

## Sustainability policy of Hajjat Tours & Travel



The company is committed to creating a positive impact through **sustainable tourism practices**. This policy outlines our **current efforts** to support the local community, promote **responsible consumption and production**, and protect the environment by **integrating sustainable practices** into our operations and services. We adjust our itineraries where necessary, offer **environmentally friendly services** when feasible, and collaborate with **local providers** from the community. Our goal is to **maintain a positive impact** and **integrate sustainability improvements continuously** into all aspects of our operations.

This policy applies to all employees, suppliers, and clients of Hajjat Tours & Travel. It is implemented through the cooperation of department heads, including the Reservation Department, Operation Department, Sales Department, and Customer Service Department. Currently, this policy covers all areas of operations within the company.

## Sustainability management & legal compliance

### Sustainability Commitment

Hajjat Tours & Travel leadership is fully committed to the company's sustainability performance and endorses the sustainability mission statement and policy. We use the **Travelife platform** to report and monitor our sustainability progress. Our sustainability performance is communicated publicly through regular reporting, with the **Travelife report shared every two years**.

### Sustainability Management & Legal Compliance

Hajjat Tours & Travel is committed to **improving sustainability practices** through ongoing **monitoring and evaluation** of our sustainability policy. Our internal efforts focus on **reducing paper usage** by adopting digital processes, **increasing recycling**, and actively **participating in sustainability workshops and trainings**. We also promote the use of **reusable water bottles** to reduce plastic waste and incorporate **environmental clean-up activities** into some of our adventure and hiking programs.

We adhere to **local, regional, national, and international regulations**, including those related to **human resources, human rights, children's rights, environmental management, wildlife, and land use**. We maintain a strict **Code of Ethics** with a **zero-tolerance policy** for **corruption, bribery, forced labor, and discrimination**.

Our operations now rely on **digital processes**, including laptops and cloud-based archiving, alongside a **recycling program** within the office and the use of **energy-efficient hardware**. Supporting the **local community** remains a priority by **creating opportunities** and promoting **environmentally friendly services** provided by locals.

We recognize that our employees are our greatest asset in delivering meaningful travel experiences to our customers. Therefore, we maintain a **clear human resource policy** to ensure the **health, safety, well-being, and professional growth** of our team.

### Health and Safety

- ◆ We ensure a **safe working environment** by adhering to stringent health and safety regulations. **First aid kits, fire extinguishers, and emergency evacuation plans** are in place across all office locations.
- ◆ **Regular safety audits and inspections** ensure compliance with safety standards.
- ◆ Employees receive **brief training on safety protocols**, including the location of first aid kits and exit points.

## Work-Life Balance

- ◆ We offer **flexible working hours** and **remote work options** to help employees maintain a healthy work-life balance.
- ◆ **Paid time off and vacation days** are provided to ensure our team members have time to rest and recharge.

## Professional Development

- ◆ We encourage continuous **learning and development** through access to **training programs, workshops, and courses**.
- ◆ Employees are supported in their **career growth** with opportunities for **internal promotions and role advancements**.

## Inclusive and Respectful Workplace

- ◆ We are committed to maintaining a **diverse and inclusive workplace** where all employees are respected and valued.
- ◆ **Anti-discrimination policies** are strictly enforced, ensuring that all employees work in a safe and respectful environment.

## Employee Engagement

- ◆ **Regular feedback and open communication** are encouraged, fostering a culture of **transparency and trust**.
- ◆ We organize **team-building activities and social events** to strengthen camaraderie and foster a positive work culture.

## Ensuring Employee Well-Being and Satisfaction

### Compensation and Benefits

- ◆ **Competitive salaries** are regularly reviewed to ensure they reflect the skills and experience of employees.
- ◆ Comprehensive **health insurance coverage** is provided, including medical, dental, and vision plans.
- ◆ Employees receive **paid vacation days, sick leave, and personal days**.

### Involvement and Inclusion

- ◆ We maintain an **open-door policy** where employees are encouraged to share their ideas, concerns, and feedback directly with management.

### Social Responsibility

- ◆ Supporting the **local community** is a core part of our social responsibility, as it promotes **environmentally friendly services provided by locals**.

## Success in Internal Management and Employee Well-Being

- ◆ Success is measured by **creating a supportive, inclusive, and engaging work environment** where employees feel valued and motivated.
- ◆ Achieving **high employee satisfaction and retention rates** is a key goal.

We are committed to **minimizing the environmental footprint** of our business operations by adhering to **sustainable and environmentally sound principles**. The following measures are currently in place:

### Compliance

- ◆ We follow all **local and national regulations** concerning environmental law.

### Monitoring

- ◆ We **measure, monitor, and evaluate** the use of all commodities and products purchased, focusing on **water, waste, and energy**.

### Sustainable Procurement

- ◆ Office supplies are sourced **locally, seasonally, fair trade**, in bulk, and with limited packaging. We **prioritize sustainability-certified products** whenever possible.
- ◆ **Equipment Maintenance and Resource Efficiency**  
As a company operating since 2003, Hajjat Tours & Travel has limited purchasing needs for new equipment. Our approach focuses on maintaining and repairing existing equipment to extend its life cycle and reduce the need for new purchases. This helps minimize waste and supports sustainability by avoiding unnecessary consumption of new resources.

### Key Practices:

- ◆ Regular maintenance ensures that all equipment remains functional and efficient, reducing the need for replacements.
- ◆ When replacement is unavoidable, we prioritize energy-efficient options to minimize environmental impact.
- ◆ Our overall purchasing activity remains minimal, reflecting our commitment to resource efficiency and sustainability.

### Paper Usage

- ◆ We print only when necessary, using **double-sided printing and grayscale**. All paper used is **FSCcertified or equivalent**, with a preference for post-consumer materials.

### Energy Efficiency

- ◆ **Energy-saving measures** are implemented in common areas. All equipment and lighting are **energy-efficient** and turned off, unplugged, or placed in sleep mode when not in use.

### Water Conservation

- ◆ **Water-saving measures** are implemented in common areas and restrooms. External areas use **water capture methods** where applicable.

### Pollution Control

- ◆ We actively minimize **noise, light, and air pollution** across all office operations.
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## Reduction of Disposable and Consumable Goods

Hajjat Tours & Travel is committed to **reducing disposable and consumable goods usage** across operations, particularly in office environments. We implement the following measures:

### Digital Operations

- ◆ We reduce paper use by **switching to digital alternatives** whenever possible, using **cloud storage for archiving** and replacing printed materials with **USBs, barcodes, and other digital documents**.

### Printing Practices

- ◆ When printing is necessary, we use **FSC-certified paper** and ensure **double-sided, grayscale printing** to minimize paper consumption.

### Recycling

- ◆ We collaborate with a **recycling company** to ensure the **proper disposal and reuse of paper, plastic, and electronic waste**.

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## Water Reduction Policy

Hajjat Tours & Travel is committed to **reducing water consumption** across operations. Our water-saving measures include:

- ◆ **Efficient Water Use:** We promote responsible water usage among staff, especially in restrooms and kitchens, to minimize waste.
- ◆ **Monitoring Usage:** We regularly monitor and track water consumption to ensure efficient use.
- ◆ **Staff Awareness:** We raise awareness among employees on reducing water usage, both in the office and during tours.

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## Pollution Reduction Policy

Hajjat Tours & Travel focuses on **minimizing pollution** through the following initiatives:

- ◆ **Minimizing Vehicle Emissions:** We encourage the use of **efficient transportation** to reduce air pollution, opting for **eco-friendly vehicles** where available.

- ♦ **Waste Disposal:** We ensure all waste, including plastic and paper, is properly recycled and disposed of through our agreement with **GreenSpot Jo**.
- ♦ **Noise and Light:** In our offices, we reduce noise levels and use lights efficiently to minimize wasteful energy consumption.

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## Waste Reduction Policy

Hajjat Tours & Travel is committed to minimizing waste and promoting sustainable practices by:

- ♦ **Reducing paper use** through digital processes, cloud storage, and minimizing printing.
- ♦ **Encouraging recycling** of paper, plastic, and electronic waste by partnering with recycling companies.
- ♦ **Promoting reusable materials** to eliminate single-use plastic, including water bottles and office supplies.
- ♦ **Raising staff awareness** through regular communication on waste reduction practices.

## Carbon Management of Office Operations

Hajjat Tours & Travel is committed to **reducing our carbon footprint** through the following measures:

### Tele/Video Meetings

- ♦ We **regularly conduct meetings** through video conferencing platforms, reducing the need for physical travel. This lowers our carbon emissions and promotes more efficient use of time and resources.

### Remote Work Policy

- ♦ We **support remote work** for staff members to minimize commuting and the associated environmental impact. Currently, **four employees** work from home on a regular basis.

### Eco-Friendly Transportation

- ♦ Although we do not offer specific incentives, we **encourage employees** to use **eco-friendly modes of transportation** whenever possible.

### Energy Efficiency

- ♦ We use **energy-efficient equipment and appliances** throughout our office operations to reduce energy consumption.

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## Energy Reduction Policy

Hajjat Tours & Travel is committed to reducing energy consumption across all office operations by:

- ♦ **Implementing energy-efficient practices**, such as turning off equipment and lights when not in use.
- ♦ **Using energy-saving appliances** and hardware.
- ♦ **Monitoring monthly electricity usage** to identify patterns and areas for improvement.

Our goal is to continuously improve energy efficiency and integrate sustainable energy practices wherever feasible.

## Land Use and Environmental Initiatives

### Land Use

Hajjat Tours & Travel offices are located in an **urban area** and fully comply with **local land use laws**. We respect **local cultural and natural resources** in our operations and **favor sustainable architecture and design** whenever possible.

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### Environmental Initiatives in Place

#### Paper Usage

- ◆ We actively switch to **digital solutions** to reduce paper usage, using **USBs and barcodes** instead of printed materials wherever possible.

#### Environmental Clean-Up

- ◆ **Environmental clean-up activities** are integrated into our hiking, walking, and scout programs. We also organize **clean-up activities** with staff, guides, drivers, and tourism workers.

#### Eco-Friendly Transportation

- ◆ While we do not currently have eco-friendly vehicles, we **collaborate with suppliers** who offer **environmentally friendly vehicles** where possible.

#### Life Underwater

- ◆ We partner with **green-flagged hotels, diving clubs, and businesses** in Aqaba, spreading awareness to our clients on **preserving marine life**.

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## Training and Support for Environmental Management

### Staff Training

- ◆ While regular training sessions are not yet in place, we plan to develop and conduct these sessions as part of our future Action Plan.

### Participation in Workshops

- ◆ We participate in sustainability workshops and training sessions provided by tourism associations.

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## Marketing and Merchandise

- ◆ We reduce paper waste by using **USBs and barcodes** instead of printed materials.
- ◆ We promote **eco-friendly practices and sustainability** through our marketing materials and communication channels.

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## Success in Environmental Management

### Current Success

- ◆ Success means being recognized as an **environmentally conscious company** by clients and partners.

### Ongoing Improvements

- ◆ We continuously **seek ways to improve our environmental practices and reduce our footprint.**

## General Suppliers Policy

Hajjat Tours & Travel is committed to **sourcing products and services responsibly**, minimizing harmful impact on **society, culture, and nature**. We expect the same level of **commitment from our suppliers**.

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## Preferred Supplier Practices

- ◆ Hajjat Tours & Travel **prefers working with partners** that share our commitment to sustainability. We prioritize suppliers with a **written sustainability statement** or a **clear sustainability policy**.
- ◆ We prefer **locally owned or managed suppliers** who use **local and seasonal products** and contribute to the local community by **hiring locally** and providing **fair working conditions**.
- ◆ Whenever possible, we choose partners that **comply with internationally recognized tourism certifications** (e.g., GSTC-accredited) or other sustainability certifications like **B Corp or ISO**.

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## Code of Ethics for Suppliers



Suppliers are expected to adhere to the following **Code of Ethics**:

- ◆ **Compliance** with all local, regional, national, and international regulations.
- ◆ **Respect for human rights**, including labor rights, children's rights, and women's rights.
- ◆ **Commitment to fair employment conditions**.
- ◆ Adherence to **anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies**. Protection of
- ◆ **children** from sexual exploitation in tourism.
- ◆ **Protection of the environment** and natural resources.
- ◆ **Commitment to acting in the best interests of local communities** and Hajjat Tours & Travel.

Hajjat Tours & Travel **follows a zero-tolerance policy** for violations of the Code of Ethics, including bribery, corruption, discrimination, and human rights violations. **Relationships with suppliers** will be immediately terminated in such cases.

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## Supplier Engagement and Collaboration

- ◆ We actively **raise awareness among suppliers** to adopt sound social and environmental practices and minimize their **carbon footprint**.
- ◆ Hajjat Tours & Travel **maintains open communication with suppliers** and encourages **feedback on sustainability matters**.

## Inbound Partner Agencies

### Commitment to Sustainability and Ethical Practices

Hajjat Tours & Travel works exclusively with **partner agencies that adhere to our Code of Ethics**. During the development and operation of travel packages, we expect inbound partners to act in the **best interests of the surrounding communities, the environment, and our guests**.

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## Types of Inbound Partners

Hajjat Tours & Travel collaborates with a diverse range of inbound partners, including:

- ◆ **Hotels**
- ◆ **Car rental services**
- ◆ **Driving services Bus**
- ◆ **companies Guides**
- ◆ **Local service providers**

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## Sustainability Performance Overview

Currently, we do not have a **systematic research or third-party certification process** for monitoring the sustainability performance of our inbound partners. However, we **encourage partners to share any sustainability certifications** they may hold.

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## Selection of New Inbound Partners

New inbound partners are selected based on the **specific needs** of our travel products and the requirements of our clients. We prioritize working with **providers offering sustainable activities**, even if these activities are not formally documented.

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## Communication on Sustainability

We maintain **regular communication** with our inbound partner agencies on sustainability matters to ensure alignment with our **sustainability goals**.

## Transport Policy

### Commitment to Environmentally Friendly Transportation

When selecting transport for guests and business-related travel, Hajjat Tours & Travel is committed to choosing the **most environmentally friendly options available**. We consider **distance, price, route, and comfort**, while ensuring that all transport aligns with our **sustainability goals**.

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## Current Measures to Reduce GHG Emissions

- ◆ **Ground transport** is preferred over air transport for short-haul travel.
  - ◆ **In-destination flights** are avoided as much as possible.
  - ◆ **Appropriate vehicle sizes** are chosen based on group size, using the most **efficient vehicles available**. We
  - ◆ collaborate with **licensed transportation providers** to ensure compliance with all relevant laws and regulations.
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## Types of Transportation Provided

- ◆ **Cars, vans, and buses** with drivers.
  - ◆ **Car rentals and bicycles** (where available).
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## Transportation Providers and Sustainability Efforts

- ◆ Most of our transportation providers use **vehicles equipped with carbon filters** and select the most efficient routes to minimize environmental impact.
  - ◆ As we do not own a fleet due to **ministry regulations**, we work exclusively with **licensed and compliant providers**.
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## Selection of New Modes of Transportation

- ◆ Transportation options are selected based on the specific needs of our programs and the preferences of our clients. Where feasible, we prioritize working with transportation providers that offer eco-friendly vehicles.
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## Communication with Transportation Providers

- ◆ We maintain **regular communication** with transportation providers to ensure they are aware of our **sustainability objectives** and aligned with our expectations.
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## Accommodations Policy

In the accommodation selection process, Hajjat Tours & Travel focuses on ensuring that the **accommodations we work with offer high-quality services** and meet the expectations of our clients. While we do not own any accommodation properties, we **cooperate with trusted providers**, including hotels and other lodging options, to ensure a **comfortable and reliable experience** for our guests.

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## Types of Accommodation Provided

Hajjat Tours & Travel offers a variety of accommodations as part of its packages, including:

- ◆ **Licensed hotels**
- ◆ **Guesthouses**
- ◆ **Unique experiences**, such as **desert camps**

We strive to work with accommodations that **reflect the cultural richness of Jordan**.

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## Sustainability Efforts with Accommodations

Although we do not have a formal system for **tracking sustainability performance**, we **encourage hotels and guesthouses** to adopt **environmentally friendly practices**. Several of our partner hotels have already implemented **water and energy-saving measures** as part of their sustainability efforts.

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## Communication and Collaboration

We maintain open collaboration with hotels to promote sustainable services and hospitality. Systematically communicating sustainability requirements has been outlined in our Action Plan as a focus for future development.

## Activities & Excursions Policy

### Commitment to Responsible Tourism

Hajjat Tours & Travel ensures that all **excursions and activities respect local customs, traditions, cultural integrity, and natural resources**. We commit to **not offering any excursions** that harm humans, wildlife, the environment, or natural resources such as water and energy.

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## Preference for Sustainable Activities

Hajjat Tours & Travel **prioritizes excursions** that benefit local communities, respect animal welfare, and support environmental protection efforts. We promote **responsible tourism** through the activities and excursions we offer.

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## Sustainability Support for Providers

We provide **excursion and activity providers** with opportunities to learn about sustainability by offering free access to **resources such as the Travelife online learning and reporting platform**.

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## Types of Activity Providers

We collaborate with a variety of providers, including:

- ♦ Restaurants
  - ♦ Water sports operators
  - ♦ Buggy and jeep tour operators
  - ♦ Providers of local cultural experiences within the community
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## Current Sustainability Practices

### Sustainability Performance Overview

Currently, we do not have a **comprehensive system** for monitoring the sustainability performance of all activity providers. However, we encourage **providers to share their sustainability efforts** to align with our goals.

### Selection of New Activities and Providers

We select **new activities and providers** based on their alignment with our sustainability goals, **prioritizing those** who demonstrate strong sustainability management and a commitment to responsible tourism.

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## Communication on Sustainability

We **regularly communicate sustainability goals** to activity providers through **emails, social media, and in-person visits** to raise awareness and encourage sustainable practices among our partners.

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## Monitoring and Recording Performance

We currently do not monitor or record the sustainability performance of our activity providers.

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## Success in Activities and Excursions

Success means **promoting responsible tourism practices** and ensuring that providers adhere to sustainability standards. We aim to **create positive environmental and social impacts** through the activities we offer.

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## Additional Policies

Hajjat Tours & Travel is committed to **minimizing the promotion and sale** of activities involving animal riding. We encourage clients to **select excursions that respect animal welfare** and promote sustainable tourism choices.

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## Tour Leaders, Local Representatives, and Guides Policy

Hajjat Tours & Travel is committed to **hiring qualified local guides, porters, drivers, and other local staff**, ensuring they receive **fair wages and safe working conditions**. We expect the same level of responsibility from our suppliers who hire local staff on behalf of Hajjat Tours & Travel.

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## Role of Guides in Responsible Tourism

We recognize that guides are **critical intermediaries** between guests and the **socio-cultural and environmental context** of the destination. They play a key role in **conveying appropriate behaviors to guests** and fostering respect for **local environments and communities**.

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## Key Practices

### Types of Tour Leaders, Local Representatives, and Guides

- ◆ Licensed guides
  - ◆ Local guides
  - ◆ Staff border & airport representatives
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## Hiring, Training, and Compensation

- ◆ Guides and staff representatives are **hired based on their experience, expertise, and potential**. We
  - ◆ regularly **gather feedback from clients and partners** to evaluate their performance.
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## Success in Sustainability

- ◆ Success means being **recognized as a leader in sustainability training** for guides and representatives in Jordan.
  - ◆ We are committed to maintaining high standards in sustainability practices among providers and local communities. Our ongoing efforts focus on improving sustainability performance and fostering positive environmental and social impacts in all aspects of our operations.
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## Additional Policies

- ◆ We remain committed to **reducing activities that involve animal riding**. Hajjat Tours & Travel advises clients to **avoid excursions that harm animals** and promotes the purchase of **responsible and ethical tourism products**.

## Destinations

### Sustainable destinations

Hajjat Tours & Travel **works primarily in Jordan**, a destination committed to **sustainability as an integral part of community and destination development**. We focus on sending visitors to **secondary or lesser-known tourist areas** to avoid over-tourism and create **sustainable, responsible travel experiences** that benefit both the **local community** and the **environment**.

Hajjat Tours & Travel **does not support destinations** with a **questionable human rights track record**.

### Contribution to local communities / local economic network

Hajjat Tours & Travel is committed to **positively contributing to the destinations** in which we operate by:

- ◆ **Sourcing locally and responsibly** and supporting **local and traditional arts and culture**. Encouraging
- ◆ **guests** to shop responsibly and educating them about **illegal or prohibited souvenirs**. Collaborating
- ◆ **with local tourism stakeholders**, including **local government, tourism businesses, academia, and community groups**, to further the **sustainable tourism development** of the destination.
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Respecting and advocating for human rights, including children's rights, women's rights, labor rights, and land rights.

### Environmental stewardship in destinations

Hajjat Tours & Travel is committed to **environmental stewardship** in the destinations where we operate by:

- ◆ **Ensuring natural resources remain intact.**
- ◆ **Educating guests** about the principles of responsible travel and appropriate visitor behavior.
- ◆ **Focusing on the local community** by engaging in environmentally friendly activities, such as working with **green-flagged providers** to protect marine life.
- ◆ **Participating in training and workshops** provided by the **Jordan Tourism Board (JTB)** and other institutions to continuously improve our sustainability practices.

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### Scope of Impact

Hajjat Tours & Travel makes a **positive impact in Jordan** by cooperating with other tour operators to:

- ◆ **Discourage animal riding excursions.** Collaborate
- ◆ with **green-flagged institutions.** Reduce the use of
- ◆ **plastic.**

Our efforts aim to make **Jordan a more sustainable and recognized destination.**

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## Important Sustainability Aspects

- ◆ **Preservation of natural resources and biodiversity.**Support for
  - ◆ **local communities and economies.**
  - ◆ **Promotion of responsible travel behaviors** among tourists.
  - ◆ **Commitment to human rights and ethical practices.**
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## Success in Destinations

Success for Hajjat Tours & Travel means **making Jordan a more sustainable and recognized destination.** This involves **promoting responsible tourism practices**, supporting local communities, and **preserving natural resources** for future generations.

## Customer communication and protection

### Privacy

Our customer protection is our priority. Therefore, we maintain a clear privacy policy [Privacy Policy Link](#) to ensure:

- ◆ Legal compliance in all regards.
- ◆ Customers and their data are protected.
- ◆ Customers know how their information is being used.

### Marketing and communication

Hajjat Tours & Travel is committed to **truthfulness and transparency** in all situations and at all times. Our products and services reflect exactly what we claim in our communications.

- ◆ **Commitment to Promises:** We honor both **explicit and implicit commitments** and promises made to our customers and partners.
- ◆ **Anti-Greenwashing:** We are firmly **anti-greenwashing** and fully stand behind the **accuracy of our sustainability claims.**
- ◆ **Inclusiveness and Sensitivity:** Our marketing efforts are **inclusive and representative**, always considering **cultural, religious, and ethnic sensitivities** in the destinations we promote.

### Sustainability communication

Hajjat Tours & Travel ensures that customers are **informed about the social and environmental impact** of their journey and are **educated on sustainable choices** they can make. We provide **transparent communication** on the following:

- ◆ **Certified accommodations** that align with sustainability standards.
  - ◆ **Activities and excursions** that benefit local communities and support environmental protection.
  - ◆ **Responsible shopping practices** and awareness of **illegal souvenirs** to avoid.
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## Additional Measures

- ◆ Promoting plastic reduction by encouraging customers to use **refillable water bottles**.
- ◆ Advising against **animal-riding activities** and promoting alternatives that respect **animal welfare**.

### Customer experience

## Customer Experience

Hajjat Tours & Travel aims for all **customer experiences to be positive** by adhering to strict **health and safety, marketing, and excursion policies**. These policies cover key topics, including:

- ◆ Health and Safety
- ◆ Emergency procedures
- ◆ Privacy
- ◆ Group sizes
- ◆ Transport Shopping
- ◆ practices

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## Satisfaction and Complaints

Hajjat Tours & Travel maintains **open lines of communication** with customers and encourages feedback on any topic, particularly related to **sustainability**. We handle all **customer complaints promptly** and aim to resolve issues efficiently to ensure customer satisfaction.

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## Keeping Customers Happy and Satisfied

To maintain high levels of customer satisfaction, we:

- ◆ Provide **high-quality services** and ensure **transparency** in all interactions. **Gather**
- ◆ **feedback regularly** from customers to continuously improve our services. Ensure
- ◆ that **staff and guides are well-trained** and knowledgeable.
- ◆ Offer **personalized experiences tailored** to customer preferences.

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## Channels to Reach Customers

We engage with customers through multiple channels, including:

- ◆ Travel road shows and workshops
- ◆ ATTA (Adventure Travel Trade Association) LinkedIn
- ◆ Travel associations

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## Success in Customer Communication and Protection

Success for Hajjat Tours & Travel means being **recognized internationally** as a **sustainable tour operator**. Our goal is to be a **leading tour operator known for sustainability and excellent customer service**.



## Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Isabel Daas, who can be reached at [Isabel@Hajjattours.com](mailto:Isabel@Hajjattours.com)

“Sustainability” is defined as “the practice of maintaining processes in a way that avoids the depletion of natural resources, thereby supporting long-term ecological balance.”

“Green-flagged” is defined as “a designation given to accommodations, activities, or providers that meet specific environmental and sustainability standards.”

“Carbon footprint” is defined as “the total amount of greenhouse gases produced to directly and indirectly support human activities, usually expressed in equivalent tons of carbon dioxide (CO<sub>2</sub>).”

“Eco-friendly” is defined as “products, practices, or services that do not harm the environment.”

“Responsible travel” is defined as “travel that minimizes negative social, economic, and environmental impacts and generates greater economic benefits for local people and enhances the well-being of host communities.”

“Local community” is defined as “the people living in the area where Hajjat Tours & Travel operates and provides its services.”

“Code of Ethics” is defined as “a set of principles and guidelines designed to help businesses and individuals conduct their actions in accordance with primary ethical standards.”

## Effective date

This policy is effective from [14/07/2024].

## Revision history

This policy was revised on [14/07/2024]

This policy was revised on [23/10/2024]

This policy was revised on [25/11/2024]