

# SUSTAINABILITY POLICY

## HAMAN GROUP



**This Policy establishes the framework for identifying, monitoring, and improving aspects of a company's environmental and social performance. It gives details as to what the company intends to achieve over a medium period (e.g. 5 years), and has both an internal and external function:**

### **1. Internally**

It shows the company's commitment to sustainability, promotes goals to all employees, and describes their individual role in the development and implementation of sustainability. As a result, sustainability becomes a basic and intrinsic part of the company. The Policy should express unity of purpose by integrating all of the company's efforts towards sustainability into a single document.

#### **1.1 Social Policy & Human Rights**

- All employees can be member of a union.
- All employees can leave their employment through their own choice without penalty and according to the conditions mentioned in their contract and the local rules.
- The living wage of all employees must be equal to or above the legal minimum.
- Overtime hours should be determined and compensated based on agreement.
- All employees have the right to fixed paid annual holidays and sick leave.
- Health and safety supervisor should be assigned, and First aid sets are available in the office. Staff should be regularly trained on first aid procedures.
- Discrimination with regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation is not allowed.
- The company obeys national rules concerning Minimum Age for Admission to Employment.
- The company offers different opportunities to develop knowledge of the products/destinations and reinforce the relations with suppliers to all employees equally.
- All employees must read and comply to the rules set out in the sustainability policy.

#### **1.2 Environment and Community Relations**

- All employees should focus on reducing the use of disposable and consumable goods (i.e. printing paper for our itineraries)
- In an average year pre-corona, we used 400 000 sheets of paper which equates to an average of 18 sheets of paper per day per employee. This is something that we will absolutely reduce. Our goal is to reduce paper consumption by a minimum of 50% within the end of 2022.
- If printing is required, this must be double sided printing and printing machines should be on paper saving mode.

- All promotional materials, if needed, should be printed on environmentally friendly paper (recycled, FSC etc.).
- All brochures should be, as a priority, produced digitally
- The company aims to use ecofriendly and local produce such as seasonal fruits whenever possible.
- The company aims to buy only sustainable coffee and tea and encourage their employees to buy sustainable coffee and tea related products.
- All employees must contribute consciously to reduce their energy consumption. This can be done by example of switching off lights and electronic equipment when not in use. To keep windows and doors closed when heating/cooling system is on.
- All PC's and other electronic equipment should be set in power saver mode.
- During long sunny days in Oslo and Stockholm (April to October) all the lights must be switched off as much as possible to save energy.
- The company will purchase sustainable energy and low energy equipment whenever possible (i.e LEDs, individual lights instead of all office lights, fridge dishwasher etc.)
- Our company aims to reduce the water consumption and waste by installing water saving equipment such as in the toilets, taps, collected rainwater, or using eco-friendly program on electronic devices.
- All employees should follow the recycling rules that apply in the offices and follow the local waste legislation.
- Plastic bottles are not allowed in the office.
- All employees should be encouraged to reduce waste by using re-usable drinking bottles, re-usable coffee cups, double-sided printing if required and avoid paper towels.
- All employees should focus on re-use, recycle and reduce.
- Bulk purchasing should be mandatory whenever possible.
- All employees should recycle or properly dispose of batteries and substitute batteries by rechargeable solutions if possible.
- All employees should use sustainable modes of transport to travel from and to the offices. - Staff related business travel should be done by using the most sustainable modes of transport (public transport/bike) whenever possible. If not possible, appropriate compensation methods are implemented.
- Each employee must calculate and report their CO2 emissions after every business trip (<https://co2.myclimate.org/>). Each trip will be compensated at the end of the year.
- The company should give clear preference to rail travel for distances up to 500 km, if reasonable (staff related business trips)
- All employees should substitute on-spot meetings and sales calls with online meetings, webinars, online-workshops if possible.

## 2. Externally

It shows commitment to sustainability to customers, suppliers and tourism stakeholders and how the company intends to control the impacts of its products and services. It gives details how this will contribute to the company becoming a more sustainable tour operator.

### 2.1 Suppliers (e.g. Transport, Accommodations, Excursions and Guides)

- All travelers are encouraged to use sustainable modes of transport for transfers and excursions in the destination if not booked through the company.
- The company aims to give preference to sustainable alternatives in selecting transport options for transfers and excursions in the destination (i.e. electric cars, no private transfers if possible).
- The company should highlight and focus more on creating and selling sustainable packages/products (including transportation, accommodation and activities) for individual travelers.
- The company should encourage its partners to develop and implement a long-term strategy to improve sustainability. Our sustainability policy should be included in all contracts.
- We aim to give preference to eco-certified, locally owned and managed accommodation.
- We aim to give preference to eco-friendly activity and certified suppliers and to regularly evaluate their sustainable practices (minimum annually)
- We aim to only work with suppliers who treat wildlife properly and in compliance with local, national and international law.
- Visits to sensitive cultural/ecological sites should always be done with skilled and certified guides, and in respect to their cultural environment.
- The company should focus on promoting and selling activities that involve and support the local community, local environment and biodiversity.

## 2.2 Cooperation with Destinations

- Existing and new destination are informed about Haman Group sustainability engagement and expectations.
- Sustainability aspects in destinations are always considered in the selection process of new destinations.

## 2.3 Customer Relations

- All customers are informed about Haman Groups' sustainability engagement/ expectations and we should always promote more responsible choices.
- The company treats all personal data in accordance with the General Data Protection Regulation (GDPR)
- The company ensures that product- and price information, promotion material and marketing communication is transparent, accurate and trustworthy.
- As local representatives, we do have a 24-hours emergency phone and are reachable 24/7 in case of emergency.
- All complaints should be treated according to our internal guidelines.

