

Sustainability Policy of Joy Mongolia Travel LLC

Joy Mongolia Travel recognizes its position and influence in the sustainable development of tourism as a tour operator company that interacts with a range of sectoral stakeholders, including customers, tour guides, accommodations e.g. hotels, tourist camps, and guest houses, transportation providers, restaurants, and attractions. We are dedicated to advancing sustainability as a result. In order to maximize the positive effects and limit the negative effects of our, we follow, adopt, and promote sustainability practices. We also hope to persuade our partners and clients to follow suit.

We have developed our sustainability policy into the following areas. Every theme consists of a set of guidelines and appropriate actions.

1. Sustainability Management
2. Legal compliance: social policy & human rights)
3. Internal management: office environment, supplies, and human resources
4. Partner agencies
5. Transport n
6. Accommodations
7. Excursions and activities (Environment and community relations)
8. Tour guides
9. Destinations
10. Customer communication and protection

1. Sustainability Management

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

- Designate a sustainability coordinator who will serve as the main point of contact for duties and management pertaining to sustainable tourism;
- Communicate a sustainable mission statement to suppliers, partners, and customers;
- Having a written and easily accessible sustainability policy that attempts to lessen the detrimental effects of the business's operations;
- Work together and participating in outside forums and working organizations that promote tourist sustainability;
- Carry out a baseline and recurring evaluation of the business's performance and advancements with sustainable practices; to track and assess how the sustainability policy, goals, and targets are being implemented;
- Establish an evaluation system and sustainability rules to determine the sustainability performance of important partners;
- Have an action plan for sustainability that outlines precise goals, steps, metrics, accountability, and scheduling;
- Make sure that every employee is committed to implementing and enhancing our sustainability policy and is aware of it.

2. Legal Compliance

We commit to complying with all national legislation and regulations that are able to affect our business operation, in particular, human rights, child protection and animal welfare. This includes following principles:

- Adhere to national regulations regarding the Minimum Age of Employment;
- Offer adequate working conditions in compliance with national labor laws;
- Provide formal channels for staff members to voice grievances and expectations;
- First aid kits should be kept in the office, and every two years, staff members and tour guides should get training to update their certifications;
- Training our employed tour guides and drivers on the avoidance of sexual exploitation of children and all forms of child abuse;
- Regularly measure employee satisfaction;
- Periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues;
- Establish internship programs for students majoring in tourism and travel;
- Promote employment opportunities for disabled persons;
- Outlaw discrimination on the basis of gender, color, age, handicap, ethnicity, religion or beliefs, or sexual orientation in hiring, working conditions, granting access to training and senior roles, or promoting someone;
- Guarantee the safety of children and to stop child labor and sexual exploitation in the direct supply chain;
- Take into account the welfare of animals while planning excursions, particularly those that include any kind of animal interaction, such as dog sledding, horse sledding, camel riding, and visiting reindeer.

3. Internal management: office environment, supplies, and human resources

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

- Grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty
- 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;
- Determine and compensate of overtime working hours based on agreement;
- Provide medical and social security insurance according to the national law;
- Grant employees fixed paid yearly holiday and sick leave and unpaid annual leaves;
- Have health and safety policy for employees which complies to national legal standards;
- Have first aid sets and trained staff are available at all relevant locations;
- Obey national concerning Minimum Age for Admission to Employment;
- Have documented effective procedures in place for employees to voice out their complaints and expectations;

- Have a clear disciplinary procedure that is effectively communicated with employees;
- Have a measurement system for employee satisfaction on a regular basis;
- Provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters;
- Create opportunities for students in participating in traineeship/internship/apprenticeship;
- Encourage employment opportunities for persons with special needs;

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

- Declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions;
- Participate and comply with a collective labor condition negotiation structure;
- Prohibit discriminations, 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;
- Ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education;

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

- Reduce the use of disposable goods;
- Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
- Purchase products in bulk, to reduce the amount of packaging materials;
- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label, if locally available;
- Print brochures on environmentally friendly paper, with a printing company that works with a certified environmental management system, if locally available at reasonable costs;
- Implement measurements to reduce brochure wastage or an 'internet only' policy;
- Have an active commitment to measure, monitor and reduce energy consumption;
- Calculate and compensate CO2 emissions and compare different periods;
- Purchase green energy and energy efficient lighting for all areas, when available;
- Switch off lights and equipment when not in use, use automatic switch on/off system with timers or movement sensors and 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;

- Have a policy to reduce water consumption, implemented and monitored on a monthly or yearly basis for benchmark purposes;
- Comply with the national legislation concerning waste disposal;
- Develop and implement a solid waste reduction and recycling policy, with quantitative goals;
- Take measures to reduce the amount of packaging materials and not provide non-recyclable or non-biodegradable package materials;
- Take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use;
- Separate all materials which can be recycled and organize collection and proper disposal;
- Implement waste reducing methods when using ink and toner cartridges for printing and copying, whenever feasible;
- Recycle or properly dispose of batteries;
- Comply with national legislation of wastewater treatment, which should be reused or released safely;
- Minimize and substitute the use of harmful substances and manage properly the storage, handling and disposal of chemicals;
- Measure and reduce staff related travel and use more sustainable modes of transport.
- Financially encourage employees to use public transport or sustainable means of transport;
- Reduce transport related impacts by tele-work, tele/video meetings, work-at-home policies or other means;
- Maintain and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,
- Provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;
- 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;

4. Business partners

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve sustainability of our partner agencies. Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- Keep a list of the sustainability practices of partner accommodations and agents;
- Give priority collaborating with organisations who are implementing sustainability in their practices and operations;
- Minimalize the ecologic footprint of the office by travelling mainly via public transport and working as paperless as possible.
- Pay attention to the local benefits of communities when selecting local accommodations and their social policy for employees;

- Raise awareness among key partners on sustainable tourism by organising online campaigns and trainings;
- Inform key partners on the Travelife and national tourism standards;
- Have a MoU including an annex of the national code of conduct for local partners to encourage their practices towards sustainability;
- Evaluate the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Have a written contract with partner agencies that Informing key partners about the company's sustainability policy, including key sustainability clauses in contracts with inbound/receptive partners and clauses that partners to adequate measures to prevent sexual exploitation of children within the direct supply chain;
- Ensure that partner companies comply with all relevant national laws protecting the rights of employees;

5. Local suppliers - Transportations & Accommodations

Our goal is to create a sustainable tourism supply chain. In order to do this, the partner accommodations - hotels, resorts, tourist camps, guest houses, and herder families - play a crucial role and are encouraged to adopt sustainable practices. However, transportation plays a significant role in sustainable tourism, and we make every effort to lower the average pollution level.

We commit to this by:

- Ensure our local partners adhere to all applicable rules and regulations—both domestic and international—as well as industry minimum standards and any other pertinent statutory requirements, whichever is more demanding;
- Have a written contract with clear guidelines for sustainability
- Consider the local benefits of communities when selecting local accommodations and their social policy for employees;
- Regularly assess the sustainability practices of our local suppliers to ensure their practices are sustainable;
- Including clauses in supplier contracts that enable contract partners to terminate the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain;
- Encourage and motivate local suppliers to obtain sustainability certification, adhere to best practices, and attend responsible tourism trainings;
- Communicate our environmental goals and standards for transportations and accommodations in a clear and proactive manner;
- Make sure that, throughout our accommodations' supply chain, child rights are respected and safeguarded by including a clause in the contract that allows the company to terminate the agreement early if the accommodation supplier fails to take reasonable steps to prevent the sexual exploitation of children;
- Provide public transportation to the point of departure for one-way trips; choosing the most sustainable options when choosing transportation to the destination;

- Give preference to accommodations that work with internationally recognized (e.g., GSTC recognized) and/or Travelife certification;
- Select accommodations that adhere to quality and sustainability standards, paying particular attention to their social policies, waste management practices, water and energy conservation initiatives, and sustainability policies.
- Work with accommodations and restaurants that incorporate local art, architecture, or cultural heritage while respecting the intellectual property rights of local communities;
- Prefer and select lodging that is locally owned, managed and provide employment opportunities for local communities. Offering incentives to accommodations that are actively engaged in sustainability.
- Terminate cooperation with accommodations that it compromise the integrity of basic services like food, water, energy, healthcare, or soil to the neighboring companies.

7. Trips and Activities

We seek to provide trips that only leave a minimum footprint, placing a high importance on the animal and community welfare. We strongly oppose endangering wildlife and contaminating the environment in order to preserve the authenticity of the local communities and the environment.

We commit to this by:

- Keep track of the trips that are available in each location that are sensitive to the environment or culture;
- Advise our customers to concentrate on showing care for the environment, wildlife, and local culture during the trips;
- Minimize the detrimental effects of customers and maximizing their delight by sharing our sustainability goals and requirements with fellow tour operators, organizations through social media, email, conversations, and/or meetings;
- Not provide any trips that are inappropriate in terms of social and cultural norms or that endanger people, animals, plants, or natural resources like energy and water;
- Not provide any trips that involve the holding of captive animals, unless those tours are appropriately controlled and adhere to local, national, and international legislation;
- Not work with organizations that take, eat, exhibit, sell, or trade wildlife unless it's a part of a controlled operation that guarantees sustainable use of the species in accordance with local, national, and international legislation;
- With knowledgeable and qualified tour guides to guide our guests through delicate cultural monuments, historical landmarks, or environmentally delicate locations;
- Guide and counsel our customers to engage in community initiatives, buying handcrafted items, traditional goods manufactured using local production methods that directly benefit and engage local communities.
- Promote and assist customers to engage in benefitting the community's ecology and biodiversity, such as visits to national parks or our own projects to preserve customs and cultural heritage;

8. Tour guides

We aim at involving as appropriate numbers of individuals by employing them in the tourism business. Our entire human resource consists of full time employees who are office staff and part time or seasonal employees who are tour guides and drivers. We stand for a fair and safe working environment that supports and respects all our staff.

We commit to this by:

- Make sure that every worker has a documented employment contract with terms and conditions, including labor laws and a job description, and that they are completely aware of them;
- Offer tour guides and drivers under our contract a minimum living salary that meets or exceeds the applicable industry standard or the legal minimum;
- Ensure the regular qualification and training of our tour guides and other contracted personnel;
- Ensure that our staff members receive information from newsletters, emails, contracts, training sessions, and other relevant sources about our sustainability policy, as well as dealing with emergency situations, and adhere to it;
- Include a particular module on sustainable travel in the tour guide training program, which highlights the key components of sustainable tourism before outlining the duties expected of the staff.
- Have our drivers and tour guides educate our customers on social norms and values (such as tips, dress code, and photography), human rights (such as sexual exploitation), and pertinent sustainability issues in the area (such as the preservation of flora, fauna, and cultural heritage, resource use);
- Training our drivers and tour guides on how to prevent abusing children sexually. This will involve instruction on how to verify the conditions pertaining to the exclusion of child abuse;

9. Destinations

We aim to maximize positive impacts and minimize negative impacts at destination, including national parks and strictly protected areas, to ensure the sustainable development of the places that we operate in.

We commit to this by:

- When choosing new destinations, take sustainability into account and when it is possible, suggest alternate, off-the-beaten-path options;
- Avoid selecting destinations where tourism has a structurally detrimental local impact (unless the company's involvement results in clear counter balancing effects);
- Take into consideration the selection of new destinations that may be reached using more environmentally friendly modes of transportation. 4

- Adhere to legally-based restrictions regarding protected areas, heritage, spatial planning, and destination management strategies of local, regional and national authorities;
- Encourage initiatives that strengthen ties between accommodations and local producers;
- When feasible, work with other travel agencies and interested parties to influence and assist local government with matters of sustainability, destination management, resource usage, and sociocultural concerns;
- Encourage the preservation of biodiversity, especially in protected areas and high-biodiversity regions, by making financial contributions, political support, and incorporating your support into product offers;
- Don't support souvenirs that include historic and archaeological artifacts or endangered plants and animals;

10. Customer communication and protection

Customers welfare and information are very important to us. At Joy Mongolia Travel, 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;
- Inform clients about the environmental impact of different transport options to reach the destination (in case these are not included in the package), and to offer sustainable alternatives, where available;
- Promote (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the “better” option;
- Inform the customer about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available;
- Clearly inform (potential) direct customers, about sustainability commitments and actions;

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

- Provide Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution;

- Inform customers about risks and precautions related to health and safety matters in the destination;
- Keep details of contact person in any emergency situations;
- Provide clients with documented guidelines and/or codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment. When possible, guidelines are developed in collaboration with relevant NGO's and the affected community;
- Provide customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Inform clients 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 clients to use local restaurants and shops (where appropriate);
- Encourage clients to donate to local charity and sustainable initiatives;

After holidays, we commit to this by:

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