

De Buck Agency Sustainability Policy

De Buck is:

- **Strength:** At De Buck we have a growing team of more than 15 highly skilled Account Managers, supported by a strong back office team. Average seniority is about 14 years.
- **Stability:** Active in tourism since 1953. Financially strong with a healthy balance sheet.
- **Partnerships:** Our strategy is to create long term partnerships with our clients and our suppliers.
- **Service:** Empathy is one of our core values, essential to understand our client's expectations. We aim to exceed these expectations and to receive full trust from our clients, so we can create a long term, sustainable partnership.
- **Know-how:** Ongoing investment in technology and knowledge management.

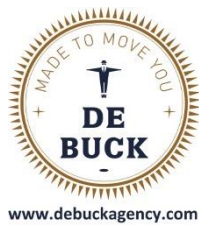
Our Mission:

- Made to move you!
- Our guests are literally and figuratively moved by us around the world.
- Our goal is to move our guests, to amaze them, to surprise them, to offer them unique and authentic experiences, all over the world. And in order to do so, we have to preserve the earth we live on, as it is the core of our life and business.

Our core values:

In everything we do, we live by our 6 core values. They are part of our DNA, and are part of every team member of De Buck.

- **Passion:** "Passion is Energy"
- **Empathy:** "Empathy fuels connection"
- **Integrity:** "Integrity is doing the right thing when no one is watching"
- **Positivity:** "If it's no fun, it's hard work"
- **Authenticity:** "We are De Buckies"
- **Sustainability:** "What we stand for is what we stand on"



Because we care!

- The beauty of the world and its inhabitants are the foundation of our activities: surprising our guests and letting them admire the whole. It is comparable to organizing a play. The landscapes and the villages are the set, the local populations are the actors, and the guests are the spectators. We therefore want to do our utmost to respect the world.
- De Buck has explicitly opted for long-term objectives. We aim for sustainable relationships with our guests, our suppliers and our collaborators. This is possible through honest agreements and transparent conventions.
- De Buck Agency believes it is in the long term interest of everybody to take part in the process of operating more sustainable in tourism. As the world, the countries, the destinations, nature, the people, the culture, are all part of the tourism industry, we, as tour operators, should take care of those elements in order to secure the future development of the tourism industry.
- Our policy is based on four major strategic pillars:
 1. We improve sustainability within our internal office.
 2. We increase the benefits of our activities for the destinations and the people living in the destinations that we operate our activities.
 3. We spread good practice among partner agencies and accommodation, transport and excursions suppliers
 4. We care about our guests

1. We improve sustainability within our internal office

We care about our people:

Being our most valuable asset, De Buck cares about his own people and staff.

De Buck has an elaborate health and safety policy for all its employees which complies to all legal standards in our country, complemented by best practices.

De Buck promotes a healthy lifestyle by our in house health team.

The health team provides:

- Weekly information about a healthy lifestyle
- Daily fresh fruit for the whole team
- Promoting complimentary activities like yoga lessons
- Initiating sport activities in group like walking, running and biking
- Organizing a yearly sports/family day
- ...

All staff members receive periodic guidance and training regarding their roles, rights and responsibilities regarding health and safety issues like first aid training.



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De Buck has a policy to measure and actively reduce the use of disposable and consumer goods. We actively stimulate working in a “paperless office”.

De Buck has a pollution reduction policy to minimize and substitute the use of harmful substances.

De Buck has a sustainable purchasing policy.

To ensure the proper execution of our policies, all staff members (including field staff) receive a yearly guidance, training and/or information about their roles and responsibilities with respect to internal environmental practices including water, energy saving, paper, and waste issues.

2. The destination and their inhabitants benefit from our activities at these destinations

- For our inbound services, sustainability aspects in our destinations are considered in the selection process of the tours and excursions we provide to our guests (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream cities and areas in our region are offered to our guests.
- For our outbound services, our guests decide on the destinations they would like to travel. However, sustainability aspects in destinations are considered in the selection process of the destinations De Buck Agency promotes to our guests.
- De Buck Agency supports biodiversity conservation, including protected areas and areas of high biodiversity.
- De Buck Agency 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).

3. We spread good practice among partner agencies and accommodation, transport and excursions suppliers

In that way De Buck **expects (compulsory)** from its local partners to:

- Have all legal local compulsory licenses for the relevant operation. This includes that tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements for example, licensing requirements.
- Pay their staff at least the legal minimum wages and 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.
- Make sure that Key Tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.
- Ban any kind of sexual child exploitation: The supplier allows or tolerates no child prostitution at the premises and facilities of subcontracted accommodations.



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- De Buck Agency will end the contractual agreement prematurely if the Supplier does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).
- To give to tour leaders and local representatives, contracted by the company, relevant information and/or training on the avoidance of sexual exploitation of children.
- Ban child labor: The business does not contract directly or indirectly accommodations which are involved in compulsory labor or which employ children to complete work which is normally undertaken by adults. There are special working times and conditions for children (< 14 years) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138.
- Not to take part in corruption activities.
- Respect local community resources: In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighboring communities it can be reason to terminate the co-operation with the accommodation.
- Inform De Buck on their sustainability status of their operations and services (e.g. excursions) to enable De Buck to register progression.
- Not offer excursions and attractions in which captive wildlife is held, except for properly regulated activities in compliance with local, national and international law.
- Not harvest, consume, display, sell, or trade wildlife species, except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local, national and international law.
- To ensure that 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 behavior of populations in the wild. Any disturbance of natural ecosystems is minimized, rehabilitated, and there is a compensatory contribution to conservation management.
- To 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).
- To ensure that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment including remuneration.

In that way De Buck **encourages (desirable)** any local partners' effort to:

- Run their own operation in a sustainable way (less water consumption, less CO₂ emission, less energy consumption, better working environment...). Suppliers shall minimize their negative impact on the environment.
- actively reduce the amount of energy and water used and to minimize the use of chemicals known to cause damage or pose risks to health and/or the environment.



- comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment.
- monitor and control wastewater and solid waste generated and to treat it as required, prior to discharge or disposal.
- Reduce waste of all types to the greatest extent possible by the Supplier.
- Not promote souvenirs or food 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).
- Train own staff and suppliers (hotels, restaurants, transportation and excursions and also tour leaders and representatives) to understand and apply higher sustainability standards and to evaluate and report progression regularly. "The accommodation shall actively choose/offer locally produced, fair trade and organic food." Accommodations can do a regular 'self-check' without charge via www.travelife.org.
- Participate in sustainability training and education.
- Select and motivate suppliers (hotels, transportation, restaurants and excursions) with higher sustainability standards. "The incoming partner will stimulate the use of accommodations that do little/no damage to the natural and social environment, and will give preference to sustainability certified accommodations where possible".
- Inform De Buck on the sustainability status (if available) of the offered accommodations and services.
- Train and inform guides to include in the information and communication to tourists, how to conduct to respect and maintain the local culture and environment. And to promote, in a correct way, the consumption of local products and services (e.g. local shops and restaurants). Also to inform the tourists not to buy souvenirs or food 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). Informing the guests on the sustainable public transport options is also an important action.
- Provide ideas of offering locally produced souvenirs in the program (e.g. pillow gifts)
- Offer a program that includes accommodation, restaurants and excursions that feature local art, local architecture and cultural heritage.
- To provide packages that involve and support local communities.
- To promote to guests, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).
- To prefer to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and to provide training as required.

4. We care about our guests

- Quality is our main focus: exceeding the expectations of our guests is our main goal.
- To provide the best quality in our services to our guests, De Buck always uses a "kick-off document" that is used as a guideline throughout all sales talks. This document has all relevant questions we ask our guests in order to get a full idea of what our guests are looking for: what type of travel, special



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interests, type of hotels etc... Sustainability is a subject which is tackled when it comes to choices of destinations, hotels, transportation and excursions.

- De Buck strives to build a long term relationship with its guests, staff, suppliers and the environment. Clear product, services and price information is crucial in that regard.
- Clear communication concerning price and product/services has always been one of our long term values, and is an important part of our mission statement.
- For tailor made trips we provide our guests with practical info regarding money, health, visa requirements... These info files are checked on a regular basis to keep them up-to-date. Basic available sustainability information is added.
- Guests travelling abroad are informed about the possibilities for GHG or carbon reduction/compensation for the international transport of their journey. They are informed on our website (www.debuckagency.com) and company presentation and at the kick off interview that De Buck plants a tree per air-trip-passenger they book in our agency. We give our guests the option to plant more trees to compensate for their trip by paying a little extra.
- In the frame of personal travel advice, we inform our guest about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.
- We inform our guests about the natural surroundings, local culture and cultural heritage in the holiday destination. We request to provide this information in the policies which are added to our briefings.
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- We inform our guests about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported). We request to provide this information in the policies which are added to our briefings.
- We inform our guests regarding risks and precautions related to health and safety matters in the destination. This is a standard chapter in our quotations mentioned in our standard scenario.
- We motivate our guests to use local restaurants and shops (where appropriate).
- Our guests are informed (where feasible) by the guides/tour leaders on sustainable transport options in destinations. In the policies that De Buck adds to its briefings to local partners and suppliers, it is included that we expect that the guides inform the guests on the sustainability aspects of the destination.
- We inform our guests about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents. We also inform 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). In the policies that De Buck adds to its briefings to local partners and suppliers, it is included that we expect that the guides inform the guests on the sustainability aspects of the destination. This includes prevention of sexual exploitation of children.
- A contact person and permanently reachable telephone number is available for emergency situations. The guests are given emergency contact numbers of the local organization and tour leader (24/7) or guides.



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- Our private travel and group travel guests receive the cell phone number with the travel documents of the agent who booked their trip.
- Participants of accompanied incentive trips receive a printed program or they can download a personalized app which mentions the numbers of the tour leader, guide and local partner.
- Guests on our own organized shore excursions always receive an “Emergency Contact Number Card”.
- Guidelines are available and relevant personnel are educated on how to deal with emergency situations. DBA staff receives first aid training on a yearly basis. This possibility of emergencies is discussed with the local partner during the scouting trip. We always ask their procedures and the nearest relevant hospital during the trip or flying doctors membership in certain countries.
- Our private travel guests receive a phone call from us after their trip, asking them how everything went. Should there be any complaints, these are taken up directly with the supplier by the travel managers. Upon request of the decision makers of corporate incentive groups, quality surveys are conducted and lessons learned are filed to adapt future projects. For our own excursions, per call, reports are made and sent to the account managers to allow to change operations for the better in the future. After incentive projects guests are called to get feedback on the project managers’ work, to include this feedback into the evaluation procedure.
- Sustainability is an integral part in the procedure of getting feedback from the guests after a trip. From that feedback we also aim to ameliorate the sustainability of our trips and operations.
- De Buck Agency has clear procedures in case of complaints from guests. Every complaint is received by the appointed account manager and then discussed at a higher level than the responsible project manager to produce a convenient solution. De Buck has a clear long term strategy, in case of doubt of responsibility, De Buck will give the advantage to the guest in order to keep the guest for future business. Complaints are considered as challenges for improvement! This procedure is part of our standard scenario.