

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