

# Sustainability report - 2024

## Experience Victoria Travelife Certified

# Content

1. Reporting context	3
2. Company data	4
3. Introduction	5
4. Mission statement & policy	6
5. Assessment overview	7
6. Detailed overview	8

# 1. Reporting context

## 2. Company data

### Experience Victoria

<https://www.experiencevictoria.com/>

<b>Tourist volume</b>	>50000
<b>Number of employees</b>	1 - 10
<b>Type of tourism</b>	Active / soft adventure, City trips, Culture, history and art, Nature/Wildlife
<b>Special target groups</b>	Young people, Youth and students, Singles, Disabled, Seniors, Families with children
<b>Destinations offered</b>	Northern America

### Sustainability coordinator

Jade Lake

# 3. Introduction

## 4. Mission statement & policy

### 4.1 Mission statement

### 4.2 Policy

## 5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	26	26
1. Sustainability management & legal compliance	34	34
2. Internal management: social policy & human rights	28	28
3. Internal management: environment and community relations	64	64
4. Inbound partner agencies	16	16
5. Transport	10	9 1
6. Accommodations	16	16
7. Activities	15	15
8. Tour leaders, local representatives, and guides	11	10 1
9. Destinations	11	11
10. Customer communication and protection	30	30

# 6. Detailed overview

## 0. Company characteristics

26

### Contact details

2




Action			Details
0.1. Sustainability coordinator			Jade Lake jade@experiencevictoria.com 778-922-1818
0.2. General manager/CEO			Steve Earnshaw steve@experiencevictoria.com 250 598 8687 250 598 8687

### Organization structure

6

Action			Details
0.3. Legal body			Experience Victoria Tours INC  Province of British Columbia



			February 19, 2015  Experience Victoria Incorporation Documents.pdf
<b>0.4. Ownership structure</b>	✓	✓	Experience Victoria Tours Inc is 100% owned By Experience Destinations Inc, which is 100% owned by Steve and Laura Earnshaw   Central Securities Register_20180614.PDF  Experience Destinations Inc. _ CSR.pdf
<b>0.5. Participations</b>	✓	✓	No
<b>0.6. Internal structure and branches</b>	✓	✓	CEO - Steve Earnshaw  Director of Operations - Jade Lake
<b>0.7. Significant changes</b>	✓	✓	In 2022, we saw significant changes to the sustainability of our tour operations.  1. Walking tour participation increased from 2580 guests in 2019 to 5000+ guests in 2022.  2. We always order double decker busses first in order to reduce carbon emissions. In 2023 95% of the bus fleet will be double decker busses allowing us to use fewer vehicles for more guests per tour.

0.8. Awards	✓	✓	Holland America Group - 2017 Tour of the Year
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### Scope of certification

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Action	✓	✓	Details
0.9. Scope	✓	✓	Our company operates inbound (cruise ship) tours only and all of these activities are subject to certification.
0.10. Scope changes	✓	✓	We added three new tours in 2022: History & Walking Tour, Kayaking Tour, Great Fermentations Wine & Distillery Tour.
0.11. Measurement changes	✓	✓	No significant changes since 2019 audit.

### Brands, products, and/or services



9

Action	☰	☑	Details
<b>0.12. Nature of business</b> Please indicate which of the following activities are part of your business.	☑	☑	Inbound tour operator, Guiding service
<b>0.13. Brands (within the scope of the certification)</b>	☑	☑	
<b>0.14. Key business segments / brands</b>	☑	☑	
<b>0.15. Contracted suppliers</b>	☑	☑	
<b>0.16. Sensitive activity types</b>  Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	☑	☑	Intangible cultural heritage, City tour  Boat tours  Working animals, Marine animals watching
<b>0.17. Passenger number</b> Estimate the number of passengers your company accommodates annually	☑	☑	>50000
<b>0.18. Tourism types</b>	☑	☑	Active / soft adventure, City trips, Culture, history and art, Nature/Wildlife
<b>0.19. Target groups</b>	☑	☑	Young people, Youth and students, Singles, Disabled, Seniors, Families with children

<b>0.20. Destinations</b>	✓	✓	Northern America







## Offices, retail outlets and other buildings

3

Action			Details
<b>0.21. Offices</b> Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office.	✓	✓	
<b>0.22. Retail outlets</b> Are there any shops/consumer outlets that are part of the certification scope? Describe the number, locations and ownership of the retail outlets used by the company. You can summarize in case of many locations (e.g. divide over region or brand).	✓	✓	
<b>0.23. Other buildings</b> Are there any other buildings that are part of the certification scope? For example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand).	✓	✓	





## Personnel

2

Action			Details
<b>0.24. Number of employees</b>			1 - 10
<b>0.25. Categories and gender</b> Describe the amount of formal and direct employed personnel per category (make an estimate):			

## Public communication

1



Action			Details
<b>0.26. Brands under Travelife scope</b>			



# 1. Sustainability management & legal compliance

34

## Engagement of company



7

Action			Details
<p><b>1.1. Sustainability coordinator</b> A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>Jade Lake Implementation of the sustainability policy and action plan; Travelife reporting; Contact for Travelife regarding trainings and collective actions; Dissemination of sustainability information within the organisation.</p> <p> EV Co_ordinator.docx</p>
<p><b>1.2. Management integration</b> Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.</p>	✓	✓	<p>Experience Victoria staff consists of 2 full-time employees CEO/Managing Director &amp; Director of Operations, 3-4 part-time employees. The Director of Operations is the leader regarding sustainability, however all members are involved in this on a daily basis.</p> <p> EV Co_ordinator.docx</p>
<p><b>1.3. Committed resources</b> The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.</p>	✓	✓	<p>approximately 20% of Director of Operations' role.</p>


<p><b>1.4. Mission statement</b> A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>✓</p>	<p>Our Mission; to deliver exceptional experiences to our visitors by offering only the top-rated products and services, through safe, sustainable, and environmental practises.</p> <p><a href="https://www.experiencevictoria.com/sustainability">https://www.experiencevictoria.com/sustainability</a></p>
<p><b>1.5. Trained sustainability coordinator/team</b> The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓</p>	<p>✓</p>	<p>Jade Lake - Director of Operations</p> <p>Company learning monitor No workshop information for this company</p> <p> Jade _ Sustainability Certificate.pdf</p>
<p><b>1.6. Trained key staff</b> Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.</p>	<p>✓</p>	<p>—</p>	<p>Jade Lake - Director of Operations</p> <p>1</p> <p> Jade _ Sustainability Certificate.pdf</p>
<p><b>1.7. Additional training management</b> The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health &amp; safety issues (e.g. ISO 14001, university courses, specific courses).</p>	<p>✓</p>	<p>—</p>	<p>Jade is currently enrolled in Business school at Camosun College and sustainable business practices are discussed in BUS150, BUS210, BUS310.</p> <p>Steve completed the Travelife certification process in 2019.</p> <p>2</p>

## Social cooperation

3




Action	 	Details
<p><b>1.8. Collaboration</b> The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>	<p>✓ ✓</p>	<p>On a daily basis we discuss and strive to find ways to conduct and increase sustainability. Experience Victoria is part of several local organizations and the CEO sits on committees or boards for the following.</p> <ul style="list-style-type: none"> <li>-Victoria Cruise Industry Alliance- The CEO is one of the founding members and this group communicates the positive impact from the cruise industry. We support the communities needs, including the Harbour Authority, DMO, and City of Victoria.</li> <li>-Destination Greater Victoria (DMO)- CEO sits on the Transportation &amp; Destination Management Committee and used to sit on the Member and Finance Committee. Experience Victoria is a very active member of the DMO</li> <li>-Oak Bay Tourism- This is a local DMO and the CEO lives in Oak Bay so sits on the Board to help promote tourism in Oak Bay. We have a strong focus on sustainability.</li> </ul>
<p><b>1.9. Exchange of experiences</b> Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .</p>	<p>✓ —</p>	<p>As someone who has worked in Victoria tourism for almost a decade I am always sharing experiences with my counterparts on how to improve sustainability practices. This year I discussed best practices of recycling with other Tour Operators on the pier. I also spent some time with Western Stevedoring discussing ways to reduce single-use plastics in pier operations by installing a water fountain to be able to refill reusable water bottles.</p> <p>Steve sits on the board of multiple Tourism committees in Victoria and sustainability is always a topic of discussion.</p>



<p><b>1.10. Donations</b> The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).</p>	✓	✓	<p>Experience Victoria leadership team donates time and money to charitable organizations both locally and internationally including WORTH Association (Volunteering hours, Silent Auction participation) and OXFAM (monthly donations).</p> <p>Please see attached receipt for WORTH Association donation in 2022.</p>  SteveEarnshaw_WORTH Donation.pdf
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## Baseline assessment

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Action			Details
<p><b>1.11. Overview partners/suppliers</b> The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	✓	✓	<p>Attached is our supplier list of the local venues and businesses we work with. We only work with businesses that support our sustainability practices, and we will advocate for this further.</p>  Experience Victoria _ Supplier List 2022.xlsx
<p><b>1.12. Baseline assessment</b> The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).</p>	✓	✓	


## Policy

2

Action			Details
<p><b>1.13. Sustainability policy</b> The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health &amp; safety aspects.</p>	✓	✓	<p>Please see attached.</p>  EV Sustainability Policy 2022.pdf
<p><b>1.14. Communication</b> The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	✓	✓	<p>Experience Victoria's sustainability policy is on the company shared drive and on our company website: <a href="https://www.experiencevictoria.com/sustainability">https://www.experiencevictoria.com/sustainability</a></p>

## Action plan



3


Action			Details
<p><b>1.15. Action plan</b> The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	✓	✓	<p>We are a small organization and we work every day to ensure we do business in a sustainable way. We shut off all power sources when not in use, re-use paper when possible, all employees use re-usable containers for drinks and food, we use enviro friendly cleaners and re-usable cloths where possible. These are a few of our daily measures we take within our business.</p> <p>Our action plan moving forward is to enhance our advertising onboard ships utilizing digital screens more effectively, continue to find ways to reduce paper usage and replace equipment,when required, with products that will be more energy efficient.</p>  EV Travelife Action Plan 2022.docx

<p><b>1.16. Staff involvement</b> The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	✓	See details of responsibilities and training plans outlined in Action Plan.
<p><b>1.17. Product developers and contract managers</b> Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p>	✓	✓	Informal on an as-needed basis.

## Monitoring and evaluation





5

Action			Details
<p><b>1.18. Monitoring and evaluation</b> The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	✓	✓	<p>We are a small company and we practice these measures regularly. On a daily basis the work area is scanned, recycling and re-usable items are sorted and disposed of accordingly and all energy sources are turned off. Our paper usage is minimal, around 500 sheets of copy paper and approximately 2000 venue vouchers for the entire season.</p> <p>We will monitor venues and drivers on a regular basis, by selecting a sustainable focus area to evaluate weekly during our operating season.</p> <p>We are working towards reducing all single use paper and plastics by the end of 2024. These plans &amp; procedures are outlined in our 2022 Action Plan.</p>
<p><b>1.19. Corrective measures</b> The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures should be designed to identify the cause and prove that corrective measures have been taken and are efficient.</p>	✓	✓	As per previous, we do this on an informal basis. We communicate verbally each shift to ensure we practice sustainability measures consistently.

<p><b>1.20. Staff Communication</b> Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>	✓	✓	Verbal communication, email and text messaging. Every dispatch begins with a shift briefing communicating a variety of topics, including sustainability.
<p><b>1.21. Records</b> The organisation keeps records of conformity to the requirements of its sustainability management system.</p>	✓	✓	<p>We are a small organization, the majority of the staff work on the pier for 2 to 3 hours per shift. At the end of each shift we sort recyclable paper and materials. The Director of Operations then ensures materials are disposed of appropriately. There are no official records kept as this is a part of our daily duties and are carried out as such.</p>  Dispatch Process.docx
<p><b>1.22. Performance branches</b> A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company).</p>	✓	✓	This does not apply to us as we only have one location/branch.

## External reporting and communication



4

Action			Details
<p><b>1.23. Management reporting</b> At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.</p>	✓	✓	<p>A meeting to discuss sustainability actions and results at End of Season de-brief. When required, sustainability will be discussed informally.</p>  End of Season notes 2022.docx  End of season notes 2023.docx

<b>1.24. Travelife reporting</b> The company reports its progress via Travelife at least every two years.	✓	✓	
<b>1.25. Public reporting</b> The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	This is part of our 2002/3 Action Plan and has already been actioned.
<b>1.26. Sustainability and public relations</b> The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.	✓	✓	We are a small company that operates seasonally. We address any issues as they come up, however, due to the nature of our business we do not normally have sustainability interactions with guests. Staff are trained and can respond to basic questions regarding sustainability, more complex questions would be directed to the Sustainability Coordinator/Director of Operations. We will ensure to address these issues with our stakeholders and partners moving forward and it is part of our Action Plan.

## Legal compliance and fair business practices

8

Action			Details
<b>1.27. Legal requirements overview</b> The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).	✓	✓	We follow all provincial and federal laws.
<b>1.28. Legal compliance</b> The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.	✓	✓	To the best of our knowledge, our company is in compliance with all legal requirements in the field of health and safety, labour, environment and ethical standards.
<b>1.29. Ethical code</b>	✓	✓	We are a small business and operate within the British Columbia Employment Standards Act.

<p>The company has an ethical code for all management levels and for other employees.</p>			<p>We have stated this in our company sustainability policy which is contained in this report.</p> <p>Please see this link for the BC Employment Standards Act (ESA)</p> <p><a href="http://bclaws.gov.bc.ca/civix/document/id/complete/strateg/96113_01">bclaws.gov.bc.ca/civix/document/id/complete/strateg/96113_01</a></p>
<p><b>1.30. Corruption</b> A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.</p>	✓	✓	<p>We are a small company and our employees would not be subject to corruption or bribery within their work day. If this were to occur it would be handled by myself or the CEO on a case-by-case basis.</p> <p>These policies are communicated in our Sustainability Policy and all staff is trained during orientation and signs off on said policy.</p>
<p><b>1.31. Political involvement</b> The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p>	✓	✓	<p>We do not make any political donations.</p>
<p><b>1.32. Fair competition</b> The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p>	✓	✓	<p>So declared.</p>
<p><b>1.33. Non-compliance</b> If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p>	✓	✓	<p>Experience Victoria has not been sanctioned in any way.</p>
<p><b>1.34. Supply Chain liability</b> Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.</p>	✓	✓	


















## 2. Internal management: social policy & human rights

28


### Social policy and human rights



25

Action			Details
<b>2.1. Freedom of association</b> Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			So Declared
<b>2.2. Collective labour agreement</b> The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).			
<b>2.3. No forced labour</b> Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).			See contract attached.   Pier Coordinator Agreement.docx
<b>2.4. HR Manual</b> The company has a written Human Resource policy.			Experience Victoria's Human Resources Policy is compliant with all federal and provincial labour laws as per our HR contract.   Pier Coordinator Agreement.docx
<b>2.5. Formal contracts</b> All employees of the company have an employment contract, including			 Pier Coordinator Agreement.docx



labour conditions and a job description.			
<b>2.6. Living wage</b> The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	All staff is employed at higher than minimum wage and all labour standards are adhered to, as per Province of British Columbia, Canada labour and employment standards legislation. Minimum wage in British Columbia is \$15.65/hour and our coordinator hourly wage starts at \$20.00/hour.
<b>2.7. Overtime</b> Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.	✓	✓	If any coordinator works over 8 hours/day they are paid overtime as per British Columbia's employment standard acts.
<b>2.8. Medical insurance</b> The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	In 2022 Experience Victoria started to offer medical benefits through Pacific Blue Cross to our one FTE (Jade, Director Operations) and our most senior pier coordinator, Margaret. Jade's benefits are year-round whereas Margaret's were seasonal.
<b>2.9. Maternity</b> The company offers schemes for pregnancy and maternity leave for all employees.	✓	✓	The company pays into the Canadian Employment Insurance scheme, which upon qualification would provide Maternity and Parental benefits. <a href="http://www.canada.ca/benefits">www.canada.ca/benefits</a>
<b>2.10. Disability risks</b> The company contributes to a (work related) disability-risk insurance for all employees.	✓	—	The company contributes to Province of British Columbia WorkSafe program, which provides financial and rehabilitation services to employees who suffer workplace injuries and/or illnesses. web site link - <a href="http://www.worksafebc.com">www.worksafebc.com</a>
<b>2.11. Liability Insurance</b> The company has a liability insurance for all its employees (e.g. in case of	✓	✓	As per previous section, the company contributes to WorkSafe

work related accidents).			
<b>2.12. Pension</b> The company contributes to a pension scheme and/or retirement plan for all staff members.	✓	—	Canada Pension Plan - public contributory  Website link-www.canada.ca/cpp  Old Age Security- public-tax based  Website link - www.canada.ca/oas
<b>2.13. Holiday / Annual leave</b> The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	✓	✓	N/A - part time seasonal employment only, vacation pay percentage (4%) is added to each pay check in lieu of vacation time, as per provincial laws.
<b>2.14. Sick Leave</b> Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.	✓	—	Employees are entitled to benefits under BC's ESA.  Web site link - <a href="http://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/paid-sick-leave">www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/paid-sick-leave</a>
<b>2.15. Additional benefits</b> Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).	✓	✓	Director of Operations is entitled to two bonuses, medical coverage, flexible work schedule, Hybrid WFH arrangement, monthly cell phone bill coverage, all snacks and drinks provided to staff are reimbursed monthly. Time off for volunteering opportunities is provided and all staff has complimentary access to EVT offered tours.  Details of bonuses & health/dental insurance outlined on page 2 of employment agreement.   Director of Operations Agreement_ Jade Lake .pdf





<p><b>2.16. Health and safety</b> The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	✓	✓	<p>Experience Victoria complies with all health, safety and crisis management policies as per provincial and federal laws.</p> <p>Any health or safety incidents are reported to the authorities responsible, as required. The company also takes action to ensure that the safety and well being of employees is respected.</p> <p>All staff and trained on H&amp;S standards and procedures for Experience Victoria.</p> <p>We have a first aid kit and fire extinguisher onsite and all drivers have first aid kits in their vehicles.</p> <p><a href="https://www.canada.ca/en/services/jobs/workplace/health-safety.html#shr-pg-pnlShrPg">https://www.canada.ca/en/services/jobs/workplace/health-safety.html#shr-pg-pnlShrPg</a></p> <p> EV_H_S policy 2022.pdf</p>
<p><b>2.17. Equal opportunities</b> The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	✓	✓	<p>We are an equal opportunity employer. Federal and Provincial laws and our own company policy prohibits discrimination in employment on the basis of race, religion, gender, age or any other category protected by law. We also specifically prohibit harrasment in any form.</p> <p>Please see clause 8.1 in Employment contract attached.</p> <p> Pier Coordinator Agreement.docx</p>
<p><b>2.18. Child labour</b> The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights</p>	✓	✓	<p>Experience Victoria complies with all laws, federal and international, regarding child labour.</p>

of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.			
<b>2.19. Complaints procedure</b> The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.	✓	✓	We are a small company, we would handle any complaints as per our contract and or on an informal basis.
<b>2.20. Representation</b> The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	✓	✓	The Director of Operations is always onsite and is available to address any employment issues that may occur. The Director has the authority to determine next steps and reports directly to the CEO.
<b>2.21. Disciplinary procedures</b> There are documented disciplinary procedures in place and staff are aware of them.	✓	✓	As per Pier Co-ordinator contract.
<b>2.22. Flexible working times</b> The company supports flexible working times or part time employment (e.g. to support family obligations)	✓	—	Experience Victoria Pier Co-ordinators are part-time employees and we strive to be as flexible as possible to accommodate the needs of our staff.
<b>2.23. Access for persons with special needs</b> The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.	✓	✓	Our office is a rented re-fitted double deck tour bus, which is small and has one step leading in and out.
<b>2.24. Persons with special needs</b> The company employs persons with special needs	✓	—	This cruise ship season we have not hired any persons with self identified special needs. We are and equal opportunity employer as described in section 2.17 of this report.

<p><b>2.25. Measuring employee satisfaction</b> Employee satisfaction is regularly measured and suggestions are taken into account.</p>	✓	✓	<p>We check in with team members on a regular basis to ensure their job satisfaction. Many of our pier procedures are ideas from team members and we welcome their ideas and suggestions.</p>
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## Training and education

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Action			Details
<p><b>2.26. Health and safety</b> All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social &amp; cultural practices, economic &amp; quality issues, human rights issues, and health &amp; safety practices (including risk and crisis management).</p>	✓	✓	<p>At the time of hiring, employees are provided a Welcome email which includes contact sheet and tax forms. Dispatch Process Training is conducted at the beginning of each season and whenever a new employee is brought on staff. We also train staff on safety and security protocols along with first aid awareness.</p> <p>All employees are trained on how to complete an Incident report and the timeline in which it needs to be completed.</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div data-bbox="1025 865 1077 938" style="margin-bottom: 5px;"></div> <div data-bbox="1093 912 1339 938">Dispatch Process.docx</div> <div data-bbox="1025 944 1077 1018" style="margin-bottom: 5px;"></div> <div data-bbox="1093 986 1370 1018">EV_H_S policy 2022.pdf</div> </div>
<p><b>2.27. Personal development</b> The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	✓	✓	<p>Experiential and peer learning are utilized to ensure staff are trained and supported.</p> <p>We did not have any business in 2020 &amp; 2021. In 2022, we did not have one staff member work for the entire season and the Director of Operations only joined the team in June. Professional development will be an aspect of the business that will be built out in the next two years depending on our staff needs and interests.</p> <p>This year, one of our tour coordinators applied and was offered a position on Norwegian Cruise</p>



			<p>Lines as a shore excursion salesperson, we supported her application.</p> <p>16</p>
<p><b>2.28. Trainee positions</b>          Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>✓</p>	<p>We are a small seasonal business offering part time positions to students looking to begin their careers in tourism.</p> <p>Our student pools come mainly from Royal Roads University and Camosun University.</p> <p>2</p>

### 3. Internal management: environment and community relations

64

#### Procurement

12

Action		Details
<p><b>3.1. Reduction of disposable and consumable goods</b> The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>	✓	<p>✓ Please refer to the Sustainability Policy Section 1 Paper and Waste</p>
<p><b>3.2. Sustainable purchasing</b> Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>	✓	<p>✓ Please refer to our Sustainability Policy</p>
<p><b>3.3. Office paper: type</b> More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	✓	<p>✓ As you can see in the attached photo we use PEFC paper. A PEFC forest is a forest that is managed in line with the strictest environmental, social and economic requirements.</p> <p>We use only 1 to 5 pieces of paper per ship and as we had 148 ships in 2022, we used approximately 444 pieces of paper.</p> <p>All paper is re-used when possible and recycled after use.</p> <p> 20190802_184944.jpg</p>
<p><b>3.4. Office paper: printing</b></p>	✓	<p>✓ We use 1 copy machine which is located in our office bus. CEO's printer in his home office is</p>



Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.			set to double sided printing.
<b>3.5. Certified coffee and tea</b> At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.	✓	✓	We do not serve beverages.
<b>3.6. Office supplies</b> Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	✓	—	Experience Victoria makes every effort to purchase sustainable and locally made products whenever possible. We must also keep in mind the cost of items needed to run our business.
<b>3.7. Bulk purchasing</b> Products are purchased in bulk to reduce the amount of packaging materials.	✓	✓	We are a small seasonal business, for this reason in most circumstances we do not purchase bulk as this would most likely cause waste.
<b>3.8. Catering</b> Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	✓	✓	Staff is encouraged to bring their meals in reusable tupperware containers. Whenever snacks are provided, waste is disposed of properly.
<b>3.9. Local goods and services</b> The company buys locally and sustainably produced goods and services, if available.	✓	✓	If needed, Experience Victoria purchases goods from local sustainable suppliers.  We use Out of the Blue Designs for our uniforms and Custom Stamp & Engraving Ltd for nametags.  <a href="https://www.outofthebluedesigns.com/">https://www.outofthebluedesigns.com/</a>  <a href="https://www.rstamp.com/">https://www.rstamp.com/</a>



<b>3.10. Giveaways</b> Sustainability criteria are considered for giveaways and merchandise.	✓	✓	This is not a part of our business.
<b>3.11. Cleaning materials</b> Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	✓	Re-usable cloths, Method all purpose cleaner. These items are natural products that cause no harm to the environment, as described in our company sustainability policy.  As we did not purchase any new cleaning materials this year, we do not have any recent receipts to attach to this report.
<b>3.12. Other purchasing practices</b> Other sustainable purchasing practices are in place.	✓	—	We have described our practices within our sustainability policy.

## Paper (promotional materials)




3






Action			Details
<b>3.13. Printing company</b> The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	✓	✓	<a href="https://www.fotoprint.ca/enviro">https://www.fotoprint.ca/enviro</a>  Fotoprint is very committed to eco-friendly printing. Attached is an example of the vouchers we print with them, and an email communication, as our accountant has their past invoices.  100   26552_Tour Payment Voucher_Experience Victoria STEPPED_1_.pdf  Fotoprint .png


<b>3.14. Promotional materials</b> Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).	✓	✓	Our clients are brought to us via cruise lines and no other promotional material is provided to individuals. If we required printing services, Experience Victoria would ensure the use of sustainable paper and services.  100
<b>3.15. Efficient brochure use</b> The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	✓	Experience Victoria does not print brochures as part of our sustainable practices.

## Energy

12



Action			Details
<b>3.16. Energy reduction policy</b> The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.	✓	✓	Our office is a recycled doubledecker bus, we are able to control electric power to the office bus by switching it on and off. The only time the power is on is when the office bus is in use.  In the off season the bus power is completely off.  In our home offices use LED lights and computers are powered down when not in use.   officeswitch.jpg
<b>3.17. Monitoring energy consumption and sources</b> Energy consumption for heating/cooling and electricity is measured by type	✓	✓	Our office space is rented on a seasonal basis. Experience Victoria does not have a means to measure our consumption.

<p>and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>			<p>During the off season our office is completely powered down and we use LED lighting in our home offices.</p> <p> officeexternal1.jpg</p> <p> officeexternal2.jpg</p> <p> office1.jpg</p>
<p><b>3.18. Energy audit</b> A building energy audit has been conducted by an approved company and its advice is implemented.</p>	✓	—	<p>Not that we are aware of.</p>
<p><b>3.19. Sustainable energy</b> Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	✓	✓	<p>Experience Victoria does not have control regarding sustainability within our office space. However, the requirement to turn off power to the office/bus when not in use does show a commitment to sustainability on behalf of the owner.</p> <p> officeswitch.jpg</p>
<p><b>3.20. Carbon offset</b> CO2 emissions from fossil energy used in the offices are offset.</p>	✓	—	
<p><b>3.21. Energy efficient lighting</b> At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.</p>	✓	✓	<p>The owner of the office bus is responsible for lighting inside and outside of the office bus on the pier. We do however ensure that lights are only used when needed and are turned off whenever possible. The CEO's office is lit using only energy-efficient (LED) lighting.</p> <p> IMG_8900.jpeg</p>

<p><b>3.22. Automatic switch on/off system</b> An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).</p>	<p>✓</p>	<p>—</p>	<p>We do not control the power source for the bus office and only have a manual switch to turn on &amp; off the lights. GVHA controls all aspects of lighting at the pier and some lights are on motion sensors while others are manually operated.</p>
<p><b>3.23. Equipment “switch-off” policy</b> Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓</p>	<p>✓</p>	<p>We utilize a switch on/off box for energy to our office. We ensure that power is turned off whenever staff is not in the office and that the bus is completely powered down in the off-season.</p> <p>As we currently do not have an office in place and are purchasing a new office set up, we will be able to report more accurately on this new lighting system in our next audit.</p>
<p><b>3.24. Light “switch-off” policy</b> Office lights are switched off after office hours.</p>	<p>✓</p>	<p>✓</p>	<p>Switch on/off at the door of the office bus with a reminder sign to turn off when not in use.</p> <p> officeswitch.jpg</p>
<p><b>3.25. Low energy equipment</b> When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	<p>✓</p>	<p>✓</p>	<p>2 laptop computers,1 printer,1 laminator,5 radios. We have not purchased new equipment in the past 5 years. As required, we will purchase equipment that is energy efficient.</p>
<p><b>3.26. Efficiency mode</b> Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓</p>	<p>✓</p>	<p>Our office power is switched off whenever it is not occupied.</p>
<p><b>3.27. Other measures</b> Other measures, not previously mentioned, have been implemented.</p>	<p>✓</p>	<p>—</p>	

## Water




7

Action			Details
<p><b>3.28. Water reduction policy</b> The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.</p>	✓	✓	Experience Victoria promotes the use of re-usable water bottles for employees and partners, other than personal use, water is not utilized in our business. When possible we subscribe to our sustainability policy, section 1-Water.
<p><b>3.29. Water sourcing</b> Water sourcing is sustainable and does not harm environmental flows.</p>	✓	✓	Our office bus is not connected to water in any way. In our business we do not use water for purposes other than minor cleaning tasks. In these cases we use a small bucket that we fill in the pier restroom. Otherwise, the only water we use is for personal/employee consumption, which employees bring with them to their shifts.
<p><b>3.30. Water use</b> The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>	✓	✓	We rent our offices during cruise season and there is no running water on-site.  Therefore we do not have a water meter.
<p><b>3.31. Water saving taps</b>  Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussion taps)</p>	✓	✓	We have no aerators in our business area.  We have no taps in our business space.
<p><b>3.32. Water saving toilets</b></p>	✓	✓	Our office/bus is located on the grounds of the Greater Victoria Harbour Authority Ogden

Dual flush or other water saving equipment is installed in the toilets			Point pier, our team uses the public restrooms when required.
<b>3.33. Rain water</b> Waste water and/or collected rain water is re-used.	✓	—	
<b>3.34. Other examples</b> Other water-saving measures, not previously mentioned, have been implemented.	✓	—	











## Waste management

8





Action			Details
<b>3.35. Waste legislation</b> The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.	✓	✓	So declared, our waste is separated on the pier into plastic bottles, aluminum cans, paper and waste, we have no other controls on the pier. We separate, paper for re-use and recycling, batteries and cardboard and take these items off site for sustainable disposal. Local government and private companies service the pier waste disposal.
<b>3.36. Waste reduction</b> The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).	✓	✓	It is part of our daily operations, it is part of our sustainability policy the exact section is attached.   Piersustainability.docx
<b>3.37. Waste measurement and benchmark</b>	✓	✓	We are aware of our generated waste however we do not keep records as, we have very little

<p>The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).</p>			<p>waste from our small team. We are able to recycle packaging and batteries off site and food waste is rare.</p> <p>See Action Plan for additional info on waste management and future benchmarking.</p>
<p><b>3.38. Sustainable packaging</b> The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	✓	✓	<p>We do not provide any packable products to our guests/clients.</p>
<p><b>3.39. Plastic water bottles</b> The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	✓	✓	<p>Staff bring their own water in re-usable containers for shifts on the pier</p>
<p><b>3.40. Reuse / recycling of waste</b> The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	✓	✓	<p>We have a seperate blue box for all paper products and recycle them or donate them to shredding charity services.</p>
<p><b>3.41. Toner/ink</b> When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	✓	✓	<p>When needed, we refill our printer cartridges through a local retailer.</p>
<p><b>3.42. Recycling of batteries</b> Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	✓	✓	<p>We save our batteries and will take them to a re-cyclng centre at the end of the season.</p>


## Reducing pollution

Action			Details
<b>3.43. Waste water: treatment</b> Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.			Waste water is disposed of through government systems.
<b>3.44. Pollution reduction policy</b> The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.			Greenworks cleaning supplies, re-usable cloths.
<b>3.45. Paint</b> Lead-free and water-based paints are both used inside and outside, when locally available.			Experience Victoria is not responsible for painting, although lead free and water based paints would be our choice if required.
<b>3.46. Noise, light, erosion and ozone</b> If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).			Our office is rented and is not in our control

## Mobility

Action			Details
<b>3.47. Staff travel policy</b>			In our Sustainability Policy we have a transportation policy and staff are encouraged to travel to




<p>The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>			<p>work in the most sustainable way. In 2022, 1 staff member rode her bike, 2 walked, and 1 one took public transit.</p> <p>Please see page 4 of our Policy attached.</p>  EV Sustainabilty Policy 2022.pdf
<p><b>3.48. Business travel emission</b> Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	✓	✓	<p>There is no staff related travel required of the team. The CEO ensures that the most sustainable travel mode is used when on business, for example we chose Alaska Airlines due to their sustainability policy. We generally use the ferries when going to Vancouver or Seattle.</p> <p>This is reflected in our Sustainability Policy attached.</p> <p><a href="https://www.alaskaair.com/content/about-us/sustainability/our-mission">https://www.alaskaair.com/content/about-us/sustainability/our-mission</a></p>
<p><b>3.49. Business travel carbon offset</b> Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	✓	✓	<p>Travel is not required of the team.</p>
<p><b>3.50. Employee incentives</b> Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	✓	✓	<p>Staff are encouraged to use the most sustainable means of transportation to work when possible, however there is no financial incentive provided.</p>
<p><b>3.51. Transport reduction</b> Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	✓	✓	<p>The Director of Operations performs some duties in preparation for ship dispatches, however the majority of the work itself is performed in person on the cruise ship pier or from her home office.</p>

<b>3.52. Car purchase or lease</b> If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).	✓	✓	All staff are seasonal part-time positions, we have no vehicle policy for employees.
<b>3.53. Well maintained cars</b> Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.	✓	✓	

## Sustainability training and awareness raising















1

Action			Details
<b>3.54. Staff environmental training and information</b> All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.	✓	✓	<p>We conduct on-going awareness and peer training. As part of our daily process work materials are disposed of appropriately. We are a small organization, all of our members have awareness of sustainability in our daily lives along with our work duties.</p> <p>Training is done in-house and on-the-job. All staff are aware of how to recycle, re-use and minimize waste. If the Director of Operations sees gaps in training, she will re-train any staff as issues arise.</p> <p> Experience Victoria SOP _ 2022.pdf</p>

## Land use and community relations

10

Action			Details
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<p><b>3.55. Land use and construction</b>            Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.</p>			CEO owns the home in which his office is located, the home is in compliance with local regulations. Our office/bus is rented seasonally.
<p><b>3.56. Siting and design</b>            Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.</p>			
<p><b>3.57. Natural and cultural impact</b>            In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.</p>			
<p><b>3.58. Property acquisition</b>            Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.</p>			
<p><b>3.59. Sustainable design and construction</b>            Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.</p>			
<p><b>3.60. Invasive species</b>            The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.</p>			













<p><b>3.61. Community consultation</b> Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</p>	✓	✓	Experience Victoria is a member of Victoria Cruise Industry Alliance, which works with local community associations to ensure compliance with all laws and respects community and individuals' rights.
<p><b>3.62. Community services</b> The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.</p>	✓	✓	Experience Victoria activities do not jeopardize in any way the rights, health or basic services of local communities.
<p><b>3.63. Local cultural sites</b> The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.</p>	✓	✓	<p>Two of the culturally relevant places that our tours visit are Butchart Gardens and Craigdarroch Castle. We ensure that all of our guests treat these historic sites with respect, following the standards of behaviour and minimizing their impacts on the environment while visiting.</p> <p>We contribute to the protection of these historical sites by paying entrance fees and following visitor rules. Please see websites attached for more information on these culturally significant sites.</p> <p><a href="https://thecastle.ca/pages/conservation-and-restoration">https://thecastle.ca/pages/conservation-and-restoration</a></p> <p><a href="https://www.butchartgardens.com/environmental-initiatives/">https://www.butchartgardens.com/environmental-initiatives/</a></p>
<p><b>3.64. Local elements</b> The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.</p>	✓	✓	Experience Victoria attempts to incorporate local culture into our activities. Our tour products reflect our local culture, history and pride in our community. We work with the community to develop tour products that reflect our unique culture and environment. We have created tour products that highlight our indigenous heritage and hope that our cruise line clients offer the products soon.

## 4. Inbound partner agencies

16

### Inbound partner agencies



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Action			Details
<p><b>4.1. Partner agency policy</b> Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>			We do not work with any inbound agencies.
<p><b>4.2. Communication to partners</b> The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>			We do not work with any inbound partners.
<p><b>4.3. Contract conditions</b> Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>			We do not work with any inbound agents.
<p><b>4.4. Sustainability training - motivation</b> Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>			We do not work with any inbound partners.
<p><b>4.5. Sustainability training - completed</b></p>			We do not work with any inbound partners.

Key receptive partners have completed a basic sustainability training for travel companies.			
<b>4.6. Sustainability reporting</b> The key partners have reported on their sustainability achievements and have shared their results.	✓	✓	We do not work with any inbound partners.
<b>4.7. Sustainability award</b> The key partners have obtained a sustainability award and have shared their achievements.	✓	✓	We do not use any inbound partners.
<b>4.8. Incentives</b> Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing benefits).	✓	✓	We do not use any inbound partners.

## Specific conditions

8

Action			Details
<b>4.9. Contracts</b> Written contracts with partner agencies are in place.	✓	✓	We do not work with any inbound partners.
<b>4.10. Briefing contract managers</b> Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.	✓	✓	We do not work with any inbound agencies
<b>4.11. Anti-corruption</b> The company expects its partners to have an anti-corruption policy (e.g.	✓	✓	We do not work with any inbound partners.

through inclusion as contract condition).			
<b>4.12. Sexual exploitation of children: contracting</b> Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).	✓	✓	We do not work with any inbound partners.
<b>4.13. Licence</b> Partner companies comply with local, national and international legislation and regulations.	✓	✓	We do not work with any inbound partners.
<b>4.14. Customer communication</b> In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.	✓	✓	We do not work with any inbound partners.
<b>4.15. Labour conditions</b> Partner companies comply with all relevant national laws protecting the rights of employees.	✓	✓	We do not work with any inbound partners.
<b>4.16. Living wage</b> The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.	✓	✓	We do not work with any inbound partners.

## 5. Transport

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### Selecting transport suppliers

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Action			Details
<p><b>5.1. Transport to destination</b> In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	<p>As PNWTS has the contract for all cruise tour transportation, each tour operator must use their busses as they operate from the pier. PNWTS assists with the booking of all vehicles 27 seats and greater and for vehicles 27 seats or smaller, we contract either LA Limo or Regent Limousines. When making our transportation selections we always select the most sustainable options (double deckers over coaches). PNWTS is a Travelife certified operator. Please see websites for all transportation providers.</p> <p><a href="https://pnwts.com/">https://pnwts.com/</a></p> <p><a href="https://regentlimousine.bc.ca/">https://regentlimousine.bc.ca/</a></p> <p><a href="https://lalimo.ca/">https://lalimo.ca/</a></p>
<p><b>5.2. GHG / Carbon offset</b> GHG or Carbon offset for the international transport is included in the package price.</p>	✓	✓	<p>We do not offer international flights.</p>
<p><b>5.3. GHG / Carbon measurement</b> The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.</p>	✓	✓	<p>We are not offering international flights.</p>



<p><b>5.4. Transfer to departure airport</b> Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>	✓	✓	<p>We are not involved in decision making regarding transportation modes to the airport as our guests all arrive via cruise ship.</p>
<p><b>5.5. Local transport</b> In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	✓	✓	<p>Experience Victoria works constantly with our coach and limo providers to ensure sustainability is considered. We employ vehicles that are the proper size for the excursion group, maximizing occupancies, while ensuring the comfort of our guests and pricing options. Guests also have the option of walking to Victoria's downtown areas and if needed, they can shuttle back to the ship.</p> <p>When ordering busses we prioritize double deckers over coaches and have increased our walking tours by 200% from 2019 to 2022.</p> <p>None of our employees drive to work.</p> <p>Please see items 11-14 in our Supplier Service Agreement for more information.</p>
<p><b>5.6. Boating</b> The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.</p>	✓	✓	<p>Both our Ocean Rambler &amp; Orca Spirit tours use boats.</p> <p>Please see Supplier Agreement attached for details on sustainability best practices.</p>
<p><b>5.7. Bus / Coach safety</b> In selecting coach transport companies, minimum quality and safety arguments are considered.</p>	✓	✓	<p>As part of Victoria Cruise Industry Alliance, our coaches are contracted by Greater Victoria Harbour Authority. The transport company has satisfied environmental, emissions and safety requirements in order to obtain and maintain the contract.</p> <p>Please see this website for more information about PNWTS' Environmental Overview.</p> <p><a href="https://pnwts.com/environmental-overview/">https://pnwts.com/environmental-overview/</a></p>

			For all vehicles under 27-seats we use LA Limo and Regent Limousines who are not currently certified as sustainable transportation though we have encouraged them to do so.
<b>5.8. Code of conduct for drivers</b> Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.	✓	✓	Our transportation provider trains drivers on all aspects of responsible practices. Of note, emissions regulations are strictly followed at all locations by having vehicles running only when necessary. PNWTS "no idling policy" states they cannot idle their vehicles for longer than 3 minutes.  Please see PNWTS website for overview of their environmental commitments:  <a href="https://pnwts.com/environmental-overview/">https://pnwts.com/environmental-overview/</a>

## Sustainable packages



Action			Details
<b>5.9. Sustainable packages</b> The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).	✓	✓	We do not offer any package tourism.
<b>5.10. Carbon management (products)</b>  The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce	--	--	

the total impact of its products and to inform its clients.



## 6. Accommodations

16

### Accommodations



9

Action			Details
<p><b>6.1. Sustainable accommodations policy</b> The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>	✓	✓	We do not offer/select accommodations.
<p><b>6.2. Accommodation communication</b> The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	✓	✓	we do not offer accommodations
<p><b>6.3. Certified accommodations</b> Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	✓	✓	we do not offer accommodations
<p><b>6.4. Contract conditions</b> Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p>	✓	✓	we do not offer accommodations

<p><b>6.5. Distribution of 'Best practice' standards and guidance</b> Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p>	✓	✓	we do not offer accomodations
<p><b>6.6. Baseline / self-evaluation</b> Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).</p>	✓	✓	we do not offer accomodation
<p><b>6.7. Participation to training/education</b> Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	✓	✓	we do not offer accomodation
<p><b>6.8. Collective actions</b> Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	✓	✓	we do not offer accomodation
<p><b>6.9. Incentives</b> Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	✓	✓	we do not offer accomodation

## Specific conditions

7

Action			Details

<p><b>6.10. Child and compulsory labour</b> The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>	✓	✓	we do not offer accomodations
<p><b>6.11. Locally produced souvenirs</b> Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p>	✓	✓	we do not offer accomodations
<p><b>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage.</b> The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	✓	✓	we do not offer accomodations
<p><b>6.13. Sexual exploitation of children: contracting</b> Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	✓	✓	we do not offer accomodations
<p><b>6.14. Local communities resources</b> In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	✓	✓	we do not offer accomodations
<p><b>6.15. Local and fair food</b> Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	✓	✓	we do not offer accomodations
<p><b>6.16. Biodiversity</b></p>	✓	✓	we do not offer accomodations

Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).


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## 7. Activities


15

### Activities

8

Action			Details
<p><b>7.1. Activities offered</b> The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	✓	✓	<p>Experience Victoria offers a variety of tours to environmentally and culturally valued and sensitive areas. We offer these tours under different names for our client cruise ship companies. The list indicates the types of tours.</p> <p>In order to mitigate sensitivities on these tours we communicate behavioural standards in tour advertising and ensure that all guides are explaining this to the guests while on tour.</p> <p>Please see Royal Carribean tour description attached: <a href="http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shoreByPort&amp;ProductCode=VI86&amp;DestinationCode=">http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shoreByPort&amp;ProductCode=VI86&amp;DestinationCode=</a></p> <p>8</p> <p> Excursion Inventory 2022.docx.pdf</p>
<p><b>7.2. Sustainable excursion policy</b> The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	✓	✓	<p>Providers will practice the safest, most environmentally friendly and sustainable practices in order to align with EVT's commitment to operate in the most responsible manner. Our policy is reflected in our services agreement, as in the attached example. In the Transportatin section of our Policy we emphasize our focus on increasing non-motorized tours; we already increased our walking tours by 100% since our 2019 certification.</p>





<p><b>7.3. Suppliers communication</b> The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	✓	✓	<p>Contracts are renewed automatically annually, unless notified as per Supplier Services Agreement. The agreement contains commitments to responsible tour operations.</p>
<p><b>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities.</b> Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>	✓	✓	<p>As per 7.1,we have many partners/suppliers,these relationships are ongoing as long as EVT requirements are met. Attached is the portion of the Agreement that specifically relates to these activities and behaviours.</p> <p>75</p>
<p><b>7.5. Baseline / self evaluation</b> Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.</p>	✓	—	<p>We have sent questionnaires regarding sustainability to our suppliers in order to evaluate their practices and will use this data as a baseline for future reference. As part of our ongoing commitment to sustainability, moving forward, any changes to our policies will be communicated to our suppliers annually. This will also be reflected in our agreements. Attached is our survey, which was a general quetionnaire,the results were encouraging and we will continue to survey our suppliers in order to improve sustainability for EVT and our partners/suppliers.</p> <p>100% completion rate for all excursion providers is part of our Action Plan.</p> <p>75</p> <p> EV Sustainabilty Survey.docx</p>
<p><b>7.6. Certified excursions</b> Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability</p>	✓	✓	<p>It is our policy that, where available, our company will give preference to working with suppliers that have sustainability related certification. However at this time certified suppliers are not available in our area of operation.</p>


standards.			See attached Sustainability Policy for supporting evidence.
<b>7.7. Training materials and advice</b> Training manuals and other guidance towards more sustainable management are distributed to excursion providers.	✓	—	<p>We share our lessons and advise during regular meetings with partners/suppliers. Experience Victoria is part of the Victoria Cruise Industry Alliance, Destination Greater Victoria and Oak Bay Tourism. The owner sits on these committees and discusses sustainability within the local industry.</p> <p>Please see details of Oak Bay municipality Tourism Committee meetings on their website: <a href="https://www.oakbay.ca/municipal-hall/committees/tourism-committee">https://www.oakbay.ca/municipal-hall/committees/tourism-committee</a></p> <p>We encourage our suppliers to become Travelife certified, and have added the need to formalize a training manual for them in our Action Plan in section 5.</p>
<b>7.8. Contract conditions</b> Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).	✓	✓	As stated previously, our policy is reflected in our service agreement.

## Specific criteria

7

Action			Details
<b>7.9. No excessive negative impact activities</b> The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.	✓	✓	<p>As per our policy, providers will practice the safest, most environmentally friendly and sustainable practices in order to align with EVT's commitment to operate in the most responsible manner.</p> <p>See attached service agreement for supporting information.</p>

<p><b>7.10. Wildlife featuring</b> Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	✓	✓	<p>Our company does not offer any activities with captive wildlife. We do offer activities with working animals and ensure that our supplier upholds the highest standards.</p>
<p><b>7.11. Wildlife harvesting</b> Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	✓	✓	<p>Whale watching is part of a regulated activity as is our fishing excursion.</p> <p>We do offer activities with working animals and ensure that our supplier upholds the highest standards.</p> <p>Please see details from Royal Caribbean website about how our Fishing tour is advertised to guests: <a href="http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shorexByPort&amp;ProductCode=VI97&amp;DestinationCode=">http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shorexByPort&amp;ProductCode=VI97&amp;DestinationCode=</a></p> <p>Please see attached Service agreement for our fishing excursion provider and link to website for Orca Spirit outlining their compliance with local, national and international laws. <a href="https://orcaspirt.com/sustainability/responsible-ecotourism/">https://orcaspirt.com/sustainability/responsible-ecotourism/</a></p>
<p><b>7.12. Wildlife interactions</b> Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	✓	✓	<p>Please see Orca Spirit website outlining their compliance with all sustainability regulations. <a href="https://orcaspirt.com/sustainability/responsible-ecotourism/">https://orcaspirt.com/sustainability/responsible-ecotourism/</a></p>

<p><b>7.13. Skilled Guides</b>  In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	<p>✓</p>	<p>✓</p>	<p>This makes up part of our Supplier Services Agreement (see attached).</p> <p>Guides are not permitted in certain heritage sites and these tours are therefore self-guided (Butchart Gardens, Craigdarroch Castle). On the whale watchig tour (an ecologically sensitive destination) guides are trained and certified for their positions, see Orca Spirit website for more info: <a href="https://orcaspirit.com/about/our-team/">https://orcaspirit.com/about/our-team/</a></p> <p>Comments from guests and venues are utilized to find gaps in our service and re-train when necessary.</p> <p> SUPPLIER SERVICES AGREEMENT 1 _ 2022.docx.pdf</p>
<p><b>7.14. Supporting local communities</b>  The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓</p>	<p>✓</p>	<p>Our company collaborates with local suppliers and through partnerships, supports the local community. Also, along with our suppliers we encourage our guests to support local business that display "Think Local" insignia.</p> <p>See more info here: <a href="https://thinklocalvictoria.com/">https://thinklocalvictoria.com/</a></p>
<p><b>7.15. Supporting environmental and biodiversity protection</b>  The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	<p>✓</p>	<p>✓</p>	<p>As per our policy, providers will practice the safest, most environmentally friendly practices in order to align with EVT's commitment to operate in the most responsible manner.</p>

## 8. Tour leaders, local representatives, and guides

10



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### Tour leaders, local representatives and guides

10

1

Action			Details
<b>8.1. Preference local tour leaders/representatives</b> In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.	✓	✓	Experience Victoria as a local tour company ensures that our staff, guides and contracted operators are all locally based.
<b>8.2. Employment conditions</b> The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.	✓	✓	This is part of our contract with our partners. Provider pays their employees at least a living wage that is equal to or above the legal minimum wage as per provincial standards.
<b>8.3. Living wage</b> Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.	✓	✓	The minimum wage in British Columbia is \$15.65 per hour. Our employees are paid \$20.00 per hour at a minimum.  For walking, Horse Trolley, Whale Watching, Bikes, Kayaking, all guides are contracted through the Tour providers and are compliant with BC Employment Standards, and encouraged to pay a living wage, as per our Service Agreement attached.  See section 13 from agreement.
<b>8.4. License</b>	✓	✓	See contracts attached.

<p>Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.</p>			 Pier Coordinator Agreement.docx
<p><b>8.5. Qualification and training</b> Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	✓	✓	<p>Guides are sub-contracted and trained in-house with their organization.</p> <p>See service agreement sections 12-15 for more information outlining our expectation of each contracted tour company.</p>
<p><b>8.6. Sustainability policy</b> Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p>	✓	✓	<p>We have regular discussions with our employees and contractors regarding sustainability.</p> <p>See point 8 in our action plan regarding the meeting minutes moving forward.</p>
<p><b>8.7. Sustainability knowledge</b> Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	✓	✓	<p>Our subcontracted guides have full training programs and our Walking Guides are trained by our lead Walking Guide.</p> <p>We will build a training manual for suppliers as outlined in our Action Plan.</p>
<p><b>8.8. Destination knowledge</b> Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	✓	✓	<p>Most of our guides are subcontracted through our partners/ suppliers, and they have trainers and manuals for destination training and sustainability aspects.</p> <p>See section 13 (Best Practices) of our Service Agreement for details regarding our expectations of supplier's commitment and knowledge regarding sustainability.</p>  SUPPLIER SERVICES AGREEMENT 1 _ 2022.docx.pdf

<p><b>8.9. Customer communication</b>  Tour leaders, local representatives and guides provide information and interpretation to 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 (e.g. sexual exploitation).</p>	✓	✓	<p>Guides discuss preservations of areas such as First Nations culture, National Historic Sites, and enviromentally sensitive areas.</p> <p>Guides share details of the First Nations history in Victoria prior to colonization and details of their lifestyles regarding food, housing, and transportation. There are many totem poles in Victoria and are a part of the walking, bus, bicycle and horse tours.</p>
<p><b>8.10. Sexual exploitation of children: staff training</b>  Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	✓	✓	<p>In contract- Provider is expected to implement preventative measures and procedures to ensure that children are protected from tourism-related sexual exploitation and all potential forms of abuse.</p>
<p><b>8.11. Working conditions</b>   The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).</p>	-	-	

## 9. Destinations

11

### Selection of destinations

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Action			Details
<p><b>9.1. Destinations files</b> Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)</p>	✓	—	<p>We keep our contracts that contain sustainability aspects on computer file.</p> <p>We only work in Victoria, BC, Canada.</p>
<p><b>9.2. Sustainable destinations</b> Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p>	✓	✓	<p>Our policy is to fulfill our clients needs while making the most eco-friendly and positive affect on the community. We have increased our walking tours by 200% from 2019 to 2022. We always prioritize utilizing double decker busses to take more people on less equipment. We minimize paper waste and our operating team leave a very small footprint on the enviroment. We hire local staff that live in the area they encouraged to walk or ride their bike to and from work. Though we visit many mainstream tourist destinations, like Butchart Gardens, they implement environmental initiatives, see website attached: <a href="https://www.butchartgardens.com/environmental-initiatives/">https://www.butchartgardens.com/environmental-initiatives/</a></p> <p>Fairmont Empress can also be included in our list of more mainstream venues that uphold strict sustainability standards: <a href="https://forageandsustain.com/the-fairmont-empress-sustainable-luxury/">https://forageandsustain.com/the-fairmont-empress-sustainable-luxury/</a></p> <p>Other local attractions that are sometimes included in our venues and are not mainstream (and are accessible by bus) include Symphony Vineyard (<a href="https://symphonyvineyard.com/">https://symphonyvineyard.com/</a>), Caledonia Distillery (<a href="https://victoriacaledonian.com/">https://victoriacaledonian.com/</a>).</p> <p>The non-mainstream venues that we often use on our walking food tours and are accessible by foot/bicycle/Harbour Ferry are the following:</p>



			<p>L'Authentique (<a href="https://www.lauthentiquepoutineandburgers.com/">https://www.lauthentiquepoutineandburgers.com/</a>)</p> <p>JR Slims (<a href="https://jrslims.ca/">https://jrslims.ca/</a>)</p> <p>Swans (<a href="https://swansbrewery.com/pub/">https://swansbrewery.com/pub/</a>)</p> <p>Imagine Studio Cafe (<a href="https://imaginestudio.cafe/">https://imaginestudio.cafe/</a>)</p> <p>EVT prides itself on supporting local businesses that are locally owned and operated and in Victoria, offering our guests a glimpse into local culture: sustainability and eco-conscious lifestyles are the norm for people and businesses alike. We always attempt to visit as many venues that are walkable as possible and will aim to select businesses that are new or recovering from the effects of Covid-19.</p>
<p><b>9.3. Unsustainable destinations</b> Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).</p>	✓	✓	<p>Victoria is a very environmentally conscious city, and recently created designated bike lanes throughout the city, banned single use plastic bags, etc. Our venues make the same effort and Butchart Gardens recently stop selling single use water bottles, instead selling reusable water bottles that can filled throughout the venue. Victoria has also undergone a massive project of redirecting and treating waste water.</p>
<p><b>9.4. Accessible destinations</b> In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	✓	✓	<p>The Harbour Authority has recently implemented a policy where all vehicles/engines used for cruise tours need to be 10 years or newer.</p>
<p><b>9.5. International sanctions</b> The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.</p>	✓	✓	

## Local projects and initiatives

6

Action			Details
<p><b>9.6. Compliance with local planning.</b> The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.</p>	✓	—	Please see our Sustainability Policy & Service Agreement for details.
<p><b>9.7. Local economic network</b> The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)</p>	✓	✓	Our suppliers try to source their goods and foods locally, which also enhances the authentic aspect, on top of the environmental.
<p><b>9.8. Policy influencing</b> The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).</p>	✓	✓	<p>Our company sits on several local committees that focus on engaging with government and stakeholders to ensure sustainable practices. Committees include the Transportation Committee at destination Greater Victoria, the board of Oak Bay Tourism, and he is a lead member of the Victoria Cruise Alliance. At these meetings members share sustainability best practices with our industry partners and have encouraged many of them to become Travelife certified.</p> <p>Please see Oak Bay website outlining their Tourism Committee membership (listing Steve Earnshaw as a member) and recent meeting minutes.</p> <p><a href="https://www.oakbay.ca/municipal-hall/committees/tourism-committee">https://www.oakbay.ca/municipal-hall/committees/tourism-committee</a></p> <p>See additional websites for tourism management details in Victoria:</p> <p><a href="http://www.viccruise.com/">http://www.viccruise.com/</a></p> <p><a href="https://www.tourismvictoria.com/">https://www.tourismvictoria.com/</a></p>











<p><b>9.9. Support biodiversity conservation</b> The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.</p>	✓	✓	Our company chooses not to operate in sensitive or protected areas.
<p><b>9.10. Forbidden souvenirs</b> The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	✓	✓	<p>Our partners use sustainable practices. Butchart Gardens sells seeds in their gift shop that have been preapproved to take out of the country.</p> <p>Please see details of our commitment to this policy in the Sustainable Purchasing Principles section of our Sustainability Policy attached.</p>
<p><b>9.11. Exploitation and harassment</b>  The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.</p>	✓	✓	

## 10. Customer communication and protection


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### Prior to booking

15

Action			Details
<b>10.1. Consultation guidelines</b> A company guideline for client consultation is available and is followed by client advisors.			We work exclusively with the cruise lines, and each cruise line has their own strong policy on this. We follow their guidelines and act as an extension of them.
<b>10.2. CRM</b> A Customer Relationship Management system is available (CRM)			We have spent over 25 years working with or for the cruise lines (our only clients) and have build relationships with them based on our performance, pricing, and sustainability.
<b>10.3. Customer privacy</b> The company ensures that customer privacy is not compromised.			We follow Privacy and Access to Information laws as prescribed by provincial and federal authorities.  Please see Service Agreement attached, section 14 and link attached.  <a href="https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy.html">https://www.canada.ca/en/treasury-board-secretariat/services/access-information-privacy.html</a>
<b>10.4. Promotion and communication</b> Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.			We follow the guidelines set out by the cruise lines.  Royal Caribbean and Celebrity promote online and onboard with the following verbiage: "This tour is provided by an operator that has been third-party certified to meet the Global Sustainable Tourism Council's Criteria for Tour Operators."



			Please see link for more info: <a href="http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shorexByPort&amp;ProductCode=VI98&amp;DestinationCode=">http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shorexByPort&amp;ProductCode=VI98&amp;DestinationCode=</a>
<b>10.5. Product information</b> Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.	✓	✓	We follow the guidelines set out by the cruise lines.  Please Royal Caribbean website for more info about the advertising for our tours from their website: <a href="http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shorexByPort&amp;ProductCode=VI98&amp;DestinationCode=">http://www.royalcaribbean.com/shoreExcursions/product/detail/view.do?sourcePage=shorexByPort&amp;ProductCode=VI98&amp;DestinationCode=</a>
<b>10.6. Destination information, quality</b> Destination information, including sustainability aspects, is factually correct, balanced and complete.	✓	✓	We do not supply destination information other than the tour descriptions we supply to the cruise lines.
<b>10.7. Group number</b> In case of group travel, the minimum and maximum number of participants is communicated.	✓	—	We communicate all minimum and maximums directly to the cruise lines.  Minimum numbers required for each tour is our break-even number and if the cruise-line is unable to meet this minimum it is their discretion whether they will choose to cancel the tour or operate with the current number of booked guests and pay the minimum rate in order for EVT to break-even on the tour. Maximums are set by taking into account vehicle and venue limitations.
<b>10.8. GHG / Carbon emission level</b> Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in	✓	—	N/A. We supply all marketing material to the cruise lines and I believe they do not adopt the practise.


<p>their decision making process.</p>			<p>0</p> <p> EV Travelife Action Plan 2022.docx</p>
<p><b>10.9. Sustainable transport</b>  Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	✓	✓	<p>We only work with cruise lines which is how our guests reach the destination. We aim to ensure that the transportation we utilize is the most sustainable, eg. correct size for the group and newer, more eco-friendly vehicles, whenever possible.</p>
<p><b>10.10. Transport to the airport</b>  Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	✓	✓	<p>We only work with cruise lines which is how the guests reach the destination.</p>
<p><b>10.11. GHG / Carbon offset information</b>  Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	✓	✓	<p>We only work directly with cruise lines.</p>
<p><b>10.12. GHG / Carbon compensation with booking</b>  GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	✓	✓	<p>We only work directly with cruise lines.</p>
<p><b>10.13. Indication sustainable accommodation and excursions</b>  (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>	✓	✓	<p>Cruise Line companies promote the activities that EVT provides. We ensure that when a tour is offered the elements of sustainability are promoted, eg, Victoria by Eco Friendly Bike, walking tours. Our partner Butchart Gardens is also a sustainable operation and this information is reflected on their website: <a href="http://butchartgardens.com/environmental-initiatives">butchartgardens.com/environmental-initiatives</a></p>

<p><b>10.14. Travel advise sustainable offers</b> In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	✓	✓	We do not communicate directly with the guests and do not provide accomodation or travel advise.
<p><b>10.15. Sustainability commitment</b> (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).</p>	✓	✓	We do not communicate directly with the guests on the ship and often do not even know our company name. If they choose to research our company they will find our sustainability policy linked on our website.


## After booking and during holidays

12

Action			Details
<p><b>10.16. Destination information and interpretation</b> Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	✓	✓	<p>Guides discuss local culture and sustainable practises with guests during the tours.</p> <p>Transport options always prioritize sustainable options- double decker busses over coaches, walking, kayaking and cycling, etc over bus tours. Guides explain our currency and best practises for tipping, etc. Almost all tours pass by one of the many historical artefacts in Victoria - statues, totem poles - and are included in tour itenerary. Souvenirs shops are informed of cruise schedule and stay open in order to accomodate guests and provide them with local shopping options.</p>

<p><b>10.17. Destination dos and don'ts</b>  Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p>	<p>✓</p>	<p>✓</p>	<p>Through our guides, key sustainability practices such as recycling is mentioned. We have a vibrant artisan community and local markets are promoted. Victoria has long been a community that is in touch with environmental responsibility and residents are used to disposing of waste appropriately along with awareness of recyclable versus single use options.</p> <p>Guests are informed of the strict smoking and vaping laws in our province and adherence is encouraged.</p> <p>Some do's and don'ts the guides may inform the guests are as follows:</p> <ul style="list-style-type: none"> <li>- DO pay with American currency, DO NOT expect American currency in return.</li> <li>- DO cross at the cross-walk, DO NOT jaywalk.</li> <li>- DO use the appropriate garbage cans, DO NOT litter.</li> <li>- DO put your phones on silent and DO NOT talk loudly to your neighbour during the tour guide commentary.</li> <li>- DO wear shoes in all indoor areas, DO NOT walk around any venues in barefeet.</li> <li>- DO use the toilets wisely, DO NOT flush any items that are not toilet paper.</li> <li>- DO wash your hands for 90 seconds, DO NOT leave the water running the whole time.</li> </ul> <p> !cid_181ED6E4_1769_45D4_9703_AAF257642911.jpg</p>
<p><b>10.18. Health and Safety</b>  Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>✓</p>	<p>Safety briefings are provided at the beginning of each tour.</p> <p>On busses: guests are reminded of the location of all emergency exits and how to safely enter and exit the bus.</p> <p>On bike/kayaking tours: guests go through equipment orientation with guides and are advised</p>





		<p>on proper usage of equipment. They are also advised on bike or kayak rules on the road or sea. Guide sets the pace of the tour based on the speed of the slowest participant.</p> <p>On walking tours: guests are advised of tour routing and safety rules of walking in Victoria. Guide sets the pace of the tour based on the speed of the slowest participant.</p>	
<p><b>10.19. Destination contact person</b> A contact person and permanently reachable telephone number is available for emergency situations.</p>	✓	✓	<p>EVT's Director of Operations is always reachable by phone when a ship is in port. All partners have access to the attached incident form and know the point person to call in case of any emergency or incident</p>
<p><b>10.20. Emergency situations</b> Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	✓	✓	<p>All guides are trained how to handle emergency situations and most are trained in first aid or first responder.</p> <p>During first-day training Tour Coordinators are walked through the correct process for filling out an incident report (see attached) and pier health &amp; safety rules and regulations. EVT's Director of Operations is in charge of daily operations and is the main point of contact for all staff and guides while a ship is in port.</p> <p> Experience Victoria Incident Report 2022.docx</p>
<p><b>10.21. Activities do's and don'ts</b> Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	✓	✓	<p>Our tours do not generally visit sensitive areas however if so, the guide that is with them is clear about the impact and precautions.</p> <p>For whale watching the guide will ensure that all guests are respecting the habitat of the indigenous whales, seals, fish, and birds.</p> <p>All venues will have regulations and signage in place regarding littering, bathrooms, and appropriate attire.</p>

			All guides inform guests of the local smoking laws and where is it appropriate to vape or smoke.
<b>10.22. Sexual exploitation</b> Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	✓	✓	Victoria is relatively a city and does not seem necessary to mention our policy to our guests given they are on our tour for a few short hours. Our partners are aware of our zero tolerance for harassment or exploitation.  Please see section 13 of our Supplier Agreement where our Best Practises are outlined, including our stance on sexual exploitation and forms of abuse.
<b>10.23. Illegal souvenirs</b> Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).	✓	✓	Our partners do not sell any of items of concern.  See section 4 of our Sustainable Purchasing Principles outlined in our attached policy.
<b>10.24. Local services and goods</b> Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	Our guides encourage our guests to support local and businesses have a "think local" sticker on their doors.  See webiste for more details and participating venues: <a href="https://thinklocalvictoria.com/">https://thinklocalvictoria.com/</a>
<b>10.25. Sustainable transport options</b> Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	We encourage guests to walk or take the shuttle back from downtown.
<b>10.26. Donations</b>	✓	—	We do not solicit for donations or gratuities as per the cruise lines policies.

Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).			
<b>10.27. Guarantee fund</b> The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)	✓	—	No guarantee is necessary as we work directly with the cruise lines.

## After holidays

3

Action			Details
<b>10.28. Customer satisfaction</b> Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓	✓	The cruise lines provide feedback as needed and we take immediate corrective action.
<b>10.29. Sustainability and customer satisfaction</b> Sustainability is an integral part of the research into customer satisfaction.	✓	✓	The cruise lines provide feedback as needed, and we take immediate corrective action if needed, especially when it comes to sustainability.
<b>10.30. Complaints</b> The company has clear procedures in case of complaints from clients.	✓	✓	In case of any complaints from customers we take immediate corrective action and offer partial to full refund if applicable.  As complaints come to us in many modes of communication (verbally to guides during the tour, in-person on the ship after the tour, via email after cruise is finished) we do not have a specific document that guests are required to fill out.  When we receive a complaint we analyze the information that we have in our possession (dock sheets, driver information, venue information) and the Director of Operations determines whether the complaint is legitimate or is phishing. She then makes a decision regarding the

		level of compensation being offered and confirms with the shore excursion manager. Shore excursion manager and their team then applies the discount and we ensure it is reflected in our invoicing.
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