

Sustainability Policy

Experience Victoria Tours INC

Date of approval: November, 2022

Our company endeavours to contribute positively to our local environment. Therefore, we are committed to promoting sustainability. Concern for the environment and promoting a broader sustainability agenda are integral to our company's professional activities and operational management.

We aim to contribute to economic, environmental and social progress with the goal of achieving sustainable development, and to help our clients achieve responsible trips. Therefore, we follow and promote sustainable practices, to reduce the environmental impacts of our activities and to help our clients and partners to do the same.

Our Sustainability Policy is based upon the following principles:

- To comply with, and exceed where practicable, all applicable national legislation, regulations and codes of practice.
- To integrate sustainability considerations into all our business decisions.
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.
- To minimize the impact of all our office and travel operation activities.
- To make clients and suppliers aware of our sustainability commitments, and encourage them to adopt sound sustainable management practices.
- To review, annually report, and to continually strive to improve our sustainability performance.
- To ensure accountability and transparency in our sustainability performance.

This Sustainability Policy identifies 4 Core Values, Sustainable Company, Procurement and Transportation policies. These documents encompass the main areas of sustainable practices throughout our business operations.

Core Values

Human Rights

Our company respects and promotes human rights as described in the United Nations Declaration of Human Rights, and we request our suppliers to do the same.

Labour Standards

Our company respects and follows national labour standards across our operations. We comply with all legislation regarding

Environment

Our company will take into account our potential impact on the environment and seek to avoid or, where avoidance is not possible, minimize these impacts. Respective policies in this document are put in place to prevent and mitigate adverse impacts.

Anti Corruption

Our company is committed to applying high standards of honesty and integrity consistently across our operations. We operate according to our corporate values and are committed to preventing corruption and bribery in all its forms and do not tolerate it in our business or in those with whom we do business.

1. Sustainability in the Company Structure

Our company considers sustainability as part of its structure.

Sustainability Coordination

The company has appointed a Sustainability Coordinator, who actively oversees the implementation of this policy and the action plan, and regularly communicates with colleagues and management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for next steps.

Name: Jade Lake

Job title: Director of Operations

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Task description

- Coordinate Travelife reporting and certification;
- Ensure a general understanding of sustainability and our Company policy among all staff;
- Oversee our Company action plan and gain input and support from colleagues for its implementation;
- Improve sustainability of product offerings and supply chain;
- Report regularly (at least twice a year) on sustainability progress and challenges within the Company to the management;
- Support internal and external communication regarding our Company's Sustainability Policy and actions.

Access to the Policy

The corporate sustainability policy is accessible to all employees, suppliers as well as the general public.

- Sustainability is a standard topic on the agenda of our office meetings.
- We have developed standard communication tools for reaching out to our suppliers, requesting them to follow sustainability standards in whichever way they can.
- A summary of our sustainability principles and actions are communicated on our website.

Action Planning

The company has a sustainability action plan with clear targets, actions, measures, responsibilities and time planning. Action plans are developed on an annual basis, with the input of all employees.

Staff members can take responsibility for the implementation of specific actions, and the company acknowledges them as a driving force for successful and continuous sustainability improvements.

Monitoring

Sustainability is a standard item on the agenda for every shift briefing. Our team consistently monitors and evaluates the implementation of the sustainability policy and action plan and discusses any new ideas. We keep records of the key updates and decisions made during these meetings.

Twice a year our company holds a general meeting with our guides and partners, to monitor and evaluate our performance during the trips and at the destination level.

Corrective measures

In case we identify any discrepancies between planned targets and actions, such as delays or obstacles, we will discuss with our team what measures we can take to overcome these and achieve the desired result. We will make an alternative plan and continue accordingly.

If we identify that the target or action cannot be achieved for any concrete reason that is out of our hands, we will:

- Put the target or action on our “potential actions for the future” list, so that we could try again at a later stage; and
- Replace the uncompleted target or action with a new idea.

Sustainable Office Operations

Starting with those aspects that are directly under our control, our company has established sustainable office operations. Happy staff means happy clients.

Energy

- Energy from the main grid comes from hydropower.
- Our office follows a strict “switch off” policy and all staff are responsible for switching off any lights and equipment that is not in use.
- We endeavour to use energy saving light bulbs (CFL / LED) and only switch on lights when really necessary.

Water

Tap water

- Taps are regularly checked for leakage and immediately reported to the Harbour Authority for repair when necessary.

Drinking water

- Our team uses only multi use drinking bottles and glasses while working on the pier.
- Cups, glasses and multi-use water bottles are available at the office for guests.

Waste water

- Our toilet water goes into a septic tank.

Paper

- Our company only works with FSC and/or ISO certified paper.
- Paper is always used on two sides; either by printing on two sides or by using one side as scrap paper.

Waste

- Our office minimizes waste in all possible ways.
- Biodegradable waste is separated and composted.
- Paper is separated and delivered to charity Shred A Thons which occur regularly in the Victoria area.
- For all other waste, plastics, glass and cans ,our office makes use of the government waste collection system available on the Ogden Point pier.
- Usage of batteries is kept to a minimum.

Health & Safety

- First aid kit is available in the office in a place accessible to all staff.
- Fire extinguisher is available in the office in a place accessible to all staff.
- Safety conversations (earthquake, fire, flood, transportation, etc.) are held on a regular (at least annual) basis.

Transportation

- All Experience Victoria staff commute to work either on foot, by bicycle or by public transportation.
- We minimize official travel for office staff. When travelling abroad, flights are offset where possible.
- We focus on increasing non-motorized tours and increasing walking & biking tours.

Food

- Preference is given to locally produced food, where possible organically grown.
- Catering is selected based on varied, nutritious and hygienically prepared food.
- When using catering, our company provides re-usable boxes for food transport to avoid use of plastic, aluminium and paper wrapping.
- Food waste is kept to a limit.

Cleaning

- Where possible, our office is cleaned with only water.

- Necessary detergents are used to ensure hygiene and sanitation in the office.
- We minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials by harmless products and processes.
- Storage, handling and disposal of chemicals (if any) is properly managed.

Carbon Offset

To offset our operational carbon:

- We support the construction and maintenance of biogas installation(s) in our destination(s).

Office environment

- We work from our home offices more than half of the year - offices have plants and are equipped with LED lighting.
- Sustainability signs in our pier office help remind our staff about our policies.
- We minimize pollution from noise, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from our building, if any.

2. Sustainability and Public Relations

Our company aims to properly communicate its sustainable practices and achievements to partners, suppliers, clients and the general public.

Sustainability questions

The company enables and facilitates sustainability related questions from customers and other stakeholders.

- The contact details of our Sustainability Coordinator are clearly communicated on our website.
- We include questions on sustainability in our Client Feedback Form.
- Sales staff are properly trained to respond to sustainability questions or refer them to the Sustainability Coordinator.

Travel Trade Shows

- Hard copy materials for travel trade shows are kept to a minimum.
- Left-over materials at the end of a trade show are always taken back to our office.

3. Areas of Sustainable Practice

Our company has developed specific policy guidelines for two main areas where we integrate sustainable practices. These policies fall under the scope of this general Sustainability Policy.

Sustainable Procurement Policy

1. Our company is committed to sustainable purchasing.

We recognize that the types of products and services we buy each have inherent social, human health, environmental and economic impacts. Our company therefore endeavours to make procurement decisions that embody the company's commitment to sustainability. Responsible procurement will be given systematic consideration alongside factors such as price and quality. We encourage our suppliers to work with us and to improve continuously with respect to the Policy.

Wherever possible, all staff will pursue the following goals and adhere to the specified principles when purchasing products, material and services.

Scope

This policy will be part of the Sustainability Policy. The policy is applicable to the procurement activities conducted by all employees of our company.

This policy is effective immediately after approval by the Managing Director and circulation to staff. The policy will be formally reviewed every 2 years to ensure its relevance. The Managing Director or an officer delegated with such authority must approve any deviations to this policy.

Sustainable Purchasing Principles

Our Sustainable Procurement Policy has the following core principles:

1. Minimal and bulk purchasing

Purchasing shall only be made once it has been determined that the product or service is necessary. Purchase decisions shall be made in the context of the waste hierarchy to avoid, reduce, reuse and recycle. Regularly used products are purchased in bulk in order to reduce the amount of packaging materials.

2. Fair products

We will prefer locally produced, organic and where possible fair-trade products. We will ensure that the producer follows fair business practices, including transparency and adherence to law, human rights and economic/social equity, and environmental and animal protection. Fair Trade labelling may help identify such products. Whenever possible, suppliers should be asked to disclose ethical information regarding production and labour outsourcing.

3. Sustainable option

When buying new equipment (computers, printers, vehicles and the like) our company gives preference to newer, low energy models based on the highest local available standards.

4. Forbidden souvenirs

The company and its service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES Treaty (<https://cites.org/sites/default/files/eng/disc/CITES-Convention-EN.pdf>)

and the IUCN 'Red List' (<https://www.iucnredlist.org/>) ; historic and archeological artefacts (except as permitted by law). Including other forbidden items such as drugs (prescription or street) which may not be available or legal in the guests country.

2. General Sustainability Considerations

The following considerations should also be made in the procurement of all products and services:

Use of resources

Running costs are often overlooked when purchasing. This is a short-term view as often the running costs are the most expensive part of the life cycle. Products that are energy efficient should be favoured. Care should also be taken to ensure that products using water are efficient and that minimums of raw materials are used.

Biodegradability

Consideration should be given when purchasing products as to whether these products can be biodegraded. If not, consideration should be given to an alternative product.

Locality

Think about the transportation of the product. Sourcing from local suppliers means local investment and economic sustainability.

Waste management

Ensure that the product purchased does not have any "hidden" costs associated with its disposal.

Minimum toxicity

Purchase material and products that are free of toxic or polluting materials and chemicals. Purchase products and material that will not release toxic substances that can affect human health and pollute water, land or air at any stage of the life-cycle.

Minimum habitat destruction

Purchase paper and wood products obtained from recycled, plantation, salvages or renewable resources. Purchase green cleaning products that don't result in discharges of toxic chemicals to waterways.

Maximum water efficiency

Purchase products that conserve water or use water in an efficient way.

Minimum greenhouse gas emissions

Our company will purchase energy efficient products and materials by checking that the energy rating and efficiency features are the best available for the cost over the lifetime of the product. Purchase renewable energy and reduce the

consumption of fossil fuels. Purchase goods that have not been transported long distances.

Minimum soil degradation

Purchase products, material and services that will not degrade or pollute the soils, or result in erosion through their use.

Packaging

Ensure that the minimum packaging is used and that any that is used is reused or, if that is impossible, recycled by the distributor or manufacturer.

Sustainable Transportation Policy

3. Our company is committed to sustainable transportation.

We recognize that safe and sustainable transportation contributes to the overall experience of our clients and the impact of their journey to our country. Our company therefore endeavours to encourage our clients to consider the most sustainable transport available for their travel route. We encourage our suppliers to work with us and to improve continuously with respect to the Policy.

Wherever possible, all staff will pursue the following goals and adhere to the specified principles when purchasing products, material and services.

Scope

This policy will be part of the Sustainability Policy. The policy is applicable to the transportation activities conducted by our company and our suppliers.

This policy is effective immediately after approval by the Managing Director and circulation to staff. The policy will be formally reviewed every 2 years to ensure its relevance. The Managing Director or an officer delegated with such authority must approve any deviations to this policy.

4. Sustainable Transportation Principles

Our sustainable transportation policy has the following core principles:

1. Efficient and safe

Considering comfort, efficiency and pricing our company gives preference to mass transportation/public transportation over private/single transportation. At the same time, we prefer the safest and most comfortable option (e.g. tourist bus companies over local bus companies).

2. Fair mobility

All vehicles should comply with the rules and regulations imposed by the government of Canada. Vehicles are regularly and properly maintained and drivers are well taken care of under good labour conditions (minimum wage, reasonable working times, proper breaks, etc.).

3. Minimizes effect on the environment and society

The transportation supplier places high priority on sustainable practices, aiming at minimizing its effect on the surrounding environment and society.

5. General Sustainability Considerations

The following considerations should be made in the operation of each of these specific transportation services:

Public busses

- When selecting public busses, we give preference to tourist busses over general busses, as these follow stricter safety rules.
- Where possible, our company will participate in any advisory forum for the enhancement of the public bus system.

Own Vehicles

- Where private transportation is requested by the client, we utilize our newest and most energy friendly cars.
- All vehicles should hold the green sticker.
- First aid kit and waste collection bag on board.
- The right vehicle for the group size.

Vehicles from Third Party

- All vehicles should hold the green sticker.
- Vehicles should be regularly and properly maintained.
- First aid kit and waste collection bag on board.
- We will request the right vehicle for the group size.

Drivers

- They are well informed about our sustainable transportation guidelines (with emphasis on “clean and safe”) and understand and follow our Code of Conduct for Drivers.
- Should be physically and mentally fit to ensure safe driving.
- Are well informed on health and safety regulations and traffic rules.
- Have quality driving and communication skills.

Flights

- If necessary to travel outside of reasonable driving/train/bus distance, we occasionally use flights.