



# Sustainability Policy

**Ecoluxury Travel & Viaggi dell'Elefante**, together with all its associated brands, operates in the tourism sector with the awareness that it plays a crucial role in promoting responsible and sustainable tourism. As key players in the dialogue with customers, suppliers, accommodation facilities, transport, 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 path aimed at implementing and promoting good practices, while also encouraging customers and other players in the sector to do the same. Our **Sustainability Policy** is divided into eight strategic areas, each supported by concrete and coordinated actions.

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## 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 that the set objectives are achieved.
  - Continuous staff training and active promotion of a culture of sustainability, with the aim of establishing a **sustainability team**.
  - Sharing our policy with the entire tourism supply chain.
  - Periodic assessments of company performance and practices adopted.
  - Definition of guidelines and questionnaires for employees, to align them with our vision.
  - Participation in networks and forums dedicated to sustainable tourism.
  - Compliance with national laws, regulations, and codes of conduct.
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## 2. Internal Management, Social Policies, and Human Rights

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

- Clear, fair, and transparent contracts in line with the National Labor Agreement.
  - Equal opportunities for access to training and professional growth.
  - Workplace safety and ongoing training on health and first aid.
  - Mechanisms for managing feedback, complaints, and staff expectations.
  - Freedom of association and collective bargaining.
  - Zero tolerance policy towards all forms of discrimination or exploitation, particularly of minors.
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### **3. Environmental Protection**

We are committed to protecting the environment and improving community relations by implementing the following practices:

- Reducing single-use products and implementing sustainable purchasing.
  - Using supplies with low environmental impact.
  - Printing on both sides of paper and limiting paper materials.
  - Using biodegradable or eco-labelled products for regular office cleaning.
  - Using energy efficiently and choosing low-consumption equipment.
  - Measuring and offsetting CO<sub>2</sub> emissions through selected suppliers.
  - Properly disposing of waste in accordance with local regulations.
  - Preserving historical and cultural sites that are accessible to local communities.
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### **4. Collaboration with Suppliers**

We promote a sustainable supply chain through:

- Integrated contracts with clauses on human rights, the environment, and legality.
  - Supplier assessment through questionnaires and analysis of best practices.
  - Promotion of certifications (e.g., Travelife) among suppliers.
  - Incentives for training on sustainability.
  - Specific clauses against child labour in contracts.
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### **5. Accommodations - Ecoluxury Retreats**

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

- Preserve local cultural heritage and the environment.
- Employ local communities and respect indigenous cultures.
- Provide financial statements and sustainability reports, where available.
- Actively collaborate in the protection of minors.

We require the following from establishments that join the Collection:

- Questionnaires, financial statements, and annual updates on the projects carried out by the establishments.
  - Sustainability report, if available.
  - Adoption of our sustainability report model (if not already in place).
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## 6. Responsible Activities and Excursions

The well-being of the local community and animals, together with environmental protection, are fundamental values for us. For this reason, we are committed to ensuring that our tours become an opportunity to learn, appreciate, and be inspired by these realities. A key role is played by our local staff—tour leaders, assistants, and guides—who act as a bridge between travellers and the local area. For this reason, we prioritize:

- Local staff trained and employed under fair conditions.
  - Compliance with laws and wage standards.
  - DMCs and guides who are qualified and informed about our policy and able to communicate it to travellers.
  - Educating customers about adopting sustainable practices while traveling.
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## 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. With this in mind, we support:

- Alternative destinations with low environmental impact.
  - Collaborations with local authorities for sustainable land management.
  - Collaborations between accommodation facilities and local producers.
  - Local projects, biodiversity, and respect for land-use planning.
  - The responsible purchase of souvenirs and the promotion of accurate information for travellers on the purchase of compliant items.
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## 8. Customer Communication and Protection

The well-being and accurate information of our customers are a priority for us. That is why we guarantee clear, transparent, and constant communication, with the aim of informing, assisting, and protecting those who travel with us.

### Before the trip, we guarantee:

- Transparent, ethical, and truthful communication.
- Detailed information on destination, environmental impact and sustainable services.
- Respect for customer privacy

### During the trip we provide:

- Information materials on local culture and environment.
- Emergency contacts.
- Awareness raising on risks, health, legality, and respect for minors.

**After the journey, we manage:**

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