

Sustainability Manual

Sustainability meets the needs of the present without compromising the well-being of future generations. In short, it is balancing act, founded on respect for nature, universal human rights, economic justice, and a culture of peace.

This manual was designed to inspire and help guide us through different sustainability aspects. I implore, read the following pages carefully and realize that the smallest effects can have the biggest of consequences.

In business, sustainability approaches tend to result in increased operational efficiency, reduced waste and increased product differentiation, all of which help to improve corporate process and profitability.

General management and the owners of the company back each of the established policies. Nevertheless, it is up to each one of us to make a difference and to set an example.



René ten Berg
Protours General Manager

Protours is committed to our clients, employees, community and environment. Our goal is to achieve corporate social responsibility. We believe our actions of today create our path for tomorrow.

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Sustainability Policy

We at Protours are proud to be working towards sustainability assuring responsibility for: our impacts on the environment, our employees and the local community. To reduce our footprint and promote wellbeing we have put into place the following current, mid-term and long-term policies.

	Means	Target	Mission
Social management	No forced labor	Create an adequate & safe working environment	Support social policy and universal human rights
	Formal employee contracts		
	Health and safety policy		
	Equal opportunities		
	No discrimination		
	No child labor		
	Measurement of employee satisfaction		
	Opportunities for personal development		
	Freedom of expression		
	Compliance with legal legislation, regulations and codes of practice		
Environmental management	Sustainability monitoring and evaluation	Commit to sustainability	Reduce environmental impact
	Waste reduction and recycling policy		
	Print in paper saving modes		
	Print on environmentally friendly paper		
	Printed material waste reduction policy		
	"switch-off" policy		
	Energy reduction policy		
	Use of environmental friendly transport options when possible		
	Use of harmless cleaning materials		
	Compliance with national waste legislation		
	Compliance with waste water treatment national regulations		
	Compliance of land use and construction regulations		
	Awareness of illegal souvenirs		
	Wildlife protection and harvesting policy		
Minimization of disturbance in natural ecosystems			

Services	Providers comply with local and national regulations	Insure economic & social benefits to communities and providers	Strengthen partner & public relations
	Transport providers comply with legal requirements for safety		
	Basic sustainability clauses included in provider contracts		
	Excursions attended by skilled / certified guides		
	Locals employed throughout operations		
	Clear codes of conduct		
	Preference to local goods and services		
	Pay of fair living wage		
	Sustainability guidance given to guides and providers		
Consumers	Insurance of customer privacy	Build experiences	Protect customers & create commercial growth
	Accurate and quality sales information		
	Clear information about commitment to sustainability		
	Provide information about surroundings and cultural heritage sites		
	Provide information about health, safety risks and precautions		
	Availability of contact person and permanent emergency number		
	Encouragement to use local restaurants and shops		
	Transparent information		
	Systematic measuring of client satisfaction		
	Promotion of sustainable options		

Sustainability Monitoring & Evaluation

The company's general manager and sustainable coordinator monitor the overall progress and results of the sustainability policies, objectives and targets regularly. Specifically, the sustainable coordinator sends comprehensive reports to the general manager detailing current actions, plans, progress and any possible issues. The general manager continuously evaluates if there needs to be adjustments or if any particular items need discussing. Based on this, the sustainable coordinator then relays information to key staff members. When relevant, meetings may take place to review or implement specific items or key details.

Human Resources Policy

Protours is committed to its employees and a safe, fair working environment.

Recruitment

- Protours recognizes a robust and professional approach to recruitment with equal opportunity.
- Selection will be based on necessary skills and attributes to fulfil objectives and support business goals.
- Company recruitment will be internal and external.

Employment Contract

- Every employee will be presented with a contract that legally binds Protours and the employee in a mutual agreement.
- The contract of employment also consists of the terms and conditions that contain regulations that the employee should sign to agree on.

Hours of Work

- Office hours are generally between 8:30am to 6:30pm Monday to Friday.
- Employee hours of work will depend on contract, business needs and the requirements of the work assigned.
- The allocated lunch hour can be taken from 12:00pm to 4:00pm.

Development & Training

- Protours will give employees adequate training to do their job safely and competently.
- Protours believes training is a two-way process. Employees are encouraged to participate and to highlight any gaps in their own skills or knowledge they believe they have.
- Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses.

Overtime & Additional Hours

- Overtime is work which is performed at the direction of the manager / supervisor and which is in excess of contracted hours of work.
- Remuneration of overtime will be in accordance to national legislation.
- Overtime in exchange for permission (time off) will not be compensated unless previously stipulated in writing.

Vacation

- Annual holiday leave will be in accordance to national legislation.
- Specific company policies are in place for winter and summer vacation periods.
- After 2 years of employment at Protours, employees will receive an additional 5 days of vacation time.
- After 1 year of employment at Protours, employees will receive 1 additional day off, during the month of their birthday.

Lateness for Work

- Any absence or late arrival and the expected duration of leave must be personally reported to the manager / supervisor as soon as practicable (and prior to normal starting time wherever possible). If the employee is unable to do this personally, a third party must act on the employees behalf.
- Subsequent to this, the employee must keep the manager / supervisor informed of progress.
- Wherever possible appointments for dental, medical, business or other reasons are to be made outside of normal working hours.

Evaluations & Salary Adjustments

- All employees will undergo a formal performance review with their immediate manager / supervisor at least once a year.
- Salary adjustments are not solely dependent on evaluations, instead rely on a variety of factors including but not limited to professional development, company finances, market expectations, assigned responsibilities, etc.

Misconduct & Disciplinary Procedures

- Protours is committed to providing a workplace free from discrimination, sexual harassment and bullying.
- Employees are obligated to comply with the stipulations of their employment contract, internal regulations and existing national legislations.
- Misconduct or failure to adhere to policies will lead to disciplinary procedures in accordance to national law and possible dismissal.

Work Areas & Ethics

- Protours is not responsible for the employee's personal belongings and / or valuables.
- Workstations and common spaces must remain clean and organized.
- Color printing should be kept to a minimum and employees are required to print on both sides of paper (unless specific document guidelines instruct otherwise).
- Office waste bins are to be used strictly for none recyclable materials.
- Recycle guidelines set by Protours are to be followed by all employees.
- Noise and conversation is to be kept to a minimum to ensure a comfortable working environment.
- Employees must adhere to high standards of integrity, professionalism, responsible social and ethical behavior.
- Employees must abide to policies, procedures and lawful directions established by Protours.
- Protours is committed to the prevention of human exploitation in its entirety, especially that of sexual nature and or minors.
- National Chilean law will be respected and followed in the case of any employee pregnancies.

This human resources policy is by no means an exhaustive guide to employment with Protours. It has been developed to act as a means of reference. For complete details on these subjects, additional guidelines regarding personnel activities and / or legislation please review Protours internal handbook titled "Reglamento Interno de Orden, Higiene y Seguridad" and / or other company specific policies and procedures.

Supply Policy

The main objective of this Supply Policy is to establish criteria and / or guidelines that contribute to the management and acquisition of sustainable goods. Protours and its personnel agree to adhere to the following when possible:

- Purchase of recycled, biodegradable, eco-friendly and or environmentally friendly products.
- Purchase of food products from local suppliers.
- Assure wholesale purchases are done, in volume and / or quantity. Example: toilet paper.
- Invest in long-term products vs short term items that are easily disposed of. Example: fumigate instead of using individual aerosol pesticides / purchase a mop instead of using single wipes.
- Label products so that their use can be easily identified and designate a place for safe keeping. Example: label dish sponges vs sponges used for cleaning common areas / safely store products with harmful chemicals.
- Assure that the purchase of products is necessary and that the item has been completely used before acquiring another.
- Adhere to the fixed and approved list of office goods.
- Designate a person in charge for the acquisition of products.
- Prioritize the purchase and use of refillable goods and items. Example: use a hand soap dispenser instead of purchasing single bottles of soap.
- Eliminate harmful and toxic products and replace them for more ecological and sustainable alternatives.
- Designate that plastic trash bags only be used in the areas of the kitchen not for desk wastepaper's.
- Remove trash bags from desk waste bins, as these are intended only for office trash; like papers, envelopes, etc.
- Never to promote or approve the misuse of flora and fauna for decorative or other purposes.

Privacy Policy

Policy Brief & Purpose

Protours Chile is committed to treat information of employees, customers, partners and other interested parties with the utmost care and confidentiality. With this policy, we ensure that we gather, store and handle data fairly, transparently and with respect towards individual rights.

Scope

This policy refers to all parties who provide any amount of information to us.

Policy elements

As part of our operations, we need to obtain, process and sometimes share information with third parties. This information includes any offline or online data. Our company collects this information in a transparent way and only with the full cooperation and knowledge of interested parties. Once this information is available to us, the following rules apply.

Our data will be:

- Accurate
- Collected fairly and for lawful purposes only
- Processed within legal and moral boundaries
- Protected against unauthorized or illegal access

We are committed to:

- Prohibiting the sale of personal information
- Restricting and monitoring access to sensitive data
- Developing transparent data collection procedures
- Training employees in online privacy and security measures
- Building secure networks to protect online data
- Establishing clear procedures for reporting privacy breaches or data misuse
- Establishing data protection practices (document shredding, secure locks, data encryption, frequent backups, access authorization etc.)
- Allowing people to request that we modify, erase, reduce or correct data contained in our databases

Disciplinary Consequences

All principles described in this policy must be strictly followed. A breach of data protection guidelines will invoke disciplinary and possibly legal actions.

Disclosure

Protours Chile is not responsible for the privacy policy of third parties; however, legal guidelines must be followed in accordance to national law.

Waste Reduction Policy

The primary aim of Protours` Waste Reduction Policy is to minimize the amount of generated waste and to define the minimum practices which are to be employed throughout the company.

We believe that the 3R method is the best way to manage and handle our waste:

- Reduce means: Minimize the amount of waste produced
- Re-use means: Re-use materials where ever possible
- Recycle means: Transfer waste to approved recycling plants to minimize environmental impact

At Protours, the following efforts will be made and followed to limit, segregate, sort, collect and properly dispose of the generated waste following some basic rules.

REDUCTION

- Water for employees will be provided via water dispenser (water barrels) and or clean running tap water to avoid disposable plastic water bottles
- Materials will be ordered in bulk to reduce packaging
- Purchase criteria will favor recycled products
- Purchase criteria will favor reusable products
- Incentivize the use of little to no packaging material when making purchases
- Implement and follow the Printed Material Waste Reduction Policy
- Incentivize the reduction of unnecessary paper products such as post its and calendars (prefer digital options)

REUSE

- Re-use of paper (double sided printing, scrap paper, etc.)
- Re-use of plastic bags (garbage bags, grocery bags, etc.)
- Use of dispensers and refillable products (hand soap, cleaning products, etc.)
- Refilling of toners and ink cartridges
- Use of rechargeable batteries
- Re-use of holiday decorations

RECYCLE

- Paper
- Plastic
- Batteries
- Electronic waste (via specialized local companies)

Any waste that cannot be reused or recycled will be transported and disposed of in accordance with national legislation and in accordance to the law.

Staff Travel Policy

Protours requests that its staff be mindful of the environmental impact when travelling to/from work and while traveling for business purposes. Most means of transportation are major greenhouse gas contributors. Therefore, employees should understand the effect of their actions, travel patterns and strive to be the most efficient possible by implementing one or more of the actions or travel methods below.

TRAVELLING TO/FROM WORK

- Walk
- Bike
- Use public transportation
- Carpool

FAMILIARIZATION TRIPS AND BUSINESS TRAVELS

- Replace in person visits with video chat or teleconferencing
- Reduce the frequency of business travel by combining overseas trade fair visits and door-to-door meetings into one trip
- Select direct routes that require less fuel
- Opt for public transportation to/from the airport
- Pack lightly (lighter planes and cars burn less fuel and gasoline)
- Reserve / use a more ecofriendly model of vehicle such as:
 - Nissan X Trail 4x2: 191 gCO₂/Km
 - Toyota RAV4 4x4: 211 gCO₂/km
 - Hyundai Santa Fe 4x4: 235 gCO₂/km
 - Toyota 4 Runner 4x4: 293 gCO₂/km
- Book / stay at hotels which are environmentally certified or offer environmentally friendly practices

Printed Material Waste Reduction Policy

The company and its Marketing department, along with all employees commit to the following guidelines in regards to printed material and reducing wastage.

- Assess and evaluate the number of printed material needed.
- Order only the necessary quantities.
- When possible, avoid printing dates, prices or other time sensitive elements.
- When possible utilize online channels and social media for promotion.
- Work with print companies that allow small orders.

Energy Reduction Policy

Protours strives to use energy in an efficient and conscientious manner. Under this policy, energy management is key in order to maximize cost-effectiveness, reduction and assure environmental responsibility. Protours commits to the following:

- Comply with all national energy regulations and codes of practice.
- The "Switch-off" Policy is implemented and followed.
- Use of motion detector lighting for basement and exteriors (when applicable).
- Use of energy saving light bulbs (such as LED).
- Raise employee awareness.
- Consultation with an expert, energy reduction firm to understand and assess energy use and decrease objectives.
- Responsibly energy consumption.
- Demonstrate leadership in the industry, by reducing environmental impacts associated with energy use.

“Switch-Off” Policy

Protours staff and employees at all levels and at every office commit to the following:

- Office lights will be switched-off when the space is not being used and /or at night.
- Computers and laptops will be switched-off when not being used, employees take their lunch breaks and / or at night.
- Printers will be switched-off at night.
- Office thermostats will be monitored.
- Doors and windows will be kept closed when heating is on.
- Electrical appliances will be disconnected when not being used and/ or at night.
- Motion detector lighting for basement and exteriors (when applicable).
- When equipment cannot be switched-off, it will be set by default to energy saving modes.

Animal and Wildlife Policy

Protours recognizes that certain activities in the tourism industry may have significant impacts on animal welfare and wildlife. Therefore, the following policy has been set in place for safeguarding reasons. It is applicable for Protours and its providers, focusing on nature, interaction with animals, animals managed by humans and animals used in businesses.

- All animals have regular, daily access to adequate and clean drinking water.
- All animals are fed appropriate food via a feeding routine that encourages natural behavior.
- In captivity, enclosures or methods used to contain animals allow for free movement and exercise as well as sufficient distance from other animals in the case of conflict.
- In captivity, enclosures include natural elements that aid in environmental enrichment and encourage normal animal behavior.
- In captivity, all animals should be able to seek shelter from weather and privacy from view.
- In captivity, enclosures are clean, hygienic and well maintained.
- The facility, provider, owner or person responsible for the animal(s) employees a vet who is knowledgeable and experienced in health and welfare of the relevant animals (either employed on site or externally contracted).
- Under no circumstances will the animal be sedated unless it is for the purpose of genuine medical treatment, under the guidance of an appropriately trained vet.
- Under no circumstances will the animal be surgically modified (skin, tissues, teeth or bones), with the exception of life threatening or accredited medical motives.
- Where customers are permitted to be photographed with animals, this should be free from evidence of bad practice.
- Complete, accurate animal stock-lists, veterinary records and any appropriate licenses or permits should be up to date and available for inspection. The required paperwork should be in place for any animals that have been acquired from the wild.
- Where animals are involved in performances, they should involve natural behaviors and free from bad practice. Training methods should be based on positive reinforcement only.
- Tethering and hobbling should be discouraged and where unavoidable should only be conducted using appropriate materials and methods that do not cause risk to the animal's welfare. Tethering should be for a limited time: no more than a few hours per day. The animals should be able to walk, lie down and stand up without putting tension on the tether, and reach basic resources like food, water and shade. They should be regularly monitored.
- Young, pregnant, nursing, injured, ill, distressed or elderly animals should not be ridden, or be required to carry/pull loads.
- Equipment for animals should fit, not causing injury, and should be cleaned and dried after use. Equipment should be removed during rest periods and ideally when eating/drinking.
- Animals should train and work within their physical capabilities. Loads should be equivalent to the animal's size and ability.
- Animal work should not be in the hottest part of the day and animals should have regular rest periods (at least an hour between working periods).
- Exhibition of whales, dolphins or other marine mammals must follow best practice standards as well as comply with local and national law.
- Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local and national law.
- Excursions which include interactions with wildlife must comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized, rehabilitated, and there is a compensatory contribution to conservation management.

To ensure these policies are followed and respected Protours will periodically conduct site inspections and or other forms of investigation. In the case on non-compliance, Protours will offer advice and support with the aim of finding a solution. If a resolution cannot be met, Protours will sever its ties with the service and or its providers. Under no circumstances will Protours promote or sell excursions that involve unacceptable animal or wildlife practices.