

Hajjat Tours

General Sustainability Policy

As a travel company who engages with various stakeholders in tourism, namely consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions, we understand our key role and influence in the sustainability development of tourism. Therefore, we are committed to promoting sustainability. We aim to follow, implement and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

Our sustainability policy is divided into 9 themes. Each theme consists of a set of principles and practical actions accordingly.

1. Sustainability Management & Legal compliance

We commit to sustainability management, practiced by these following actions:

- To have an appointed employee who is responsible for sustainability coordinator tasks;
- To have a sustainability mission statement that is communicated to customers, partners and suppliers;
- To have an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities; and includes employee related health and safety aspects;
- To conduct baseline assessment of the company's performance on sustainable practices;
- To have sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
- To develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets;
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

2. Internal management: social policy & human rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- To grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty
- To include labor conditions according to national labor law and a job description in the employment contract;
- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- To determinate and compensate of overtime working hours based on agreement;
- To provide medical and liability insurance according to the national law;
- To grant employees fixed paid yearly holiday and unpaid annual leave allowance;

- To have a health and safety policy for employees which complies with national legal standards;
- To have first aid sets and trained staff available at all relevant locations;
- To obey national concerning the Minimum Age for Admission to Employment;

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

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions;
- To prohibit discrimination, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.

Child Labour

The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults.

All employees outsource or external must be 18 years of age. Our youngest employee 25 years old.

Complaints procedure includes the following steps.

- 1) Listen to the complaint.
- 2) Record details of the complaint.
- 3) Get all the facts.
- 4) Discuss options for fixing the problem.
- 5) Act quickly.
- 6) Keep your promises.
- 7) Follow up.

3. Internal Management: Environment and community relations

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

- Actively reduce the use of disposable and consumer goods;
- Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- Implement measurements to reduce brochure wastage through digital brochure;
- Have an active commitment to measure, monitor and reduce energy consumption;

- Switch off lights and equipment when not in use, set equipment by default in the energy saving mode, where this is feasible;
- Prefer low energy equipment when buying new items, including considerations of cost and quality;
- Comply with the national legislation concerning waste disposal;
- Develop and implement a solid waste reduction and recycling policy, with quantitative goals;
- Separate all materials which can be recycled and organize collection and proper disposal;
- Contribute to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and not impede access to them by local residents;

Bulk purchasing

The easiest way to avoid unnecessary packaging is by buying supplies in larger quantities. This not only reduces packaging waste, but it also reduces the carbon footprint of shopping trips or shipping/delivery.

Hajjat Tours purchases items in larger quantities to reduce the need for packaging, therefore reducing the amount of packaging waste and associated carbon costs.

Some general principles to follow include:

- Avoiding products with unnecessary or harmful wrapping;
- Buying products in larger quantities to reduce packaging;
- Buying products with packaging that can be returned to the manufacturer/supplier for reuse;
- Reusing and recycling leftover package materials.

We delegate responsibilities and define processes to make it easier for Hajjat team to implement bulk purchases (refilling soap bottles, sugar containers, tea containers, toilet papers.).

Sustainable Purchasing policy

Hajjat Tours employees will purchase products or services in a manner that protects human health and the environment, is fiscally responsible and, and promotes social equity, disadvantaged business opportunities and other economic benefits to the community. This policy applies to Hajjat Tours company and employees.

Local goods and services

The company buys locally and sustainably produced goods and services, if available.

For example, Hajjat Tours buy tissue paper which is made locally and has the FSC label.

Energy reduction policy

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.

Hajjat Tours will promote the efficient use of energy . We are committed to responsible energy use and will practice energy efficiency in all facilities and processes, wherever it is cost effective. To implement this policy, we will:

- Achieve and maintain compliance with applicable legal and other requirements.
- Procure adequate and dependable energy supplies at the most advantageous rate and implement appropriate risk contingency plans to protect operations from supply interruptions.
- Encourage continuous improvement in energy conservation by employees.
- Use energy consumption data and communicate our progress on a regular basis to ensure availability of information to our employees.

Hajjat Tours uses LED bulbs and modern devices (lower energy consumption), also we use conditioners as minimum as we can, in summer 2-3 hours per day in winter only in very cold weather and 3-5 hours per day. We do not use lamps and other energy after finishing the work day.

Water reduction/saving policy

1. Monitor water usage.
2. Carry out maintenance and check for leaks.
3. Only use appliances when necessary.
4. Educate staff.
5. Install a self-closing tap to save water.
6. Other water-efficient products.

Waste reduction policy

- 1.Hajjat tours encourage the staff to use mugs and glasses.
2. Not bringing paper cups into the office.
3. Refill the water from filter which is located at the kitchen. Use personal bottle (all the staff has their own personal water bottle).
4. Use personal food container with lunch and snacks.
5. Go paperless. Benefits include saving space that would normally be used to store paper stock, saving costs on printing, easier access to information online and increased productivity.
6. Eliminate single-use materials

Pollution reduction policy

The company has a policy to minimize and substitute the use of harmful substances, including cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.

- Good Air Ventilation
- Wearing protective gear or equipment while contacting hazardous materials that cannot be otherwise avoided (some cleaning staff)
- Deploying safety procedures (for example, identifying and avoiding direct contact with corrosive or toxic materials)
- Not eating or drinking the presence of toxic or hazardous materials
- Wearing protective gear as and when required

Staff Travel policy

We recognize that our employee's travels have a negative impact on our planet and therefore we strive to measure, reduce and mitigate our impacts wherever possible. All our employees shall pursue the following policy and adhere to its principles. We want to lead by example and choose the greenest transport for our employees as we do for our travelers. We are truly committed to reducing carbon from staff travel and has implemented the following core principles:

- We consider planning trips (either short or long) ahead of time to increase chances to make it sustainable (avoid congestion, getting lost etc.)
- We travel only when necessary and over longer times (if required).
- We encourage our employees to commute to work by sharing-rides/ carpooling/ using public transports/ cycling or walking/
- Safety and respect of regulations in place is our utmost priority and it is considered as such by all employees.

Sustainable transport options and routes to consider: We encourage you to adapt your schedule to the most sustainable transport option.

In the city, favor ride-sharing to attend a meeting : Coach/buses; Shared-drive (ie: taxi, apps, carpooling)

4. Transport

We aim to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions to the destination, taking into account price, comfort, and practical considerations;

- Selecting cars and vans that meet the highest national emissions standards, with the latest production year and are frequently maintain and serviced whenever possible.

5. Accommodations

We aim to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.

We commit to this by;

- Selecting accommodations that show proven records of sustainability practices and quality standards, especially ones that work with internationally acknowledged sustainability certification.
- Selecting accommodations that employ local communities;
- Encouraging accommodations to follow best practices/trainings on responsible tourism;
- Encouraging our key accommodation partners to fill in the sustainability questionnaire to gain insight in their practices with a special focus on the following items;
 - *Do they have a signed sustainability contract?*
 - *Do they obtain any sustainability certification?*
 - *Do they have a water saving program?*
 - *Do they have an energy saving program?*
 - *Do they have an energy reduction system?*
 - *Do they use renewable energy?*
 - *Do they have a waste management program?*
 - *Do they have a child protection policy?*
 - *Do they conduct any CSR activities?*
- Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;

6. Excursions and activities

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

We commit to this by;

- Advising guests on behavior standards during excursions and activities with a focus on respecting the local culture, nature, animal and environment;
- Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law;
- Having skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
- Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects;
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;

7. Tour leaders, local representatives and guides

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

We commit to this by;

- Ensuring that all employees have a written employment contract, including labour conditions and a job description, and fully understand the terms and conditions;
- Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal ability, and provide training as required;
- Paying tour leaders, local representatives, guides, and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);

8. Destination

We aim to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in.

We commit to this by:

- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

Destinations files:

We have a staff member to regularly collect and analyse international, national, and local information that is relevant to our operations, especially:

- Compliance with ILO and local labor standards (e.g., living/minimum wage);
- Endangered/concerned/trafficked species covered under the IUCN Red List and CITES Treaty;
- Human rights and transparency indicators;
- Environmental legislation updates;
- Transportation and tourism development plans;
- Restricted/unsafe areas (e.g., areas under conflict), or areas forbidden to tourists;
- Local social movements that may impact tourism and interrupt transportation (e.g., union strikes, protests);
- Sustainability initiatives and/or destination management plans.

Our colleague collects information from internet and other resources, record it and prepare reports. Attached are proofs.

Sustainable destinations

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.

Whether it's in Jordan or anywhere else, we take into consideration some basic responsible travel principles to always be aware of: In general, make sure to practice the principles of Leave No Trace in order to minimize its environmental impact. We recommend not touching any of the monuments. We recommend making sure not to purchase pieces of rock, pottery, or other archeological remains, as this supports the exploitation of historic sites. to Be responsible when interacting with children; avoid taking photos of children without their parent's or guardian's permission. For more tips and guidelines, head over to the Child Safe Movement. Don't ride animals. We have sustainable travel destinations. You'll no doubt want to see all the famous sights on your holiday in Jordan. Luckily, in response to environmental struggles in recent years, most of the well-known natural areas and world heritage sites have enforced stricter rules and regulations to better preserve these areas for generations to come. By visiting them and adhering to the above guidelines, you'll be supporting preservation efforts and ecotourism in Jordan. Petra, a historic city and a significant site for archaeology, is Jordan's top tourist destination. Petra, a UNESCO World Heritage Site that dates back to 9,000 BC, is famous for its Treasury, a massive rock facade that has been beautifully sculpted. Care for Petra is a remarkable sustainability initiative in Petra. They work well to promote and encourage sustainable behavior in and around Petra, and they have many worldwide partners. When visiting the Wadi Rum desert, we frequently take tours or involve local guides while respecting the customs and beliefs of the Bedouin people. Wherever possible, seek to explore the desert on foot as opposed to by car, and pick a camp that incorporates traditional furnishings and leaves as little of an environmental footprint as possible. Dana Biosphere Reserve is Jordan's largest nature reserve and perhaps the single best destination for ecotourism in Jordan. Here, you can go hiking, biking, canyoning, or simply relax and take in the views. Their ecotourism project is run by the Royal Society for the Conservation of Nature, and the work they are doing is making a huge difference in the environmental health of the area. Mujib Biosphere Reserve. When looking for an action-packed adventure in one of Jordan's natural areas, we head to the Mujib Biosphere Reserve. At 410 meters below sea level, directly adjacent to the Dead Sea, you'll find rugged canyons with quick-flowing rivers and tons of hiking trails. The tranquil Ajloun Forest Reserve is home to several different types of trees, including oak, pine, and pistachio. The Ajloun Forest Reserve, which is close to Amman, is the ideal destination for leisurely nature strolls. Shaumari Wildlife Reserve The Shaumari Wildlife Reserve, which is managed by the Royal Society for the Conservation of Nature, serves as a breeding site for some of Jordan's most endangered animals, including oryx, ostriches, gazelles, and more. We plan a sensible trip and learn how to preserve and protect their wildlife to support our efforts to create sustainable destination programs. A desert oasis

called Azraq Wetland Reserve is well recognized for its migratory bird population. The reserve is close to a number of fascinating archaeological monuments, including the renowned "desert castles" of Qasr Amra, Qasr Kharana, and Azraq Castle. These are some examples, and we have a lot of sustainable destinations in Jordan.

Unsustainable destinations

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).

Hajjat Tours do not offer or provide tours to unsustainable destinations, as a proof you can see our destinations at webpage. We do not provide tours which can harm nature.

Accessible destinations

In selecting new destinations, the reachability through more sustainable means of transport is considered.

We seek to offer all-inclusive tourism and travel for all our tourists, with or without disabilities, and ensure that they have equal access and enjoyment of touristic activities and travel in general. We provide air tickets, use vehicles, jeeps, and push tourists to do hiking, which means less use of wheelchair for transport. The UNWTO calls for the right of every citizen to travel and experience tourism. Jordan Inbound Tour Operators Association (JITOA) firmly believes that tourism should have no boundaries. In fact, it is a great tool to enrich our lives in so many ways. For that, we believe in the importance of making Jordan an accessible tourist destination for all citizens, regardless of their disabilities. To this extent, we are exploring a number of initiatives that will help achieve this goal.

Compliance with local planning.

We meet all the legal requirements to function as a Tour Operator, regarding license, guarantee funds, membership to the main local and international associations such as JITOA, IATA, ATTA, CBI.

The office is well located in the city, not near to protected and heritage area, so we do not affect the environment directly and we constantly try to be sustainable in our operations. As proof here is our web page <https://hajjattours.com/> and here is our location : **Complex No 429 Queen Rania Al Abdullah St, Amman.**

Policy influencing

Our company as a member of the JITOA (Jordan Inbound Tour Operators Association) and one of the few chosen Tour Operator of CBI (Centre for the Promotion of Imports from developing countries) we participate in the workshops and the updates regarding sustainable policies that apply to all tour operators and suppliers. If there is a case, that we witness an unsustainable practice/action we can advise/warn the supplier directly or we inform the associations to communicate with them and help to correct the action.

<https://www.jitoea.org/en/> and <https://www.jitoea.org/en/csr-tourism-initiatives/> as proof.

9. Customer communication and protection

Customers welfare and information are very important to us. We ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Ensure that customer privacy is not compromised;
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than is delivered;
- Make product and price information clear, complete and accurate, with regard to the company and its products and services, including sustainability claims;
- Provide destination information, including sustainability aspects, which is factually correct, balanced and complete;
- Promote sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to our customers and presented as the “better” option;
- Inform our customers about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available;

After booking and during holidays, we commit to this by:

- Provide information to our customers about the natural surroundings, local culture and cultural heritage in our destination;
- Keep a contact person and a telephone number permanently available for emergency situations;
- Train our employees and keep guidelines available, on how to deal with emergency situations;
- Provide our customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Inform our customers about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination;
- Motivate our customers to use local restaurants and shops (where appropriate);
- Inform our customers on sustainable transport options in destinations, when feasible;

After holidays, we commit to this by:

- Measure systematically our customers satisfaction and take into account the results, for service and product improvements;
- Include sustainability as an integral part of the research into customer satisfaction;
- Have clear procedures in case of complaints from our customers.

10 Partner agency policy

Internal Management

Internal control that regulates a safe and fair staff procedures within the company.

- To commit to social policy based on the minimum or above the legal standards according to its own country (freedom of employment, fair wages, health and safety conditions, paid yearly holiday, liable insurance, etc.)
- To commit to human rights:
 - To reject child labor (14 year or younger) to complete work which is normally undertaken by adults.
 - To reject sexual harassment or exploitation.
 - To give equal rights in employment without discrimination of race, genre or faith.
- To encourage the effort by all the staff members towards more sustainable practices not matter how small.
- To revise the training tool for our partners to create awareness regarding Sustainability through the Travelife system.

Requested services

Selecting the most sustainable options regarding the requested services:

- Transportation, offering vehicles with the less CO2 emission, according to the country legal standards.
- Accommodation, selecting the ones that follow sustainable practices or acknowledged sustainability certification.
- Activities, advising excursions and activities with a focus on respecting the local culture, nature, animal and environment.
- Tour leaders, local representatives and guides, encouraging the employment of capable local people who have knowledge of their cultural heritage and environmental protection.

Sustainability motivation support

We can grant our partners a no cost access to the Travelife platform in order to create awareness and support implementing sustainable principles.

Showing effort of implementing sustainable actions, will encourage us to increase business, like an exclusivity that will be reward economically.

Hassan Hajjat




Hajjat Tours