

Ecuador Travelemotions Sustainability Policy



Mission

At Ecuador Emotions our mission is to evoke "emotions" and positive experiences in our travelers through a personalized, safe and reliable service. Our goal is to create authentic moments that will be etched in the memory of our customers. We focus on providing a trip that lives up to their expectations that allows them to live a true connection with the culture and nature of our country.

Scope

We are committed to operating as a responsible and sustainable travel agency, ensuring the conservation of the natural environment and promoting the well-being of local communities. We seek to minimize our environmental impact, promote environmental education among our clients and collaborators, and contribute to the sustainable development of tourism in Ecuador.

Sustainability management & compliance with legislation

Commitment to sustainability

Ecuador Emotions' management is fully committed to the company's sustainability results and supports the company's mission statement and sustainability policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We commit to (publicly) communicating our sustainability results (through the Travelife report) every two years.

Sustainability management & compliance with legislation

Ecuador Emotions is committed to continuously improving sustainability practices, including ongoing monitoring and evaluation of our sustainability policy, with staff and resources dedicated to achieve our sustainability goals.

Ecuador Emotions complies with all local, regional, national and international regulations related to human resources, human rights, children's rights, land rights, environmental management, wildlife and land use. We follow our Code of Ethics, which promotes honesty, integrity, fairness, teamwork and zero tolerance for corruption, bribery, forced labour and discrimination.

Internal management: social policy & human rights

Employees

• We recognize that our employees are our greatest asset in delivering meaningful travel experiences to our customers. For this reason, we maintain a clear human resources policy to guarantee:

- Legal compliance in all aspects
- A safe, healthy and welcoming workplace
- Fair contractual conditions, including fair remuneration
- Training opportunities, including courses and trainings related to tourism and sustainability topics.
- Participation in sustainability planning activities
- Inclusion and equal opportunities for all employees, especially with regard to compensation, promotion, profit sharing, and career development opportunities.

Internal management: environment

Environmental Management of Office Operations

- At Ecuador Emotions we are committed to managing waste efficiently and sustainably, focusing on prioritizing the use of digital documents, the proper management of waste separation (paper and plastic), promoting the reuse of materials, and the training and awareness of our team of collaborators.
- Continually seek opportunities to improve our environmental performance by setting objectives and targets, measuring progress and reporting our results.
- Promote participation and communicate our commitment to responsible environmental management by encouraging environmental responsibility among our employees and stakeholders and soliciting their input to better achieve our environmental objectives.
- Minimise light, noise, soil and water pollution and avoid the use of toxic or dangerous substances.

Carbon management of office operations

● Ecuador Emotions is committed to reducing our carbon footprint and strives to comply with several actions such as:

- Turn off electronic equipment when not in use
- Encourage the use of digital documents instead of physical printouts whenever possible. This will help reduce the amount of paper used and therefore decrease the carbon emissions associated with paper manufacturing and disposal.
- Implement efficient lighting systems: In the future, replace fluorescent bulbs with LED lights, which are more efficient and durable.
- Encourage remote working wherever possible and, where not, make it easier for employees to limit their carbon footprint by using public transportation.
- Carry out proper waste management : Implement recycling practices in the office.
- Promote environmental awareness: Provide training to our employees and main suppliers on sustainability issues with the aim of raising awareness about the importance of promoting sustainable practices.

Land Use

The offices of Ecuador Emotions are located in a building in the north center of the city, it is mainly intended for commercial activities and tourist services.

Ecuador Emotions is committed to sourcing its products and services responsibly, avoiding as much as possible harmful impacts on society, culture and nature. We expect the same level of commitment from our suppliers.

General Supplier Policy

Ecuador Emotions expects its suppliers to adhere to a Code of Conduct/Code of Ethics that includes the following responsible business practices :

- Comply with all local, regional, national, and international regulations.
- Respect all human rights, including labour rights, children's rights and women's rights.
- Commitment to fair employment conditions.
- Follow anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies.
- Protecting children from (sexual) exploitation through tourism
- Protect the environment and natural resources.
- Act in the interests of local communities.

Collaborating agencies

- Ecuador Emotions only works with partner agencies that adhere to the company's Code of Conduct/Code of Ethics.
- Throughout the process of developing and operating our travel packages, Ecuador Emotions expects partner agencies to act in the best interest of the surrounding communities and the environment, as well as our guests.
- Ecuador Emotions offers partner agencies learning and sustainability management opportunities, including free access to the Travelife online learning platform.

Transport

- Encourage the use of bicycles by recommending routes and highlight the importance of prioritizing hiking and trekking activities in accessible tourist destinations.
- When selecting transportation for guests and business trips, Ecuador Emotions is committed to choosing the most environmentally friendly options available for travel to, from, and within the destination – taking into account distance, price, route, and comfort.
- Prioritise land transport over air transport : Give preference to land means of transport, wherever possible to reduce greenhouse gas emissions associated with air transport.
- Train your staff : Provide training to your staff on sustainable transportation practices to encourage responsible resource management and reduced environmental impact.
- At Ecuador Emotions, we stay informed about the various alternatives to offset the unavoidable greenhouse gas emissions generated by transportation. We actively promote the carbon offset option among our customers as an additional value through airlines that allow this option.

Accommodation

- In the accommodation selection process, Ecuador Emotions considers the sustainability practices of an accommodation taking into account its sustainable management and its social and environmental footprint.
- Ecuador Emotions favors the selection of accommodations that respect and protect land use, in addition to respectfully highlighting elements of local architecture, customs, and traditions.

Activities and excursions

- All excursions and activities organized by Ecuador Emotions or on its behalf respect local customs, traditions, cultural integrity, and natural resources.
- We work collaboratively with local communities to ensure they benefit from visits and excursions, through fair and equitable agreements that promote sustainable development.
- We encourage the conservation of destinations' natural and cultural resources, supporting conservation projects and educating tourists about their importance.
- Ecuador Emotions is committed to not offering any excursions that harm humans, wildlife, the environment, or natural resources such as water and energy.
- Ecuador Emotions gives preference to excursions and activities that benefit local communities, respect animal welfare, and support environmental protection.
- Ecuador Emotions has clear guidelines/codes of conduct for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests and enforced by tour providers and guides.
- Ecuador Emotions offers tour and attraction providers sustainability learning and management opportunities, including free access to the Travelife online learning and reporting platform.

Our leaders, local representatives and guides

- Ecuador Emotions is committed to hiring qualified local guides, porters, drivers, or other local staff, paying them living wages and providing them with safe and fair working conditions.
- Our tour guides are committed to fostering respect for local culture, supporting travelers' participation in authentic cultural activities, and promoting respectful interaction with local communities.
- Ecuador Emotions understands that guides are the intermediaries between guests and the socio-cultural and environmental context of the destination, transmitting the appropriate behavior to them. Therefore, we ensure that all guides hired or who conduct tours on behalf of Ecuador Emotions are regularly trained and aware of the sustainability issues of the destination.
- Our guides have received specific training on the serious problem of the sexual exploitation of minors in tourism.
- Ecuador Emotions with the help of tour guides promote the reduction of waste among travelers, encouraging them to carry reusable water bottles, cloth bags and avoid the use of disposable products.
- Ecuador Emotions offers guides learning opportunities on sustainability topics, including free access to the Travelife online learning platform.

Destinations

Sustainable destinations

- Ecuador Emotions prefers to work in destinations that have opted for sustainability as an integral part of the development of the community and the destination.
- Ecuador Emotions aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- Ecuador Emotions does not support destinations that have a questionable human rights record.

Contribution to local communities / local economic network

We prioritize hiring local services and providers, such as carriers, tour guides, and community-managed accommodations.

Ecuador Emotions is committed to contributing positively to the destinations in which we operate, by:

- Encouraging customers to shop responsibly and informing them about illegal/forbidden souvenirs.
- Sourcing locally and responsibly, and supporting local and traditional art and culture.
- Respect and defend all human rights (children's rights, women's rights, labour rights, etc.), as well as land rights.

Environmental management in destinations

Ecuador Emotions is committed to caring for the environment in the destinations where we operate through:

- Keeping natural resources intact
- Educate guests on the principles of responsible travel and responsible visitor behavior.
- We promote the conservation and protection of tourist destinations,
- Promoting tourist activities that respect the environment.

Communication and customer protection

Privacy

The protection of our customers is our priority. For this reason, we maintain a clear privacy policy.

- Legal compliance in all aspects
- Customers and their data are protected
- Customers know how their information is being used

Marketing and communication

- Ecuador Emotions strives to be truthful in all situations and at all times. We offer products and services that do what we state in our communications.
- We deliver on our explicit and implicit commitments and promises.
- We are against greenwashing and stand behind our sustainability claims 100%.
- We strive 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 trip and educated on the sustainable choices they can make, including transparent communication about it:

- Certified accommodations
- Activities and excursions for the benefit of local communities and environmental protection
- Responsible purchases and illegal souvenirs
- We promote intercultural dialogue and foster mutual respect between travelers and the communities visited.

Customer Experience

Ecuador Emotions aspires to make all customer experiences positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics (among others):

- Health and safety
- Emergency Procedures
- Privacy
- Group Numbers
- Transport
- Shopping
- Sexual exploitation
- Children in tourism
- Satisfaction and complaints

Ecuador Emotions maintains open lines of communication with our clients and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible Person

All staff are responsible for making this policy their own.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be led by the Sustainability Coordinator, Andrea Collahuazo, who can be contacted at travel@ecuadoremotions.com

Definitions

Sustainability

"Sustainability refers to the ability to maintain or balance an ecosystem, a society or an economy in the long term, ensuring the proper use of resources and the protection of the environment to meet current needs without compromising the needs of future generations. It involves balancing economic, social and environmental aspects to achieve sustainable development."

Effective Date

This policy will come into force in 2024

Revision history

This policy was revised on 27-11-2023

This policy will be reviewed by the Directorate -Carlos Naranjo