

Sustainability policy of SICICLA ECOTOURISM



Purpose

The company is committed to offering unique and immersive travel experiences by providing exceptional and inspiring trips in a responsibly sustainable way, promoting the conservation of both natural and human communities, minimizing the negative impact of Bike Tours offered.

We manage our business by promoting sustainable practices as much as possible within our company, towards our main suppliers (external guides and tour leaders, accommodations, restaurants, transport local companies, local farms, local artisans) and our customers.

Scope

This policy applies to all employees and our main partner suppliers (guides and tour leaders), to the exclusion of other suppliers such as accommodations, restaurants, farms, artisans, local transport companies.

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

Sustainability management & legal compliance

Sustainability commitment

SICICLA leadership is wholly committed to the company's sustainability performance.

We report our sustainability progress in order to monitor and evaluate it on the Travelife platform every two years.

Sustainability management & legal compliance

SICICLA commits to continuous improvement of sustainability practices, including monitoring and evaluation of our sustainability policy, thanks to dedicated personnel and resources to achieve our sustainability goals.

SICICLA implements 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. We follow a strict Code of Ethics, including a zero-tolerance policy about corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Employees

At the moment, we do not have any employees, but we do recognize that our future employees will be our biggest asset for providing meaningful travel experiences to our customers. Therefore, we'll apply 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

We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow the 5Rs (refuse, reduce, reuse, repurpose, recycle) sustainability and 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 greyscale
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Waste is separated into the following categories: [plastic & metal, organic, paper products, hazardous, glass, e-waste, waste to landfill] and is disposed of properly by municipality
- Noise, light, and air pollution is minimised.

General suppliers policy

SICICLA is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible.

SICICLA prefers to work with local suppliers or locally managed, uses local and seasonal products, and services and benefits the local community by hiring and providing fair working conditions.

SICICLA expects each supplier to apply the following responsible 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 SICICLA.

Following a zero-tolerance policy about acts of bribery, corruption, discrimination, and violation of human rights, SICICLA will immediately terminate any relationships with suppliers that violate our procedures concerning sustainability and human rights.

SICICLA is committed to raising the awareness of suppliers to adopt sound social and environmental practices, and to minimize their carbon footprint.

SICICLA actively collaborates with its suppliers in order to improve their sustainability performance. We encourage them to continuously learn about sustainability and support it whenever possible.

SICICLA keeps the line of communication open with suppliers and partners and it encourages feedback from our stakeholders at any time and on any topic, particularly sustainability.

Transport

SICICLA is committed to promoting and choosing the most environmentally friendly and available options to customers for traveling to, from, and within the destinations - taking into consideration distance, price, route, and comfort.

Therefore, it has implemented clear guidelines in order to reduce GHG emissions from transport, and it selects the most environmentally friendly transport options, by following the following procedures:

- Preferring ground transport over air transport for short-haul travel destinations
- Avoiding in-destination flights as much as possible
- Using public transportation options at the destinations
- Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
- Using as much as possible bikes in our tours

Accommodations

SICICLA gives priority to accommodations which respect and protect land use, and respectfully highlight elements of local architecture, customs and traditions.

SICICLA chooses local running activities, that promote the use of local products, and that have a small impact on the environment.

Activities & Excursions

All excursions and activities run by SICICLA respect local customs, traditions, cultural integrity, and natural resources.

SICICLA is committed to not offering any excursions that harm humans, wildlife, the environment, or natural resources such as water and energy.

SICICLA gives priority to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

SICICLA has clear guidelines for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests, distributed and implemented by excursion providers and guides.

Tour leaders, local representatives, and guides

SICICLA is committed 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 SICICLA.

SICICLA understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behavior to them. Therefore, we make sure that all guides hired by or leading tours on behalf of SICICLA 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.

SICICLA provides learning opportunities to guides on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

SICICLA prefers to work in destinations that are committed to sustainability as an integral part of community and destination development.

SICICLA promotes secondary or lesser-known tourist areas to avoid over tourism.

SICICLA does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

SICICLA is committed to a positive contribution to the enhancement of 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.

Environmental stewardship in destinations

SICICLA is committed 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 behavior

Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, we maintain a clear privacy policy to ensure:

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

Marketing and communication

SICICLA guarantees that all the information given and listed above are true. We offer all products and services as well as described in our communications.

We honor our explicit and implicit commitments and promises.

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

We are committed to being 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 follows strict health safety marketing and excursion policies to ensure customers' health and satisfaction for each customer's tour and experience. These policies cover specific topics of (but not limited to):

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

SICICLA keeps lines of communication open to 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, Francesco Tuzzolino, who can be reached at f.tuzzolino@sicicla.it.

Effective date

This policy is effective from January 2023.

Revision history

This policy will be revised by January 2024.