

# Australia Inbound by Orange Journeys - Sustainability Policy

## 1. Sustainability Management & Legal Compliance

### Our Sustainability Commitment

At Australia Inbound by Orange Journeys, we are committed to responsible travel. While we believe that travelling is an extraordinary and enriching experience that offers countless benefits and rewards, we also acknowledge that tourism can have both positive and negative impacts on individual travellers, businesses and their employees as well as the communities and the environment they operate in. We are aiming to increase those positive effects and minimize any negative implications as much as possible by endorsing our company's sustainability mission statement and policy.

We acknowledge that increasing and improving sustainability is a journey. On our journey, we will use the Travelife platform to monitor, evaluate and regularly report our sustainability progress. We will communicate our sustainability performance through a biennial sustainability report.

### Sustainability Management & Legal Compliance

At Australia Inbound by Orange Journeys, we are dedicated to continuously improving our sustainable practices. This includes regular monitoring and evaluation of our sustainability policy, with dedicated staff and allocated resources to ensure the achievement of our sustainability goals.

We adhere to all applicable local, regional, national, and international regulations concerning human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We have a zero-tolerance approach towards corruption, bribery, forced labour, and discrimination. We are committed to upholding these principles and ensuring compliance with the highest ethical standards across our operations.

## 2. Internal Management: Social Policy & Human Rights

### Employees

At Australia Inbound by Orange Journeys, we value the importance of our employees as the driving force behind delivering exceptional travel experiences to our customers. To ensure their well-being and satisfaction, we have established a comprehensive human resource policy that encompasses the following key aspects:

- Ensuring compliance with all applicable laws and regulations
- Creating a safe, healthy, and inclusive workplace
- Establishing fair contract conditions and equitable compensation
- Offering diverse training opportunities
- Encouraging participation in sustainability planning
- Promoting inclusion and equal opportunity

### **3. Internal Management: Environment**

#### **Environmental Management of Office Operations**

At Australia Inbound by Orange Journeys, we are aiming to reduce waste, conserve natural resources, minimize pollution, and contribute to a more sustainable future by adhering to the 5Rs of waste management, which include Refuse, Reduce, Reuse, Repurpose, and Recycle.

All our workspaces operate remotely, with each of our employees working independently from their respective homes. As a company, we ensure that our team members have the essential resources and assistance to establish a productive and environmentally conscious work atmosphere at home, following our guideline "Sustainable Practices in a Home Office Environment." Additionally, we collaborate with our Managed IT Business Service Provider to supply sustainable equipment and technology solutions.

#### **Land use**

At Australia Inbound by Orange Journeys, we have created a home office environment for all our employees, which allows them to work remotely from the comfort and convenience of their own homes. We strongly believe in the benefits that this arrangement offers, both for our employees and the company as a whole.

We have therefore eliminated the need for a traditional office space, which significantly reduces our carbon footprint and contributes to environmental preservation.

#### **General Suppliers Policy**

At Australia Inbound by Orange Journeys, we maintain a strong commitment to responsible sourcing of products and services, striving to minimize any adverse effects on society, culture, and the environment. We hold ourselves to high standards, and we wish for our suppliers to share in this commitment and actively engage in responsible practices.

### **4. Inbound partner agencies**

Our partner agency is also dedicated to the preservation of the world's unique environment and wildlife and supports various community and conservation programs throughout Australia.

### **5. Transport**

Australia Inbound by Orange Journeys 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 when selecting transport for guests and business-related travel.

## **6. Accommodations**

At Australia Inbound by Orange Journeys we prioritize businesses that are locally owned or operated, emphasize the use of regional and seasonal products and services, and contribute to their community by employing local residents and ensuring fair working conditions for their staff.

Whenever feasible, we opt for companies that adhere to internationally recognized certifications specific to the tourism industry, such as those accredited by the GSTC, or other sustainability certifications like B Corp, ISO, or Eco Tourism Australia.

## **7. Activities & Excursions**

At Australia Inbound by Orange Journeys, we carefully select excursions and activities that uphold the values of preserving local customs, traditions, cultural integrity, and natural resources.

We are committed to excluding any excursions that may cause harm to humans, wildlife, the environment, or essential resources such as water and energy.

Our company prioritizes excursions and activities that contribute positively to local communities, prioritize animal welfare, and support environmental conservation efforts.

In our activity selection process, we prioritize small local businesses that offer sustainable experiences and cater to small groups. We conduct thorough research and place significant importance on reviews to ensure that the activities we offer align with our sustainability goals.

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

As a company, Australia Inbound by Orange Journey refrains from directly employing guides, porters, drivers, or other local staff members.

When choosing suppliers, we prioritize businesses that are committed to sustainable practices and understand the importance of employing tour leaders, local representatives, and guides in a responsible manner.

## **9. Destinations**

### **Sustainable destinations**

Our company prioritizes collaborating with destinations that have embraced sustainability as a fundamental aspect of community and destination development.

Australia is renowned for its vast and diverse landscapes, encompassing expansive wilderness areas, deserts, and wetlands. With a relatively low population density, the country offers abundant opportunities for wildlife encounters and immersive nature experiences. One of the advantages of Australia's geographical isolation is that it naturally limits the number of tourists, ensuring more intimate and authentic travel encounters. We actively promote exploring the remote and less-crowded areas of Australia.

## **10. Customer communication and protection**

### **Privacy**

Our customer protection is our priority. Therefore, we maintain a clear privacy policy [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**

Our company is dedicated to maintaining honesty and integrity in every aspect of our operations. We take pride in offering products and services that live up to the promises we make in our communications. Our commitment to sustainability is genuine, and we oppose any form of greenwashing. We strive to be inclusive and respectful in our marketing efforts, considering cultural, religious, and ethnic sensitivities at all times.

### **Sustainability communication**

Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make.

### **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):

- Human Resource Policy
- Equal Opportunity and Non-Discrimination Policy
- Health and Safety Policy
- Privacy Policy
- Internal Complaints Procedure
- Destination Do's and Dont's
- No excessive negative impact activities

Australia Inbound by Orange Journeys maintains open lines of communication with our customers and encourages feedback at any time and on any topic.

### **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 our Sustainability Coordinator, Bea Kangler, who can be contacted at [bea@orangejourneys.com.au](mailto:bea@orangejourneys.com.au).