

Guidelines for Sustainable Excursions

Kuoni gives strong preference to excursions which take environmental, social and economic impacts into due account and which foster a more sustainable tourism. Excursion providers are contractually obliged to sign our Supplier Code of Conduct. When sourcing or selling an excursion to our customers, you may apply common sense judgment in cases in which the best and most sustainable choice needs to be determined.

Ask yourself if you would be proud to take your family, friends and colleagues on this excursion and whether the excursion:

Is respectful in encounters with **local traditions** by ...

- Encouraging respectful and courteous **exchange** with local people;
- Ensuring that customers are able to purchase **locally produced** traditional handicrafts;
- Making sure that food reflects a region's cuisine and includes **local specialties**.

Is caring for the **environment** by ...

- Complying with **rules and regulations** governing visits to protected areas, such as national parks;
- Giving preference to **slow**, possibly non-motorized forms of mobility, as for example hiking, bicycling, city walks. If motorized forms are unavoidable, making sure that vehicle sizes are as small as appropriate and proper licensing on vehicles or boats and certifying to national emission standards are maintained;
- Avoiding **excursions** that contribute to the degradation of ecosystems, such as excursions outside the marked trails;
- Taking steps to reduce **water and energy** consumption, such as training drivers in fuel-saving techniques or air conditioning use;
- Maintaining **small-group sizes** to limit negative environmental impacts in accordance to the carrying capacity of the visited site;
- Having a "**bring it in, bring it out**" policy for litter and rubbish such as food packaging and recycling wherever possible.

Is caring for **animal welfare** by ...

- Ensuring that the excursion is in accordance to the Convention on International Trade in **Endangered Species** of Wild Fauna and Flora (CITES). Excursion suppliers who own a CITES specimen (alive, or dead parts and derivatives) should comply with the convention. Those found to be in contravention of CITES are operating illegally and risk prosecution. Given the international nature of the Kuoni Group's supply chain, any excursion featuring the sale, consumption or captivity of an animal species included in CITES should be avoided. If you have doubts about the animals featured in the excursion and their status on the CITES list please contact cr@kuoni.com or visit checklist.cites.org.
- Ensuring that best practice guidelines for tourism businesses are met according to relevant codes of conducts such as ABTA's **Animal Welfare Minimum Requirements**;
- Keeping a **safe distance to wildlife**, reducing production of disturbing sounds and prohibiting feeding;
- For marine wildlife, ensuring that whale and dolphin watching tours maintain a safe distance to animals in the wild (vessel distance of min. 100 m to any whale and 50 m to any dolphin), and **do not disturb**, chase or block the path of a whale or dolphin. When swimming with dolphins or whale sharks, ensuring that divers and snorkelers do not approach the animals.
- **Excluding visits of dolphinariums**, whale shows and other animal shows that have a species inappropriate animal husbandry according to ABTA's Animal Welfare Minimum Requirements.

Is providing economic benefits to **local communities** by ...

- Taking customers to **local shops** or markets to buy souvenirs and changing the selected shops on a rotating basis;
- Making sure food stops are at **locally owned** cafes or restaurants;
- Giving **customers recommendations** on locally owned shop and restaurants, especially new start-ups;
- Providing customers with the opportunity to **make a personal contribution** to support local conservation or a social project (local school, clinic, farming project).

Is providing a **fair working environment** and employing qualified staff by ...

- Ensuring that staff working on behalf of the excursion is provided with awareness raising **training in sustainable tourism** that is commensurate to their level of responsibility and the sustainability impacts of the excursion itself;
- Ensuring that tour guides possess **official licensing or authorization** as required;
- Ensuring that **tour guides are trained** on security, preventative measures against animal attack and first-aid;
- Ensuring that drivers do a **maximum of 9 hours driving** per day are provided adequate accommodation and do not drive at night (with the exception of airport pick-ups/drop-offs). After a driving period of 4.5 h the driver must take a break of at least 45 min;
- Providing staff working on behalf of the excursion with written employment contracts and **fair working conditions** (e.g. overtime payment, minimum national wage requirements, no discrimination, grievance mechanisms in place and no child labour).

Is ensuring **customer awareness** by ...

- Familiarizing customers with **local history, culture, religions and traditions**;
- Informing customers on **culturally appropriate behavior**, (e.g. dress codes for religious sites, taking photographs of people, language tips, etc.);
- Educating customers on **local flora and fauna** and how to minimize any negative impacts;
- Advising customers on **responsible souvenir purchasing**, including avoidance of the purchase of souvenirs that are made out of wildlife products or other threatened natural materials, e.g. coral, shells, starfish, seahorses, wild animal skin (handbags, belts, drums, etc.), ivory, hard wood, bushmeat, parts of wild animals, tortoise shell, plant parts;
- **Informing customers** about the possibility of disease transfer between humans and wildlife when approaching animals too close;
- Providing customers with a **Responsible Tourist Guide** as the UNWTO Responsible Tourist and Traveller Brochure.

If there is still uncertainty about offering or sourcing the excursion, ask yourself:

Would I be proud to take my family, my friends and my colleagues on this excursion?

Have I adequately considered alternatives?

Could Kuoni lose customers or shareholders if they found out we offer/source this product?

Still unsure about selling or sourcing the excursion?

Please consult the Group Corporate Responsibility Department via email at cr@kuoni.com or via telephone under +41 (0)44 277 43 77.

