

Sustainability politivity of Stile Italiano Tours

STILE ITALIANO *Tours*

Purpose

The Stile Italiano Tours is committed to promote sustainable tourism in Italy. The purpose of this policy is to implement sustainable practices by proposing off tracks tours giving priority to local activities.

Scope

This policy applies to Stile Italiano travel consultants when building travel itineraries. This Policy does not apply to third parties that do not have an agreement with Stile Italiano Tours.

Giovanna Consonni is responsible for implementing the Stile Italiano Tours's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Stile Italiano tours leadership is wholly committed to the Stile Italiano Tours's sustainability performance and endorses the Stile Italiano Tours's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

Stile Italiano tours commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Stile Italiano Tours follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

- Stile Italiano Tours supports both career-related and job-related professional development activities. Staff works on a free-lance basis from their place.
- Stile Italiano Tours is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.
- Stile Italiano Tours further expects this commitment from all partners and suppliers.

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow circularity/the 5Rs (refuse, reduce, reuse, repurpose, recycle) / sustainability / environmentally- sound principles. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law.
 - Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post- consumer materials.
 - Waste is separated into the following categories: plastic, organic, paper products, metal, hazardous, glass, e-waste, waste to landfill and is disposed of properly by municipality.
 - Noise, light, and air pollution is minimised.

Carbon management of office operations

- Stile Italiano Tours is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible.
 - Not having any office. All travel consultants work remote work whenever possible.

General suppliers policy

Stile Italiano Tours is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.

- Stile Italiano Tours prefers to work with partners that share the Stile Italiano Tours's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- Stile Italiano Tours prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Following a zero-tolerance policy, Stile Italiano Tours will immediately terminate any relationships with suppliers that violate our policies/the Code of Conduct/Code of Ethics, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- Stile Italiano Tours raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- Stile Italiano Tours actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- Stile Italiano Tours maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

- Stile Italiano Tours only works with partner agencies that adhere to the Stile Italiano Tours's Code of Conduct/Code of Ethics.
- In the entire process of developing and operating our travel packages, Stile Italiano Tours expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- Stile Italiano Tours provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Transport

- Stile Italiano Tours only works with transport providers that adhere to the Stile Italiano Tours's Code of Conduct/Code of Ethics.
- When selecting transport for guests and business related travel, Stile Italiano Tours 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.
- Stile Italiano Tours has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations Avoiding in-destination flights as much as possible.
 - Offering rail-and-fly transport to and from the airport. Using public transportation options in the destinations.
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available.

Accommodations

- In the accommodation selection process, Stile Italiano Tours considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Stile Italiano Tours favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions.

Activities & Excursions

- All excursions and activities run by or on behalf of Stile Italiano Tours respect local customs, traditions, cultural integrity, and natural resources.
- Stile Italiano Tours commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Stile Italiano Tours gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- Stile Italiano Tours provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

- Stile Italiano Tours commits to buy services from licensed local guides, porters, drivers or other local staff.

Destinations

Sustainable destinations

- Stile Italiano Tours aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.

Contribution to local communities / local economic network

- Stile Italiano Tours commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture.
 - Collaborating with other local tourism stakeholders including local government, other tourism businesses, academia, community groups to further the sustainable tourism development of the destination.

Environmental stewardship in destinations

- Stile Italiano Tours commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact.
 - Educating guests about the principles of responsible travel and responsible visitor behaviour.

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy <https://www.stileitaliantours.com/en/privacy-policy/> to ensure:
 - Legal compliance in all regards.
 - Customers and their data are protected.
 - Customers know how their information is being used.

Marketing and communication

- Stile Italiano tours strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations.
 - Activities and excursions that benefit the local communities and environmental protection.

Customer experience

- The Stile Italiano Tours 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):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Transport
 - Satisfaction and complaints
- Stile Italiano Tours maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

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 the Sustainability Coordinator, Giovanna Consonni, who can be reached at info@stileitalianotours.com

Definitions

Effective date

This policy is effective from 15th Feb 2023

Revision history

This policy was revised on 16th Jan 2023

This policy will be revised by 29th Feb 2024