



# SUSTAINABILITY POLICY

## Sustainability policy of Delapaztur Argentina

### **“Our commitment is to sustainability”**

DELAPAZTUR is characterised as a company committed to environmental care and sustainability, awareness in this aspect to customers, suppliers and other actors of the activity. Satisfying the expectations and needs of our customers, establishing mutually beneficial relationships with suppliers and controlling the strict fulfilment of the commitments assumed legally and contractually.

**Scope of application:** This policy shall apply to all company operations. The personnel, suppliers and customers follow the objectives of this policy within the proposed budgets. The company's management is committed to the organisation's sustainability performance, publicising the progress of the company's sustainability performance.

**Our quality policy adheres to:** a) continuous improvement; b) regular monitoring and evaluation of processes; c) allocation of personnel and resources to achieve our objectives; d) to comply with all local, regional, national and international regulations related to human resources, human rights, children's rights and environmental management, following a strict Code of Ethics, including a zero tolerance policy towards corruption, bribery, forced labour and discrimination.

## Internal Management

**Human Resources:** They are one of our greatest assets in delivering meaningful travel experiences to our customers. We therefore maintain a clear HR policy that ensures:

- Legal compliance in all aspects; A safe and healthy workplace;
- Training opportunities, including training on sustainability, sexual harassment and exploitation in the workplace and in the sector
- Participation in sustainability planning activities;
- Inclusion and equal opportunities for all employees, especially with regard to remuneration, promotion, distribution of benefits and career development opportunities.

**Environmental impact:** We are committed to managing our environmental impact as an integral part of our operations, to minimise the direct footprint of our business operations as much as possible, and to actively follow the principles of reduce, reuse and recycle, complying with local and national regulations relating to environmental legislation.

**Supplier selection:** At the time of selection, it is required that the supplier company demonstrates ethical and legal behaviour, particularly in labour and environmental matters, that it complies with the agreed quality agreements, and that it is always characterised by being a company committed to environmental care, raising awareness of this aspect among clients and other actors in the activity, satisfying the expectations and needs of our clients, controlling strict compliance with the commitments assumed legally, regulatory and contractual commitments.

**Collaborating agencies:** Delapaztur works with partner agencies that adhere to our Quality Policy, published on our website and of public access.



Throughout the whole process of preparation and provision of our travel packages, we request that the incoming agencies act in the best possible way. Working in the best interests of the surrounding communities and environment, as well as our guests.

Transport: In order to create more sustainable travel, we encourage our passengers to choose best practices. DELAPAZTUR encourages ground transfers between destinations wherever possible and, unless internal flights are totally unavoidable due to distance or accessibility, suppliers will always be asked to ensure that transfers are made by car, minibus, bus, on foot or by bicycle.

We therefore advise you:

a) Choose, if feasible, the participation of sustainable public transport as an option for travel as a way to reduce the Carbon Footprint; b) Facilitate the selection of more sustainable transport options, taking into account comfort and price, for domestic journeys; c) Encourage preference to be given to sustainable transport options when offering excursion activities; d) do not include air tickets for journeys of less than 500-1,000 km within our destination; e) Include sustainability clauses in the offer of excursion activities to promote environmentally friendly transport options.

Accommodation: We select accommodation that adheres to our Quality Policy. In the accommodation selection process, we consider the good practices of an accommodation taking into account its management of sustainability, its social footprint and environmental care. We favour the selection of accommodation that respects and protects land use, and stands out for its respect for elements of local architecture and traditions. The hotels selected for our programmes must have the "Greenest Hotels" distinction.

Activities and excursions: Providers will be selected if they adhere to our Quality Management Policy. All contracted excursions and activities must respect local communities, animal welfare and support the protection of the environment.

Tour leaders, local representatives and guides: Local guides, drivers and tour leaders are hired and given decent wages, safe and fair working conditions. We request the same conditions from our suppliers who hire local staff. We consider guides to be the direct intermediaries between guests and the social, cultural and environmental context of the destination, and they are the ones who convey the expected behaviour to the passengers. For this reason, we require that all guides hired by our suppliers receive regular training and be knowledgeable about the sustainability of the destination.

Environmental management at destinations: We are committed to acting in an environmentally responsible manner in the destinations we operate, ensuring that natural resources remain intact and educating visitors on the principles of responsible travellers and their expected behaviour.

Communication and customer protection:

Privacy: The protection of our customers is our priority. Therefore, we maintain a privacy policy that guarantees legal compliance in all its aspects and the protection of your personal data.

Marketing and communication: We strive every day to offer products and services that deliver what we claim in our communications. And we strive to be inclusive and representative in our marketing, and to always take cultural, religious and ethnic sensitivities into account.

Sustainability communication: Informing customers about the importance of following the traveller's tips published on our website and the importance of transparent communication



on: Offsetting the CO2 emissions of their trips; booking activities and excursions for the benefit of local communities and environmental protection; and responsible purchasing.

Customer experience: We always keep lines of communication with customers open and encourage feedback at any time and on any topic, particularly sustainability.

Responsible for the Integrated Quality Management System : All staff will be responsible for knowing and committing themselves to the promotion and implementation of this sustainability policy in each area of the organisation. The implementation of this policy will be led by the Sustainability Coordinator, Maria Victoria Rimoldi, who can be contacted at [victoria@delapaztur.com](mailto:victoria@delapaztur.com).

