

ETHIODER TOUR AND TRAVEL SUSTAINABILITY POLICY

Ethioder Tour and travel is a dedicated inbound destination management company which provides travel experiences in Ethiopia in culture, nature and history of Ethiopia. We are providing uncompromised services with the highest quality and safety which keeps the needs of our clients. And we have written sustainability policy on its structure and activities. The policy aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities, and includes employee related health & safety aspects.

Bellow is the combined sustainability policies of Ethioder Tour and travel;

- We appointed employee who is responsible for sustainability management
- We have sustainability mission statement, sustainability policy, to conduct baseline assessment, sustainability action plan and procedure
- We grant employees freedom of employment and termination, labor conditions, wage rate, determine and compensate overtime, provide medical and liability insurance, grant fixed paid holidays and annual leave and sick leave,
- Not to hinder employees for trade union membership and collective labor negotiations and representation of members by trade unions
- Switch off Lights and equipment when not in use, use automatic switch on/off system with timers or movement sensors and set equipment by default in the energy saving mode, where this is feasible;
- Prefer low energy equipment when buying new items, including considerations of cost and quality;
- Have an active policy to reduce water consumption, implemented and monitored on a monthly or yearly basis for benchmark purposes;
- Use sustainable water sourcing, which does not adversely affect environmental flows;
- Install water saving equipment in toilets, re-use waste water and/or collected rainwater;
- Comply with the national legislation concerning waste disposal;
- We are Contributing to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and not impede access to them by local residents;
- We are Keeping a list of the sustainability practices of partner accommodations and agents;
- Only working with organisations who are truly implementing sustainability in their tourism policy;

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- We are Paying attention to the local benefits of communities when selecting local accommodations and their social policy for employees;
- We are Raising awareness among key partners on sustainable consumption by organising (online) campaigns and trainings;
- We are informing key partners on the Travelife and national tourism standards;
- We are Evaluating the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Informing key partners about the travel companies' sustainability policy and that they are expected to comply with it
- We are including key sustainability clauses in contracts with inbound/receptive partners;
- We are motivating inbound partners to participate in sustainability trainings for travel companies;
- We are including clauses in the partner contracts that enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain;
- Ethioder Tour and travel Ensuring that partner companies comply with all relevant national laws protecting the rights of employees;
- We are selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
- We are selecting accommodations that comply with sustainability and quality standards
- We are motivating and encouraging partner accommodations to become sustainably certified;
- We are preferring and selecting accommodations that are locally owned and managed;
- We are selecting accommodations that employ local communities;
- Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;
- We are including standard sustainability clauses in all contracts with accommodation providers that focus on child labour, anti-corruption and bribery, waste management and protection of biodiversity;





- We are offering incentives to accommodations that are actively engaging in sustainability;
- We are ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded
- We are encouraging and working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;
- We will terminate cooperation with accommodation in case of clear evidence that contracted accommodations jeopardize the provision of integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring companies.
- We will advise guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
- We will not offer any excursions that harm humans, animals, plants, natural resources such as water a Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- We will 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 utilisation is sustainable and in compliance with local, national, and international law;
- We will ensure that all employees have a written employment contract, including labour conditions and a job description, and fully understand the terms and conditions;
- We will ensure that our tour guides, hosts, and other employees under contract are qualified and trained regularly
- We will ensure that our local employees are informed on relevant aspects of our sustainability policy and comply with it, by newsletters, references or supplements to contracts, emails, or training and information sessions
- We will Consider sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations;
- We will Consider selection of new destinations, which are reachable through more sustainable means of transport;





- We will comply with legally based spatial planning, protected areas and heritage regulations. Also with destination management strategies of local, regional and national authorities;
- We will Support initiatives that improve the relationships between accommodations and local producers;
- We will Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers;
- We will 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;
- Will 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;
- We are promoting (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;
- Inform the customer about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available;
- Clearly inform (potential) direct customers, about sustainability commitments and actions;
- 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;





- We Measure systematically client satisfaction and take into account the results, for service and product improvements,
- We have clear procedures in case of complaints from clients;
- We encourage our customers to respect and abide by the rules and principles of the visit community and environmental aspects
- We also encourage and inform them to invest the local communities in the visit area to support them economy, health and education
- We collect information from the client by different tools like questioner and Email about their activities and stay in a visit
- Ethioder Tour and travel promote clients to support local artisans and purchase their products
- Company staffs are getting trainings to upgrade their professions and to provide quality services
- Company staffs have been briefing about the sustainability practice and importance upon started work at ethioder tour and travel
- At each level of employee must accept and recognize the working rule of the company regarding the sustainability practice
- All staffs use the properties of the company like computer, laptop, copy machine and any office utensils provided to them and use in sustainable way
- All staffs are responsible for any waste materials avoidance and reuse
- The company's employee will comply with the rules in disposing of hazardous materials/wastes,
- Garage workers are highly responsible for the disposal of oil and lubricant once they change for vehicles and trucks and deliver the plastics and the wastes to the company's waste reduction agent
- Ware house workers have to handle safely, storage, transport, loading and unloading of all store materials
- The company is allocating a transport allowance as per each staff salary for those who are using public transport which is highly important to reduce air pollution and carbon emission while you are intending to use the private car
- All field staffs(drivers, chefs/cookers, assistant drivers, camp man and any other supporting staffs) are responsible for the wastes which are generating from field work and have to clean and avoid in complying of the local authority waste management manner
- The local guides, chefs, scouts and camp man must be hired in local community to benefit from them
- All consumable goods must be purchased from local peoples which helps them to support their lives
- Ethioder Tour and travel is developing tour products like some the off beaten track and new destinations just to make its products unique and to get more customers creating difference from its competitors



