

Sustainability report - 2019

Fair Voyage
Travelife Partner



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1. Reporting context

2. Company data

Fair Voyage

c/o Impact Hub Zurich Association Sihlquai 131
8005 Zurich
fairvoyage.com
alex@fairvoyage.com

Tourist volume	1 - 250
Number of employees	1 - 10
Type of tourism	Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Young people, Singles, Families with children
Destinations offered	East Africa, Southern Africa, South Asia

Sustainability coordinator

Alexandra Pastollnigg
alex@fairvoyage.com

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	9	9
1. Sustainability Management & Legal compliance	16	16
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6. Detailed overview

0. Company characteristics

9

Contact details

1

Action			Details
0.1. Sustainability coordinator			Alexandra Pastollnigg admin@fairvoyage.com +41786414730

Brands, products and/or services



6

Action			Details
0.2. Nature of business Please indicate which of the following activities are part of your business.			Travel agency (leisure)
0.3. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed. Only indicate those excursion types which are not purchased from third parties.			City tour Hiking, Mountain climbing, Jeep safaris Diving and snorkelling, Canoe trips Visiting traditional communities, Visiting indigenous people Safari tours, Marine animals watching

0.4. Passenger number	✓	✓	1 - 250
0.5. Tourism types	✓	✓	Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
0.6. Target groups	✓	✓	Young people, Singles, Families with children
0.7. Destinations	✓	✓	East Africa, Southern Africa, South Asia





Personnel

1

Action			Details
0.8. Number of employees	✓	✓	1 - 10

Public communication

1

Action			Details
0.9. Brands under Travelife scope			

1. Sustainability Management & Legal compliance

16

Engagement of company

3

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>			<p>Alexandra Pastollnigg</p> <p>During start-up phase, this role is assumed by the founder. The main purpose of this role during start-up phase is to ensure that only responsible tour operators and tourism service providers are allowed to promote their tours/services on Fair Voyage.</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>			<p>We are making sustainable travel easy for conscious travellers globally, so that together we can preserve our planet and implement the Sustainable Development Goals in tourism.</p> <p>To make sustainable travelling easy, we are building a multi-day trip customization platform that will enable travellers to customize and book their single best trips worldwide directly with verified responsible tour operators.</p> <p>As Swiss registered travel agency, Fair Voyage aims to offer conscious travellers the security, safety and quality of an international agency; combined with the efficiency, transparency and comparability of an innovative online platform solution.</p> <p>To ensure the highest sustainability standards, Fair Voyage curates suppliers that are independently audited and certified by GSTC accredited responsible travel certification organizations.</p>

		By making it easy for travellers to book their vacation with the world's most responsible local companies, Fair Voyage hopes to provide an effective solution to sustainably promote all 17 UN SDGs in tourism. https://fairvoyage.com/about/
1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.	✓	✓ Alexandra Pastollnigg, Founder & CEO

Social cooperation

3

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	✓	—	Kilimanjaro Porters Assistance Project (KPAP) – Technical Advisor Responsible Tourism Tanzania (RTTZ) - Awards Judge Global Sustainable Tourism Council (GSTC) - Member, Conference Speaker
1.5. Exchange of experiences Experiences and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website).	✓	—	We are actively promoting Travelife to responsible suppliers across Africa who would like to work with us; and have already introduced several companies to Travelife. When sourcing suppliers in new countries, we screen for Travelife Certified tour operators. For example, we have selected our new suppliers for Nepal based on their Travelife Certified status.

<p>1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).</p>	<p>✓</p>	<p>—</p>	<p>As a start-up, we do not have the funding for cash donations. However, we volunteer our time to support responsible travel organizations. For example, our Founder is providing technical support to the Kilimanjaro Porters Assistance Project and supporting the Responsible Tourism Tanzania awards by participating in the judging panel.</p>
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Baseline assessment

2

Action			Details
<p>1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	<p>✓</p>	<p>—</p>	<p>We only work with suppliers that we have verified to be responsible. For Kilimanjaro climbs, we only accept KPAP Partners. For other destinations, we screen for Travelife, Fair Trade Tourism, Ecotourism Kenya or other applicable certification and audit schemes. However, we have also observed that there's still very low awareness about responsible travel certifications across Africa. Therefore, as our new partners are still in the process of becoming certified, we have also accepted suppliers when we have reasons to believe that they are operating very sustainably (e.g. safari providers with eco-friendly tented camps). For all our suppliers and itineraries, we report transparently on each Tour product page our sustainability selection criteria.</p>
<p>1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).</p>	<p>✓</p>	<p>✓</p>	<p>By completing this report</p>

Policy

2

Action			Details
1.9. Sustainability policy The company has a written sustainability policy which reflects the company structure and activities, and is supported by top-management. 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.	✓	✓	
1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).	✓	✓	https://fairvoyage.com/sustainability/ https://fairvoyage.com/responsible-and-sustainable-tourism-criteria/

Action plan

2

Action			Details
1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	✓	✓	Our next step is to implement impact measurement by tracking & making public: Number of days booked with tour companies certified by UN GSTC accredited sustainable travel audits (broken down by audit scheme) Number of overnight stays in sustainable accommodations (broken down by certification scheme as well as low impact camping & glamping) Number of ethical work days (e.g. fairly treated porter work days on Mt Kilimanjaro)

<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	✓	Sustainable sourcing is core for us. We discuss any new suppliers & destinations in our weekly team meetings.
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Monitoring and evaluation

2

Action			Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	✓	✓	Our key monitoring involves supplier sourcing - see prior answer. We also obtain traveller feedback and discuss concerns raised (if any) with our local suppliers.
<p>1.14. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>	✓	—	Weekly team meetings where we discuss any new suppliers & destinations

External reporting and communication

2

Action			Details
<p>1.15. Travelife reporting The company reports its progress via Travelife at least every two years.</p>	✓	✓	

<p>1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p>https://fairvoyage.com/about/</p> <p>Our Sustainability Report is uploaded under "Our Awards & Recognitions" next to the Travelife logo.</p>
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2. Internal management: social policy & human rights

22

Social policy and human rights

19

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	✓	✓	We do not hinder trade unions. However, as there are no applicable trade unions in Switzerland, none are active in our company nor are staff members of any unions.
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).	✓	✓	There is no applicable collective labour agreement in place in Switzerland.
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).	✓	✓	All employees are free to enter or leave their employment without penalty. As a service provider, the concept of "labour" doesn't apply to us, but we will not work with suppliers if we are aware that they have such practices.
2.4. HR Policy The company has a written Human Resource policy.	✓	—	We do not yet have a written HR policy.
2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.	✓	✓	All employees have an employment contract.

<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	✓	✓	<p>We adhere to legal minimum wage requirements in our own operations. More importantly, we aim to ensure fair minimum wages also throughout our supply chain. For example, for Kilimanjaro climbs, we only promote KPAP Partner companies who can prove their adherence to fair living wages through KPAP's independent audit.</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	✓	✓	
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	✓	✓	<p>We fully comply with statutory social insurance requirements in Switzerland. We also offer additional paid sick days insurance above legal minimum requirements.</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	✓	—	<p>Yes, as per legal requirements in Switzerland.</p>
<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	✓	✓	<p>Yes, as per legal requirements in Switzerland.</p>
<p>2.11. Sick Leave Employees are entitled to paid sick leave in line with national legal requirements.</p>	✓	—	<p>Yes, as per legal requirements in Switzerland.</p>
<p>2.12. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are</p>	✓	✓	<p>We do not yet operate our own office space. We have a shared office space at Impact Hub Zurich which provides the required incident management facilities and trainings. So far, we haven't yet had the need for our own health, safety and crisis management policy.</p>

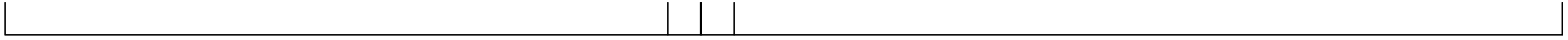
<p>taken. First aid kits and trained staff is available at all relevant locations.</p>			
<p>2.13. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	✓	✓	Diversity is one of our fundamental values. We are female led and provide flexible work opportunities to parents. Our team is composed of several different nationalities and ethnicities.
<p>2.14. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	✓	✓	This is the case, and we will always comply with the law
<p>2.15. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	✓	—	We address complaints and grievances immediately through open dialogue and at least weekly meetings involving each employee.
<p>2.16. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	✓	—	All employees regularly interact directly with our senior management. Representation can be made any time through various communication channels. Any issues raised are usually addressed within 48 hours.
<p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	✓	—	We have not yet had the need for formal disciplinary procedures. We discuss performance and provide feedback on an ongoing basis, which makes the need for disciplinary procedures redundant.

2.18. Persons with special needs The company employs persons with special needs	✓	—	We have not yet received applications from persons with special needs, thus do not yet employ persons with special needs.
2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	—	We discuss openly any areas for improvement in weekly team meetings as well as weekly one-on-one meetings between staff and their direct supervisor.

Training and education

3

Action			Details
2.20. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	—	Any required training is discussed openly and provided in weekly meetings.
2.21. Personal development? The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.	✓	—	Every staff member is given the opportunity to take on a lot of responsibility and grow quickly, depending on their personal preferences.
2.22. Trainee positions Traineeships/Internships are offered to students.	✓	—	We are planning to offer student & internship opportunities as we expand our team. We are also supporting students regularly upon request to participate in interviews or provide other guides and support they require for their thesis or other research projects.














3. Internal Management: environment and community relations

37

Procurement

6

Action		Details
3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).		 We do not yet have a formal policy. However, we are very conscious of our use of resources. We work predominantly online / paperless and rarely purchase any physical products.
3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favours sustainable suppliers and products, whenever these are available and of sufficient quality.		 As for travel products, yes. For other purchases, we do not yet have a formal policy. However, we pay attention to sustainability whenever applicable.
3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.		 All paper purchases (printing, name cards, etc.) are from recycled sources.
3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.		 We do not print paper for office use, only when required for legal / external purposes.
3.5. Certified coffee and tea At least 50% (in kilo or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised		 100% of coffee bought is Fair Trade and organic; ca. 50% of tea is from organic sources.

sustainability certification.			
3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	—	All cleaning materials are biodegradable and eco-labelled.

Paper (promotional materials)

3

Action			Details
3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	✓	—	We do not print any promotional materials.
3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).	✓	✓	We do not print brochures.
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an anual basis.	✓	—	We do not print brochures.

Energy

9

Action			Details
3.10. Energy reduction policy	✓	✓	We do our utmost to limit the use of electricity (lights, no aircon) and heating in winter.

<p>The company has an active commitment to reduce energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>			
<p>3.11. Energy consumption and sources Energy consumption for heating and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	✓	—	We do not yet have our own office facilities but use a co-working space.
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	✓	✓	We do not yet have our own office facilities but use a co-working space.
<p>3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	✓	—	We do not yet have our own office facilities but use a co-working space.
<p>3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.</p>	✓	—	We do not yet have our own office facilities but use a co-working space.
<p>3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	✓	✓	We do not yet have our own office facilities but use a co-working space.
<p>3.16. Light “switch-off” policy Office lights are switched off after office hours.</p>	✓	✓	We do not yet have our own office facilities but use a co-working space.
<p>3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking</p>	✓	✓	We do not buy much equipment.

into account return on investment and quality considerations).			
3.18. Efficiency mode Where applicable, equipments are set by default to the energy-saving mode.	✓	✓	Our main equipments are laptops and computers. These are set to energy-saving mode.

Water

3

Action			Details
3.19. Water reduction policy The company has implemented a policy to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	—	We do not yet have our own office facilities but use a co-working space.
3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated.	✓	—	We do not yet have our own office facilities but use a co-working space.
3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	—	We do not yet have our own office facilities but use a co-working space.

Waste management

7

Action			Details
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<p>3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.</p>	✓	✓	We comply with Swiss legislation, which is one of the strictest globally.
<p>3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>	✓	✓	We do not produce much waste at all. Any waste is recycled as per strict legislation in Switzerland.
<p>3.24. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	✓	—	We do not sell products, hence no packaging.
<p>3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	✓	—	We do not buy any bottled water.
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste and plastics). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	✓	✓	We make full use of the detailed waste separation/recycling system in Switzerland.
<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	✓	—	Cartridges are returned to the point of sales for proper recycling
<p>3.28. Recycling of batteries</p>	✓	—	Batteries are returned to the point of sale for proper recycling

Batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.			
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Reducing pollution

2

Action			Details
3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.			We do not yet have our own office facilities but use a co-working space.
3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.			We don't use any chemicals

Mobility

5

Action			Details
3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.			We use public transport whenever possible
3.32. Business travel emission			We do not travel enough to warrant such calculations.

Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.			
3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	We do not travel enough to warrant such calculations.
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycles).	✓	—	Employees are incentivized to work from home, which helps to reduce the environmental footprint related to staff commuting.
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	We mostly work from home


Sustainability training and awareness raising

1

Action			Details
3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.	✓	—	Not yet applicable as we do not yet have our own office space and staff mostly works from home.

Land use and community relations

1

Action			Details
<p>3.37. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.</p>			We do not own any buildings or land

4. Inbound partner agencies

7

Inbound partner agencies

4

Action			Details
4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.			To the extent possible, we only work with independently verified responsible tour operators, such as Travelife Partner/Certified tour operators, KPAP Partners for Responsible Travel or Fair Trade Tourism approved operators.
4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).			Our sustainability criteria and policy are part of our new partner onboarding process.
4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).			We do not have individual contracts other than our general Terms of Business . Our Responsible Travel Policy is a part of our Terms of Business.
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in			We refer new suppliers to Travelife for training/certification.

sustainability training(s) for travel companies.

Specific conditions

3

Action			Details
4.5. Contracts Written contracts with partner agencies are in place.			Our business relationships with partner agencies is governed by our general Terms of Business .
4.6. Sexual exploitation of children: contracting Partner contracts include clauses which 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 (e.g. accommodations and excursions).			We do not have such clauses. However, we do not commit to any long-term business arrangements which our partners. This means that we can immediately terminate any new business with partner agencies in case of such exploitation.
4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.			We only work with duly licensed and registered travel businesses and work with independent audit schemes such as Travelife such verify compliance with national laws.

5. Transport

4

Selecting transport suppliers


3

Action			Details
5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).			We only offer tours in destination through our local tour operator partners. We do not provide international transportation booking services.
5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).			We only offer tours in destination through our local tour operator partners. We do not provide international transportation booking services.
5.3. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).			Indirectly, through working with sustainable tour operator partners.

Sustainable packages

1

Action			Details
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<p>5.4. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>		<p>— All our Kilimanjaro tours are ethical climbs with KPAP verified Fair Porter Treatment. We also favor sustainable accommodations, such as tented camps for safaris, or Travelife, Ecotourism Kenya or Fair Trade Tourism certified accommodations.</p>
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6. Accommodations

11

Accommodations

7

Action			Details
6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.	✓	—	For any accommodations that wish to directly partner with us, we only accept providers with independent sustainability certifications or low-impact tented camp accommodation providers.
6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.	✓	—	Yes, we clearly communicate what qualifications we are looking out for.
6.3. Certified accommodations Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.	✓	—	Yes, preference is given to accommodations that work with GSTC accredited or Travelife certification. Over the next year, we will also implement measurement / tracking.
6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.	✓	—	Our sustainability policy is an integral part of our Terms of Business.

<p>6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	✓	✓	We do not contract with accommodations directly, except when they provide the entire tour. We refer our partners to Travelife for training/certification.
<p>6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	✓	—	We are very happy to cooperate with any initiatives to promote more sustainability in accommodations.
<p>6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	✓	—	We only work with sustainable accommodations as direct contract partners and highlight sustainability certifications of accommodations included in each tour/itinerary.

Specific conditions

4

Action			Details
<p>6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>	✓	✓	We do not monitor this directly, but through requiring independent audits such as conducted by Travelife.
<p>6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	✓	—	We proactively source sustainable accommodations and encourage our tour operator partners to include the most sustainable accommodations in the itineraries that they promote via our website.

<p>6.10. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓</p>	<p>—</p>	<p>We do not contract directly with accommodations but through our tour operator partners.</p>
<p>6.11. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	<p>✓</p>	<p>—</p>	<p>Yes, we would remove such accommodations from our offering.</p>

7. Activities

12

Activities

5

Action			Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>			<p>Sensitive excursions:</p> <p>Wildlife safaris and visiting protected natural heritage Visiting indigenous people, such as the Maasai in Kenya/Tanzania</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>			<p>Sustainability ensured by only working with qualified partners meeting minimum sustainability standards</p>
<p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>			<p>Only certified partners are accepted. We are sharing new objectives in our regular newsletters.</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of</p>			<p>This is done indirectly through only working with responsible tour operator partners to whom we also provide guidelines. For example, we have signed the Blood Lions pledge and communicated that we are not supporting any such captive wildlife activities to all our partner companies.</p>

relevant NGO's and the affected community.			
7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	—	Only certified sustainable partner operators

Specific criteria

7

Action			Details
7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.	✓	—	We manually approve all tours that get uploaded/promoted on Fair Voyge. Should there be any sensitive tour, we would not approve.
7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.	✓	✓	We do not offer any such excursions outside of regulated national parks. We have also signed the Blood Lions pledge and communicate that we expect our parnter companies in South Africa to do the same.
7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.	✓	✓	Confirmed
7.9. Wildlife interactions Excursions which include interactions with wildlife comply with	✓	✓	Confirmed

<p>relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>			
<p>7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	✓	—	Confirmed
<p>7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	✓	—	Confirmed. Some of our operator partners promote excursions to visit local communities or crafts centers. We also plan to package more tours that involve visiting social projects or local supply chain production sites.
<p>7.12. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	✓	—	Confirmed

8. Tour leaders, local representatives and guides

8

Tour leaders, local representatives and guides

8

Action			Details
8.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.			We do not directly employ tour leaders, local representatives or guides.
8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.			Yes, to the extent this can be monitored via a 3rd party independent organizations for our suppliers. E.g. we only promote KPAP monitored Kilimanjaro climbs to ensure fair porter treatment.
8.3. Qualification and training Key Tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.			We only accept suppliers meeting such minimum standards
8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.			This is not our task, but the task of our partner operators.
8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.			This is handled by our local suppliers and NGO partners

<p>8.6. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓</p>	<p>—</p>	<p>This is handled by our local suppliers and NGO partners</p>
<p>8.7. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	<p>✓</p>	<p>✓</p>	<p>This is handled by our local suppliers and NGO partners</p>
<p>8.8. Sexual exploitation of children: staff training Tour leaders and local representatives, contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	<p>✓</p>	<p>—</p>	<p>This is handled by our local suppliers as we do not directly employ local staff.</p>

9. Destinations

4

Selection of destinations

2

Action			Details
9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.			Yes. Our goal is to bring responsible tourism to under-developed region, thereby promoting sustainable local development. As we expand, we plan to particularly promote Green Destinations.
9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.			We will take this into consideration when we expand.

Local projects and initiatives

2

Action			Details
9.3. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)			Yes, we promote accommodations that foster such local cooperations.

<p>9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	✓	✓	Confirmed.
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10. Customer communication and protection

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Prior to booking

12

Action			Details
10.1. Customer privacy The company ensures that customer privacy is not compromised.			Confirmed. See our privacy policy: https://fairvoyage.com/privacy/
10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.			Confirmed.
10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.			Confirmed.
10.4. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.			Confirmed.
10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.			We are not yet selling international flights, thus we are not yet informing clients about the impact of their international travels. However, we will do so if we start promoting international flights. As for the local tours, we are not yet able to display this as it would require such

		reporting from each of our suppliers. In future, we may be able to automatically calculate the footprint based on distance travelled, type of accommodation, etc.
10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.	✓	— Transport is either part of the package or not arranged by us. Limited options provided by our core destinations to start with. This is something we'll work on over time.
10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.	✓	— We are not yet assisting with flight bookings/transportation.
10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓	— We are not yet selling international flights, thus we are not yet informing clients about the impact of their international travels. However, we will do so if we start promoting international flights.
10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.	✓	— We are not yet selling international flights, thus we are not yet informing clients about the impact of their international travels. However, we will do so if we start promoting international flights.
10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.	✓	— Yes, we have automated transparent sustainability reporting of accommodations & activities on our tour summary and tour pages.

10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓	—	Sustainability is an integral part of our tour listings and comparison features.
10.12. Sustainability commitment (Potential) direct customers are clearly informed about the related sustainability commitments and actions.	✓	—	Yes, sustainability is a core component of all our client communications









After booking and during holidays

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Action			Details
10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓	—	Confirmed.
10.14. Destination Do's and Don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).	✓	—	Via the website, blogs, social media, newsletters as well as targeted updates to clients (e.g. we recently sent an update to all our Tanzanai clients regarding the new plastic bag ban)
10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	—	Via our website
10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	✓	Contact details provided on our website as well as local 24/7 emergency contact details of our suppliers provided to clients upon booking

<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	✓	✓	All suppliers have 24/7 emergency phone service.
<p>10.18. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	✓	✓	Not applicable to our target customers / the types of tours we sell
<p>10.19. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	✓	✓	We may have blog posts/articles about this in future. For now, it's not our focus.
<p>10.20. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	✓	✓	We do not yet get involved in restaurant/shop selections. This would be advised locally by our suppliers.
<p>10.21. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	✓	✓	We do provide information about local transport options. However, there is limited availability of sustainable & safe means of public transport in most of our destinations.
<p>10.22. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).</p>	✓	—	Confirmed.

After holidays

Action			Details
<p>10.23. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>			<p>We have detailed post-trip surveys. For any aspects where clients were not 100% satisfied, we take immediate action to follow up with our local partner.</p> <p>See our Kilimanjaro post-trip survey as example: https://fairvoyage.com/climb-kilimanjaro/customer-feedback/</p>
<p>10.24. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>			<p>Yes, it's part of our post-trip survey.</p>
<p>10.25. Complaints The company has clear procedures in case of complaints from clients.</p>			<p>So far, we haven't had any serious complaints. But whenever there's any areas for improvement suggested in post-trip surveys, the respective client relationship manager immediately follows up with our local partner company as well as we address it within our own operations.</p>