

Sustainability Policy

SIA "Latvia Tours"

latvia
tours

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Management of Business Sustainability Processes

Sustainability Coordinator



The sustainability processes of "Latvia Tours" Ltd. are managed by the Sustainability Coordinator, who is also the director of the company and who has completed the sustainability training provided by Travelife. The Coordinator, together with the employees, works on the creation of Sustainability Policy and a plan for its implementation in the daily operations of the company, by delegating tasks and monitoring their fulfillment. The Sustainability Coordinator follows up on employee training on the Travelife platform, as well as advises employees on the training process if necessary.

Mission Report



"Latvia Tours" has created a Mission Report, which formulates and reflects the goals and values of the company. The Mission Report is published on "Latvia Tours" website and is freely available to all interested parties.

Staff Training



The Sustainability Coordinator organizes trainings and keeps employees informed about sustainability issues, as well as motivates individuals to take educational courses on the Travelife training platform.

Role in Society



The company takes an active role in the life of society, by participating in various forums and events organized by local communities, thereby promoting the idea and principles of sustainable tourism.

The company actively supports sustainability initiatives related to social issues, organizes employee involvement in volunteering and donates to charity.

Assessment & Reporting



The company conducts biannual assessment of sustainability progress in relation to the previous period. The company's Sustainability Coordinator reports about the process and progress of the implementation of the Sustainability Policy on the Travelife platform.

Sustainability Policy

The company has instituted a Sustainability Policy, following which the company's employees, cooperation partners and customers shall responsibly treat the environment, social issues, history and cultural heritage, thus contributing to the development of the local community.



The company has a Sustainability Work Plan in force, which defines the actions for the implementation of the Sustainability Policy, as well as indicates the deadlines for the implementation of these activities.

The management of the company is supervising the implementation of the Sustainability Policy in the company.

The company's Sustainability Policy is published on the company's website, and the company regularly informs all stakeholders about sustainability progress by sending out news and posting information on social media.

Code of Ethics



The company has enforced a Code of Ethics for Suppliers, which clearly defines the guidelines and prerequisites for successful cooperation with partners.

Legal Compliance



The company complies with all legal requirements regarding sustainability issues and has set clear guidelines regarding ethical behaviour concerning corruption, money laundering and discrimination. The company complies to all legal requirements regarding the health of employees and a safe working environment.



Personnel Management & Social Protection

All relations with employees are regulated in accordance with the current legislation of the Republic of Latvia.

Employment contracts that comply with the requirements specified in the legislation of the Republic of Latvia are in place with all employees in the company.

Additional working hours are paid in accordance with the requirements specified in the Latvian legislation.

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Employees have the right to use a fully paid vacation of 20 working days each year, as stipulated by the legislation of the Republic of Latvia.

Additional working hours are paid in accordance with the requirements specified in the Latvian legislation.

Discrimination is not tolerated in the company and an inclusive environment is created, ensuring equal rights for employees of different nationalities, genders and ages.

Employees of the company are free to choose their membership in trade unions or other employee organizations.

Employees of the company receive remuneration corresponding to their workload and professional qualifications, which is not less than the minimum wage set by the law.

The company provides all full-time employees with fully paid health insurance policies.

The company complies with all occupational safety requirements, and employees are introduced to working environment risks as well as work safety regulations on annual basis.

A first-aid kit is available in each office of the company.

The company does not employ minors.

The company provides services for people with special needs and reduced mobility.

The company offers internships for students.

Employees are encouraged to communicate with company management and their recommendations are considered.

The company has implemented an Employee Standard that clearly defines the guidelines and rules of conduct in the workplace.

The company offers its employees possibilities to participate in various types of training and experience exchange trips.

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The company has developed a Whistleblowing procedure. An employee may raise a concern and submit an anonymous report by writing to the e-mail: **trauksme@latviatours.lv**



Management of Internal Environment

Paper



In order to reduce paper circulation, the company has taken the following steps:

- All employees use a unified design of the e-mail signature with a reminder to protect the environment;
- employees are regularly reminded to use double-sided printing option and observe other forms of paper saving;
- only paper with the FSC mark is purchased to make sure that the forest from which it comes is managed in an environmentally friendly, socially adjust and economically beneficial way;
- only electronic invoices are sent to customers;
- the internal document storage system SharePoint is used for the internal maintenance and circulation of information among employees of the company;
- sending, filling out surveys and collecting data are carried out exclusively electronically;
- employee requests and applications are processed and approved electronically;
- printed materials are not used in advertising campaigns.

Electricity



- All "Latvia Tours" offices are gradually switching to LED lighting layout.
- The Company Standard requires each employee to turn off lights, computers and other electronic equipment when leaving the office.
- All heating radiators are equipped with thermal energy control devices.
- All employees are familiarized with the energy saving program www.esmuefektivs.lv developed by energy company "Latvenergo" to be used not only at work, but also at home.

Water



- The Company Standard determines a thrifty attitude to the consumption of water – keep the water taps closed and boil only necessary amount of water for tea/coffee in the kettle.

Waste recycling



- "Latvia Tours" has a long-term cooperation with wastepaper management company "Līgatnes papīrs".
- Accumulated wastepaper, writing slips, folders, parcels from all offices are sent for recycling several times a year.
- Archival documents are disposed after the expiration of their storage period.
- Sorting containers for paper waste are placed in the offices.

Purchase of Environmentally Friendly Products



- "Latvia Tours" provides its employees with VENDEN spring water in reusable and recyclable bottles.
- "Latvia Tours" printers are fitted with refillable cartridge to avoid regular purchase of original cassettes that can be harmful to the environment. The office supply company "Rolling" provides services for refilling and updating cartridges.
- "Latvia Tours" purchases only environmentally friendly cleaning products made in Latvia for office cleaning.

Business Trips



In order to reduce the impact of transportation on the environment the following is considered:

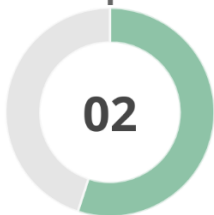
- most of the internal company meetings are held online;
- the travel booking process is standardized;
- company promotes sustainable ways of travel;
- the transport emissions are planned to be compensated.

Partner Agencies

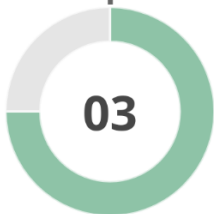
“Latvia Tours” has committed to cooperate with partner agencies on sustainability issues:



Inform partners, suppliers and all stakeholders about the company's sustainability policy, which must be respected and followed by partners when cooperating with the end consumer.



Review contracts with partners and include sustainability clauses.

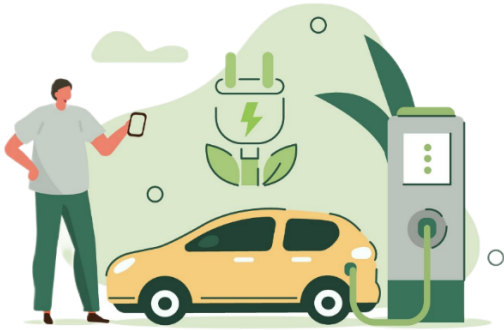


Encourage partner agencies to learn the basic principles of sustainability.



Partner agencies must comply with all national and international legislation.

Transport & Accommodation



Transport

To ensure that transportation vehicles used on daily operations do not cause more than average pollution "Latvia Tours" has committed to:

- Communicate with cruise companies to agree on sustainable transport offers, where possible, considering the safety and well-being of passengers.
- Give priority to sustainable modes of transport when planning excursions and transfers, always bearing in mind passenger safety, comfort and price.
- Promote sustainable modes of transport among customers, suppliers, and employees.



Accommodation

In cooperation with accommodation partners, "Latvia Tours" commits to:

- Inform partners about the main principles of sustainable development policy and agree on appropriate cooperation.
- Give preference to suppliers who have received a Sustainability Certificate.
- Incorporate core sustainability requirements into new cooperation agreements and amend existing agreements to incorporate sustainability requirements into contracts.

Tours & Excursions

Tour Leaders & Guides



Tours & Excursions

Out of respect to the local communities and cultural heritage of travel destinations and to minimize the footprint left by the tours "Latvia Tours" commits:

- To create and offer environmentally friendly excursions that include visits to historical sites and UNESCO heritage sites.
- To develop and integrate an increasing range of sustainable excursions into the offer.
- Communicate sustainability policy objectives with tour suppliers.
- When necessary, inform customers about the norms of conduct when visiting special protected objects.
- As far as possible, give priority to those suppliers who comply with and implement sustainability standards.
- Do not offer excursions that may cause harm to people, animals, natural resources, or that are socially unacceptable.
- Do not offer excursions, and activities in which captive animals are used, except for such as Riga Zoo, which operates in accordance with the requirements specified by law <https://www.rigazoo.lv/lv> etc.
- Cooperate only with certified guides.
- Include excursions directly supported by local communities (rural farmers, traditional craftsmen etc.) in the tour programmes.



Tour Leaders & Guides

"Latvia Tours" commits to:

- Cooperate with LIVE Riga and the Latvian Guide Association to get access to the official guide database.
- Ensure that guide collaboration agreements comply with all applicable international, national and local laws and industry standards, as well as principles of fair social equity.
- Cooperate only with officially licensed guides.
- Inform guides and responsible institutions about the opportunity to learn the basic principles of sustainability on the TravelLife platform.
- Inform guides and tour leaders about sustainability issues and accepted code of conduct at excursion sites.
- Inform guides about the appropriate dress code, social norms, and limitations on photography at religious sites.
- Ensure that guides pass this information to tour participants in an appropriate way.
- Provide all unsolicited ir possible action plan in ca the law related to illegal v exploitation of children, €

Destinations

When choosing a new destination, excursions and/or activities “Latvia Tours” commits to consider the aspects of sustainable development:



- Offer cruise ship passengers alternative and less congested excursions.
- Consider the interests and comfort of passengers to explore new sustainable transportation alternatives in collaboration with cruise lines and other service partners.
- Support various initiatives that can improve infrastructure, services and relationships between all stakeholders (cooperation with ALTA, LCB, LIVE Rīga, LIAA).
- Invite all parties involved to behave responsibly towards the environment and support local communities as much as possible by being responsible and aware when purchasing souvenirs and always complying with CITES requirements (<https://www.daba.gov.lv/lv/cites-sugas>).

Customer Communication

Latvia Tours commits to always respect the privacy of customers and comply with the laws of the Republic of Latvia and the EU Data Protection Regulation as well as:

Present information about products, services, and prices in a transparent and understandable form for the customer.

Inform customers about the environmental impact of the modes of transport used and, where possible, propose sustainable alternatives.

Promote sustainable accommodation, excursions, and transportation services where possible and feasible.

Inform cruise companies and other partners on natural surroundings and local cultural heritage in the destination area.

Inform cruise companies and other partners on specific sustainability aspects in the destination.

Provide information to cruise companies and other partners on risks and precautions related to health and safety matters in the destination.

Always ensure that responsible employees can be reached by telephone.