



Sustainability policy of **PROGETTO AUSTRALIA**





Purpose

The policy aims to balance energy and utility usage through sustainable practices, including electricity, natural gas, fuel oil, waste management and carbon footprint. Progetto Australia is committed to minimising environmental impact, sustainable growth, and inspiring other stakeholders related to tourism to take action.

Scope

This policy applies to all staff who work at Progetto Australia on a permanent or fixed-term contract, as well as volunteers and freelance staff. This Policy also applies to partners and suppliers who endorse similar objectives and to stakeholders who will be asked to meet this policy as a minimum or show where they will exceed standards. Operations and managers are responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability Commitment

Progetto Australia's management is fully 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 employing the Travelife report every two years.





Sustainability management & legal compliance

Progetto Australia 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.

Progetto Australia follows all local, regional, national, and international regulations that relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. Our multicultural team follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labour, and discrimination.

Internal management: social policy & human rights

Employees

Progetto Australia recognizes that our employees are our biggest asset for delivering meaningful travel experiences to our customers.

Progetto Australia supports both career-related and job-related professional development activities.

Progetto Australia is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, or religion. Progetto Australia supports the opportunity to be a full work-from-home employee and to manage the number of working hours autonomously as long as clients' requests are met.

Progetto Australia is committed to fostering a safe, healthy, and inclusive workplace/work culture where all employees can perform their duties/to recognise their potential.





Progetto Australia is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

Progetto Australia further expects this commitment from all partners and suppliers.

Internal management: environment Environmental management of office operations

Progetto Australia is committed to keeping the direct footprint of our business operations as minimal as possible and to involve suppliers and stakeholders to follow the 5Rs (refuse, reduce, reuse, repurpose, recycle) environmentally sound principles.

Progetto Australia is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:

- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon footprint.
- Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.





- Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

Carbon management of office operations

Progetto Australia is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:

- Reducing the amount we travel as much as possible
- Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
- Encouraging remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
- Committing to offsetting our remaining direct and indirect carbon from travel and fossil energy whenever possible.
- Encouraging work-from-home staff to use energy-efficient equipment and appliances where possible

Land use

Progetto Australia is a total online wholesale travel agency with a legal address in Queensland, Australia.

Progetto Australia abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.





General suppliers policy

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

Progetto Australia prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.

Progetto Australia prefers to work with suppliers in destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.

Whenever possible, Progetto Australia prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.

Progetto Australia expects its suppliers to adhere to a Code of Conduct/Code, that includes the following responsible business practices:

- Complying with all local, regional, national and international regulations
- Respecting all human rights including labour rights, children's rights, and women's rights
- Committing to fair employment conditions
- Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
- Protecting children from (sexual or any other kind of) exploitation through tourism
- Protecting the environment and natural resources
- Acting in the best interest of local communities
- Protecting the interests of Progetto Australia
- Our complete supplier Code of Conduct is available here: [XXXXXXXXX link to document/website].





Following a zero-tolerance policy, Progetto Australia will immediately terminate any relationships with suppliers that violate the Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights.

Progetto Australia raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.

Progetto Australia actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.

Progetto Australia maintains open lines of communication with our suppliers and partners and encourages feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

Progetto Australia prioritizes work with partner agencies that adhere to the company's Code of Conduct.

In the entire process of developing and operating our travel packages, Progetto Australia expects partners and local operators to act in the best interests of the surrounding communities and environment as well as our guests.

Progetto Australia provides partner agencies, local operators and small businesses equal opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Transport

Progetto Australia prioritizes working with transport providers that adhere to the company's Code of Conduct.

When selecting transport for guests and business-related travel, Progetto Australia commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.

Progetto Australia 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

Progetto Australia endeavours – and has a system in place – to measure and compensate for the unavoidable GHG emissions produced by transportation. Compensation costs are either included by default in the package price or compensation is actively promoted to the clients as a booking option.

Accommodations

Progetto Australia prioritizes working with accommodations that adhere to the company's Code of Conduct.

In the accommodation selection process, Progetto Australia considers the sustainability practices of an accommodation by taking into account its sustainability management and social and environmental footprint.

Progetto Australia favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions.

Activities & Excursions

Progetto Australia prioritizes working with excursion providers that adhere to the company's Code of Conduct.

All excursions and activities run by or on behalf of Progetto Australia respect local customs, traditions, cultural integrity, and natural resources.

Progetto Australia commits to not offering any excursions that harm humans, wildlife, the environment, or natural resources such as water and energy.

Progetto Australia gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection





Progetto Australia has clear guidelines 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.

Progetto Australia provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

Progetto Australia commits to hiring qualified local guides, porters, 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 Progetto Australia.

Progetto Australia understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of Progetto Australia are trained regularly and knowledgeable in the sustainability topics of the destination.

Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.

Progetto Australia provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

Progetto Australia prefers to work in destinations that have committed to sustainability as an integral part of community and destination development. Progetto Australia aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.

Progetto Australia does not support destinations that have a questionable human rights track record.





Contribution to local communities/local economic network

Progetto Australia commits to a 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, other tourism businesses, academia, and community groups] 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

Progetto Australia 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.

Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, we maintain a clear privacy policy [XXXXXXX add link] to ensure:

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

Marketing and communication

Progetto Australia strives to be truthful in all situations and at all times. We



offer products and services that do what we claim in our communications.

We honour our explicit and implicit commitments and promises.

We are anti-greenwashing and stand behind our sustainability claims 100%.

We endeavour to be inclusive and representative in our marketing and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:

- Certified accommodations
- Compensation of their trips CO2 emissions
- Activities and excursions that benefit the local communities and environmental protection
- Responsible shopping and illegal souvenirs

Customer experience

The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):

- Health and safety
- Emergency procedures
- Privacy
- Group numbers
- Greenhouse Gas emissions and offsetting
- Transport
- Shopping

Satisfaction and Complaints

Progetto Australia 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.

The implementation of this policy will be lead by the Sustainability Coordinator, Celia March, who can be reached at celia.progettoaustralia@gmail.com.

