



## SUSTAINABILITY POLICY

### **Mission Statement:**

**Sharp Travel Service (Phils.), Inc.** is dedicated to consistently deliver global quality (travel and tours) services with strong commitment to sustainable tourism practices that empower local communities, conserve natural resources, minimize negative impacts on the environment, provide our customers with sustainable travel options and stimulate awareness and motivation towards more sustainable travel behavior, and support suppliers towards higher sustainability standards.

### **1. Purpose**

The purpose of this policy is to implement sustainable practices and procedures in all aspects of business operations and services consistent with the principles of sustainable tourism.

### **2. Scope**

This policy will apply to all business operations and services, and will cover all directors, officers, employees, agents, sub-contractors and other personnel engaged by the company. Suppliers and business partners are expected to fully uphold the objectives required under this policy.

### **3. Policy Statements**

#### **3.1. Sustainability Management & Legal Compliance**

We are committed to do business with the highest ethical standards and in accordance with all applicable laws, rules and regulations.

We strictly prohibit any form of bribery and corruption. We are committed to consistently act professionally, fairly and with utmost integrity in all business dealings and relationships irrespective of jurisdiction or geographical location.



We adhere to every valid and binding contractual agreement that we conclude, and we do not abuse our rights.

### **3.2. Internal Management: Social Policy & Human Rights**

We respect human dignity and rights of each individual and community whom we interact with during the course of doing business.

We promote equal opportunities for and treatment of employees regardless of age, sex, skin color, race, nationality, social background, disabilities, sexual orientation, political or religious conviction.

We provide fair remuneration and guarantee the applicable national statutory minimum wage; comply with the maximum number of working hours laid down in the applicable laws.

We recognize, as far as legally possible, the right of free association of employees and we neither favor nor discriminate against members of employee organizations or trade unions.

We condemn all forms of illegal, unfair, and unethical labor practice, and do not employ workers under the age of 18 nor do engage suppliers or business partners that allow child labor.

### **3.3. Internal Management: Environment**

We are committed to conduct our business operations in an environmentally responsible manner through source reduction, reuse of materials, recycling and purchase of recycled materials.

We promote energy conservation in the office to cut operating costs and increase profitability, reduce pollution, create a better office atmosphere.

We purchase products with recycled material content whenever cost, specifications, standards, and availability are comparable to products without recycled content.



## **4. GENERAL SUPPLIERS POLICY**

### **4.1 Inbound Partner Agencies**

We only work with partner agencies that adhere to the company's Code of Ethics and Business Conduct.

In the entire process of developing and operating our travel and tour packages, we expect partner agencies to act in the best interests of the communities, environment, and guests.

### **4.2 Transportation**

We only work with transport providers that adhere to the company's Code of Ethics and Business 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 the distance, price, route, and comfort.

We have implemented clear guidelines for selecting the most environmentally friendly transport options.

### **4.3 Accommodation**

We only work with accommodations that adhere to the company's Code of Ethics and Business Conduct.

We prefer accommodations with international or local sustainability certifications; or consider those with sustainability practices by taking into account their sustainability management and social and environmental footprint.



We favor accommodations run or owned by local people and those that respect and protect land use, as well as respectfully highlight elements of local heritage, customs and traditions.

#### **4.4 Activities**

We only work with excursion providers that adhere to the company's Code of Ethics and Business Conduct.

We ensure that all excursions and activities run by or on behalf of the company respect local customs, traditions, cultural integrity, and natural resources.

We commit to not offering any activities and excursions that harm humans, wildlife, environment, or natural resources.

We give preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

We have clear guidelines 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 provider and guides.

#### **4.5 Tour Leaders, Local Representatives, and Guides**

We commit to hiring and engaging the services of 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 the company.

We understand 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 the company 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.

## **4.6 Destinations**

### **4.6.1 Sustainable Destinations**

We prefer to work in destinations that have committed to sustainability as an integral part of community and destination development.

We aim to send visitors to secondary or lesser-known tourist areas to avoid overtourism.

We do not support destinations that have a questionable human rights track record.

### **4.6.2 Contribution to Local Communities / Local Economic Network**

We commit to positive contribution to the destinations in which we operate, by:

- Sourcing locally and responsibly, and supporting local traditional arts and culture
- Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
- Collaborating with other local tourism stakeholders to further the sustainable tourism development of the destination
- Respecting and advocating for all human rights as well as land rights

### **4.6.3 Environmental Stewardship in Destination**

We commit 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

## **5. Customer Communication and Protection**

### **5.1 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

### **5.2 Marketing and Communication**

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

We honor our explicit and implicit commitments and promises.

We are anti-greenwashing and stand behind our sustainability claims one hundred percent (100%).

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

### **5.3 Sustainability Communication**

We ensure that 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 and environmental protection
- Responsible shopping and illegal souvenirs

## **5.4 Customer Experience**

We aim for all customer experiences to be positive, and follow strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover 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 encourage feedback at any time and on any topic, particularly sustainability.

## **6. 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 spearheaded by the Sustainability Coordinator, **Jerry E. Escobido**, who can be reached at [jeescobido@cfsharp.com](mailto:jeescobido@cfsharp.com).

## **7. Effectivity**

This Policy shall take effect on the 1<sup>st</sup> of September 2023 and subject to periodic review and evaluation by the Management.