

## **Sustainability guideline / Sustainability policy**

### **1. Internal management (social policy & human rights)**

We are committed to sustainable internal management by having a clear written social policy that includes the following principles:

- Appointment of an employee who is responsible for the tasks of the sustainability coordinator.
- Sustainability mission statement communicated to customers, partners, and suppliers
- Collaboration with and active participation in external forums and working groups that support sustainability in tourism
- Action plan with clear goals, actions, measures, responsibilities and timelines
- Inclusion of working conditions in accordance with national labor law and a job description in the employment contract
- Determining the wage rate, compensation for overtime, vacation, health insurance, etc. (regulated by law in Austria)
- Creating opportunities for students to participate in internships

### **2. Internal management in relation to the environment and environmental relations**

We are committed to practicing environmental stewardship and improving community relations by ensuring enforcement of the following practices:

- Active reduction in the consumption of disposable and consumer goods.
- Preferential purchase of sustainable goods and services, office supplies, promotional gifts and retail merchandise
- Buying products in bulk to reduce the amount of packaging material used
- Printing devices are set to double-sided printing by default
- Measures to reduce waste of brochures, printing brochures on environmentally friendly paper
- Reduction and monitoring of energy consumption
- Calculation and compensation of CO2 emissions
- Lamps and devices are switched off when not in use
- Compliance with national legislation on waste disposal
- Recycle or dispose of all waste properly
- Reduction of traffic-related impacts through videoconferencing, home office or teleworking
- Maintenance and proper inspection of company vehicles
- Regularly train and inform all employees of their roles and responsibilities regarding internal environmental practices

### **3. Relevant providers/suppliers/partner companies**

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve the sustainability of our partner agencies. Our goal is to make sustainable development tangible for each and every partner within our organization. We commit to this through:

- Minimize the office's environmental footprint by traveling mainly by public transport, going as paperless as possible, separating waste and using certified recycled paper
- Raising awareness of sustainable consumption among key partners by organizing campaigns and trainings
- Regularly evaluating the (sustainability) practices of our key partners
- Ensure that partner companies comply with all relevant national laws protecting workers' rights

### **4. Traffic**

We strive to ensure that the vehicles used on the trips do not cause an above-average environmental impact. We believe that transportation is an important aspect of sustainable tourism and we do our best to reduce the average environmental impact. We commit to this by:

- Selecting the most sustainable options, taking into account price and convenience, when choosing transportation options to the destination
- Integrating and promoting sustainable transportation, sustainable accommodations, and sustainable activities

### **5. Accommodation**

We aim for a fully sustainable tourism value chain. Partner accommodations play an important role in this and are encouraged and motivated to adopt sustainable practices. We commit to this through:

- Selection of accommodations that meet sustainability and quality standards.
- Motivating and encouraging partner accommodations to become sustainably certified.
- Ensuring that children's rights are respected and protected in our accommodation chain

### **6. Expeditions & activities**

We place a high value on the protection of wildlife and communities and strive for tours that leave a small footprint. We protect the authenticity of communities and the natural environment and are opposed to harming wildlife and polluting the environment. We commit to this through:

- Advise guests on behavioral norms during excursions and activities with an emphasis on respect for local culture, nature and the environment.
- We have trained and/or certified tour guides and mountain guides to guide our guests to sensitive cultural sites or ecologically sensitive destinations

## **7. Tour guide, local representatives and guides**

Our goal is to involve as many local people as possible in the tourism business by employing them. We are committed to providing a fair and safe working environment that supports and respects local communities. We commit to this by:

- Giving preference to working with local tour guides, local agents, local guides, porters, drivers, cooks and other local staff when equally qualified and providing the required training
- Ensuring that our local partners comply with all applicable international, national and local laws and regulations, minimum industry standards and any other relevant legal requirements, whichever is more stringent
- Fair, industry-highest pay for local employees and sherpa
- Health and accident insurance for local employees and Sherpa
- Best equipment and most modern oxygen system for our Climbing Sherpa

## **8. Destinations**

We strive to maximize positive impacts and minimize negative impacts at the destination to ensure the sustainable development of the places where we operate. We commit to this by:

- Support biodiversity conservation, including protected areas and high biodiversity areas, through financial contributions, policy support, and integration into product offerings
- Support initiatives that improve relationships between lodging establishments and local producers
- Not promoting souvenirs that contain endangered animal and plant species

## **9. Customer communication**

The well-being and safety of our customers are very important to us. We ensure clear and constant communication and a high level of protection for our customers.

- Providing clear, complete and accurate product and pricing information about the company and its products, including sustainability disclosures.
- Providing factually correct, balanced and complete information about destinations, including sustainability aspects
- Providing consumers with information about the natural environment, local culture and heritage in the destination
- Contact person and a phone number for emergency situations are available at all times
- Motivate customers to use local restaurants and stores (where appropriate)
- Systematically measuring customer satisfaction and taking the results into account when improving services and products