

# Code of Conduct - local agents

## ANTI-BRIBERY AND ANTI-CORRUPTION

- LA shall comply with all applicable laws, statutes, regulations, codes, etc. relating to anti-bribery and anti-corruption.



## TRANSPORT

- Means of transport should comply with the legal local standard;
- LA should consider minimum quality and safety arguments when selecting coach transport;
- LA is responsible for training of drivers and a code of conduct with regards to driving;
- LA will take care of environmentally friendly transport, if available;
- LA will make efforts to use the latest models of transport, which exhale the least amount of carbon emissions and will try to renew these models on a regular basis.



## ENVIRONMENT

- LA shall minimize their negative impact on the environment, actively reduce the amount of energy, water, waste, chemicals and carbon emissions (to combat climate change) and shall comply with mandatory national and international law;
- LA shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment;
- LA shall monitor and control wastewater and solid waste generated and shall treat it as required prior to discharge or disposal;
- Waste of all types shall be reduced to the greatest extent possible by the LA.



## ACCOMMODATIONS

- LA will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodations, in case of equal possibilities;
- In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighboring communities it can be the reason to terminate the co-operation with the LA.



## EXCURSIONS & ANIMAL WELFARE

- Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized;
- LA offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides;
- Any suspicious behavior from guests, employees, staff within the responsibilities of the LA or during excursions must be report to the local authorities by the LA;
- LA should comply to the ABTA's guidelines for animal welfare, the ANVR's Animal Welfare Minimum Requirements and the do's and don'ts regarding to excursions with animals and should not offer excursions which are contradicting with these guidelines.



## BIODIVERSITY

- LA is expected to minimize their negative impact on local and global biodiversity (eg. no endangered species on the menu);
- LA and it's direct service providers do not promote souvenirs or food which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law), see <https://www.cites.org/> and <http://www.iucnredlist.org/> for more information.



## HUMAN RIGHTS

- LA comply with all relevant national laws protecting the rights of employees;
- LA shall not discriminate based on gender, age, religion, race, tribe, caste, social background, disability, nationality, membership in workers' organizations, political affiliation, sexual orientation, or any other personal characteristics;
- All employees shall be free to enter their employment with the LA through their own choice and shall also be free to terminate their employment when they choose without penalty, as long as the process occurs in accordance with the (oral or written) employment contract;
- All forms of forced labor are forbidden;
- Workplace practice and conditions which violate basic rights are not allowed: Physical abuse or punishment or threat of physical abuse or punishment, any kind of sexual or other harassment and other forms of intimidation are prohibited;
- The LA provides a means through which staff can make representation to senior management about key employment issues;
- LA shall provide a safe and hygienic working environment. LA shall take adequate steps to prevent diseases, accidents and injuries arising during work;
- LA shall ensure that fire alarms, fire extinguishers, unobstructed emergency exits are provided in all areas, including staff facilities. Evacuation drills must be part of the employees' training and repeated regularly.



## CHILD LABOUR AND SEXUAL EXPLOITATION OF CHILDREN

- LA shall not employ children younger than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age applies. If however, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower age applies;
- If LA employs young people between the age of 14 and 18, the LA shall treat them with particular consideration, for example by restricting their working hours;
- LA allows or tolerates no child prostitution at the premises and facilities of subcontracted accommodations. Corendon believes tourists who use tourism facilities to gain sexual contact with children are committing a grave violation of children's rights and refuses to conduct business with any person or company who is engaged or associated with this type of exploitation. In March 2017 Corendon signed the Code of Conduct for the protection of children from sexual exploitation in travel in tourism. This agreement is an industry-driven initiative with the mission to provide awareness, tools and support to the tourism industry to prevent the sexual exploitation of children. Corendon will end the contractual agreement immediately if the LA does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions);
- Any suspicious behavior from guests, employees, staff from suppliers of the LA or any other person on the LA's premises or during excursions must be reported to the local authorities by the LA.



### LOCAL SOURCING AND BENEFITING COMMUNITIES

- LA shall actively choose locally produced goods in preference to imported ones wherever possible;
- LA shall promote local products and services to guests, by recommending guides, restaurants, markets and craft centers wherever possible.



### TRAVELIFE SUSTAINABILITY LABEL

- Travelife is an international management and certification program for tourism companies and accommodations committed to sustainability. Tourism companies who makes efforts for sustainability score better on customer satisfaction, staff motivation and business efficiency with positive effects for the competitive advantage. For more information and for registering to Travelife for local agents look at: [www.travelife.org](http://www.travelife.org). For more information and for questions you can send an e-mail to [info@travelife.org](mailto:info@travelife.org).

