

1_Purpose

As a Travel Company who is engaged with various stakeholders in tourism, namely consumers, guides, Cruise Ship Companies, transport companies, restaurants and different attractions, we do understand the given necessity to promote and be an example for the sustainability development of tourism. MC Tours – Roatan aim to follow, implement and promote good sustainability practice to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

2_Scope

Our aim is to protect the environment; its flora, fauna and landscapes. We believe, that conserving natural resources and minimize pollution should be everybody focal point at this moment in history. As a committed company our main goal to fulfill at long term is to offer a better client satisfaction and offer excellent tours without harming the environment reducing every year the pollution impacts toward the environment regarding the transportation ways we offer. These are some of the main things we consider, to operate in the most responsible way.

3_Procedure

3.1 _Sustainability Management

Our appointed employee Mrs. Tanja Ines Linde is responsible for the sustainability coordination tasks. Our aim is a reduction of the negative social, cultural and environmental impacts of the company's activities internally and externally.

MC Tours-Roatan sustainable Mission Statement focuses, but is not limited to:

- Protecting the environment-its flora, fauna and landscapes.
- Respect local cultures–traditions, religions and built heritage.
- Benefit local communities–both economically and socially
- Conserve our natural resources–from office to excursion
- Minimize pollution–through noise, waste, disposal and congestion.

3.2 _Internal Management: social policy & human rights

MC Tours–Roatan commit to sustainable internal management by having clear written and well – communicated social policy that includes the following principles:

We grant employees the freedom of employment and contract termination with notice (one or two month) and without penalty. Including labor conditions according to national labor law and a job description in the employment contract is practiced. Wage rate is mentioned in the contract and equals or above the national legal wage. Overtime working hours are determined and compensated based on agreement. According to the national law medical and liability insurance is provided. Fixed paid yearly holidays and annual leave allowance is granted to the employees. The health and safety policy which complies to national legal standards applies to contracted employees.

We do have first aid sets and trained staff available at all relevant locations during the excursions. National concerning Minimum age for admission to employment is obeyed. An effective procedure is in place for employees to voice out complaints and expectations, as it's a clear disciplinary procedure that is communicated with employees. Employees receiving periodic guidance and training on role, rights and responsibility regarding health and safety, including fire and natural disasters. Opportunities are created to employees in participating in traineeships and are open to employment opportunities to persons with special needs.

We commit to practice human rights by ensuring the enforcement of the following practices:

MC Tours – Roatan declares not to hinder trade union membership, collective labor negotiation and representation of members by trade union. We prohibit discrimination in regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/ beliefs or sexual orientation. We ensure all employees equal chance and access to resources and opportunities for personal development through regular training.

3.3 _Internal Management: Environment and community relations

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

MC Tours-Roatan is aiming to reduce the use of disposable goods, and as a result we favor the purchase of sustainable goods and services for all office supplies. We do purchase products in bulk, to reduce the amount of packaging materials. Copy and printing machines are set to paper saving modes. Our aim is to reduce brochure waste, so we are in the process to proclaim an internet only policy.

Our cleaning materials are non-hazardous and biodegradable. We have an active commitment to measure, monitor and reduce energy consumption; as a result we purchase green energy and energy efficient lightning for all areas. We also switch off lights and equipment when not in use and use movement sensors and set equipment to default.

We prefer low energy equipment when buying new items, considering cost and quality.

To reduce water consumption we monitor consumption. Employees actively reduce water consumption by turning off faucets while hand- or dish washing and all dripping pipes.

MC Tours-Roatan aims to implement a solid waste reduction and recycling policy: by reducing the amount of packaging materials and plastic bottles for office use.

We implement waste reducing methods when using ink and toner cartridges for printing and copying. We reduce transport related impacts by tele-work, tele/video meetings, work-at-home policies or other means.

Our company vehicles are maintained and properly checked, to reduce emissions and energy use.

We are also aiming to provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices.

3.4 _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.

MC Tours-Roatan is selecting the most sustainable options considering price and comfort. We aim to use sustainable transportation during our tours.

Giving preference to more sustainable alternatives when selecting transportation for excursions in the destination, taking into account price, comfort, and practical considerations.

3.5 _Excursions and activities

We value animal and community welfare and aim at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by:

MC Tours- Roatan has an inventory of environmentally or culturally sensitive excursions which are offered in destination. In addition we advise guests on behavior standards during excursions and activities with a focus on respecting the local culture, nature and environment. To minimize negative

visitor impact and maximize enjoyment of our guests, we are communicating our sustainability objectives and requirements to our contracted suppliers.

We are not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable. Or any excursion in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law, for instance rescued animal protection.

We are not being involved with companies that harvest, consume, sell, or trade wildlife species and in compliance with local, national, and international law.

We have skilled and/ or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations.

We are promoting and advising our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects. We are also promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects.

3.6 _Guides

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

MC Tours- Roatan is ensuring that office - employees have a written employment contract, including labor conditions and a job description, and fully understand the terms and conditions.

We prefer to work with local tour guides, drivers, cooks, and other local staff in case of equal ability, and provide training as required.

We ensure that our local partners comply with all applicable international, national, and local laws and regulations and any other relevant requirements. We pay tour guides a fair wage. Tips are distributed openly and equally. We are ensuring that our tour guides, hosts, and other employees are qualified and trained regularly. Ensuring so that our local employees are informed on relevant aspects of our sustainability policy and comply with it by emails, training and information sessions. We are having our tour guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights.

3.7 _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. We comply with locally based regulation regarding protected areas and heritage sites.

Also with destination management strategies of local, regional and national authorities. Protected areas and areas of high biodiversity are supported by our company through in-kind contributions.

We don't promote souvenirs which contained threatened flora and fauna species as indicated in the CITIES treaty and the IUCN 'Red List'; or historic and archaeological artifacts (except as permitted by the law).

3.8 _Customer communication and protection

Customer's welfare and information are very important to us at MC Tours-Roatan; we ensure clear and constant communication and high protection to our clients.

We comply with relevant in marketing and advertising messages and not promise more than is delivered. Our product - and price information are clear, complete and accurate, with regard to the company and its products and services.

We provide destination information, including sustainability aspects, which are correct, balanced and complete, and also inform the customer about sustainable alternatives concerning excursions, if available.

We are aiming to promote (Certified) sustainable excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the “better” option.

MC Tours-Roatan provides information to consumers about the natural surroundings, local culture and cultural heritage in the destination and also recommend to consumers on how to make a positive contribution.

We keep a contact person and a telephone number permanently available for emergency situations. We train personnel and keep guideless available, on how to deal with emergency situations.

Our guides inform clients to follow proper codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment.

We also discourage customers about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.

We inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artifact and articles containing materials of threatened flora and /or fauna in the destination.

We motivate our clients to use local restaurants and shops (where appropriate).

MC Tours-Roatan measure systematically client satisfaction and take into account the results, for service and product improvements.

We include sustainability as an integral part of the research into client satisfaction. We have clear procedures in case of complaints from clients.