

Sustainability policy of Explora SRL



Purpose

Explora SRL is a tour operator based in Sicily – with almost 23 years of activity. We are committed to developing sustainable tourism in Sicily.

Our vision is to promote thoughtful, exceptional travel and tourism, providing visitors with a true experience of our destination while aiming to preserve and defend the natural and human resources for future generations (of both tourists and locals) to enjoy.

We know that the environment, communities and cultures within which we operate are vital to the success of our business.

This policy defines practices at the core of our product development and external partner relationships.

Scope

This policy will apply to all operations, from management to the executive level of our company. Staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within prevailing budgets.

Sustainability management & legal compliance

Sustainability commitment

We are 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 communicating our sustainability performance every two years.

Sustainability management & legal compliance

Explora SRL 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.

Explora SRL follows all local, regional, national, and international regulations as they relate 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.

Internal management: social policy & human rights

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.

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law
 - Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
 - Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
 - Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
 - Energy saving measures are in place in all common areas
 - All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
 - Water saving measures are in place in all common areas and restrooms, including water capture in external areas
 - Waste is separated into the following categories: plastic, organic, paper products, metal, glass, and is disposed of properly by municipality
 - Noise, light, and air pollution is minimised

Carbon management of office operations

- Explora SRL is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible
 - Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encouraging remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via [carbon offset company].
 - Implementing procedures such as [e.g. following proper maintenance for vehicle fleet, offering incentives such as bike rental stipend and showers].
 - Installing energy efficient equipment and appliances [where appropriate/possible]

Land use

- Explora SRL 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

- Explora SRL 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.
- Explora SRL 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.
- Explora SRL 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.
- Following a zero-tolerance policy, Explora SRL will immediately terminate any relationships with suppliers that violate Code of Ethics, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.

Transport

- We try to ensure that vehicles used on tours do not cause more than average pollution.
- When selecting transport for guests and business related travel, Explora SRL 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.
- Explora SRL has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
 - Training drivers on eco-driving techniques
 - Integrating and/or promoting one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.

Accommodations

- In the accommodation selection process, Explora SRL considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Explora SRL favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions
- Most our accommodations are small boutique hotels run or owned by local people

Activities & Excursions

- Our company is committed to ensuring excursions are organized sustainably.
- All excursions and activities run by or on behalf of Explora SRL respect local customs, traditions, cultural integrity, and natural resources.
- Explora SRL commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Explora SRL gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Tour leaders, local representatives, and guides

- Explora SRL commits to hiring qualified local guides, drivers or other local staff, paying them living wages and providing safe and fair working conditions.
- Explora SRL 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 Explora SRL are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use)

Environmental stewardship in destinations

- Explora SRL 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

Customer communication and protection

Privacy

- Customers welfare and information are very important to us. We ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Ensure that customer privacy is not compromised;
- Make product and price information clear, complete and accurate, with regard to the company and its products and services, including sustainability claims;
- Provide destination information, including sustainability aspects, which is factually correct, balanced and complete;
- Inform clients about the environmental impact of different transport options to reach the destination (in case these are not included in the package), and to offer sustainable alternatives, where available;
- Promote (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the “better” option;

After booking and during holidays, we commit to this by:

- Provide Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution;
- Inform customers about risks and precautions related to health and safety matters in the destination;
- Keep a contact person and a telephone number permanently available for emergency situations;
- Train personnel and keep guidelines available, on how to deal with emergency situations;
- Provide customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Motivate clients to use local restaurants and shops (where appropriate);
- Inform clients on sustainable transport options in destinations, when feasible;

After holidays, we commit to this by:

- Measure systematically client satisfaction and take into account the results, for service and product improvements;
- Include sustainability as an integral part of the research into client satisfaction;

- Have clear procedures in case of complaints from clients;

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.

Effective date

This policy is effective from 28/11/2023