



# Sustainability Policy and Procedures

As a tour operator who engages with various stakeholders in tourism, namely consumers, travel agencies, hotels, and concierge, Holo Holo Charters understands our key role and influence in the sustainable development of tourism. Therefore, we are committed to promoting sustainability throughout our organization. We aim to follow, implement, and promote valuable sustainability practices to maximize our reach and minimize any negative impacts of our operations, while influencing our clients and partners to do the same.

Our sustainability policy is divided into eight themes. Each theme consists of a set of principles and practical actions.

## 1. Sustainability Management & Legal Compliance

We commit to sustainability management, practiced by these actions:

- To have an appointed employee who is responsible for sustainability coordinator tasks.
- To have a sustainability mission statement that is communicated to customers, partners, and suppliers.
- To reduce the negative social, cultural, economic, and environmental impacts of the company's activities, including employee related health and safety aspects.
- To collaborate and be actively involved in external forums and working groups which are supportive to sustainability in tourism.
- To conduct a baseline assessment of the company's performance on sustainable practices.
- To have a sustainability action plan with clear targets, actions, measures, responsibilities, and timelines.
- To develop and document procedures to monitor and evaluate the implementation of the sustainability policy, objectives, and targets.
- To ensure the company's transparency in sustainability by public reporting and communicating.
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all local, state, and federal legislation, regulations, and codes of practice.

## **2. Internal Management: Social Policy & Human Rights**

We commit to sustainable internal management by having a clear written and well-communicated social policy that includes the following principles:

- To grant employees the freedom of at-will employment.
- To include labor conditions according to local and national labor laws.
- Wage rate is to be established based on position, experience, and training and equals or exceeds the state/national legal wage.
- Overtime compensation is based on hours of work and position.
- To provide medical insurance according to state/national law after completing four consecutive weeks of at least twenty hours worked each week.
- To grant employees Paid Time Off after one year of employment according to the hours worked in the previous calendar year and tenure with the company.
- To grant employees a 401K retirement plan after one year of employment including partial employer matching contributions.
- To have health and safety policies for employees which complies with national legal standards.
- To have first aid supplies and trained staff available at all relevant locations.
- To obey state and federal laws concerning minimum age for employment.
- To have documented effective procedures in place for employees to voice their complaints and expectations.
- To have a clear disciplinary procedure that is effectively communicated with employees.
- To have a measurement system for employee satisfaction on a regular basis.
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues, workplace etiquette, and drug/alcohol awareness.
- To provide a free Employee Assistance Program for employees or their family members who are experiencing mental, emotional, financial, or legal troubles.
- To create opportunities for employees to advance their education through a Continuing Education Reimbursement program, available after one year of full-time employment.
- To provide employees complimentary tours and discounted rates for their friends and family.

We commit to practice human rights by ensuring enforcement of the following practices:

- To prohibit discrimination regarding recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or any other protected class.
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training and education.

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

We commit to practice environmental protection and enhance community relations by ensuring the enforcement of the following practices:

- Actively reduce the use of disposable goods, especially plastics.
- Favor the purchase of sustainable goods and services in all areas, including office supplies, catering goods, and merchandise.
- Purchase products in bulk, to reduce the amount of packaging materials.
- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes.
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label, if locally available.
- Print brochures on environmentally friendly paper, with a printing company that works with a certified environmental management system, if locally available at a reasonable cost.
- Implement measurements to reduce brochure and paper wastage by offering digital versions of documents and promotional materials.
- Have an active commitment to measure, monitor and reduce energy consumption.
- Complete an initial calculation of CO2 emissions in 2022 and set goals for reduction.
- Purchase green energy and energy efficient lighting for all areas, when available.
- Switch off lights and equipment when not in use, and set equipment by default to energy saving mode, where this is feasible.
- Prefer low energy equipment when buying new items, including considerations of cost and quality.

- Comply with the state and national legislation concerning waste disposal.
- Continue our existing recycling program and be ready to jump onboard with more solid waste options as our county upgrades their systems.
- Take action to reduce the amount of (non-refillable) plastic bottles of drinking water.
- Separate all materials which can be recycled and organize collection and proper disposal.
- Implement waste reducing methods when using ink and toner cartridges for printing and copying, whenever feasible. Default black & white instead of color printing, when available.
- Minimize and substitute the use of harmful substances and manage properly the storage, handling, and disposal of chemicals.
- Use lead-free and water-based paints, both inside and outside, when practical and locally available.
- Implement practices to minimize pollution from its buildings (that which is within control of the company).
- Reduce transport related impacts by offering tele-work, tele/video meetings, work-at-home policies, or other means, where applicable.
- Maintain and properly check motorized company vehicles, reduce emissions and energy use, and make sure they are in compliance with legal emission standards.
- Provide periodic guidance, training and/or information to all staff members about their roles and responsibilities with respect to internal environmental practices.
- Base planning, design, and construction of new buildings or renovations, on locally appropriate and feasible sustainable practices and materials.

#### 4. Partner Agency

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve sustainability of our partner agencies. Our aim is to make sustainable development concrete to each partner within our business.

We commit to this by;

- Giving preference to vendors/partners who are truly implementing sustainability in their policies.
- Informing vendors, partners, and customers about our sustainability policy and their expectations to comply, where relevant.

- Having a written contract with partner agencies.
- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees.
- Preferring and selecting vendors that are locally owned and managed.
- Selecting vendors that employ locally.
- Ensuring that through our supply chain, the rights of all employees are respected and safeguarded by following all local employment laws and hiring procedures including those that address age, gender, race, and sexual orientation.

## 5. Transport

We try to ensure that vessels used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when designing/upgrading our vessels.
- Ensuring that our vessels are properly maintained so that they are as efficient as possible.

## 6. Excursions and activities

We value animal and community welfare and provide tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment and are strongly against harming wildlife and polluting the environment.

We commit to this by;

- Offering environmentally and culturally sensitive tours.
- Advising guests on behavior standards during tours and activities with a focus on respecting the local culture, nature, marine life, and environment.
- Communicating our sustainability objectives and requirements to employees, contractors, vendors, customers, and affiliates, by distributing this information via website, social media, email, discussions, and/or meetings, to minimize negative visitor impact and maximize enjoyment.
- Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable.
- Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that

their utilization is sustainable and in compliance with local, national, and international law.

- Having skilled and/or certified crewmembers to guide our guests in ecologically sensitive areas and provide accurate information.
- Promote and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects.
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects.

## **7. Destination**

We aim to maximize positive impacts and minimize negative impacts at destinations to ensure the sustainable development of the places where we operate.

We commit to this by:

- Considering sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations.
- Influence and support local government (when possible, together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues.
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers.
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artifacts (except as permitted by law).

## **8. Customer communication and protection**

Customers' welfare and information are very important to us. At Holo Holo Charters, 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.
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than is delivered.

- Make product and price information clear, complete, and accurate, regarding the company and its products and services, including sustainability claims.
- Provide destination information, including sustainability aspects, which is factually correct, balanced, and complete.
- Clearly inform (potential) direct customers, about sustainability commitments and actions.

After booking and during the tour, we commit to this by:

- Provide information to consumers about the natural surroundings, local culture, and cultural heritage in the 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.
- Motivate clients to use local restaurants and shops (where appropriate).

After the tour, we commit to this by:

- Measure systematically client satisfaction and consider 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.