

## **SUSTAINABILITY POLICY**

**Eneidenorte is a trademark of North Incoming Services SL (NIS). It is a receptive tourism agency whose objective is to attract travellers to the Basque Country so that they enjoy in the destination, a series of locally products and services (accommodation, transport, catering, visits to wineries and, especially, services with the people who make up our team of guides).**

**Based on our values and compliance with current legislation, the company is committed to providing travel experiences that allow you to enjoy the natural and cultural heritage in the selected destinations, contributing to its preservation and the development and improvement of the quality of life, the communities visited and that of our collaborators. The company seeks to minimize any negative impact of tourism management and enhance its social, environmental, and economic benefits. To achieve these objectives, this Sustainability Policy is incorporated into business management, which reflects our vision and for whose strengthening and implementation, management provides all the necessary support and follow-up.**

**The implementation of the Sustainability Policy requires the selection of suppliers of goods and services capable of contributing to the process, willing to constantly improve their management, for the benefit of the environment and society. Also, it requires our participation in the creation and strengthening of local, national and international organizations that work for the promotion and development of responsible and sustainable tourism. Our commitment to the Sustainability Policy is reflected in each of the areas of our work, as described below.**

### **OUR MISSION**

**Our aim is to contribute to the physical and economic development of the country through the preservation and promotion of natural and cultural heritage. To achieve this goal, we incorporate a culture of sustainability in all the areas of our company and contribute to creating knowledge and awareness of the subject, among our customers, suppliers, and commercial companies.**

**Our way of contributing to the promotion of local traditions, social and cultural practices is precisely the work we do. All the people of our team of guides write, speak, communicate, disseminate what the people of this land do, why and since when we practice this and other customs.**

**Our internal process and social and environmental responsibility:**

**The Sustainability Policy of the company is manifested in the internal processes of the organization, it is mainly in the relation to the hiring and training of personnel, acquisition of goods and services, consumption of resources and production and waste management.**

## **HUMAN RESOURCES**

**We promote for our staff a healthy and safe workplace; a pleasant, motivating work environment that stimulates open communication and generates trust. We also promote their training and training, to contribute to their professional development and in turn contribute to the competitiveness of the company.**

**We comply with national regulations regarding the management and hiring of personnel, guaranteeing access to work in an equitable manner and without any discrimination, including aspects related to occupational health and safety. We contribute to strengthen in the staff, an attitude and behaviour favourable to the environment. Staff receive information, support, and training to decrease the use of polluting means of transport. We encourage the use of public transport and shared private transport; we support and facilitate the use of non-polluting vehicles. Travel for work reasons is measured, to take compensatory measures for the emissions produced. Each team member is committed to the fulfilment and dissemination of the Sustainability Policy of the company, both within it and among all stakeholders. The Sustainability Coordinator oversees the implementation of the Policy, the evaluation of its compliance, its improvement and updating when necessary. All the staff that is in contact with the client and / or with the suppliers both in the preparation and during the realization of the experiences and trips will ensure that the message reaches both our customers and the suppliers involved and will ensure that it is complied with in all the required aspects. The coordinator will be responsible for collecting the information to verify that a sustainable operation is being carried out.**

## **SUSTAINABLE RESOURCES IN THE OFFICE**

**The company measures and evaluates the characteristics and quantities of the office materials it acquires, to avoid waste and reduce the production of garbage. The purchase of disposable goods is required, and priority is given to the reuse of materials. The use of reusable food and beverage packaging is also encouraged.**

## **ENERGY AND WATER**

**The company has a policy of reducing energy use and water. We contribute to the saving of energy and natural resources, implementing in our office and promoting among our staff and suppliers, various actions such as the purchase of energy-efficient equipment and the reduction of its time or of start; promotion and control of lights out, computers and equipment while they are not in use, especially in the evenings and weekends. A periodic control of facilities is carried out to avoid waste of water.**

## **GARBAGE AND POLLUTION**

**We maintain a policy focused on reducing the production of solid waste, therefore, attention is paid to both the type of products purchased and the packaging used. All the garbage produced by the company is sorted and recycled when possible. We avoid the use of polluting materials, both in paints and in any other type of product that is required.**

## ACCOMMODATION AND FOOD

We prefer accommodation and food establishments with a clear commitment to sustainability, which respect and promote culture by the production and distribution of sustainable handicrafts and have a Code of Conduct that rejects children's exploitation and the commercialization of handicrafts, food, or any type of handicrafts. pipeline that affects biodiversity. In addition, we prefer the use de small hotels, which belong to the local community.

Sometimes our customers have already chosen their own establishments for their stay and in these cases, we must inform them of the sustainability policy that this establishment follows and in case of not doing so, inform the client and contact the establishment to encourage them to start the process.

## TRANSPORT

We prefer transport that use cleaner fuels and select those that offer the most sustainable alternatives. We promote among customers the realization of guided walking tours including electric means of transport such as the tram in Bilbao, the funicular or the electric taxi.

### Our suppliers:

Our service providers have a very important role in the implementation of the Business Sustainability Policy since they are the ones who effectively offer the service directly to the client. It is our responsibility to select suppliers who have responsible practices and ethical initiatives in their management; preferably, who have a policy of sustainability and have an environmental certification. We prefer, whenever it is possible, the hiring of local suppliers. We inform them the need to better introduce sustainable practices in their establishments and/or activities and we are aware of the need to continue in a line of sustainable development in their services.

Our company does not offer or support products or services that harm humans, animals, plants, natural resources, or that are socially or culturally unacceptable; especially related to any type of abuse or child abuse. We promote an anti-corruption policy, the protection of biodiversity and the proper management of waste. These issues are included in a sustainability clause in contracts with our suppliers; if we have evidence that these criteria are being breached, we will no longer work with them.

### Our destinations and the local communities:

We support sustainable development in our destinations by promoting visits to protected natural areas; we support collective projects and actions that contribute to the development of the environment and promote the sustainability of the environment. We prefer the use of small hotels and eco-houses that belong to, or are administered by the local community. We stimulate the interest of visitors in the purchase of sustainable and locally produced products and crafts, in such a way that direct benefits are generated in the destination.

### **Our clients:**

**From the initial contact, our clients receive travel recommendations, in which respect for the natural environments is promoted and that they are going to visit; they also receive information about the laws and rules of conduct regarding trafficking of cultural goods, wild species enjoyable in the national territory, protection of vulnerable communities and provision of trade and sexual exploitation by minors.**

**The information is extended after confirmation and during the provision of services, so that they can comply with the most appropriate rules of behaviour, motivating them to be respectful and take care of the cultural and natural heritage of the place visited. We inform and motivate them to select less polluting transport alternatives, both in transfers to the destination and in the destination itself. We are also committed to maintaining the privacy of data and involve in our support for environmental conservation and social development, to mitigate the carbon footprint left for their trip.**

### **COMMITMENT OF THE ORGANIZATION**

**We inform our staff, suppliers, and customers of our commitment to sustainability and current regulations. We allocate economic resources for conservation and social activities, and we have an action plan for the Sustainability Policy, which includes goals, actions, measures, responsibility for the duration and deadlines. We have the Travelife online system as a tool to monitor and evaluate the implementation of the Policy, its objectives, and goals. The lines of the Policy must be reviewed at least one time a year, identifying if any modification is necessary; as a result of new regulations, information or technology available, in relation to the development of sustainable tourism.**

A handwritten signature in black ink, appearing to read 'Carly...' with a large, sweeping flourish underneath.