

Sustainability policy of Encuentro T Congress & Tours

Purpose

Encuentro T, as a Receptive Tour Operator, is committed to motivating its suppliers and clients to develop sustainable measures gradually and as a team to minimize the impact on the environment and promote and encourage good practices within and around our company.

Scope

This Policy applies to all the team, freelancers, and *suppliers*, and *each manager* is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Encuentro/Congress & tours leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

Encuentro/Congress & tours commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Encuentro T follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

- Encuentro/Congress & tours values the diversity of the people with whom it works and their collaboration, in addition to having a commitment to equal opportunities and we are dedicated to maintaining a safe, welcoming workplace where there is no discrimination or harassment.
- Participation in sustainability planning activities.
- Inclusion and equal opportunity for all employees, particularly with respect to compensation, promotion, benefit distribution and career development opportunities.

Internal management: environment

Environmental management of office operations.

Encuentro/Congress & Tours company is committed to keeping the direct footprint of our business operations as minimal as possible and actively following [circularity/the 5Rs (refuse, reduce, reuse, reuse,

recycle)/sustainability/environmentally sound principles.

We have the following measures:

- Promote environmental training and awareness among our group, such as employees, clients, suppliers in order to improve the environmental conditions of our environment.
- The use of recycled paper will be implemented, avoiding the use of as little paper as possible, printing only when absolutely necessary and, when printing, always print double-sided in grayscale, using paper with ecological materials and encouraging the use of reservations, confirmations, itineraries, advertising electronically and/or digitally.
- The reduction of environmental impact is encouraged, electrical energy consumption is minimized through energy saving measures such as solar panels, equipment and lighting are energy efficient and are turned off, unplugged or turned on in sleep mode when They are not in use.
- Reducing water consumption and saving water is encouraged by installing a water dispenser filter for employees and visitors.
- Employees must be aware of their waste, the facilities have separators for garbage that will be divided into organic, inorganic and separation of glass and cardboard materials.
- Collaborators are committed to using products with more than one use (cutlery, glasses, plates and toppers) for your personal use. Policy of no use of disposable cutlery.
- The generation of waste will be minimized; in the case of organic materials, they will be used for compost.

Carbon management of office operations

Encuentro/Congress & tours is committed to reducing our carbon footprint and strives to reduce the amount we travel as much as possible by:

- Reduce as much as possible the number of trips we make
- Monitoring and measuring the carbon footprint with the aim of reducing as much as possible and compensating for the remaining amounts.
- Encourage remote working where possible and, where not possible, enable employees to limit their carbon footprint by using green modes of transport, such as cycling.

Land use

- Encuentro/Congress & tours offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- The Encuentro/Congress & tours agency is committed to working with suppliers with the same level of determination, responsible with the environment where mainly they use local and seasonal products and services and benefit the local community by hiring locally and equitably and providing fair working conditions.

Inbound partner agencies

- Encuentro T Congress & Tours only works with partner agencies that adhere to the company's Code of Conduct/Code of Ethics.

- In the entire process of developing and operating our travel packages, Encuentro T Congress & Tours expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.

Transport

- Encuentro T only works with transport providers that adhere to the company's Code of Conduct/Code of Ethics.
- When selecting transport for guests and business related travel, Encuentro T Congress & Tours commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- Encuentro T Congress & Tours has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Avoiding in-destination flights as much as possible
 - Offering rail-and-fly transport to and from the airport
 - Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
 - Training drivers on eco-driving techniques

Accommodations

- Encuentro T Congress & Tours only works with accommodations that adhere according to the guidelines of the Mexican General Law on the Rights of Girls, Boys and Adolescents & the National Code of Conduct for the Protection of Children and Adolescents in the Travel and Tourism Sector (CCN).
- In the accommodation selection process, Encuentro T Congress & Tours considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Encuentro T Congress & Tours favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Activities & Excursions

- Encuentro T Congress & Tours only works with excursion providers that adhere to the company's Code of

Conduct/Code of Ethics].

- All excursions and activities run by or on behalf of Encuentro T Congress & Tours respect local customs, traditions, cultural integrity, and natural resources.
- Encuentro T Congress & Tours commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Encuentro T Congress & Tours gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- Encuentro T Congress & Tours has clear guidelines/Codes of Conduct 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 providers and guides.
- Encuentro T Congress & Tours provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

- Encuentro T Congress & Tours commits to hiring qualified local guides, 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 Encuentro T Congress & Tours.
- Encuentro T Congress & Tours understands 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 Encuentro T Congress & Tours are trained regularly and knowledgeable in the sustainability topics of the destination.
- Encuentro T Congress & Tours motivates and trains our collaborators with training and awareness-raising actions on the principles of sustainability and good environmental practices, perfecting sustainable management and assuming commitments to continuous improvement in all areas of sustainability.

Destinations

Sustainable destinations

- Encuentro T Congress & Tours prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- Encuentro T Congress & Tours aims to send visitors to secondary or lesser-known tourist areas to avoid

overtourism.

- Encuentro T Congress & Tours does not support destinations that have a questionable human rights track record.

We consider sustainability aspects in destinations in the selection of new destinations and in the product development process. We intend to provide social and environmental benefits to the communities we visit. We understand the importance of visitor dispersion and of not exceeding the carrying capacity of destinations; therefore, we encourage the promotion of lesser-known areas (with the approval of the local community), to prevent over tourism and its negative impacts

Contribution to local communities / local economic network

- Encuentro T Congress & Tours commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Collaborating with other local tourism stakeholders including local government, National Council of Exporters of Tourist Service (CONEXTUR) to further the sustainable tourism development of the destination.
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- Encuentro T Congress & Tours commits 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 behaviour

We do not allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local and international laws in place to prevent this

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy [add link] to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used
 - The personal information will be used for the purposes: monitoring, updating and confirmation of contracted services, communicating about changes in them, with promotional fines, marketing statistics and improvement in the quality of services.

Marketing and communication

- Encuentro T Congress & Tours strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- 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
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping and illegal souvenirs
 - Customers are invited to be part of our "Zero Plastik" campaign during your travels.
 - Travelers are invited to hire the services of local tour guides for support when their services were not contracted as a package.
- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy

- Customer experience



- Group numbers

- Greenhouse Gas emissions and offsetting

- Transport

- Shopping

- Sexual exploitation

- Children in tourism

- Satisfaction and complaints

- Encuentro T Congress & Tours maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

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.

If you have any questions about our sustainability policy and practices,

please contact our Sustainability Coordinator:

Estela Flores by Email at:
estelaflores@encuentro.com.mx

Effective date

This policy is effective from December 1st 2023

Revision history

Date of this revision: 10 august 2023

Date of next review: 09 august 2024.