

Sustainability policy of Reisiejeksperdi AS



Purpose

Travel Expert/Conference Expert is committed to act sustainable and environmentally friendly way. The purpose of this policy is to describe how we are operating in everyday life so that the impact from our business to environment be as small as possible.

Scope

This policy applies to all of our work processes, staff, business partners and other business related parties.

The management of our company is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Travel Expert/Conference Expert 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.

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.

Internal management: environment

Environmental management of office operations

- Travel Expert/Conference Expert is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:
- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.

- Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
- Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

Carbon management of office operations

- Travel Expert/Conference Expert is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible
 - Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encouraging remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via [carbon offset company].
 - Implementing procedures such as [e.g. following proper maintenance for vehicle fleet, offering incentives such as bike rental stipend and showers].
 - Installing energy efficient equipment and appliances [where appropriate/possible]

Land use

- Travel Expert/Conference Expert offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- Travel Expert/Conference Expert 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
- Whenever possible, we prefer to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like Green Key or ISO.
- We expect our 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

Our complete supplier Code of Conduct is available here: [\[link to document/website\]](#).

- Following a zero-tolerance policy, we will immediately terminate any relationships with suppliers that violate the Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- We raise awareness amongst our suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- We actively collaborate with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- We maintain open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Transport

- Travel Expert/Conference Expert only works with transport providers that adhere to the company's Code of Conduct.
- When selecting transport for guests and business related travel, we commit to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- We have implemented 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
 - Offering rail-and-fly transport to and from the airport

- Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
 - Training drivers on eco-driving techniques
- We endeavour to measure and compensate for the unavoidable GHG emissions produced from transportation. Compensation costs are either included by default in the package price or compensation is actively promoted to the clients as a booking option.

Accommodations

- Travel Expert/Conference Expert only works with accommodations that adhere to the company's Code of Conduct.
- In the accommodation selection process, we consider the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- We favour the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Activities & Excursions

- Travel Expert/Conference Expert only works with excursion providers that adhere to the company's Code of Conduct.
- All excursions and activities run by or on behalf of us respect local customs, traditions, cultural integrity, and natural resources.
- We commit to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- We give preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- We have clear guidelines/Codes of Conduct in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.
- We provide excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

- Travel Expert/Conference Expert commits to hiring qualified guides, drivers or other local staff, paying them living wages and providing safe and fair working conditions.
- We understand that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of us are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- We provide guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Contribution to local communities / local economic network

- Travel Expert/Conference Expert commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - 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, 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

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy [add link] to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- Travel Expert/Conference Expert 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:
 - Certified accommodations
 - Compensation of their trips CO2 emissions
 - 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
 - Group numbers
 - Greenhouse Gas emissions and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
- We maintain 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, Margit Lõiv, who can be reached at margit.loiv@reisiekspert.ee.

Effective date

This policy is effective from 25.July 2024.

Revision history

This policy will be revised by 25.July 2026