

## Sustainability Policy and Action Plan of Coffee Tours Ethiopia

We are working as inbound tour operator sending tourists to various destinations in Ethiopia since 2008, therefore in our activity we are engaged to sustainability of our activities both internally and with stakeholders as much as possible.

We are working in cooperation with attractions, transport companies, guides, hotels and lodges, travel agencies. Therefore, we are aiming to be sustainable in minimizing negative impacts and maximizing the positive ones both for the environment and for the society.

Our sustainability policy has the following ten issues.

### 1. Sustainability management and legal compliance

We commit to sustainability management, practiced by these following actions:

- To have an appointed employee who is responsible for sustainability coordinator tasks;
- To have an accessible and written sustainability policy that 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;

### 2. Internal Management: Social Policy and Human rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- To grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty
- To include labor conditions according to national labor law and a job description in the employment contract;
- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- To determinate and compensate of overtime working hours based on agreement;
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;

### 3. Internal Management: Environment and Community relations

We commit to practice environmental protection and enhance community relations by ensuring the enforcement of following practices:

- Actively reduce the use of disposable and consumer goods;
- Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
- Purchase products in bulk, to reduce the amount of packaging materials;

- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- Take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use;
- Contribute to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and not impede access to them by local residents;

#### 4. Partner Agency

Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- Keeping a list of the sustainability practices of partner accommodations and agents;
- Minimalizing the ecologic footprint of the office by travelling mainly via public transport, working as paperless as possible, separating waste, and to make use of certified recycled paper;
- Paying attention to the local benefits of communities when selecting local accommodations and their social policy for employees;
- Raising awareness among key partners on sustainable consumption by organising (online) campaigns and trainings;
- Informing key partners on the Travelife and national tourism standards;
- Having a cooperation contract including an annex of the national code of conduct for local partners to encourage their practices towards sustainability;
- Evaluating the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Informing key partners about the travel companies' sustainability policy and that they are expected to comply with it and/or communicate it to final customers where relevant;
- Including key sustainability clauses in contracts with inbound/receptive partners;
- Motivating incoming/inbound partners to participate in sustainability trainings for travel companies;
- Having a written contract with partner agencies;
- Including clauses in the partner contracts that enable contract partners to end the contractual agreement prematurely if the partner company does not take

adequate measures to prevent sexual exploitation of children within the direct supply chain;

- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees;

#### 5. Transport

We try to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, and practical considerations;

#### 6. Accommodation

We try to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.

#### 7. Excursions and Activities

We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

#### 8. Tour leaders, local representatives and guides

We aim at involving as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

#### 9. Destination

We aim to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in.

#### 10. Customer communication and protection

Customers welfare and information are very important to us. We ensure clear and constant communication and high protection to our clients.