



## SUSTAINABILITY POLICY

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TRAVEL & EVENTS



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## **Mission Statement**

At Mazi Travel, our mission is to provide exceptional travel experiences that not only enrich the lives of our clients but also contribute to the preservation and protection of the planet and the well-being of the people we encounter. We take our responsibility towards sustainability seriously, striving to minimize our impact on local communities and the environment while instigating social and economic growth internally and for the communities and stakeholders influenced by our operations.

## **Vision Statement**

We envision a world where sustainable travel is the norm, where travelers are not only mindful of their impact on the environment and communities they visit, but actively seek out experiences that promote conservation, cultural exchange, and positive social change. Through our commitment to responsible tourism, we aim to inspire others to join us in creating a more sustainable and equitable future for all.



A close-up photograph of a green leaf, showing a dense network of veins. The veins are a lighter green color, contrasting with the darker green of the leaf's surface. The veins form a complex, branching pattern across the entire leaf. A central vein runs diagonally from the top left towards the bottom right. Other veins branch off from this central vein, creating a grid-like structure. The leaf's surface has a slightly textured appearance, with small, irregular cells visible between the veins.

# **Internal Management**





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A hand holding a small globe with a tree growing out of it, symbolizing sustainability. The background is a soft-focus green field with bokeh light effects.

# 1

## Sustainability Management and Legal Compliance

### 1a. Overview

Our organization is dedicated to complying with all legal requirements and preventing any incidents or conditions that may lead to a violation of the law. To ensure compliance, we monitor our operations and those of our suppliers for any potential violations and take appropriate action, including termination of employment or contracts.

To enable the reporting of concerns regarding any possible human rights or business risks, we have established an internal Grievance form. This reporting resource is available to employees who can make anonymous reports via electronic mail. We urge our suppliers to offer this reporting resource to their employees and upstream supply chain, taking into consideration individuals with limited access and disabilities.

We have implemented a strong anti-retaliation policy and will not tolerate any form of retaliation against individuals who report misconduct, raise concerns in good faith, or participate in an investigation.

Our actions and engagement with suppliers are reported in our Annual Sustainability Report, and our website provides information on our values, principles, policies, and business practices.



## 1b. Policy Elements

1. Assigns at least one dedicated sustainability coordinator, who is responsible for overwatching employee tasks and devising action plans to ensure that the company is dynamic and sustainably updated. The sustainability coordinator/coordinators inspect our organization and reinforces its commitment towards sustainability and environmentally responsible manners.
2. Provides adequate resources (human and/or financial) towards the implementation of the company's sustainability strategies.
3. Trains key/essential staff on sustainability via the Travelife platform.
4. Updates employees and top management regularly on sustainability topics/issues through scheduled meetings with the sustainability coordinator/team.
5. Attends local events and forums, and actively participates in them. For instance, organizations such as HATTA and CLIA that provide platforms to pitch sustainable tourism concepts and engage with like-minded organizations/companies.
6. Offers support to organizations that undertake sustainability initiatives by monetary contributions and/or participation.
7. Collaborates among stakeholders and shares sustainability practices towards innovative solutions.
8. Leverages various channels such as media, events, working groups, mentorship programs, and sustainability guidance exchanging sustainability experiences.
9. Extends support to organizations that promote nature protection, community development, and other local/national sustainability initiatives.
10. Ensures the effectiveness of the sustainability policy, regularly monitoring and evaluating its implementation via the Travelife platform.
11. Collects information on supplier's sustainability practices to ensure that suppliers share the same mindset towards sustainability and hold stakeholders accountable for responsible business practices.
12. Collects information on supplier's sustainability metrics by:
  - a) Existing and reliable data systems or a network of suppliers such as Travelife Accommodation.
  - b) Internal set of criteria based on the company's sustainability priorities that are shared with the supplier/partner network and stakeholders including sustainabilityrelated clauses in our supplier contracts and survey suppliers on their sustainability engagements.



# 2

## Social Policy and Human Rights





## 2a. Overview

Mazi Travel places a strong emphasis on its employees, recognizing them as its biggest asset in delivering meaningful travel experiences to its customers. The company has developed a clear human resource policy that focuses on legal compliance, ensuring a safe, healthy, and welcoming workplace, fair contract conditions, and offering training opportunities including sustainability, sexual harassment, and exploitation in the workplace.

In addition, Mazi Travel is committed to inclusion and equal opportunity for all employees, promoting fair and equal pay for like work and work of equal value, regardless of gender/sex, race, national origin, marital status, age, or religion. The company upholds a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labor, human trafficking, and all rights of children, and expects this same level of commitment from all partners and suppliers.

Overall, Mazi Travel is dedicated to fostering a safe, healthy, and inclusive work culture that recognizes the potential of all employees and values their contributions to the company's success.

## 2b. Policy Elements

1. Does not hinder trade union membership and participation for its employees.
2. Employees have the right to voluntarily terminate their employment without facing any repercussions if it aligns with the terms of their contractual agreement.
3. The company compensates its employees with a wage that meets or exceeds the minimum legal requirement for a living wage.
4. All employees of the company have access to pregnancy and maternity leave schemes.
5. Abides by national legal requirements for holiday/annual leave days, sick leave, health, and safety insurance.
6. Commits to provide equal employment opportunities to all individuals internally and externally without discrimination based on race, color, religion, gender, sexual orientation, national origin, age, disability, or any other legally protected status.
7. Grievance procedures are handled in a formal manner through a company grievance form.
8. Disciplinary procedures are handled in a formal manner through a company disciplinary form.
9. Allows all staff to raise concerns or make suggestions regarding important employment matters to senior management. The company has established a transparent process to ensure that these representations are appropriately addressed and followed up on.
10. Supports part-time employment for its employees in special and urgent circumstances.
11. Ensures that company offices are accessible for people with special needs.
12. Encourages employee feedback. Measures and monitors employee satisfaction through the employee satisfaction form.
13. Invests in employee training and development providing access to training and career guidance such as e-learning courses, professional qualifications, and workshops.
14. Offers traineeships/internships to students to gain work experience in the tourism sector and marketing.
15. Does not hinder any trade and association memberships for any of its employees.



3

## Environment and Community Relations



### 3a. Overview

Our company is committed to reducing our environmental impact and promoting sustainability. To achieve this, we have implemented a variety of energy measures that help us conserve energy and water and reduce our carbon footprint. These measures include using Energy Star equipment, moderation in heating and cooling, efficient lightning in office spaces and water saving taps and toilets. We also encourage our employees to conserve energy by turning off lights and unplugging electronics when not in use, actions monitored by the assigned energy officer. By taking these steps, we are working to reduce our energy consumption and contribute to a cleaner, healthier environment.

Our company is committed to recycling and has implemented a comprehensive program for paper, cardboard, plastic, glass, and metal.

We prioritize sustainability by sourcing paper products with high levels of post-consumer recycled content and by using non-toxic cleaning supplies as well as organic and sustainable kitchen supplies. In-office printing paper holds strong environmental certificates, and a clear printing guide is set to prevent unnecessary office printing.

### 3b. Policy Elements

1. Reduces our consumption of disposable and consumable goods by identifying and eliminating unnecessary products and packaging materials.
2. Prioritizes sustainable purchasing practices by selecting products and services that minimize environmental impact and promote social responsibility.
3. Uses environmentally friendly office paper, including recycled paper and paper certified by reputable environmental organizations.
4. Optimizes printing practices to minimize paper waste and reduce energy consumption.
5. Uses coffee and tea products that are certified as environmentally and socially responsible.
6. Seeks out office supplies made from sustainable materials with minimal environmental impact.
7. Prioritizes bulk purchasing to minimize packaging waste and reduce shipping emissions.
8. Catering services used by our company prioritize locally sourced, sustainable and organic products.
9. Prioritizes the use of local goods and services, to minimize transportation emissions and support our community.
10. Avoids the use of single-use items as giveaways and instead provide products that are durable and environmentally responsible.
11. Prioritizes the use of cleaning materials that are non-toxic, biodegradable, and environmentally responsible.
12. Continuously explores other purchasing practices that can contribute to reducing our environmental footprint.
13. Integrates internal codes of conduct for employee behaviour regarding sustainable energy and water use, and waste management.
14. Defines a code of conduct for employees responsible for equipment purchasing setting clear energy standards and prioritizes purchasing of energy-efficient office equipment.



The background of the slide is a close-up photograph of a green leaf. The leaf's surface is covered in a fine, granular texture, and its veins are clearly visible, running diagonally across the frame. A semi-transparent light blue horizontal band is positioned in the center, containing the title text.

# **External Management**





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## **General Supplier Commitments and Expectations**

### Partnership models for a Responsible and Reliable Supply Chain

Mazi Travel is committed to responsible sourcing of products and services, limiting/avoiding negative impacts on society, culture, and nature. We expect our suppliers to share our values and commitment to sustainability, with a clear sustainability policy in place. Suppliers are benchmarked by relevant sustainability tools like supplier questionnaires and relevant certificates, to generate critical sustainability metrics. Contract clauses and/or memorandums of understanding (MoU) are communicated for each supplier.

We prefer working with locally owned and managed partners who use local and seasonal products and services, benefitting the local community through fair employment conditions. We encourage our partners to comply with internationally recognized certifications and our suppliers' Code of Conduct.

We have a zero-tolerance policy for any violation of our Code of Conduct, including human rights abuses, discrimination, and corruption.

Mazi Travel raises awareness among our suppliers via suitable communication channels (email, team meetings, Travelife access) and actively collaborates to improve their sustainability performance. We welcome feedback from stakeholders, particularly regarding sustainability.



A high-angle, aerial view of a city skyline. In the center, a green commercial airplane is flying towards the viewer. The city is characterized by tall buildings, many of which are covered in dense, vibrant green foliage and trees, creating a 'vertical forest' effect. The scene is bathed in bright, hazy sunlight, with rays of light filtering through the buildings and the greenery. The overall atmosphere is one of a modern, eco-friendly urban environment.

4

## Inbound Partner Agencies



## 4a. Overview

Mazi Travel collaborates with inbound partner agencies that comply with its Code of Conduct for inbound partner agencies. We expect our partners to prioritize the well-being of the communities, environment, and guests throughout the development and operation of our travel packages. Our partner agencies have access to sustainability learning and management resources, including the Travelife online learning and reporting platform.

## 4b. Policy Elements

1. Prefers partners that have a written sustainability policy and comply with Mazi Travel's sustainability policy.
2. Includes important sustainability clauses in contracts with partners and suppliers, such as those related to sexual exploitation, child labor, anti-discrimination, anti-corruption, bribery, waste management, and biodiversity protection.
3. Enables partner agencies to have sustainability training via the Travelife platform.
4. Provides incentives for partners and suppliers to engage in sustainable practices.
5. Requires compliance with local, national, and international legislation and regulation, including living wage laws.
6. Expects partners to comply with GSTC-accredited certifications.
7. Recommends partners to adopt sound environmental practices and minimize their carbon footprint.
8. Regularly evaluates sustainability claims to ensure alignment with company policies.



5

## Transport



## 5a. Overview

Mazi Travel cherishes transport providers who comply with the company's transport code of conduct and policy. We take the environment into consideration when selecting transportation for our guests and business-related travel. We prioritize the most eco-friendly options available for travelling to, from, and within the destination, considering factors such as distance, price, route, and comfort.

Mazi Travel has established clear guidelines to reduce greenhouse gas (GHG) emissions from transport and prioritize environmentally friendly options. To reduce the carbon footprint of travel, there are several actions that can be taken when it comes to transportation. For short-haul trips, ground transportation can be a better option than air travel. In-destination flights should also be avoided whenever possible, as they have a higher environmental impact. Providing rail-and-fly options for transportation to and from airports can also reduce the carbon footprint. When using ground transportation in destinations, public transportation options should be utilized whenever possible. Choosing the most efficient vehicle size for group sizes is another way to minimize the impact of transportation. Finally, training drivers in eco-driving techniques can help to reduce emissions and increase fuel efficiency. By taking these actions, travel can become more sustainable and reduce its impact on the environment.

## 5b. Policy Elements

1. Calculates carbon emissions for the transport to the destination with the aim to optimize transport strategies and to inform clients on carbon footprint.
2. Sustainable (public or other) transport is preferably included or offered to the point of departure for the international/long-distance journey. Avoidance of short-distance connection flights when available at target price points.
3. Transport options for transfers and excursions in destinations include sustainable alternatives and these alternatives are given preference based on internal sustainability evaluation tools.
4. Boat/cruise operators are urged to follow sustainability best practices in their operations.
5. Buses/coaches meet all quality and safety requirements.
6. Guidance is given to transport providers regarding sustainable driving techniques.
7. Appropriate transport vehicle sizes are chosen based on group number and transport type.
8. Optimizes transport routes to minimize unnecessary fuel use. Efficient transport routes also minimize congestion.
9. Monitors vehicle condition and performs all necessary vehicle maintenance and safety checks.
10. Encourage clients to opt for longer stays, particularly for long-haul travel.
11. Promote destination-based activities to reduce the need for additional transportation.
12. Offer options for clients to compensate for their remaining carbon emissions.
13. Partner with carbon offset programs or initiatives to facilitate client participation.
14. Prioritizes sustainable practices by offering public transportation as the first leg of international or long-distance journeys to reduce the overall carbon footprint of travel.





# 6

## Accommodation

### 6a. Overview

Mazi Travel is committed to the promotion of sustainable tourism practices and reducing the negative impact of tourism on the environment and local communities. One of the ways we achieve this is through carefully selecting accommodations that align with our values and policies.

We understand that accommodation plays a significant role in the travel industry and can have a substantial impact on the environment and local communities. Mazi Travel seeks to work with accommodations that demonstrate a strong commitment to sustainability and have implemented responsible tourism practices.

Furthermore, we seek accommodations that have a clear sustainability management plan in place, one that addresses the social and environmental impact of their operations. We prefer accommodations that have implemented practices such as energy and water conservation, waste reduction, and the use of renewable energy sources.

Mazi Travel is committed to providing clients with a comfortable and enjoyable travel experience, and we believe that sustainability and luxury can coexist. We aim to provide our guests with accommodation that is both sustainable and offers an elevated level of comfort and service.

By choosing to work with accommodations that share our values and commitment to sustainability, we can ensure that our clients have a positive impact on the environment and local communities during their travels.

## 6b. Policy Elements

1. Develops and implements a long-term strategy with targets and timelines to improve the sustainability of its contracted accommodations.
2. Communicates the policy to contracted accommodation suppliers.
3. Gives preference to accommodations that work with internationally acknowledged (e.g., GSTC recognized) and/or Travelife certification.
4. Includes basic/standard clauses in all contracts with accommodation providers (regarding e.g., child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no contracts in place, the company's memorandum of understanding (MoU) communicates Mazi Travel's policy to accommodation suppliers.
5. Shares best practice standards (e.g., Travelife) and other guidance towards more sustainable management to the bestselling accommodations.
6. Accommodations are urged to self-evaluate their company on a regular basis and share this information with the tour operator (e.g., through the Travelife Sustainability System for hotels or other acknowledged programs).
7. Stimulates contracted accommodations to participate in local, national, or international sustainability training and education (in case these are offered in the destination).
8. Supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.
9. Offers incentives to accommodations which engage actively in sustainability with contract conditions or marketing benefits.
10. Ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.
11. Urges accommodations to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.
12. Prefers accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities (considering price, comfort, and other selection criteria)
13. Includes clauses in its accommodation contracts that enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.
14. In case of clear evidence that contracted accommodations jeopardized the provision or integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring communities, it can be a reason to terminate the cooperation with the accommodation.
15. Stimulates accommodations to purchase and use local food products which are produced based on fair-trade and sustainability principles.





# 7

## Activities & Excursions

### 7a. Overview

Mazi Travel collaborates with excursion providers who abide by the company's policy.

All excursions and activities organized by or on behalf of Mazi Travel are designed to respect local customs, cultural integrity, and natural resources while adhering to ethical standards.

We are committed to avoiding any excursions that cause harm to humans, wildlife, or the environment, including natural resources like water and energy. Preference is given to activities that are certified and/or support environmental protection, animal welfare, and local community development.

The company has established clear guidelines and Codes of Conduct for ecologically and culturally sensitive excursions provided by the company or its affiliates. These documents are communicated to guests, as well as distributed and enforced by excursion providers and guides.

Mazi Travel provides sustainability training and management opportunities to excursion and attraction providers, including free access to the Travelife online learning and reporting platform

### 7b. Policy Elements

1. Conducts a sustainability assessment of the excursions/activities offered.

**When working with an excursion provider, Mazi Travel considers the following:**

Activity providers:

- are locally owned and are based in the community.
- with internationally recognized sustainability certification(s) are preferred.
- provide a fair working environment for their employees (including licensed tour guides).
- offer educational/training/professional development opportunities to their employees and tour guides (topics may include sustainability, child protection, first aid, etc.)
- ensure that children's rights are respected and persons under the age of 14 are not employed without special contracts in place.
- do not impede on the provision of basic services for local communities, and do not impact locals' access to natural/cultural resources.

- limit their negative effects on local and global biodiversity.
- give preference to local guides that are appropriately trained and qualified, especially in culturally sensitive sites, heritage sites, and ecologically sensitive destinations.

2. Classifies excursions/activities to different categories and writes specific guidelines to consider before selling a tour.

**o For sales/product teams:**

- a. Recommendation on size of the group
- b. Recommendation on frequency of the visits
- c. Recommendation on income that is given to locals (ensuring that as many people as possible in the village/area will benefit from tourism income and that prices are well defined)

**o For guides:**

- a. Information to be delivered to travellers (i.e.: dos & don'ts or appropriate behaviour guidelines)
- b. Information on cultural norms, relevant history
- c. Information on protecting local environment (e.g., pack-in /pack-out, limiting water use, limiting one-use product provision)

3. Distributes codes of conduct or guidelines. Codes of conduct are specific to product and destinations, and cover the following types of excursions:

- Captive animal attractions
- Wildlife watching and visiting protected areas (including parks)
- Marine activities (snorkeling, diving, sport fishing, whale, dolphin, and turtle watching)
- Visits to Indigenous and traditional communities
- Visits to culturally and historically sensitive sites

Codes of conduct are explicitly shared with main excursion providers. When the company is communicating with providers, it encourages open dialogue and helps providers understand why sustainability is important for the company.

4. Prefers excursions that operate on the basis of acknowledged and controlled sustainability standards. If controlled sustainability standards are available for specific types of excursion suppliers, they are favored over non-certified excursions and excursion providers. If no formal certification system is available, providers that are committed to accepting international best practice standards should be chosen.

5. Informs excursion providers about sustainable practices such as Travelife material relating to activities/excursion and possibly external material collected by the company.

6. Ensures that excursion providers and key local partners meet basic sustainability standards and are aware of Mazi Travel's sustainability policy.

7. Collaborates only with skilled/certified guides that are well-trained for tours in sensitive/historic sites.

8. Provides guidelines for guides that include existing policies and codes of conduct for transport and activities.

9. Includes packages or promotes excursions and activities which directly involve and support local communities by actions such as:

- Contributions to local economies by actively preventing/reducing tourism leakage.
- Collaboration with locally owned suppliers
- Education
- Healthcare
- Beautification
- Projects that improve living conditions such as new housing, road improvements, and access to essential services
- Attending and engaging in community meetings
- Active involvement with any community initiatives, discussions or meetings around tourism development and tourism management

10. Supports environmental/biodiversity protection in its activities/excursions by:

- Including conservation activities in packages.
- Including an e-booklet of traveller's good practices.



A close-up photograph of a person's hand holding a single green maple leaf. The leaf has a prominent heart-shaped hole in its center. The background is a blurred cityscape, suggesting an urban setting. The lighting is bright, highlighting the texture of the leaf and the skin of the hand.

8

**Tour leaders, local representatives  
and guides**

## 8a. Overview

At Mazi Travel, we are committed to hiring proficient local guides, drivers, porters, or other staff from the community, while ensuring that they receive fair wages and work in a safe and equitable environment. We hold our suppliers to the same standard when they employ local staff on our behalf.

We recognize that tour guides play a vital role in bridging the gap between our guests and the social, cultural, and environmental aspects of the destination. Therefore, we take it upon ourselves to ensure that all Mazi Travel guides undergo regular training and possess comprehensive knowledge of the sustainability issues related to the destination.

Our guides receive specialized training on the crucial issue of preventing child sexual exploitation in the tourism industry. Additionally, we offer learning opportunities for our guides on sustainability topics, including free access to the Travelife online learning platform.

## 8b. Policy Elements

1. In case of equal guide qualification, Mazi Travel prefers tour leaders, representatives, tour guides, porters, drivers, cooks, and other local staff from the local community. This results in:

- Employment opportunities for locals; these people are already knowledgeable about the social, economic, political landscape and other unique characteristics of the Area of Operation.
- Stronger community relations; greater support for the local community through less tourism leakage.
- Environmental benefits; local hiring translates to fewer transports resulting in smaller carbon footprint.

2. Formally hiring tour leaders. Obligations and benefits are clearly stated in formal agreements.

3. Ensures that remuneration of employees and contracted parties is at least equal to the minimum wage of the Area of Operation.

4. Verifies that tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements such as licensing requirements.

5. Assures that key tour leaders, local representatives, and guides, contracted by the company, are appropriately qualified and are trained regularly to familiarize with Mazi Travel's culture and policies as well as achieve a higher understanding of the company's tourism products.

6. Ensures that the following principles are respected:

- Guides recruited have the relevant qualifications for the type of tour, and appropriate level of expertise as required by local regulations.
- The company recruits licensed guides and keeps current copies of their credentials.
- Guides recruited meet the legal minimum age to work and have clear contract employment documentation.
- Guides are informed about appropriate behaviors towards customers (the company will investigate any claims or suspicions of inappropriate behavior, and implement a disciplinary procedure when required).
- Guides are regularly trained and provided with the necessary knowledge including first aid, sustainability, destination, and customer service.

7. Confirms that tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.

8. Tour leaders and guides are expected to deliver appropriate advice to travelers before, during, and after the tour.

9. Provides training opportunities to tour leaders and guides concerning sexual exploitation of children. For training options, the company resorts to the following organizations: The Code, ECPAT, Child Safe network, UNICEF.



An aerial photograph showing a dark asphalt road that curves through a vast, dense forest. The trees are a mix of various shades of green, indicating different species and canopy heights. The road starts from the top right, curves downwards and to the left, then turns back towards the right as it continues into the distance.

# 9

## Destinations

### 9a. Overview

Mazi Travel is committed to ethical and sustainable tourism practices in destinations, prioritizing the safety and well-being of travellers while respecting local cultures and the environment. Assigned staff collect and analyze relevant international, national, and local information, which is then summarized and shared in staff communications and training materials. We prioritize compliance with labour standards, endangered species protection, and human rights, and monitor destination management plans to ensure alignment with sustainable tourism initiatives. Mazi Travel also considers sustainability in the selection of new destinations, encourages visitor dispersion, and avoids over-tourism. We act as gatekeepers, promoting sustainable destinations while excluding unsustainable ones and stimulating sustainability actions in less sustainable destinations.



## 9b. Policy Elements

1. Assigns a staff member to collect and analyze international, national, and local information relevant to our operations, including compliance with labor standards, endangered species, human rights, environmental legislation, tourism development plans, and sustainability initiatives.
2. Key destination information is summarized and highlighted in staff communications, destination-related training materials, and shared files.
3. Prioritizes the safety and well-being of travelers by staying informed of any restricted or unsafe areas and areas forbidden to tourists.
4. Supports the protection of endangered and trafficked species and complies with regulations under the IUCN Red List and CITES Treaty.
5. Respects human rights and transparency indicators, and prioritizes compliance with ILO and local labor standards, including living/minimum wage requirements.
6. Monitors local social movements that may impact tourism and transportation and adjust our operations accordingly to ensure the safety and well-being of our travellers.
7. Considers sustainability aspects in the selection of new destinations and in the product development process.
8. Encourages the promotion of lesser-known areas to prevent over-tourism and its negative impacts.
9. Acts as a gatekeeper, promoting some destinations while discouraging tourism to others, based on sustainability considerations.
10. Stimulates and supports the destination towards more sustainable action when selecting destinations that may be considered less sustainable.
11. Unsustainable destinations, where carrying capacity is exceeded, the natural environment is severely compromised, and locals' basic resources are hindered, will be excluded from Mazi Travel's offerings.
12. Considers mistreatment of wildlife, sexual exploitation, and disregard of local culture unacceptable practices in destinations.
13. Prohibits the acquisition of souvenirs that include endangered flora and fauna species, unlawfully obtained historical or archaeological artifacts, as well as drugs or illicit substances. Adheres to all relevant local and international regulations aimed at preventing the procurement of such items.
14. Complies with the spatial planning, conservation laws, and tourism management plans set forth by local, regional, and national authorities for protected areas and heritage sites.
15. Enhances the local economic network by promoting locally sourced products and services in destination travel packages.
16. Encourages bulk purchasing from local suppliers enabling them to adopt sustainable practices and scale up production.
17. Aims to promote responsible tourism in destinations where the benefits outweigh the negative effects.
18. Preserves natural resources to sustain their availability for future generations.
19. Provides education to visitors on responsible travel practices and appropriate visitor conduct providing cultural norms and religious information to travellers.
20. Prioritizes destinations that offer a wide range of accessibility features, such as wheelchair ramps, audio guides, sign language interpretation, and other accommodations that can facilitate the needs of people with different types of disabilities.
21. Works with suppliers and service providers to ensure that their offerings are accessible to all visitors, including those with hidden disabilities. This may include recommending venues with accessible restrooms, accommodating dietary restrictions, providing alternative modes of transportation, and ensuring the availability of adaptive equipment.
22. Educates staff and clients about the importance of accessibility and promotes the adoption of inclusive practices throughout the tourism industry. This can involve providing training on disability awareness, encouraging feedback from visitors with disabilities, and promoting partnerships with disability organizations to improve accessibility standards.



10

## Customer communication and protection



## 10a. Overview

At Mazi Travel, our top priority is the protection of our customers. That's why we have established transparent privacy policies that guarantee adherence to all legal requirements, the protection of our customers' data, and clarity regarding the use of their information. We take great pride in delivering on our promises and commitments and firmly stand against greenwashing. We ensure that our marketing materials are inclusive and representative, considering cultural, religious, and ethnic sensitivities.

We strive to educate our customers about the social and environmental impact of their journey and promote sustainable choices. At Mazi Travel, we provide transparent information on certified accommodations that meet our sustainability standards, activities and excursions that support local communities and protect the environment, as well as responsible shopping practices.

Our company is dedicated to providing positive customer experiences, and we have established strict policies regarding health and safety, marketing, and excursions to ensure customer satisfaction. Our policies cover various topics, including but not limited to health and safety protocols, emergency procedures, privacy guidelines, group size limitations, greenhouse gas emissions and offsetting, transportation guidelines, combatting sexual exploitation of children in tourism, customer satisfaction, and handling of complaints.

## 10b. Policy Elements

1. We prioritize the protection of our customers, which is why we have a transparent privacy policy that guarantees:

- Adherence to all legal requirements
- Protection of our customers' data
- Clarity for our customers regarding the use of their information

2. Our products and services deliver on what we claim in our communications.

3. We keep our promises and commitments, both explicit and implicit.

4. Our stance against greenwashing is firm, and we back up our sustainability claims.

5. We create marketing materials that are inclusive and representative.

6. We consider cultural, religious, and ethnic sensitivities in all of our marketing efforts

7. We strive to educate our customers about the social and environmental impact of their journey and promote sustainable choices. We provide transparent information on the following:

- Certified accommodations that meet our sustainability standards.
- Activities and excursions that support local communities and protect the environment.
- Responsible shopping practices and avoiding illegal souvenirs.

8. Our company is dedicated to providing positive customer experiences, and we have established strict policies regarding health and safety, marketing, and excursions to ensure customer satisfaction. Our policies cover various topics, including but not limited to:

- Health and safety protocols
- Emergency procedures
- Privacy guidelines
- Group size limitations
- Greenhouse gas emissions and offsetting
- Transportation guidelines
- Responsible shopping practices
- Combatting sexual exploitation
- Children in tourism
- Customer satisfaction and handling of complaints





MAZI TRAVEL SERVICES P.C.  
OFFICIAL TOUR OPERATOR - DMC - PCO  
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