

Sustainability policy of Domitur DMC Portugal



Sustainability management & legal compliance

Sustainability commitment

Domitur leadership is wholly committed to the company's sustainability performance and endorses the company'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

Domitur 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.

Domitur 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

Employees

- Domitur supports both career-related and job-related professional development activities.
- Domitur is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.
- Domitur is committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.
- Domitur 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.
- Domitur 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

- Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
- Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
- 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
- Energy saving measures are in place in all common areas
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Water saving measures are in place in all common areas and restrooms, including water capture in external areas
- Waste is separated into the following categories: plastic, organic, paper products, metal, e-waste, and is disposed of properly by a private company.
- Noise, light, and air pollution is minimised

Carbon management of office operations

- Domitur 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
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via Tree Nation NGO.
 - Implementing procedures such as acquiring new hybrid vehicles.
 - Installing energy efficient equipment and solar pannels to reduce our fossil energy consumption.

Land use

- Domitur offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- Domitur 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.
- Domitur prefers to work with partners that share the company'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.
- Domitur 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.

- Whenever possible, Domitur prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Domitur expects its suppliers to adhere to a Code of Conduct, that includes the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children’s rights, and women’s rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of Domitur

Our complete supplier Code of Conduct is available here: <https://www.domitur.pt/en/about-us/>

- Following a zero-tolerance policy, Domitur will immediately terminate any relationships with suppliers that violate [our Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- Domitur raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- Domitur 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.
- Domitur 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.

Transport

- Domitur only works with transport providers that adhere to the company’s Code of Conduct.

- When selecting transport for guests and business related travel, Domitur 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.
- Domitur 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
 - Training drivers on eco-driving techniques
- Domitur endeavours – and has a system in place – to measure and compensate for the unavoidable GHG emissions produced from transportation. Compensation costs are either included by default in the package price or compensation is actively promoted to the clients as a booking option.

Accommodations

- Domitur only works with accommodations that adhere to the company’s Code of Conduct.
- In the accommodation selection process, Domitur considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Domitur 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

- Domitur only works with excursion providers that adhere to the company’s Code of Conduct.
- All excursions and activities run by or on behalf of Domitur respect local customs, traditions, cultural integrity, and natural resources.
- Domitur commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.

- Domitur gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- Domitur has clear guidelines/Codes of Conduct in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.
- Domitur provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.
- Domitur doesn't allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local international laws in place to prevent this.

Tour leaders, local representatives, and guides

- Domitur commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of Domitur.
- Domitur understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of Domitur are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- Domitur provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

- Domitur prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- Domitur aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- Domitur does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- Domitur commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- Domitur 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 follow the RGPD code.

Marketing and communication

- Domitur 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 are anti-greenwashing and stand behind our sustainability claims 100%.
- 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
 - Compensation of their trips CO2 emissions

- Activities and excursions that benefit the local communities and environmental protection
- Responsible shopping and illegal souvenirs

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):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Greenhouse Gas emissions and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
- Domitur 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, Ana Leal, who can be reached at domitur@domitur.pt.

Effective date

This policy is effective from 28th March 2023.

Revision history

This policy was revised on March 2023

This policy will be revised by March 2025