best practices to collectively enhance our impact on the destinations we serve.

### **6.6. Success Metrics:**

Our success is measured by:

- Positive guest experiences that reflect our commitment to responsible travel.



- The continuous improvement of our accommodation partners' sustainability practices.
- Alignment with our overall sustainability goals and values.

### **6.7. Path to Success:**

Success relies on ongoing collaboration, transparent communication, and a shared commitment to sustainable practices. Regular training sessions, feedback mechanisms, and recognition of achievements will contribute to the success of our sustainability initiatives in the accommodations sector.

This policy symbolizes our dedication to providing sustainable and responsible accommodations, enriching the travel experiences of our customers while positively contributing to the communities we engage with.

### **6.8. Commitment Against Child Exploitation**

The company does not hire, directly or indirectly, accommodations that allow or tolerate child prostitution. FrancoAndino Tours will terminate the joint work if the supplier does not take appropriate measures to prevent the sexual exploitation of children.

## **7. Activities**

At FrancoAndino Tours, we recognize the profound impact that activities and excursions can have on local communities, cultures, and the environment. Our commitment to responsible tourism extends to the selection, promotion, and execution of activities and excursions.

### **7.1. Excursion Provider Standards:**

FrancoAndino Tours exclusively collaborates with excursion providers that adhere to the company's established Code of Conduct or Code of Ethics. These guidelines serve as the foundation for ethical, sustainable, and culturally sensitive practices.

### **7.2. Cultural Respect and Environmental Care:**

All excursions and activities offered by or on behalf of FrancoAndino Tours uphold the highest standards of respect for local customs, traditions, cultural integrity, and natural resources. We are committed to fostering experiences that enhance rather than harm the destinations we explore.

### **7.3. Avoidance of Harm:**

FrancoAndino Tours categorically commits to refraining from offering any excursions that cause harm to humans, wildlife, the environment, or natural resources, including water and energy. Our priority is to contribute positively to the well-being of destinations and their ecosystems.

### **7.4. Preference for Positive Impact:**

FrancoAndino Tours gives preference to excursions and activities that actively contribute to the improvement of local communities, prioritize animal welfare, and support environmental protection initiatives. We believe in harnessing the power of tourism to create positive impacts.

### **7.5. Sustainability Learning Opportunities:**

FrancoAndino Tours provides excursion and attraction providers with opportunities for sustainability learning and management. We actively support their access to the Travelife online learning and reporting platform, facilitating continuous improvement and alignment with sustainable practices.

## **7.6. Continuous Improvement:**

We are committed to continuous improvement in our activities and excursions policies. Regular assessments, feedback mechanisms, and collaborative efforts with our providers and guides ensure that we remain at the forefront of sustainable and responsible tourism.

## **7.7. Success Metrics:**

Success is measured by positive guest experiences, continuous improvement in provider practices, and alignment with our overall sustainability goals. We strive to be a catalyst for positive change within the travel industry.

## **7.8. Path to Success:**

Success relies on ongoing collaboration, transparent communication, and a shared commitment to sustainable practices. FrancoAndino Tours actively engages in training sessions, feedback mechanisms, and recognition of achievements to contribute to the success of our sustainability initiatives in the activities and excursions sector.

This policy symbolizes our dedication to providing enriching and responsible travel experiences, ensuring that our activities and excursions leave a positive and lasting impact on the destinations we explore.

## **8. Tour leaders, local representatives, and guides**

- FrancoAndino Tours commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of FrancoAndino Tours.
- FrancoAndino Tours understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of FrancoAndino Tours are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- FrancoAndino Tours provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

## **9. Destinations**

### **9.1 Sustainable destinations**

- FrancoAndino Tours aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- FrancoAndino Tours does not support destinations that have a questionable human rights track record.

## 9.2 Contribution to local communities / local economic network

- FrancoAndino Tours commits to positive contribution to the destinations in which we operate, by:
  - Sourcing locally and responsibly, and supporting local and traditional arts and culture
  - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
  - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
  - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

## 9.3. Environmental stewardship in destinations

- FrancoAndino Tours commits to environmental stewardship in the destinations in which we operate by:
  - Ensuring natural resources remain intact
  - Educating guests about the principles of responsible travel and responsible visitor behaviour

## **10. Customer communication and protection**

### 10.1 Privacy

- Our customer protection is important. Therefore, we ask our customers to allow us to use private pictures or videos of themselves [Rubrique 10 --> [https://docs.google.com/forms/d/e/1FAIpQLScjcAEduW1YSiRzl40eSKSZLbQi\\_YXGnD7l8sojIqfOMM7IKQ/viewform?vc=0&c=0&w=1](https://docs.google.com/forms/d/e/1FAIpQLScjcAEduW1YSiRzl40eSKSZLbQi_YXGnD7l8sojIqfOMM7IKQ/viewform?vc=0&c=0&w=1)]\* to ensure
  - Legal compliance in all regards
  - Customers and their images are protected
  - Customers know how their data is being used

\* Rubrique 10 : question :

Déclaration de consentement d'utilisation de mes photos (réseaux sociaux, page web...)

- OUI/NON J'accepte de donner les droits à FrancoAndino Tours des photos que j'ai prise moi même et que j'ai remis à FrancoAndino Tours. A tout moment mes photos pourront être changées ou supprimées à ma

demande.

- OUI/NON Je n'accepte pas de donner les droits à FrancoAndino Tours des photos que j'ai prise moi même et que j'ai remis à FrancoAndino Tours.

## 10.2 Marketing and communication

- FrancoAndino Tours strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

## 10.3 Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
  - Certified accommodations
  - Activities and excursions that benefit the local communities and environmental protection
  - Responsible shopping and illegal souvenirs

## 10.4. Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
  - Health and safety
  - Emergency procedures
  - Privacy
  - Reforestation Project
  - Sexual exploitation
  - Children in tourism
  - Satisfaction and complaints
  - FrancoAndino Tours maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

## **Contact / Responsible person**

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Véronique Masingue, who can be reached at [veronique@francoandinotours.com](mailto:veronique@francoandinotours.com).