



## 1. Sustainability Guidelines

Our mission is to inspire more people to travel in an experiential, sustainable and adventurous way. Therefore, we create and provide authentic active walking trips with respect for nature and culture.

The vision is to create a True Net Zero Walking business by 2030.

- By 2030 we commit to reducing our emissions by 90%.
- Between 2023 and 2030, when we can't reduce, we will invest in projects that remove, avoid or reduce global greenhouse gas emissions.
- Our goal is to achieve True Net Zero Status by the end of 2030, investing solely in projects that permanently remove carbon from the atmosphere for those emissions that remain.

The guidelines are structured as follows:

Internal Sustainability Guidelines: focussing on our company's business.

Third-Party Sustainability Guidelines: focussing on our business partners, accommodations and other third parties.

## 2. Internal Sustainability Guidelines

### 2.1 Code of Conduct

Based on the UN Charter and the European Convention of Human Right, human rights are regarded as fundamental values that must be respected and regarded by all staff and partners. The corporate culture of Mckenzie Mountaineering welcomes every person's uniqueness and individuality and respects each individual's unique abilities. Therefore, no form of discrimination will be tolerated.

Mckenzie Mountaineering respects and supports the internationally recognized human rights at every stage of the value chain. Forced labour and child labour are strictly prohibited.

Prohibition of child labour: In no phase of service execution or production is child labour tolerated. Partners must comply with the ILO Conventions on the minimum employment age





or refrain from employing children. This minimum age should not be less than the age at which compulsory education ends and should not be less than 15 years.

Freedom of choice for employment: Forced or compulsory labour is not permitted.

Employees must be free to terminate their employment relationship within a reasonable notice period. Employees may not be required to hand over their identity card, passport or work permit as a precondition for employment. Remuneration and other benefits shall be at least in line with national and local legal standards or industry standards.

Prohibition of discrimination: Discrimination against employees in any form is inadmissible. This applies to discrimination, for example, based on gender, race, caste, skin colour, disability, trade union membership, political conviction, origin, religion, age, pregnancy or sexual orientation.

Freedom of association: Employees must be able to communicate openly with management about working conditions without fear of reprisals, in whatever form. They must have the right to unite, to join a trade union, to appoint a representative and to be elected to one.

Corruption: Corrupt arrangements of any form with customers, suppliers, government officials or other third parties are not tolerated. Corruption refers to attempting to obtain or obtaining a personal benefit or advantage through illegal means: such as bribery, extortion, kickbacks.

Occupational health and safety: Occupational health and safety at workplace is ensured through the employer at a minimum within the framework of national regulations and continuous development to improve the work environment is supported.

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.

“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.”

## 2.2 Sustainability Recommendations: Sociocultural and Local Economy focussed Measures





**Economic Value Generation:** At Mckenzie Mountaineering we aim to maximise the environmental and cultural experience to strengthen the local economy through our business actions. The following aspects are relevant for sustainable business relations and sustainable development in the region:

- It is assured that local communities benefit from tourist activities and are involved in the conception and implementation of the journeys.
- Local traditions are maintained, respected and promoted during the planning and trips.
- Services offered contribute to the local economy.
- Products offered during our journey come from regional, seasonal, fair trade, not genetically modified and, if possible, from organic and/or small-scale farming. Regional Products enhance the cultural experience and benefit local economy.

**Cultural Awareness and Communication:** During the trips, guides aim to enhance the culture awareness and understanding and aim to share their knowledge about local traditions with guests. At the beginning of the trip, guides inform guests about the region's traditions, habits and security.

- General information about the security situation in the destination. What is the corruption level in the region? (Information can be found on this website: <https://www.transparency.org/>)
- What is the standard of living in the region? What is typical salary and how is the income distribution in the country? Is tipping common, and how much tips should you give?
- How do people greet each other commonly?
- How do you communicate with locals? (Volume, physical distance, body contact, gesture)
- What are the differences in hierarchy structures? (Gender equality, respect for authorities, respect for seniority)
- Which customs and public holidays take place during the travel period, and how do interact with local communities during this time?
- Are there clothing guidelines that should be respected?
- How do people feel about photography?
- Where and which souvenirs should be bought to enhance the local economy?

### 2.3 Sustainability Recommendations: Environmental Measures

**Resource Conservation and Environmental Protection:** Nature is at the very core of our business as operating in the active travel sector. The tourism segment is responsible for utilising many resources, primarily through consumer behaviour. A sustainable planning of trips and a responsible





execution can actively protect resources and help on the way to ensure the protection of nature in the long run.

- Flora and Fauna are being considered when choosing hiking and biking paths. Passing through protected areas and areas with risk for erosion is strictly prohibited.
- Guests are actively informed about environmental standards and problems in the area.
- Guests are actively made aware to take any type of trash back to the accommodation for recycling.
- Guides should act as role models and be able to provide information about the rotting times of banana and citrus peel.

**Consumption and Regional procurement:** Consuming local products strengthen the local economy and reduces the environmental impact. Further Ways to significantly reduce the negative impact can be reducing single-used packaging.

- A circular procurement policy is implemented in the company, ensuring that single-used packaging is kept to a minimum.
  - Wrapping of lunch packages is being avoided and lunch packages are being refilled to guests lunchboxes (if available).
  - Unpackaged products are preferred.
  - Regional Products are preferred.
- Vegetarian options are being offered to guests.
- Health is the highest priority at our trips. In particular, when it comes to water consumption it is crucial to maintain highest hygiene standards, yet reducing the plastic consumption>
  - Water quality monitoring is being conducted at a regular basis or information is being requested from parties that conduct water quality assessment.
  - If drinkable tap water is available, it is ensured that large water containers are being placed at strategic location for guests to refill their water bottles.
  - Regional engagement to enhance the water infrastructure is being undertaken.
- If there is no system in place to provide drink water an action plan for the development of water filtration system in strategic places is develop.

**Transport:** As an essential tourism component, transport has many adverse side effects. The following actions can be taken to ensure efficient transport and minimise environmental impact.

- Public transport is the preferred option for mobility and is part of the travel offer.
- Overland transport (e.g. busses, rail, ferries) is preferred over domestic flights.





- Domestic flights are only used as a way of transport where the use of ground-based means of transport would result in an unreasonable burden for the traveller in a temporal and/or financial manner compared to the aircraft as a means of transport or its safety aspects were to be do not allow overland travel.
- Vehicles are being selected on an environmentally efficient basis and are adjusted to group sizes.
- Motor will be stopped during breaks in order to avoid noise and air pollution.

**Animal Rights:** Mckenzie Mountaineering – Guided Walking Adventures supports the Global Standards for Animals in Tourism, which involves ‘Five Freedoms’ to ensure that animals in tourism are treated with respect.

- Freedom from hunger and thirst
- Freedom from discomfort
- Freedom from pain, injury or disease
- Freedom to express normal behaviour.
- Freedom from fear and distress

Furthermore, guests are being made aware of biodiversity issues in the area and are asked to not touch, or scare animals, or hunt or support hunting wildlife during their trips.

*“Excursions and attractions in which captive wildlife is held are not offered, except for activities that are properly regulated and are in compliance with local, national, and international laws. Excursions that include interactions with wildlife, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.”*

*“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, national and international law. The supplier does not promote souvenirs or food that contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN ‘Red List’. Should any such criminal behavior come to light, [the company] reserves the right to terminate the contract without notice.”*

(1) The company has a policy to only offer wildlife excursions which do not have a negative impact on the natural environment. These can be excursions in well-managed protected areas or under guidance of skilled guides. (2) The company reacts to any signals of non-sustainable interactions or





excursions. The situation is investigated and corrective measurements are taken. The matter is discussed with the destination / protected areas manager.

### 3. Third-Party Sustainability Guidelines

Collaboration is the key to a sustainable business approach. Hence these third-party guidelines aim to provide you with an outline of important actions points to address with business partners.

#### Human Rights

- Human rights are respected in every step of the value chain of the business.
- Human rights training is being conducted for all employees
- A due diligence process is conducted for suppliers and business partners

*“The business does not contract accommodations, directly nor indirectly that are involved in compulsory labour, or that employ children to complete work that is normally undertaken by adults. There are special working times and conditions for children (< 14 years old) working within the business, in accordance with the [UN Convention on the Rights of the Child](#) and/or the [ILO convention 138](#). These conditions are mentioned in the contract with the accommodation. »*

#### Local Economy and Community

- Local communities are being employed in the operations.
- Local traditions are maintained, respected and promoted within the operations.
- Regional services and local business partners are being employed.

#### Animal Rights

- Animal rights are being employed in any step of the value chain
- The global standards for Animals in Tourism are respected throughout the supply chain
  - Freedom from hunger and thirst
  - Freedom from discomfort
  - Freedom from pain, injury or disease
  - Freedom to express normal behaviour.
  - Freedom from fear and distress
  -

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#### Local traditions and culture

- Promotion of location culture and traditions is being conducted within the business and actively transmitted to guest

#### Renewable energy

- If applicable the energy provider that has the most renewable energy mix should be selected
- On site renewable production is installed

#### Energy saving

- Procurement of energy saving appliances and lighting
- Training for energy saving way of working is conducted with staff

#### Ecologically degradable cleaning agents and soaps

- Cleaning agents do not contain hazardous chemicals

#### Towel and cleaning on request of guest only

- A systematic approach towards a sustainable cleaning policy is implemented
- Guests are being made aware of the politics at check in

#### Water saving measurement





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- Water saving toilets, taps and showers are installed at guestrooms.
  - Employees are trained on water saving measures (stopping water when not in use in kitchen during cleaning).
  - Rainwater harvesting is conducted.
  - Gardening is carried out with rainwater

#### Proper wastewater handling

- Wastewater is handled properly, disposed in gullies or installations that lead to water treatment plants
- Under no circumstances is wastewater disposed in nature (such as garden or a river)

#### Circular economy approach

- Single-use packaging is being avoided.
- Soaps in guest's bathroom are being offered in refillable dispensers.
- During mealtimes small and single packaged products (such as butter, jams etc.) are being avoided.

#### Recycling

- Waste is being properly recycled according to local infrastructure.

#### Procurement

- Products come from regional, seasonal, fair trade, not-genetically modified and, if possible, from organic and/or small-scale farming

#### Meals, water and lunch boxes

- Vegetarian options are being offered on the menu.
- Lunch packages prepared by hotels are being packed in guests 'reusable boxes.
- Water is dispensed from the pipe in reusable bottles or large canisters.

### 3.2 Sustainability Actions points for Transport providers

#### Vehicle Selection

- All vehicles in use comply to environmental standards.
- All vehicles in use follow regular safety checks.
- Vehicle size and type is being selected based on the sizes of the group.
- Low emission vehicles are selected.







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#### Driver

- Resting time for drivers are being respected under any circumstances.
- Daily driving period shall not exceed 9 hours, with an exemption of twice a week when it can be extended to 10 hours
- Breaks for 45min (or 3x 15min) should be held after (during a timespan) 4.5 hours

#### Luggage transport

- Where possible luggage transport is consolidated and conducted efficiently

#### Vehicle Handling

- During stops the vehicle's motor is turned off

#### 4. Closing remarks & Ongoing collaboration

We hope that these guidelines support our sustainability actions. Key to a sustainable journey is an active dialogue, strong collaboration and knowledge sharing.

