

Sustainability report - 2017

Protours Chile
Travelife Partner

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2. Company data

Protours Chile

Imperial 655

0 Puerto Varas

<http://www.protoursdestination.com/en/>

swunsch@protourschile.com

Tourist volume	5001 - 10000
Number of employees	21 - 50
Type of tourism	Active / soft adventure, Sport and adventure, Winter Sport, Sun and Beach tourism, City trips, Culture, history and art, Meetings, Incentives, Conferences and Events (MICE), Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Singles, Seniors, Families with children
Destinations offered	South America

Sustainability coordinator

Stephanie Wunsch

swunsch@protourschile.com

3. Introduction

Protours is in its first steps in achieving sustainability and cooperate social responsibility. To do this we have enlisted the guidance of Travelife whom has helped oversee our process. Our company aims to become one of the leading sustainable tour operators in Chile.

Our key policies have been published in our Sustainability Manual and include a variety of topics and guidelines concerning wildlife, privacy, human resources, energy reduction, waste reduction, sustainability monitoring, etc.

This manual is one of our main achievements, as previously there was no formal written sustainable policies within the company. In addition, this tool had been distributed to our current staff and will aid in implementing and enforcing necessary changes.

Since Protours embarked on this project the company has: implemented recycling, methods to save energy, first aid training, sustainability preparation, campaigns to reduce illegal souvenirs, transparency of key sustainability policies and we have completed a detailed analysis of our partners and ourselves.

As we move forward we hope to lead by example, we realize that sustainability is a balance containing social, environmental and economic aspects. The Travel Life criteria will help guide us in our future actions. Our mid-term and long-term plans contain a variety of items including but not limited to: implementing harmless cleaning materials, including basic sustainability clauses in provider contracts, sustainability guidance given to guides and providers, insurance of customer privacy, promotion of sustainable options, etc.

To assure our goals are being met and the correct measures are being taken indicators will be set in place including constant evaluation and monitoring as well as completion of additional Travel Life criteria.

At Protours, we hope that this journey will lead to many positive changes and we can help shape improvement in ourselves and those that surround us.

4. Mission statement & policy

4.1 Mission statement

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.

4.2 Policy

Our sustainability policy has been published in the company's Sustainability Manual. For details please visit: <http://www.protoursdestination.com/en/sustainability/>

5. Assessment overview

Main theme	Actions	Achievements
0. Company characteristics	4	4
1. Sustainability Management & Legal compliance	11	11
2. Internal management: social policy & human rights	10	10
3. Internal Management: environment and community relations	13	13
4. Accommodations	1	1
5. Excursions & activities	3	3
6. Tour leaders, local representatives and guides	3	3
7. Destinations	1	1
8. Customer communication and protection	10	10





6. Detailed overview

0. Company characteristics

4







Contact details

1

Action			Details
0.1. Sustainability coordinator			

Brands, products and/or services

2

Action			Details
0.2. Nature of business Please indicate which of the following activities are part of your business.			
0.3. Sensitive excursion types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion type a separate checklist will have to be completed. Only indicate those excursion types which are not purchased from third parties.			

Public communication

1

Action			Details
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0.4. Brands under Travelife scope	✓	✓	
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1. Sustainability Management & Legal compliance

11

Engagement of company

3

Action			Details
1.1. Sustainability coordinator A sustainability / CSR coordinator is appointed and his/her role and activities are defined (corporate level).			
1.2. Mission statement A sustainability mission statement is defined which is published via the company's website(s) (if available).			
1.3. Trained sustainability co-ordinator / team The Sustainability coordinator (or team in case of larger companies) has successfully completed the Travelife Sustainability training and exam (within the previous three years).			

Baseline assessment

1

Action			Details
1.4. Baseline assessment The company has conducted a baseline assessment regarding its compliance with Travelife sustainability best practice standard (e.g. by completing this report).			

Policy

2

Action			Details
1.5. Sustainability policy The company has a written sustainability policy which reflects the company structure and activities and is supported by top-management. The policy aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities; and includes employee related health and safety aspects.			
1.6. Communication The corporate sustainability policy is accessible to all employees, suppliers as well as the general public via the corporate website(s) or where no website exists, via other means.			

Action plan

2

Action			Details
1.7. Action plan The company has a sustainability action plan (targets, actions, measures, responsibilities and time planning), for example through the Travellife online tool.			
1.8. Staff involvement The management involves employees in the implementation of the action plan and acknowledges them as driving force for successful and continuous sustainability improvements.			

Monitoring and evaluation

1

Action	☰	✓	Details
1.9. Monitoring and evaluation The company has developed documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets. For example with the support of the Travelife online system.	✓	✓	

External reporting and communication

2















Action	☰	✓	Details
1.10. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	
1.11. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	

2. Internal management: social policy & human rights

10

Social policy and human rights

10

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			
2.2. No forced labour Employees are free to enter their employment through their own choice and can leave their employment when they choose without penalty in accordance with their contract.			
2.3. Formal contracts All employees of the company have employment contract, including labour conditions and a job description.			
2.4. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.			
2.5. Overtime Overtime is paid, or time is given back as lieu, unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.			
2.6. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.			
2.7. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday which is at			







least in compliance with the legal requirements.	✓	✓	
2.8. Health and safety The company has a health and safety policy for employees which complies to legal standards / best practice. Accidents are investigated and corrective measures are taken. First aid sets and trained staff is available at all relevant locations.	✓	✓	
2.9. Equal opportunities The company ensures that people are not discriminated against with regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.	✓	✓	
2.10. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults, and there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.	✓	✓	

3. Internal Management: environment and community relations

13




Procurement

2

Action			Details
3.1. Office paper: type More than 90% of paper use in the office (for internal and administrative use) consists of sustainable (Recycled, FSC or sustainably produced) paper (provided that such options are locally available).			
3.2. Office paper: printing Copy and printing machines are set by default to double-sided (duplex) printing or other forms of paper saving modes.			















Paper (promotional materials)

1

Action			Details
3.3. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilo's, pages or costs). In case locally available at reasonable costs.			





Energy

6

Action			Details
3.4. Energy reduction policy The company has an active commitment to reduce energy consumption which is monitored and implemented.			
3.5. Sustainable energy Where available and practical, sustainable (green) energy is purchased or produced for use by the business.			
3.6. Equipment “switch-off” policy Equipment (including aircon) is, whenever feasible, switched off after office hours or during lunch breaks (not on ‘standby’).			
3.7. Light “switch-off” policy Office lightning is switched off after office hours.			
3.8. Low energy equipment When buying new equipment the company gives preference to low energy equipment based on highest local available standards (taking into account considerations of price and quality).			
3.9. Efficiency mode Where applicable equipment is set by default in the energy saving mode.			

Waste management



3

Action			Details
3.10. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.			
3.11. Waste reduction The company has developed and implemented a solid waste			

reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example re-use or recycling of coffee cups, double sided printing, bulk purchasing).	✓	✓	
3.12. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled (or re-used) by the business (including glass, paper, metal, organic waste and plastics). It organizes, as much as locally feasible, collection and proper disposal thereof if collection is not provided by the local authorities.	✓	✓	

Reducing pollution

1



Action			Details
3.13. Waste water: treatment Wastewater including grey water is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects to the local population and the environment.	✓	✓	

4. Accommodations

1

Specific conditions

1



Action			Details
<p>4.1. Child and compulsory labour The business 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.</p>	✓	✓	

5. Excursions & activities

3

Specific criteria

3

Action			Details
<p>5.1. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	✓	✓	
<p>5.2. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	✓	✓	
<p>5.3. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behaviour of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	✓	✓	

6. Tour leaders, local representatives and guides

3

Tour leaders, local representatives and guides

3



Action			Details
6.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment including remuneration.	✓	✓	
6.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.	✓	✓	
6.3. Customer communication Tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).	✓	✓	

7. Destinations

1

Local projects and initiatives

1







Action			Details
<p>7.1. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	✓	✓	

8. Customer communication and protection

10









Prior to booking

2

Action			Details
8.1. Customer privacy The company ensures that customer privacy is not compromised.			
8.2. Marketing and advertising messages Marketing and advertising messages comply with relevant standards and voluntary codes of conduct and do not promise more than delivered.			

After booking and during holidays



6

Action			Details
8.3. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.			
8.4. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.			
8.5. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.			

8.6. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).	✓	✓	
8.7. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	
8.8. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	

After holidays

2

Action			Details
8.9. Client satisfaction Client satisfaction is systematically measured and the results are taken into account for service and product improvements.	✓	✓	
8.10. Complaints The company has clear procedures in case of complaints from clients.	✓	✓	