

# **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.
  
- Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.

- The company ensures that people are not discriminated in 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 or in any other way.
- The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults.

### **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.
- When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards.
- 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 garbage separators that divide waste into organic, inorganic, and glass and cardboard materials.
- Collaborators are committed to using products with more than one use (cutlery, glasses, plates and toppers) for your personal use.
- In addition, the use of biodegradable and recyclable products will be encouraged in all areas of the office, including cleaning products, kitchen utensils, paper and packaging materials.

### **Recycling and waste reduction policy**

At Encuentro T Congress & Tours we are committed to minimizing our environmental impact and

Promote sustainable practices in all our operations. As part of this commitment,

We implement the following waste reduction and recycling measures:

The company has decided to implement the following guidelines:

Waste reduction:

- We encourage the use of electronic documents instead of paper ones, for ex

ample, passes

boarding, flight confirmations.

- We use recycled and reusable office materials in our facilities.
- We avoid the use of disposable products and promote the use of reusable items.
- We encourage the use of electronic advertising.

Recycling:

- We place recycling containers for paper, plastic and glass in common areas of

Our offices.

- We establish a recycling day for plastic, glass and cardboard to take to recycling centers.

Awareness and training:

- We train our employees on the importance of recycling and reducing waste.

Alliances with sustainable suppliers:

- We seek to work with suppliers who share our values of sustainability and sustainability.

that will offer environmentally friendly products and services

- Recycled paper is used and paper reduction is applied making reservation documents, confirmations electronic in order to use the least amount of paper possible.
- The agency makes use of solar panels to reduce electricity.
- Different cans are used to separate the garbage, for organic and inorganic waste, to separate glass and cardboard.
- There is a filter to drink water, the workers also bring their own tupperware to reduce disposables.
- Compost is prepared for the office flowers and plants

For cleaning, organic products are mainly used, such as vinegar.

The agency uses Mexican brands that do not affect or harm. The marks are Zote, Foca, Blanca nieves, these products that are biodegradable and friendly to the environment.

To clean other areas of the agency, we use 100% biodegradable floor cleaners made from organic solvents extracted from the peel and juices of citrus fruits. Free of solvents and phosphates with broad spectrum antibacterial power. It is formulated with "Orange Terpenes", natural detergents and emulsifiers, which make it a completely biodegradable, non-toxic product.

Ecological antibacterial soap for optimal body washing that removes grease and dirt quickly and efficiently. Formulated with fine cosmetic grade materials. Sodium Lauryl Sulfate Free Triclosan Free.

### **Bulk purchasing policy**

- Provide workshops for staff to understand the importance of buying products in bulk and choosing options with less packaging, thereby reducing waste generation.
- Prioritize products with certifications that guarantee their production under environmental standards, ensuring the purchase of responsible goods.

- Opt for products with minimal packaging or made from sustainable materials, such as recycled paper or biodegradable materials.
- Purchase products in large quantities to reduce the amount of packaging per unit and optimize resource use.
- Prefer products with packaging that can be washed and used multiple times, avoiding material waste.
- Give packaging materials a second life by finding alternative uses for them.
- Prioritize cleaning and personal care products that are free of toxic chemicals, creating a healthier work environment.
- Purchase concentrated cleaning products in bulk to reduce plastic consumption and customize dilution according to needs.
- Purchase hand soap in large containers and refill the dispenser bottles as needed.

### Carbon management of office operations

Encuentro/Congress & tours are 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 an urban area and abides by all local land use laws, respects the 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. Therefore, we work exclusively with providers that meet strict standards in terms of safety, maintenance, comfort, and environmental responsibility.

The criteria considered include:

- **Regulatory compliance:** Verification that the company operates in accordance with local and international road safety regulations.
- **Vehicle conditions:** Max. 4 years old vehicles. Regular maintenance, technical inspections, and availability of safety equipment (seat belts, ABS brakes, etc.).
- **Driver training:** Certified drivers with experience and ongoing training in safety and customer service.
- **Emergency protocols:** Established measures to respond to unforeseen events, ensuring passenger safety at all times.
- **Commitment to sustainability:** We prioritize companies with new buses, low-emission bus fleets, energy-efficient practices, and policies to reduce environmental impact, contributing to more responsible tourism.

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 technique

### **Transfer to and from the airport**

Priority in shared transfers:

- The first suggestion for our clients is to opt for a shared transfer with other people who have similar flights. This not only reduces costs for our customers, but also minimizes the environmental impact by using fewer vehicles.
- We manage a waiting range of 40 to 60 minutes for picking up passengers at the airport. This allows us to coordinate transfers efficiently and ensure that all passengers reach their destination on time.

Suitable Unit Size:

- In both shared and private services, we program the size of the unit according to the number of people confirmed for the transfer.
- This allows us to make the most of the available space without sacrificing the comfort of passengers or the security of their luggage.
- We offer a wide range of vehicles, from Sedans for small groups (1-3 passengers) to Buses for larger groups (up to 51 passengers). In this way, we can adapt to the specific needs of each client and guarantee a pleasant travel experience.

Through this rigorous selection process, we ensure that every bus travel experience is safe, comfortable, and environmentally friendly.

## 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

Our company is committed to promoting sustainable accommodation.

Sustainability of an accommodation establishment is of key importance, as it enables our company to extend sustainability practice throughout a core element in our tours / supply chain. In most cases we do not select the accommodation for our clients. In such case, it is our policy to recommend our clients the most sustainable accommodation options within their budget range. When we do have a chance to select the accommodation, we will give strong preference to establishments that follow sustainable practices throughout all aspects of their operation.

## Scope

This policy will be part of the Sustainability Policy. The policy is applicable to the selection of accommodation suppliers that our company collaborates with.

This policy is effective immediately after approval by Managing Director and circulation to staff. The policy will be formally reviewed every 2 years to ensure its relevancy. The Managing Director or an officer delegated with such authority must approve any deviations to this policy.

## Sustainable Accommodation Principles

In our effort of selecting the most sustainable accommodation providers available, we prefer establishments who follow these core principles:

### 1. **The right comfort for the right price**

The establishment is hygienic, sanitary and safe and is able to offer a good comfort and service to the expectation of our clients. Sustainable accommodation practices can be found in all price ranges; hence we aim to identify the most sustainable options available within the budget of our clients.

### 2. **Fair business**

The establishment follows fair business practices, including transparency and adherence to law, human rights and economic/social equity, and environmental and animal protection.

### 3. **Minimizes impact on the environment and society**

The establishment places high priority on sustainable practices, aiming at minimizing its effect on the surrounding environment and society.

## General Sustainability Considerations

Internationally certified accommodation does exist in Mexico. Sustainable practices can be found in all budget ranges. Hence our company mainly looks at their practices to identify the more responsible suppliers.

Evaluations of the accommodation by our company can be made in several ways:

- Site visit by our company's sustainability coordinator / manager
- Observations from our guide

- Client feedback form

The following considerations will be made in the evaluation of accommodation establishments and will inform our company preference:

### **Human care**

We aim to work with establishments with sound care for their human resources, which is of key importance to the hospitality sector. Hence, we assess if the establishment provides good labor conditions for their staff (minimum wage, reasonable working times, proper lunch hours, etc.)

### **No plastic policy**

The accommodation minimizes the use of plastic and as a standard practice does not offer single-use plastics in the bathroom to its guests. Instead, the property makes refillable bottles available in the bathrooms.

### **Waste management**

We verify that the accommodation separates at least organic waste for composting and plastic for recycling. Establishments that are able to go beyond these basic waste management practices will be highly preferred.

### **Energy efficiency**

The establishment follows energy efficiency practices, such as energy saving light bulbs, and energy efficient equipment. The accommodation provider advises their guests (e.g. through signs in the rooms and hallways) to switch off lights and electric appliances when not in use or has put in place an overall switch off plan (automated system).

### **Water efficiency**

The accommodation efficiently uses water. Places with a water saving system on their 'western' toilet and shower will be preferred over other.

### **Child protection**

The establishment ensures that 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 (for example part-time or on internship basis).

### **Local supplies**

Accommodations are stimulated to purchase and use local food products, which are produced based on fair trade and sustainability principles.

### **Biodiversity care**

The accommodation limits their negative effect on local and global biodiversity wherever feasible (do not offer red listed species on the menu).

### **Authentic charm**

The accommodation building (exterior and/or interior) incorporates elements of local art, architecture, or cultural heritage.

### **Community value**

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever way they can.

## **Stimulating enhanced sustainable practice**

Our company follows a long-term strategy to improve the sustainability of regular accommodation suppliers. Upon request or self-initiative, we support collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in our destinations.

When possible, we talk to the accommodation owner / manager about their current practices and what they could do to follow more sustainable practices by visit from our manager or through our guides.

Preference is given to accommodations that work with internationally-recognised certifications such as Travelife, or those that acknowledged by the Global Sustainable Tourism Council (GSTC). When no suitable certified accommodations are available, preference is given to accommodations with a positive and verifiable reputation on sustainability practices.

In addition, we may share best practice standards and guidance to our accommodation suppliers, including:

- Information about hotel certification, such as Travelife for Hotels, earthcheck or any similar certification for hotels.
- Self-evaluation tools
- Training manuals

## **Sanctions**

If it is revealed that an accommodation supplier acts on unsustainable practices, our company will give them a warning. If that supplier does not amend its practice, our company will end any form of collaboration (informal and contractual) and will blacklist that company from any further association.

## **Communication to accommodation providers**

Our company communicates with accommodation establishments in various ways.

### **Email**

Our most common communication is via email and phone. Particularly when sending emails, we are able to communicate on some sustainability aspects.

### **Voucher**

Once our booking is made, we supply the accommodation suppliers with a voucher to claim their payment. With our regular suppliers we have agreed to send this voucher via email, to avoid paper waste. However, there remain some suppliers in that prefer a paper proof.

### **Contract**

We sign contracts with accommodation suppliers that we work with on a regular basis and with sufficient volume of clients. These contracts include an overview of our codes of conduct and sanctions, which the suppliers read and sign upon agreement.

### **In-person visit**

When we have the opportunity, we visit the accommodation in person and talk to them about how they could improve on their services and become more sustainable. In many instances it is our guides who deliver these messages.

### **What we communicate**

Our company promotes as a mandatory policy:

- Child labour
- Anti-corruption / bribery
- Waste management
- Protection of biodiversity

### **Incentives**

Our company will give preference to working with those accommodation establishments who are able to operate in a sustainable manner, taking responsibility for their impact on environment and society. Where we have enough volume, we may offer additional benefits, such as marketing of the hotel on our website or special contract conditions.

## **Actions to choose preferential accommodations that respect and realize the local architecture, environments and cultural heritage.**

The preference for hotels and restaurants that promote and incorporate our cultural heritage can manifest itself in several ways:

1. *Preferential selection in hiring:* When looking for accommodation and food options for events organized by Congress & Tours, priority will be given to those establishments that demonstrate a genuine commitment to the preservation and promotion of local cultural heritage.
2. *Active Promotion:* Congress & Tours will actively highlight and promote hotels and restaurants that align with its cultural heritage preservation values. This may include including these establishments in marketing materials, social media posts, and customer recommendations.
3. *Collaboration on special events:* Special collaborations can be established with hotels and restaurants that promote cultural heritage, including the organization of themed events or authentic gastronomic experiences that highlight local cultural wealth.
4. *Inclusion in tourist packages:* Establishments that promote and highlight cultural heritage can be included in the tourist packages offered by Congress & Tours, which can increase their visibility and attractiveness for travelers interested in local culture.

In summary, the preference for hotels and restaurants that promote and incorporate cultural heritage is manifested through concrete actions that include everything from preferential selection to active promotion and collaboration in special events, all with the aim of enriching the tourist experience and contribute to the cultural preservation of the region.

If a contracted accommodation has been found to jeopardise the integrity of and the local community's access to essential resources, essential services, access to livelihood, and access to important sites, Congress & Tours reserves the right to terminate the contract without warning.

## **Child labour**

Congress & Tours works 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).

Not all work done by children should be classified as child labour that is to be targeted for elimination. Children's or adolescents' participation in work that does not affect their health and personal development or interfere with their schooling, is generally regarded as being something positive.

Forms of child labour, Congress & Tours wants to eliminate:

- Work in adolescents over 15 years of age that may harm their health, their education or impede their physical or mental development, labor exploitation, the worst forms of child labor, as well as forced labor and slavery, in accordance with the provisions of the Political Constitution of the United Mexican States and in the other applicable provisions..
- Children that work many hours in bars, hotels, restaurants.
- Children that work on a (almost) daily basis in the entertainment industry (dancing, singing etc.).
- Children that are working as guides on a (almost) daily basis.

The supplier condemns the exploitation of children at the premises and facilities of subcontracted accommodations. Congress & Tours will terminate the contract, if any provider does not take adequate measures to prevent and/or stop the sexual exploitation of children within the direct supply chain (e.g., accommodations and excursions).

### **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, the environment, or natural resources such as water and energy.
- On these tours, indirect interaction with animals refers to the respectful observation of wildlife in their natural habitat, without interfering or disturbing their natural behavior. Below is how this interaction is carried out on each tour:
- Whale Watching in Baja California: Tourists can observe gray and humpback whales from a safe distance and without disturbing them in their natural environment.
- Monarch Butterfly Biosphere Reserve The monarch butterflies can be visited while hiking through the Monarch Butterfly Biosphere Reserve in the Trans-Mexican Volcanic Belt pine-oak forests eco-region on the border of the states of Michoacán and Mexico. The reserve is a conservation area and World Heritage Site of about 56,000 hectares that aims at protecting the butterfly species as well as the entire ecosystem. Each year there are between 60 million and 1 billion butterflies arriving which are best to be visited from December to the first week of March.
- Sumidero Canyon in Chiapas: During the boat tour through the canyon, you can observe various species of birds, as well as crocodiles in their natural habitat, from a safe distance.
- Los Aluxes Eco Park in Palenque: In this ecological park, visitors can observe various species of animals, such as spider monkeys and coatis, in a natural and controlled environment that promotes the conservation and protection of local fauna.
- Las Guacamayas Eco Parque-Hotel in Chiapas: This eco park offers the opportunity to observe macaws and other tropical birds in a natural and protected environment.
- Snorkeling Huatulco Bays: During the snorkeling activity, tourists can observe tropical fish and other marine organisms in their natural habitat, without interfering with their behavior.
- Celestun in Yucatán: On this tour, visitors have the opportunity to observe pink flamingos and other waterfowl in their natural habitat in the Celestun biosphere reserve.

- Casa Tortuga Cenotes in Riviera Maya: When visiting the cenotes, you can observe fish and other aquatic organisms that inhabit these underground bodies of water, always respecting the natural environment.
- Agua Azul in Chiapas: At the Agua Azul waterfalls, visitors can observe fish and other aquatic species in the rivers and waterfalls in the area, maintaining a safe distance and without interfering with their habitat.
- El Chiflón Waterfalls in Chiapas: During the visit to the waterfalls, tourists can observe birds and other animals that live in the area, in a natural and protected environment.
- Lagunas de Montebello in Chiapas: In this national park, visitors can observe various species of birds and other animals that live in the lagoons and forests of the area, always respecting their natural environment.
- Roberto Barrios Waterfalls in Chiapas: During the visit to the waterfalls, tourists can observe birds and other animals that live in the area, maintaining a safe distance and without interfering with their habitat.
- In all of these tours, respect for wildlife is promoted and the conservation of natural ecosystems is encouraged, giving tourists the opportunity to enjoy the natural beauty of Mexico in a responsible and sustainable manner.
- 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.

## **Supporting environmental and biodiversity protection**

To promote excursions and activities that support the protection of the local environment and biodiversity, providing our customers with sustainable and enriching travel experiences.

### **1. Integration of Sustainable Activities:**

- Include visits to nature reserves, protected areas and conservation activities such as visiting a national park (where clients support conservation by paying an entrance fee), visiting a protected zone for biodiversity, a rehabilitation center for animals, a natural reserve, or a UNESCO site.

### **2. Collaboration with Local Conservation Projects:**

- Include a visit to the information centers of national parks (where guests can receive information on fauna/flora, purchase souvenirs supporting conservation, and make donations to conservation projects).
- Create a map of your itineraries, highlighting nearby biodiversity sites, UNESCO sites, etc.

### **3. Customer Education and Awareness:**

- Provide information to customers about the importance of conserving the environment and protecting biodiversity.
- Distribute educational materials and guides explaining sustainable practices and conservation efforts in the areas visited.
- Encourage travelers to adopt environmentally wise actions, such as not leaving rubbish on visited sites or not stepping outside the trails.

#### **4. Monitoring and Evaluation:**

- Regularly assess and monitor the excursions offered to ensure they meet sustainability and conservation standards.
- Collect customer feedback on their experiences and make necessary adjustments to improve our offerings.

### **1. Examples of Sustainable Excursions**

#### **1. National Parks and Nature Reserves:**

- Organize excursions to renowned national parks, where customers can explore diverse ecosystems and learn about ongoing conservation efforts.
- Our tours include guided visits to local nature reserves, highlighting the region's unique flora and fauna.

By incorporating these excursions and activities into our travel packages, we aim to foster a deeper appreciation for the environment among our customers and actively contribute to the conservation of our planet's natural resources.

#### **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.
- The agreement, obtained by the National Minimum Wage Commission (Conasami), the organization composed of representatives of workers, employers and government responsible for fixing the amount year by year, means an increase that takes effect from the first day of 2024 and is set at \$248.93 mexican pesos per day and according to the skills of our guide is around \$500 mexican pesos to \$2,000 mexican pesos which is above the minimum salary in our country

#### **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.

Our company ensures that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease.

- 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 with:

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.

- **Starting in August, we will introduce a new policy on communicating Greenhouse Gas (GHG) emissions. This initiative will require a coordinated effort from all departments within the agency.**
  - **Implementation Timeline:** The policy will take effect in August, marking the beginning of our commitment to transparency and environmental responsibility.
  - **Departmental Responsibilities:**
    - **Popular Travel Packages:** Each department will be tasked with calculating and

reporting the GHG emissions for our most popular travel offerings.

- **Marketing Strategies:** Our marketing team will design campaigns that highlight the environmental impact of our travel options, providing clear information to our clients.
- **Internal Training:** Comprehensive training sessions will be conducted to equip our staff with the knowledge and tools needed to effectively communicate GHG metrics to our customers.

Together, we will ensure that our clients can make informed decisions with a full understanding of the environmental impact of their travel choices.

- **Action Plan for Greenhouse Gas Offset (GHG) / Carbon Offset by Reserving Sustainable Options Aim:** Offset greenhouse gas (GHG) emissions generated by our clients' trips, encouraging the booking of sustainable options and promoting carbon offsetting through local projects.

- **Incentives for Sales Representatives of Experiences within the Company:**

Through an action plan, we aim to implement internal strategies to incentivize the sale of sustainable packages.

- Congress & Tours 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

- 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 2026

### **Revision history**

Date of this revision: 1st january 2026

Date of next review: 1st january 2026.