

## **Robinson Scandinavia's sustainability policy**

Robinson Scandinavia's mission is to create experiences that exceed our clients' expectations. We are proud of our culture, nature, people and all the good things that surround us and make our corner of the world special. We are continuously adapting our travel policies and our aim is to contribute to an even more sustainable tourism industry. To remain a healthy and successful company we believe that sustainability should play an important part in our daily routines, and we must continuously improve our environmental and social behavioral.

Robinson Scandinavia AS has a written sustainability policy that reflects the company structure and activities. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes aspects related to the health and safety of the employees.

### **Internal management: social policy and human rights:**

- Employees are free to enter or leave their employment through their own choice without penalty.
- All employees have an employment contract, including labour conditions and a job description.
- The company pays employees at least a living wage which is equal to or above the legal minimum.
- Robinson Scandinavia AS follows Norwegian Law in aspects related to overtime, medical insurance, non-discrimination in regards to recruitment, child labour, employees / employers rights and regulations.

### **Internal management: environment and community relations:**

- All tour files are saved electronically instead of in paper version in archives.
- All invoices and documents for accounting are saved only electronically.
- A general «think before you print» policy is the basis of our office routines.
- Travel documents are sent to clients electronically instead of by regular mail on paper.
- Our company no longer prints brochures, all tours and products are presented on our website only.
- All staff are instructed to set double sided printing as default on their portable computers. All staff are instructed to use double sided option when making necessary photocopies.
- Paper bins for recycling paper are placed at each desk and at other relevant common areas.
- We do not use paper cups nor plates for drinks or food in our offices.
- Office paper has proven sustainability credentials.

All staff are responsible for helping the company achieve energy saving by following these routines:

- Electricity consumption should be minimized by switching off lights, computers, fans etc. in rooms that are not in use and at night.
- Thermostats are to be monitored and adjusted according to need.
- Doors and windows are kept closed when heating is on.

Robinson Scandinavia gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).

In case of not buying the lowest energy alternative this should be clearly motivated and documented based on price (life cycle) and quality (requirements).

Waste is disposed by a private company and in compliance with national legislation. Paper bins for recycling paper are placed at each desk and at other relevant common areas. Plastic bottles are collected for recycling. Plastic waste is collected in special bins and delivered for recycling. Organic waste is disposed of correctly in separate bins for recycling.

### **Suppliers (transport, accommodation, activities, guides):**

Robinson Scandinavia AS will support our partners towards higher sustainability standards, and more sustainable travel behaviour. The actions taken by the suppliers in this matter will highly affect our level of cooperation, and certified suppliers will be preferred.

- Transport: We encourage our partners to develop an environmental friendly policy which focuses on lower fuel consumption, maintenance of vessels/ vehicles, optimal occupancy rate and less air pollution. We will prefer the companies who offer the most sustainable transportation (considering price and comfort arguments).
- Accommodation: We will give preference to hotels that have a sustainability certification and that work consciously towards a more sustainable tourism industry. We will support locally owned and managed accommodation.
- Activities/ excursions: We aim to give preference to eco-friendly activities/ excursions and certified suppliers. Activities and excursions in vulnerable destinations (such as coastal & marine, mountain areas, beaches, wildlife, cultural heritage sites) should not disturb social, natural and cultural environments. In sensitive cultural sites, heritage sites or ecologically sensitive destinations, guests should be guided by skilled and/or certified guides.
- Wildlife should be treated properly and humanely by authorized and suitably equipped personnel. Excursions, attractions and harvesting are only offered when regulated in compliance with local, national and international law. Any disturbance of natural ecosystems is minimised and should be rehabilitated.

Robinson Scandinavia aims to select suppliers that respect local communities and their environment, settings and cultural heritage. These aspects should always be considered when promoting elements of local art, architecture or cultural heritage.

Robinson Scandinavia aims to only book authorized guides and tourleaders who have passed a relevant exam.

We will focus on developing «green package tours» in the future including sustainable transport, sustainable accommodations and sustainable activities. Our suppliers' sustainable standards will be evaluated regularly.

**Destinations:**

When looking into new destinations, the sustainability aspects will be carefully considered. We will also keep our eyes open to discover new and less visited destinations in addition to the more popular tourist destinations.

We do not accept the promotion of illegal souvenirs which contain threatened flora and fauna species.

**Customer communication and protection:**

We recognize that sexual exploitation and harassment, especially of children, is a world-wide problem. In all our activities and operations, we actively disagree with all kinds of sexual exploitation.

We strive to provide tours that support sustainability, and you can help us by considering offsetting your transport to the destination with a credible offsetting program, such as <https://sustainabletravel.org/our-work/carbon-offsets/>

Where transportation is not included in the itinerary, Robinson Scandinavia will provide information on sustainable transport options. The means of transportation vary, and detailed information will be given for the destination in question.

We recommend avoid bringing illegal souvenirs from the trip to Scandinavia. Some souvenirs have a negative impact on the climate, our eco-system or on local communities. Bringing these souvenirs may cause fines. Examples of illegal souvenirs are forbidden or fragile animals or plants, goods made of forbidden or fragile animals or plants or fake imitations of the values, beliefs and practices connected to the Sami cultural heritage of Norway, Sweden and Finland.

We encourage our travelers to purchase local goods and services. This enables a more authentic destination experience, and it also helps to support the local community and promote the benefits of tourism in a destination.