

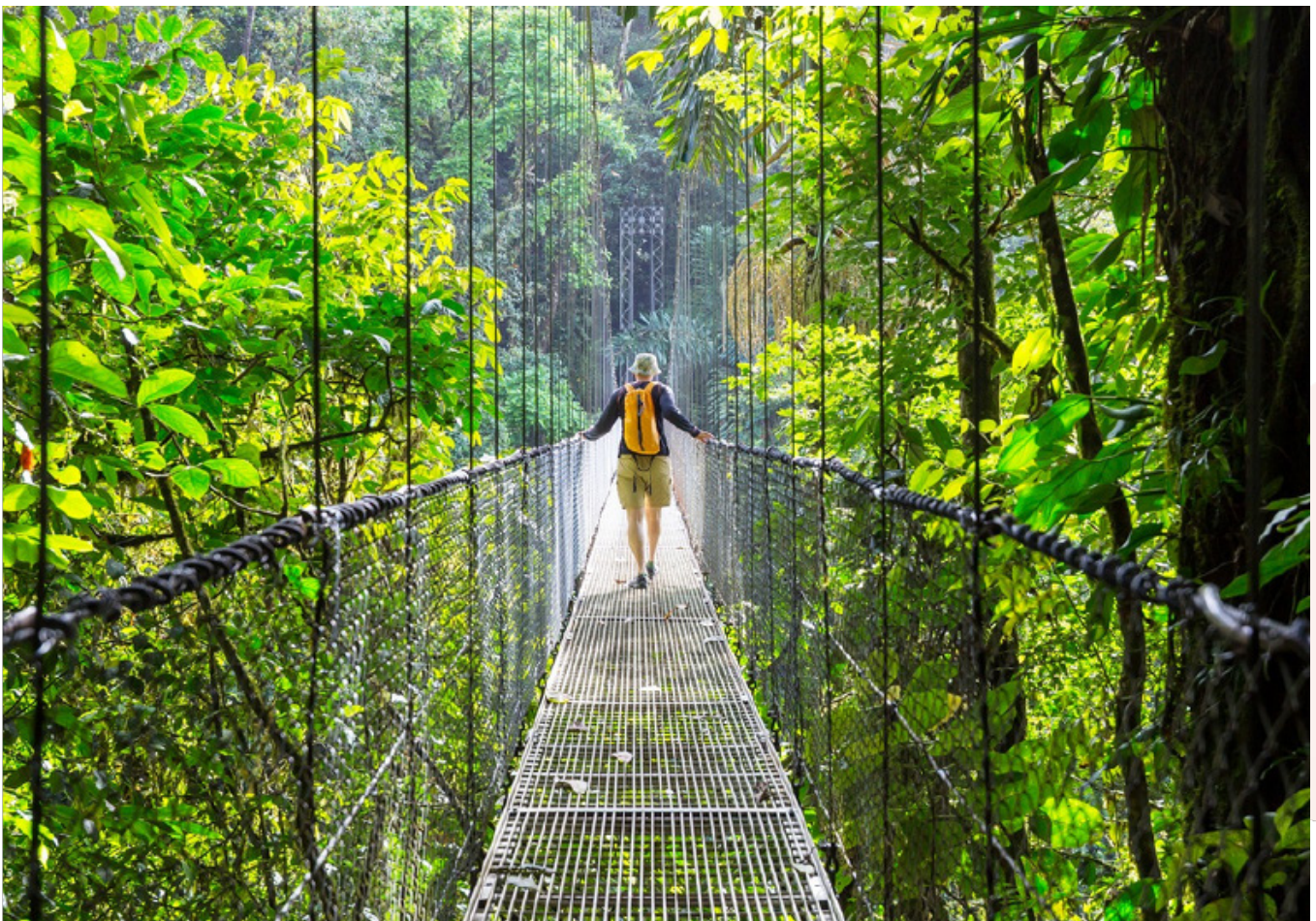


**RESPONSIBLE
TOURISM
CRITERIA SYSTEM
FOR TOUR
OPERATORS**

FOREWARD

The criteria only refer to commitments that the tour operators (TO) assume in addition to compliance with administrative, tax, labor, or privacy and security regulations, which are to be considered obvious and acquired, as well as compliance with their own statutory regulations.

This also applies to all supply chain operators (partners) used by the travel organizers.



Credits pictures : cover picture - Viaggi Solidali, picture pag. 2 - Four SeasonsNatura e Cultura, picture pag. 6 - Jonas vacanze ecologiche, picture pag. 7 - Palma Nana.

RELATIONSHIPS WITH THE LOCAL COMMUNITY, LOCAL PARTNERS AND THEIR TERRITORY

- When planning trips, priority should be given to local suppliers in terms of lodging, catering, transportation, ancillary services in order to generate benefits for the local community.
- The TO always makes use of local tourist guides, also promoting their intercultural training.
- Travelers are encouraged to purchase local food products and authentic handicrafts, in order to increase the economic impact for the local population.
- Travel programs are also shared with local partners in terms of content.
- In planning their trips, the TOs try to give priority to areas and territories not affected by mass tourism.
- Travel programs must include visits and meetings with representatives of local communities, such as associations, NGOs, intellectuals, artists, farmers, religious people to deepen knowledge of the places visited and to foster cultural exchange.
- The TO can set up a solidarity fund through the collection of sums donated by travel participants, in order to economically support local projects of collective interest, of a social or cultural nature, identified and shared with local partners.

RELATIONSHIPS WITH THE LOCAL COMMUNITY, LOCAL PARTNERS AND THEIR TERRITORY

- Local providers are partners who must be guaranteed fair remuneration for services, appropriate payment methods and the most stable relationship possible; the TOs do not claim exclusivity clause and do not grant it.
- The TOs and local partners and suppliers collaborate in improving the standards of environmental sustainability of the services provided, including in the direction of acquiring environmental certifications and in territorial collaboration, promoting the creation of stable collaborative networks that allow as much as possible for a fair impact on the community of the benefits produced by tourism.
- In catering, the use of local products, those from fair trade, those with organic certification and those coming from the management of goods confiscated from criminals is favored, ; the dishes of the traditional local cuisine are always offered to guests; there must be constant efforts to avoid food waste.
- The TOs are always available for training initiatives and dissemination of responsible tourism principles and good practices in the planned destinations.
- Local partners are asked to provide an evaluation of their experiences and to report their degree of satisfaction, as well as any critical issues.
- Even in the face of a strong opposition to any form of child exploitation in the workplace, the collaboration of minors within the family business can be accepted if it constitutes an opportunity for training and professional learning.
- Travel programs never include shows, games or activities involving the exploitation of animals.

RELATIONSHIPS WITH TRAVELERS AND TRAVEL ARRANGEMENTS

- When traveling, practices are adopted to reduce CO2 emissions: train travel is preferred over air travel where possible; with respect to the duration of the trip, an appropriate balance is sought between the distance to travel to reach the tourist destination and the time spent on site; CO2 offsetting initiatives are encouraged.
- Waste management must be based on reducing waste production, separate collection and recycling.
- Public or environmental friendly means of transportation should be preferred for internal transport.
- Traveler groups must be limited in number, normally no more than 15, in order to promote meetings with local communities and group cohesion; exceptions are made for school or university educational trips.
- Travelers are adequately informed before and during the trip regarding not only the historical, artistic, cultural and natural heritage of the places but also regarding economic, political, environmental and social situations and issues.
- Travelers are provided with documents outlining the principles of responsible and solidarity tourism and indicating the proper behaviors to adopt in the places of destination (clothing, photos, tips, price negotiation, gifts, relationships with people, respect for heritage, flora and fauna).
- All actions for energy and water conservation or for environmental sustainability in general, including initiatives to offset CO2 emissions, must be adequately communicated to travelers.
- Travelers are invited to provide an evaluation of their travel experience, both for aspects of comfort and quality and especially for aspects referable to the principles and good practices of responsible tourism.
- Discrimination against fragile and disadvantaged people must be avoided, encouraging their participation where possible.

THE WORKPLACE AND EMPLOYEES

- In labor matters, the commitment is to encourage the training of employees aimed at their constant professional growth.
- The economic treatment of male and female personnel must be of absolute equality.
- If the TO is a labor cooperative, the acquisition of membership or partner status by the employee must be encouraged.
- The TO is committed to promoting the stabilization of employment relationships by favoring, where possible, the overcoming of seasonality and precariousness.
- Hosting people in internships must be aimed at learning and developing professional skills.
- The workplace must be managed according to good sustainability practices regarding energy, water consumption, waste collection and reduction of paper and plastic use.



THE COMMITMENT TO DISSEMINATION OF RESPONSIBLE TOURISM PRINCIPLES, COMMUNICATION

- The TO is available for collaboration in spreading the principles of responsible tourism, also participating in conferences, exhibitions, interviews, training initiatives, projects.
- The TO represents in its website and publications its commitment to responsible tourism by indicating its history, projects in which it has participated, initiatives, actions, results.
- The TO reports on its website information regarding its possible participation in local social and solidarity economy initiatives.
- The TO is committed to participating in the social and cultural life of its local territory.



