



الشركة الألفية للسياحة والسفر MILLENNIUM TOURS

SUSTAINABILITY POLICY OF MILLENNIUM TOURS

Purpose

MILLENNIUM TOURS is dedicated to minimizing the environmental and social impacts of our operations in Jordan. This policy aims to promote responsible tourism practices by reducing waste, conserving resources, and ensuring sustainable engagement with local communities and ecosystems.

Scope

This policy applies to all employees, management, freelancers, and partners of MILLENNIUM TOURS. Customers will be informed of our sustainability commitments. Elena Acerra, Coordinator of Sustainability, is responsible for overseeing the implementation and ongoing development of this policy.

Sustainability Management & Legal Compliance

• Commitment:

The leadership of MILLENNIUM TOURS is fully committed to enhancing our sustainability performance, aligning with international standards, and fostering a culture of responsibility across all operations.

• Monitoring & Reporting:

We utilize the Travelife platform to track our progress and will publicly report our sustainability performance biennially through the Travelife report.

• Continuous Improvement:

Dedicated personnel and resources are allocated for ongoing evaluation and development of our sustainability practices.



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- **Legal Compliance:**

We adhere to all applicable local, regional, national, and international laws related to human rights, environmental management, wildlife, land use, and corporate ethics, maintaining a strict Code of Ethics that promotes zero tolerance toward corruption, bribery, forced labor, and discrimination.

Internal Management: Social Policy & Human Rights

- Support professional development and fair employment practices.
- Ensure equal pay and opportunities regardless of gender, race, or background.
- Foster a safe, inclusive, and healthy workplace culture.
- Uphold a zero-tolerance policy for human rights violations, including child exploitation, forced labor, and discrimination.
- Expect and promote these principles throughout our supply chain and partnerships.

Internal Management: Environmental Responsibility

Environmental Management of Office Operations

- Strive for excellence in environmental performance by setting clear objectives and tracking energy, water, paper, and carbon emissions.
- Practice waste hierarchy principles—reduce, reuse, and recycle—with a target of at least 90% of our office supplies being recycled.

- **No Plastic Use Policy:**

We are committed to eliminating single-use plastics from our operations and encourage stakeholders to do the same.

- Engage employees and stakeholders in environmental responsibility through communication and participation initiatives.

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- Minimize pollution and avoid hazardous substances.

Carbon Management & Transportation

- Reduce travel where possible, favoring virtual meetings.
- Vehicle Fleet:

All company vehicles are either hybrid or fully electric, aligning with our commitment to sustainable transportation.

- Prioritize ground transport over air travel for short distances and implement eco-driving training for drivers.
- Promote and support the use of electric or hybrid vehicles for staff and partners.

Land Use

- Respect local land use laws and cultural heritage.
- Support sustainable architecture and design in our office location.

Paperless Promotion:

- Millennium Tours is committed to reducing paper waste and conserving natural resources. As part of our sustainability efforts, we do not print or distribute brochures. All promotional materials and travel information are provided digitally through our website and electronic communications.

Suppliers & Partners Policy

- Source responsibly, prioritizing local, sustainable, and environmentally certified partners (e.g., GSTC, B Corp, ISO).
- Require suppliers to adhere to our Supplier Code of Conduct which emphasizes compliance with laws, respect for human rights, environmental protection, and fair labor practices.

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- Promote sustainability awareness and continuous improvement among suppliers and partners.
- Terminate relationships with suppliers violating ethical or environmental standards, maintaining zero tolerance for misconduct.

Transportation

- Collaborate exclusively with transport providers committed to our sustainability principles.
- Select eco-friendly transportation options: preference for electric or hybrid vehicles, minimizing flights, and practicing eco-driving techniques.

Accommodations

- Partner only with accommodations that demonstrate strong sustainability practices.
- Favor properties that respect land, culture, and local architecture, and that align with recognized sustainability certifications.

Activities & Excursions

- Work with providers committed to environmentally and culturally sensitive practices.
- Avoid activities that harm wildlife, natural resources, or local communities.
- Prioritize excursions that benefit local communities, promote animal welfare, and support environmental conservation.
- Ensure all providers adhere to clear sustainability guidelines, actively communicating these to guests.

Guides, Local Representatives, & Staff

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- Hire qualified local guides and staff, paying living wages and ensuring safe working conditions.
- Train guides regularly on sustainability issues, including child protection and responsible behavior.
- Provide ongoing learning opportunities, including free access to Travelife's online training platform.

Destinations & Community Engagement

- Promote visits to lesser-known or secondary destinations to combat overtourism.
- Contribute positively to local communities by sourcing locally, supporting traditional arts, and advocating for human rights.
- Collaborate with local stakeholders to develop sustainable tourism initiatives.
- Respect local land rights and cultural traditions.

Environmental Stewardship in Destinations

- Protect natural resources and promote responsible visitor behavior.
- Educate guests about the importance of sustainability and respecting local environments.

Customer Communication & Data Protection

- Maintain a clear privacy policy to protect customer data.
- Ensure truthful, transparent marketing, avoiding greenwashing, and promoting our sustainability efforts authentically.
- Inform customers about the environmental and social impacts of their journey, including certified accommodations, carbon offset options, and community-benefiting activities.

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Customer Experience & Feedback

- Strive for positive customer experiences, prioritizing health, safety, and satisfaction.
- Maintain open communication channels for feedback on all aspects, especially sustainability initiatives.

Responsible Leadership

- All staff are responsible for implementing and promoting this policy.
- Elena Acerra, Sustainability Coordinator, will oversee its implementation and can be reached at elena@millenniumtours.me.

Definitions

Sustainable Tourism: An approach to tourism that seeks to create positive impacts on environmental, social, cultural, and economic systems by promoting responsible practices that minimize negative impacts and maximize benefits.

Effective Date

This policy is effective from 23/02/2024.

Revision History

- Last revised: 23/02/2024
- Next review: 01/01/2026



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