

Ecoluxury Travel Sustainability Policy

Ecoluxury Travel & Viaggi dell'Elefante, together with all associated brands, operate within the tourism sector with the awareness of playing a crucial role in promoting responsible and sustainable tourism. As key stakeholders in the dialogue with clients, suppliers, accommodation providers, transport companies, restaurants, and activity organizers, we are actively committed to reducing the negative impacts and maximizing the positive impacts of our activities.

We have embarked on a journey aimed at implementing and promoting best practices, while encouraging our clients and other industry stakeholders to do the same. Our Sustainability Policy is structured around eight strategic areas, each supported by concrete and coordinated actions.

1. Management and Regulatory Compliance

Our commitment to sustainable management is based on the following actions:

- Appointment of an internal Sustainability Coordinator responsible for ensuring the achievement of established objectives;
- Continuous staff training and active promotion of a sustainability culture, with the goal of establishing a dedicated sustainability team;
- Sharing our sustainability policy throughout the tourism value chain;
- Regular assessments of company performance and adopted practices;
- Development of Guidelines and questionnaires for collaborators to align them with our vision;
- Participation in networks and forums dedicated to sustainable tourism;
- Compliance with national laws, regulations, and codes of conduct.

2. Internal Management, Social Policies and Human Rights

The Companies and all associated brands are committed to managing internal social policies and human resources according to sustainable practices, clearly documented and effectively communicated, based on the following principles:

- Clear, fair, and transparent employment contracts in accordance with the National Collective Labour Agreement;
- Equal opportunities for training and professional development;
- Workplace safety and continuous training on health and first aid;
- Mechanisms for managing employee feedback, complaints, and expectations;
- Freedom of association and collective bargaining;
- A zero-tolerance policy toward any form of discrimination or exploitation, particularly child exploitation.

3. Environmental Protection

We are committed to protecting the environment and improving relationships with local communities through the implementation of the following practices:

- Reduction of single-use products and implementation of sustainable purchasing practices;

- Use of environmentally friendly supplies and materials;
- Double-sided printing and reduction of paper consumption;
- Use of biodegradable or eco-certified products for regular office cleaning;
- Efficient energy use and selection of low-consumption equipment;
- Measurement and offsetting of CO₂ emissions through selected providers;
- Proper waste disposal in accordance with local regulations;
- Protection of historical and cultural sites, ensuring accessibility for local communities.

4. Supplier Collaboration

We promote a sustainable supply chain through:

- Contracts incorporating clauses related to human rights, environmental protection, and legal compliance;
- Supplier assessments through questionnaires and analysis of best practices;
- Promotion of sustainability certifications among suppliers (e.g., Travelife);
- Encouragement of sustainability training initiatives;
- Specific contractual clauses against child exploitation.

5. Accommodation Providers – Ecoluxury Retreats

Since 2005, following the creation of the Ecoluxury Retreats of the World Collection, we have selected properties that:

- Preserve cultural heritage and the local environment;
- Employ local communities and respect indigenous cultures;
- Provide sustainability reports and performance data, where available;
- Actively collaborate in child protection initiatives.

Properties joining the Collection are required to provide:

- Questionnaires, reports, and annual updates on sustainability projects implemented by the property;
- Sustainability reports, where available;
- Adoption of our sustainability reporting model (if not already in place).

6. Responsible Activities and Excursions

The well-being of local communities and animals, together with environmental protection, are fundamental values for us. For this reason, we are committed to ensuring that our tours become opportunities to learn about, appreciate, and be inspired by these realities.

A key role is played by local staff—including tour leaders, assistants, and guides—who act as a bridge between travelers and the destination. For this reason, we prioritize:

- Local staff who are properly trained and employed under fair working conditions;
- Compliance with applicable laws and remuneration standards;
- Qualified DMCs and guides who are informed about our sustainability policy and capable of communicating it to travelers;

- Educating clients on the adoption of sustainable practices during their journey.

7. Destination Management

Our goal is to maximize positive impacts and minimize negative ones in every destination, thereby contributing to the sustainable development of the places where we operate. To this end, we support:

- Alternative destinations with a low environmental impact;
- Collaboration with local authorities for sustainable destination management;
- Partnerships between accommodation providers and local producers;
- Local projects, biodiversity conservation, and respect for land-use planning;
- Responsible souvenir purchasing and the promotion of accurate traveler information regarding compliant and ethical products.

8. Customer Communication and Protection

The well-being and proper information of our clients are a priority for us. For this reason, we ensure clear, transparent, and continuous communication aimed at informing, assisting, and protecting those who travel with us.

Before the Trip

We guarantee:

- Transparent, ethical, and truthful communication;
- Detailed information regarding destinations, environmental impacts, and sustainable services;
- Respect for client privacy.

During the Trip

We provide:

- Informational materials about local culture and the environment;
- Emergency contact information;
- Awareness-raising regarding risks, health, legal compliance, and child protection.

After the Trip

We manage:

- Collection and analysis of customer satisfaction data;
- Integration of sustainability-related data into customer feedback processes;
- Transparent handling of complaints.

For further information or suggestions, please contact us at: partners@ecoluxury.com