

Sustainability Policy
Somewhere We Know

Cultural & Experiential Travelling



Purpose

"Somewhere We Know" is committed to implementing sustainable practices in every service provided to its client. The purpose of this policy is to establish clear commitment and criteria to which the company complies, in order to deliver sustainable tourism products.

We decide to engage in the sustainability certification process to learn, improve, implement and promote good sustainability practices on social, environmental, and economic aspects of our business. We will work and set actions to maximize positive impacts and minimize negative impacts of our operations. We aim to make tomorrow better than yesterday, to positively influence, inspire, and equally respect with dignity our team members, clients, suppliers, and partners, and to be an example of best practice in our country and the entire region.

Scope

This policy applies to all operations, from management to the executive level of our company. Staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within prevailing budgets.

We acknowledge we have limited influence over third parties. While we cannot control the decisions of these parties, we commit to educate them of our policy and encourage them to align operating practices with policy objectives.

Julia Kourafa is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

"Somewhere We Know" leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

"Somewhere We Know" commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

"Somewhere We Know" follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use.

Internal management: social policy & human rights

Employees

We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:

- Legal compliance in all regards
- A safe, healthy, and welcoming workplace
- Fair contract conditions including fair compensation
- Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
- Participation in the sustainability planning activities
- Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.

Child Abuse and Exploitation

“Somewhere We Know” recognizes that the commercial, sexual or any other form of exploitation and harassment of children is a worldwide problem and should be addressed by all companies in the travel industry.

In all our activities, travel experiences, and operations we actively disagree with all kinds of exploitation of children and do not collaborate with companies that exploit children through child labor or other forms of abuse.

Please read these 7 tips for Travelers from the website of Child Safe Movement:

<https://thinkchildsafe.org/7-tips-for-travelers/>

Internal management: environment

Environmental management of office operations

We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow circularity/the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally- sound principles. We have the following measures in place:

- Follow all local and national regulations concerning environmental law
- Procure office supply locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
- Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Energy-saving measures are in place in all common areas
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Water-saving measures will be in place in all common areas and restrooms, including water capture in external areas
- Waste is separated into the following categories: plastic, paper products, metal, glass, waste to landfill and is disposed of properly by the municipality
- Noise, light, and air pollution is minimised

Carbon management of office operations

"Somewhere We Know" is committed to reducing our carbon footprint and endeavours to:

- Reduce the amount we travel as much as possible
- Encourage remote work whenever possible, and when it is not possible, make it easier for employees to limit their carbon footprint by use of eco modes of transportation.
- Installing energy-efficient equipment and appliances where appropriate/possible

Energy Reduction Policy

"Somewhere We Know" commits to actively contributing to the reduction of global warming, especially focusing on the reduction of electricity & energy consumption. The following actions have been introduced;

1, When entering the company, only the necessary blocks are turned on, and the last person leaving the block always turns off the corresponding block when leaving the office.

2, Be sure to turn off the lights, projectors, displays, etc. in unused conference rooms.

3, Set the temperature of air conditioning (cooling, heating) appropriately. (Do not lower or raise the temperature too much).

4, Turn off the power of the PC & Printer display outside the usage time. 5, Set the electrical equipment to energy-saving mode as much as possible. 6, We actively reduce the use of disposable and consumer goods. 7, We encourage the purchasing of green energy and energy-efficient lighting equipment for all areas (if resources and budget approve).

8, Preferences towards low-energy equipment when buying new items, including considerations of cost and quality are in place.

9, We comply with the national legislation concerning waste disposal.

10, We encourage employees to use public transport or sustainable means of transport.

Land use

"Somewhere We Know" offices are located in an urban area and we abide by all local land use laws, respect local cultural and natural resources in our business operations, and favour sustainable architecture and design.

General suppliers policy

"Somewhere We Know" is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.

"Somewhere We Know" prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.

"Somewhere We Know" prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.

"Somewhere We Know" expects its suppliers to adhere to a Code of Conduct, that includes the following responsible business practices:

- Complying with all local, regional, national and international regulations
- Respecting all human rights including labour rights, children's rights, and women's rights
- Committing to fair employment conditions
- Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
- Protecting children from (sexual) exploitation through tourism
- Protecting the environment and natural resources
- Acting in the best interest of local communities
- Protecting the interests of "Somewhere We Know"

Inbound partner agencies

In the entire process of developing and operating its travel packages, "Somewhere We Know" expects partner agencies to act in the best interests of the surrounding communities and environment as well as its guests.

One of "Somewhere We Know" methods to select a supplier is if they engage in socially responsible actions and promote an ethical treatment of their employees.

Transport

When selecting transport for guests and business related travel, "Somewhere We Know" commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.

"Somewhere We Know" will implement clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:

- Preferring ground transport over air transport for short-haul travel destinations
- Avoiding in-destination flights as much as possible
- Using public transportation options in the destinations
- Using appropriate vehicle sizes for group sizes
- Training drivers on eco-driving techniques

Accommodations

In the accommodation selection process, "Somewhere We Know" considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.

"Somewhere We Know" favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Activities & Excursions

All excursions and activities run by or on behalf of "Somewhere We Know" respect local customs, traditions, cultural integrity, and natural resources.

"Somewhere We Know" commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.

"Somewhere We Know" gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

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Tour leaders, local representatives, and guides

"Somewhere We Know" commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of "Somewhere We Know".

"Somewhere We Know" understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them.

"Somewhere We Know" provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

"Somewhere We Know" prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.

"Somewhere We Know" aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.

"Somewhere We Know" does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

"Somewhere We Know" commits to positive contribution to the destinations in which we operate, by:

- Sourcing locally and responsibly, and supporting local and traditional arts and culture

- Not allowing the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local and international laws in place to prevent this.
- Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
- Collaborating with other local tourism stakeholders (including local government, other tourism businesses, academia, and community groups) to further the sustainable tourism development of the destination
- Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights.

Environmental stewardship in destinations

"Somewhere We Know" commits to environmental stewardship in the destinations in which we operate by:

Ensuring natural resources remain intact

Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, the company ensures

- Legal compliance in all regards
- Customers and their data are protected
- Customers know how their information is being used

Our company complies, as applicable, with all European Union legislative acts and all other applicable national, regional or international directives, laws and regulations related to privacy and data protection in the processing of Personal Data.

Our company does not process Personal Data in a country outside the European Economic Area without a prior written approval.

Our company keeps Personal Data confidential, shall have no rights to Personal Data, and, unless specifically agreed otherwise in writing or unless agreed upon herein, shall not give access, disclose, or transfer Personal Data, in part or in whole, to any third party.

Our company does not use Personal Data for any purpose other than that of rendering the Services.

Marketing and communication

"Somewhere We Know" strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.

We honour our explicit and implicit commitments and promises.

We are anti-greenwashing and stand behind our sustainability claims 100%.

We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:

- Activities and excursions that benefit the local communities and environmental protection
- Responsible shopping and illegal souvenirs

Customer experience

The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):

- Health and safety
- Emergency procedures
- Privacy
- Transport
- Shopping
- Sexual exploitation
- Children in tourism
- Satisfaction and complaints

"Somewhere We Know" maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Julia Kourafa, who can be reached at julia@somewhereweknow.com.

Effective date

This policy is effective from 14/02/2024.

Revision history

This policy was revised on 14/02/2024

This policy will be revised by 01/11/2025

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