

Sustainability report - 2018

Better Places
Travelife Certified



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1. Reporting context

2. Company data

Better Places

Pompoenweg 9

Leiden

www.betterplaces.nl

saskiagriep@gmail.com

Tourist volume	1001 - 5000
Number of employees	1 - 10
Type of tourism	Active / soft adventure, Culture, history and art, Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Singles, Seniors, Families with children
Destinations offered	East Africa, Southern Africa, Middle East, Central Asia, South Asia, South East Asia, East Asia, Caribbean, Central America, South America

Sustainability coordinator

Better Places

saskiagriep@gmail.com

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	33	33
2. Internal management: social policy & human rights	28	28
3. Internal Management: environment and community relations	65	65
4. Partner agencies	16	16
5. Transport	9	9
6. Accommodations	16	16
7. Activities	15	15
8. Tour leaders, local representatives and guides	10	10
9. Destinations	10	10
10. Customer communication and protection	30	30

6. Detailed overview

0. Company characteristics

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Contact details



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Action			Details
0.1. Sustainability coordinator			Better Places info@betterplaces.nl 071-5162025
0.2. General manager / CEO			Saskia Griep saskia@betterplaces.nl 0625444070 0625444070

Organization structure

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Action			Details
0.3. Legal body			Better Places BV Leiden 02-07-2015

			 Uittreksel handelsreg. Better Places BV 63672928.pdf
0.4. Ownership structure	✓	✓	see attachment  Structuur Better Places.docx
0.5. Participations	✓	✓	see question 0.4
0.6. Internal structure and branches	✓	✓	Marius Appelman is statutory director of Better Places Bv and Better Places International with in both BV's a power of attorney for Saskia Griep. see question 0.4
0.7. Significant changes	✓	✓	no changes
0.8. Awards	✓	✓	n/a

Scope of certification











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Action			Details
0.9. Scope			The certification is only for Better Places B.V
0.10. Scope changes			n/a
0.11. Measurement changes			n/a

Brands, products and/or services



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Action			Details
0.12. Nature of business Please indicate which of the following activities are part of your business.			Outbound Tour operators
0.13. Brands (within the scope of the certification)			
0.14. Key business segments / brands			
0.15. Passenger number			1001 - 5000

0.16. Contracted suppliers	✓	✓	
0.17. Sensitive excursion types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion type a separate checklist will have to be completed. Only indicate those excursion types which are not purchased from third parties.	✓	✓	Build cultural heritage,Intangible cultural heritage,City tour Hiking,Horse riding,Mountain biking,Mountain climbing,Jeep safaris Diving and snorkelling,Boat tours,Canoe trips Visiting traditional communities,Visiting indigenous people,Slum tours,Visiting schools,Visiting orphan houses Working animals,Safari tours,Marine animals watching
0.18. Tourism types	✓	✓	Active / soft adventure,Culture, history and art,Village and Community Based Tourism (CBT),Nature/Wildlife
0.19. Target groups	✓	✓	Singles,Seniors,Families with children
0.20. Destinations	✓	✓	East Africa,Southern Africa,Middle East,Central Asia,South Asia,South East Asia,East Asia,Caribbean,Central America,South America

Offices, retail outlets and other buildings

3

Action			Details
0.21. Offices Describe the number, locations and ownership of offices used by the	✓	✓	

company. Indicate approximately how many FTE's are working per office.			
0.22. Retail outlets Are there any shops / consumer outlets which 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).	✓	✓	
0.23. Other buildings Are there any other buildings which are part of the certification scope? For example store houses 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
0.24. Number of employees	✓	✓	1 - 10
0.25. Categories and gender Describe the amount of formally and directly employed personal per category (estimate):	✓	✓	

Public communication

1

Action			Details
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0.26. Brands under Travelife scope	✓	✓	
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1. Sustainability Management & Legal compliance

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Engagement of company




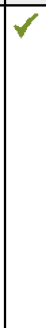

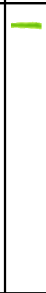

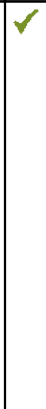
7

Action		Details
<p>1.1. Sustainability coordinator A sustainability / CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	<p>✓</p>	<p>✓ Saskia Griep, Jasmijn Grundel De coordinator is (mede)verantwoordelijkheid voor een duurzaamheidsbeleid en actieplan. De volgende taken behoren tot het pakket: is verantwoordelijk voor de uitvoering van het beleids- en actieplan verspreidt relevante informatie over duurzaamheid binnen het bedrijf maakt afspraken met toeleveranciers over duurzaamheid is verantwoordelijk voor rapportage aan Travelife is de contactpersoon voor Travelife met betrekking tot trainingen en collectieve acties verspreid relevante informatie over duurzaamheid binnen het bedrijf contactpersoon voor klanten en andere externe actoren op het gebied van duurzaamheid vertegenwoordigt de organisatie in relevante externe fora en werkgroepen volgt relevante maatschappelijke ontwikkelingen en trends Verantwoordelijk voor keuze en evaluatie projecten (goede doelen) en de bijbehorende financiering. Bijhouden inhoud duurzaamheidspagina's op de website. Genereert publiciteit rondom duurzaamheid (oa via social media).</p>
<p>1.2. Management integration Sustainability related tasks and responsibilities are part of the 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 organisations a sustainability team is established consisting of managers of branches and/or key departments (e.g. product development; marketing and communication, human</p>	<p>✓</p>	<p>✓ Sustainability is key to our business. Sustainability issues are incorporated in the actual design of the tours rather and we also communicate about it through our website and social media. All staff have done the Travelife exam and continue to informally engage in the development and implementation of sustainability within the company. We actively encourage our local partners to work according to the Travelife guidelines. Some of our local partners are Travelife certified.</p>

resources and internal logistics). The responsibilities of the team are defined.			
1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.	✓	✓	The company's management is very supportive of sustainable tourism and has empowered the staff to actively implement the policy throughout the company. We select our local partners based on their commitment to responsible tourism.
1.4. Mission statement A sustainability mission statement is defined which is published via the company's website(s) (if available).	✓	✓	Better Places biedt reizen van betekenis waarbij de ontmoeting met de lokale bevolking centraal staat. Wij brengen de reiziger rechtstreeks in contact met een lokale reisexpert, die een unieke reis samenstelt en de reiziger thuis laat voelen in het land. Ieder mens is anders, daarom bieden wij 100% maatwerk. Door deze manier van reizen heeft de reiziger een bijzondere reiservaring waar ook de lokale reisorganisatie en de bestemming beter van wordt. http://www.betterplaces.nl/better-places/
1.5. Trained sustainability co-ordinator / team The Sustainability coordinator (or team in case of larger companies) has successfully completed the Travelife Sustainability training and exam (within the previous three years).	✓	✓	Saskia Griep, Esther Altena, Jasmijn Grundel + several local partners
1.6. Trained key staff Key staff members such as product managers, communication managers and sales managers, have passed the Travelife training.	✓	—	Esther Altena (operational-manager), Jasmijn Grundel + several local operators 10
1.7. Additional training Management The Sustainability coordinator, key staff members and/or management have received additional training and education related to sustainable tourism management and health and safety issues (e.g. ISO 14001, University courses, specific courses).	✓	—	Saskia Griep, the managing director, has followed several courses in CSR 1

Social cooperation



3

Action			Details
<p>1.8. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>			<p>Better Places is a social enterprise - http://social-enterprise.nl/ We are actively involved in external forums and working groups which are supportive to sustainability in tourism. For example, Wageningen University and NHTV are doing research projects concerning measuring the impact. Better Places is partner of MVO Nederland. http://mvonederland.nl/organisatie/better-places Better Places is a member of Klimaatcoalitie http://www.klimaatcoalitie.nl/</p>
<p>1.9. Exchange of experiences Experiences and best practices concerning sustainable tourism are shared with other companies and other stakeholders (e.g. via the Travelife website) .</p>			<p>We share our experience and best practices with our local partners. We are willing to share our experiences on the Travelife website. We also share a lot of information through our own website. For example, on CO2 emissions http://www.betterplaces.nl/co2-uitstoot-per-reis/ en duurzaam reizen tips http://www.betterplaces.nl/duurzaam-reizen-tips/</p>
<p>1.10. Donations 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>We donate a part of our profit to sustainability initiatives. For examples please refer to http://www.betterplaces.nl/social-enterprise/ Elk jaar besteden wij 10% van onze winst aan positieve initiatieven die een steuntje in de rug goed kunnen gebruiken. Van onze winst over 2015 doneerden wij een bedrag van 3500,- euro aan Restaurant SYR. Dit restaurant ging 25 juni 2016 in Utrecht van start. Er werken mensen die kortgeleden als vluchteling naar Nederland kwamen. De winst van het restaurant wordt besteed aan opleidings- en carrièremogelijkheden voor een nog bredere groep vluchtelingen. In het restaurant eet je heerlijke Syrische gerechten, bereid met een Europese twist en zo veel mogelijk lokale en biologische producten. Syr zal ook regelmatig evenementen organiseren om de band tussen oude en nieuwe Utrechtters uit allerlei culturen te versterken. Ook doneerden wij een bedrag van 500,- euro aan Hoost. Dit initiatief biedt</p>

		<p>kleinschalige opvang aan vluchtelingen in Amsterdam. Eind februari hebben dertig Syrische vluchtelingen hun intrek genomen in een leegstaand kantoorgebouw aan de Mauritskade Amsterdam. Voor de bewoners is het een aangenaam alternatief voor de grootschalige opvang. Vluchtelingen en buurtbewoners willen hiermee aantonen dat kleinschalige opvang wél kan. Donaties 2016 Vanaf 2016 gebruiken wij een deel van onze winst om de CO2 uitstoot van alle reizen die bij ons geboekt worden (inclusief de vluchten) te compenseren. De klant betaalt hiervoor niets extra's. In maart 2016 doneerden wij 500,- euro aan noodhulp in Ecuador, na de aardbeving in april 2016. In juni 2016 doneerden wij een bedrag van 750,- aan een vluchtelingenkamp in Jordanië via een initiatief van studenten aan de Rijksuniversiteit Groningen. Lees meer In augustus 2016 doneerden wij 1500 euro aan de lokale gemeenschappen om de schade te herstellen naar aanleiding van de aardbeving in de Colca Canyon in Peru.</p>
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Baseline assessment

2

Action			Details
<p>1.11. Overview partners / suppliers The company has a system in place to identify the sustainability performance of the key supplier businesses it works with, whether directly or indirectly.</p>	✓	✓	All our operators are registered with Travelife. Every year we analyse their performance and stimulate them to take an extra step
<p>1.12. Baseline assessment The company has conducted a baseline assessment regarding its compliance with Travelife sustainability best practice standard (e.g. by completing this report).</p>	✓	✓	we use Travelife to do a baseline assessment

Policy

2

Action			Details
<p>1.13. Sustainability policy The company has a written sustainability policy which 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 and safety aspects.</p>	✓	✓	Zie responsible tourism policy http://www.betterplaces.nl/responsible-tourism-policy/
<p>1.14. Communication The corporate sustainability policy is accessible to all employees, suppliers as well as the general public via the corporate website(s) or where no website exists, via other means.</p>	✓	✓	http://www.betterplaces.nl/responsible-tourism-policy/ We ask all our suppliers what they do in the field of responsible tourism and communicate this on our website: http://www.betterplaces.nl/fair-groen/

Action plan



3

Action			Details
<p>1.15. Action plan The company has a sustainability action plan (targets, actions, measures, responsibilities and time planning), for example through the Travelife online tool.</p>	✓	✓	see action plan
<p>1.16. Staff involvement The management involves employees in the implementation of the action plan and acknowledges them as driving force for successful and continuous sustainability improvements.</p>	✓	✓	Our employees and our local partners are stimulated to contribute to the implementation of our action plan. Sustainability is part of the job description of all employees. We have regular meeting where sustainability is a topic. We share a lot of articles related to responsible tourism with our staff and suppliers. Our staff is stimulated to visit workshops and watch webinars related to responsible tourism. We have many student writing their final thesis about a topic related to responsible tourism. When the thesis is finished they give a presentation about the results for our staff.

<p>1.17. Product developers and contract managers Product- and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p>	✓	✓	All our employees have followed the Travelife training and are aware of our responsible tourism policy. We actively stimulate our local supplier to get Travelife certification. So far we have been quite succesfull.

Monitoring and evaluation



5

Action			Details
<p>1.18. Monitoring and evaluation The company has developed documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets. For example with the support of the Travelife online system.</p>	✓	✓	We use the Travelife online system and actively stimulate our partners to use the travelife system as well. Once a year we will send the responsible tourism policy to our suppliers and ask them for feedback. We monitor all the correspondence between the DMC's and the clients and are very aware of responsible tourism issues. We actively encourage our DMC's to reach the partner level of Travelife. In 2015 and 2016 we have focussed on reducing CO2 emissions. In 2017 we will focus on our socio-economic impact en SDG's. We inform our DMC's about the steps we are taking in this field and ask for their input.
<p>1.19. Corrective measures The company has in place procedures 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>	✓	✓	To ensure effective implementation of the policy, reporting on initiatives and general updates, when relevant, occur at monthly team meetings, attended by the Responsible Travel Manager that help setting updated actions.
<p>1.20. Staff Communication</p>	✓	✓	We inform our staff and local suppliers via e-mail At least two times a year we hire

<p>Employees are regularly updated on the company's sustainability policy, activities, results and related developments via for example newsletters, intranet and other internal communication channels used by the company.</p>			<p>students to write their final thesis on a topic related to responsible tourism. For this research we need the input of our local suppliers and the results are communicated to them. At least once a year we send our local suppliers a newsletter with only items in the field of responsible tourism</p>
<p>1.21. Records The organisation establishes and keeps records and documents that are necessary to demonstrate conformity to the requirements of its sustainability management system.</p>	✓	✓	<p>Better Places keeps records and documents that are necessary to demonstrate conformity to the requirements of its sustainability management system. These records and documents will be kept online.</p>
<p>1.22. Performance branches 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>	✓	✓	<p>we do not have sub brands we do monitor the progress of all our DMC's in relation to Travelife training and reporting</p>

External reporting and communication

4

Action			Details
<p>1.23. Management reporting At least once a year the sustainability co-ordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for next steps.</p>	✓	✓	<p>The sustainability co-ordinator is also the manager of Better Places. We use the Travelife system and also ask our suppliers to use it.</p>
<p>1.24. Travelife reporting The company reports its progress via Travelife at least every two years.</p>	✓	✓	
<p>1.25. Public reporting</p>	✓	✓	<p>We have published the actions of all our partners on our website and will review this</p>

<p>The key sustainability results are reported to the public at least every two years and are available on the company website.</p>			<p>information on a regular base. http://www.betterplaces.nl/fair-groen/ We also communicate about our own actions: http://www.betterplaces.nl/beter-en-leuker/</p>
<p>1.26. Sustainability and public relations The company enables and facilitates sustainability related questions from customers and other stakeholders.</p>	✓	✓	<p>Saskia Griep, Jasmijn Grundel 7. Is reizen met Better Places duurzaam? Duurzaam toerisme is reizen en rekening houden met milieu, mensen, natuur en cultuur, zodat ook aan volgende generaties aantrekkelijke bestemmingen kunnen worden geboden. De reisbranche is hierbij nauw betrokken en zet zich in voor Duurzaam Toeristisch Ondernemen (DTO). Zo voldoet Better Places aan de ANVR-DTO verplichting, waarbij de reisonderneming o.a. een daartoe opgeleide coördinator heeft aangesteld die met goed gevolg een examen heeft afgelegd. Ook hebben wij een beleidsverklaring en een programma met praktische maatregelen opgesteld, waarin staat beschreven hoe wij nu en in de toekomst met de zorg voor het milieu omgaan. Lees meer over onze beleidsverklaring en programma m.b.t. duurzaam toeristisch ondernemen. Heb je vragen over duurzaamheid stuur dan een mail naar info@betterplaces.nl https://www.betterplaces.nl/veelgestelde-vragen/</p>

Legal compliance and fair business practices

7

Action			Details
<p>1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations). Legal requirements to be considered include anti-bribery and corruption, health, safety, labour and environmental aspects.</p>	✓	✓	
<p>1.28. Legal compliance The company is in compliance with all applicable international,</p>	✓	✓	<p>"as far as we are aware of" our company is in compliance with all legal requirements in the field of health, safety, labour, environment and ethical standards.</p>


<p>national and local legislation and regulations in the field of health, safety, labour, environment and ethical standards.</p>			
<p>1.29. Ethical code The company has an ethical code for all management levels and for other employees.</p>	✓	✓	
<p>1.30. Corruption A guideline against corruption and bribery exists and is complied with. Non-compliance by the company or employees is contested. No negative consequences for employees who, in good faith, inform management or relevant authorities on non compliance.</p>	✓	✓	<p>From our Code Of Conduct for suppliers: Compliance with applicable law in general Better Places expects its Suppliers to comply with all applicable international, national and local laws and regulations, industry minimum standards and any other relevant statutory requirements whichever requirements are more stringent. From our ethical Code for employees: Corruption We do not tolerate any type of corruption or bribery, either public or private, either active or passive. As such we cultivate transparency in our dealings with all customers, suppliers and authorities and honour the relevant international anticorruption standards as laid down in the "Global Compact" and in local anticorruption and bribery laws.</p>
<p>1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p>	✓	✓	
<p>1.32. Fair competition The company does not develop activities in violation of anti-trust legislation or unfair competition.</p>	✓	✓	<p>Our company does not develop activities in violation of anti-trust legislation or unfair competition.</p>
<p>1.33. Non-compliance In the event of sanctions imposed as a result of non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p>	✓	✓	<p>please see the code of conduct for suppliers</p>



2. Internal management: social policy & human rights



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Social policy and human rights

25

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	✓	✓	We declare that we do not hinder trade union membership.
2.2. Collective labour agreement The company participates in and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).	✓	✓	Better Places B.V. is aangesloten bij ANVR onder nummer 05404 Reiswerk
2.3. No forced labour Employees are free to enter their employment through their own choice and can leave their employment when they choose without penalty in accordance with their contract.	✓	✓	
2.4. HR Policy The company has a written Human Resource policy.	✓	—	 Secundaire arbeidsvoorwaarden BP.doc
2.5. Formal contracts All employees of the company have employment contract, including labour conditions and a job description.	✓	✓	
2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	

<p>2.7. Overtime 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.</p>	<p>✓</p>	<p>✓</p>	<p>As a rule our employees do not work more than contracted. If this should happen the overtime will be compensated within one month Better Places is aangesloten bij de ANVR en valt daarom onder de cao van de reisbranche: "Wanneer is er volgens de CAO sprake van overwerk en wat is hiervoor de vergoeding? Overwerk is geregeld in art 9 en 10 van de cao. Als je in opdracht van de werkgever de normale arbeidsduur overschrijdt, dan spreek je van overwerk. Heb je een uitvoerende functie in inkomend toerisme en ligt jouw loon 5 procent boven het schaalloon, dan geldt dit niet voor jou. De werkgever moet proberen te voorkomen dat het gemiddelde van 39 uur wordt overschreden. Dit wordt berekend over 26 aaneengesloten weken (art. 10 lid 2). Werknemers kunnen niet worden verplicht meer te werken dan 47 uur per week (art. 10 lid 5). Bij overwerk geldt een toeslag op het normale uurloon van 25 procent (art. 10 lid 3). De werkgever kan deze vergoeding geven in vorm van vrije tijd of door uitbetaling. Een combinatie van beide is ook mogelijk. De voorkeur gaat vaak uit naar verrekening in vrije tijd. In overleg met de werknemer wordt dan bepaald wanneer de vrije tijd wordt opgenomen (art. 10 lid 4)."</p> <p> CAO 1 november 2015 - 1 november 2016.pdf</p>
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓</p>	<p>✓</p>	
<p>2.9. Maternity The company offers schemes for pregnancy- and maternity leave for all employees.</p>	<p>✓</p>	<p>✓</p>	
<p>2.10. Disability risks The company contributes to a (work related) personal accident / disability-risk insurance of all employees.</p>	<p>✓</p>	<p>✓</p>	
<p>2.11. Liability Insurance The company has a liability insurance of all employees (e.g. in case of work related accidents).</p>	<p>✓</p>	<p>—</p>	<p>We have a liability insurance for all employees</p> <p> 20161222110911-2.pdf</p>

<p>2.12. Pension The company contributes to a pension scheme for all staff members.</p>	✓	—	via reiswerk
<p>2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday which is at least in compliance with the legal requirements.</p>	✓	✓	
<p>2.14. Sick Leave Employees are entitled to paid sick leave</p>	✓	—	<p>we follow the CAO. See chapter 8</p>  CAO 1 november 2015 - 1 november 2016.pdf
<p>2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p>	✓	—	<p>please refer to the secundaire arbeidsvoorwaarden</p>  Secundaire arbeidsvoorwaarden BP.pdf
<p>2.16. Health and safety The company has a health and safety policy for employees which complies to legal standards / best practice. Accidents are investigated and corrective measures are taken. First aid sets and trained staff is available at all relevant locations.</p>	✓	✓	<p>Riksja has trained staff for first aid and emergency. We provide a safe and healthy place to work, we: make sure that our office is properly ventilated, with clean and fresh air keep temperatures at a comfortable level (a minimum of 13 degrees Centigrade where the work involves physical activity; 16 degrees Centigrade for 'stinter' like offices - there's no maximum limit light premises so that employees can work and move about safely keep the workplace and equipment clean ensure that areas are big enough to allow easy movement (at least 11 cubic metres per person) provide workstations to suit the employees and the work keep the equipment in good working order make floors, walkways, stairs, roadways safe to use protect people from falling from height or into dangerous substances store things so they're unlikely to fall and cause injuries fit openable windows, doors and gates with safety devices if needed provide suitable washing facilities and clean drinking water if</p>

			necessary, provide somewhere for employees to get changed and to store their own clothes set aside areas for rest breaks and to eat meals, including suitable facilities for pregnant women and nursing mothers let employees take appropriate rest breaks and their correct holiday entitlement make sure that employees who work alone, or off-site, can do so safely and healthily
<p>2.17. Equal opportunities The company ensures that people are not discriminated against with 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.</p>	✓	✓	zie CAO reisbranche In de CAO voor de reisbranche is de volgende passage opgenomen: - De werkgever zet zich in voor een beleid, gericht op gelijke kansen op arbeid en gelijke kansen in de arbeidsorganisatie voor gelijkwaardige werknemers, ongeacht leeftijd, sekse, seksuele geaardheid, burgerlijke staat, levens- of geloofsovertuiging, huidskleur, ras of etnische afkomst, nationaliteit en politieke keuze, zonder dat er strijdigheid ontstaat met de objectieve vereisten van de functie.
<p>2.18. Child labour 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 of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	✓	✓	we comply with the law
<p>2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances and that appropriate and timely follow up procedures are in place.</p>	✓	✓	We are a very small company of only 5 staff and we don't have official procedures for this. Whenever there is an issue employees can contact the management, Freek or Saskia.
<p>2.20. Representation 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</p>	✓	✓	We are a very small company and we don't have official procedures for this. Whenever there is an issue employees can contact the management, Freek or Saskia.

representations are followed up.			
2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	✓	We are a very small company and we don't have official procedures for this. Whenever there is an issue employees can contact the management, Freek or Saskia.
2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)	✓	—	If employees want flexible working times or part time employment they can discuss this with the management.
2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access for people with special needs	✓	✓	The office building has access for people with special needs. There is an elevator and special toilets.
2.24. Persons with special needs The company employs persons with special needs	✓	—	At this moment we do not employ persons with special needs.
2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	✓	We will do a survey of employee and local partners satisfaction at least every 2 years, but preferably more often. The management has an annual interview with the employees on the performance and job satisfaction. We do have an annual evaluation with all employees.

Training and education



Action			Details
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<p>2.26. Health and safety All staff members receive periodic guidance and training regarding their roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters (earthquake, floods)</p>	✓	✓	Our mother company Riksja with whom we share the office has an annual fire alarm training and a special team regarding health and safety. The rest is not applicable.
<p>2.27. Training and education The company ensures, at all levels of responsibility, the staff competencies and personal development of its employees by equally offering resources and opportunities for personal development through regular training, education or the nature and organisation of the work (e.g. peer learning, is learning from each other).</p>	✓	✓	Better Places communicates with office staff on environmental and social issues, through personal and online communication. Life-long learning and the development of skills are encouraged. 20
<p>2.28. Trainee places Traineeships / Internships are offered to students.</p>	✓	✓	We offer internships to students of InHolland, Stenden, Saxion and NHTV . We offer internships both at our head office in The Netherlands and with our partners abroad. 8

3. Internal Management: environment and community relations

65

Procurement

11

Action		Details
<p>3.1. Reduction of disposable and consumable goods 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>✓</p>	<p>✓ We aim to be a paperless office. All the information to our customers is online. We do not have a brochure. We try to keep waste to a minimum and separate waste. We use washable mugs rather than plastic cups. We recycle ink and toner cartridges</p>
<p>3.2. Sustainable purchasing The business has implemented purchasing policies which favour sustainable goods and services including building materials, capital goods, food, beverages and consumables (e.g. locally produced, fair-trade, organic, low carbon footprint, eco-labelled, FSC).</p>	<p>✓</p>	<p>✓ We geven voorkeur aan producten met een milieu- of duurzaamheidcertificaat - In het algemeen geven we voorkeur aan aanbieders met een milieubewust en sociaal beleid. - We kopen zoveel mogelijk materiaal van lokale producenten. - We kopen zoveel mogelijk lokale producten. Het inkoopproces van de belangrijkste producten ziet er als bijvoorbeeld zo uit: - Controleren of het om een duurzaam product gaat. Een vergelijking tussen reguliere en duurzame versies maken voor wat betreft de aspecten: kwaliteit, prijs en beschikbaarheid. - Wanneer dit mogelijk en zinvol is – voorkeur geven aan het duurzame product. - Onthoud/bewaar de redenen voor de duurzame versie, vooral wanneer het om een veelgebruikt product gaat.</p>
<p>3.3. Office paper: type More than 90% of paper use in the office (for internal and administrative use) consists of sustainable (Recycled, FSC or sustainably produced) paper (provided that such options are locally available).</p>	<p>✓</p>	<p>✓ We hardly use any paper in our office. The paper we use is FSC Recycled Credit (SQS-COC-100-158) We do not have a brochure.</p>
<p>3.4. Office paper: printing</p>	<p>✓</p>	<p>✓ Copy and printing machines are set by default to double-sided (duplex) printing or other</p>

<p>Copy and printing machines are set by default to double-sided (duplex) printing or other forms of paper saving modes.</p>			<p>forms of paper saving modes.</p>
<p>3.5. Certified coffee and tea At least 50% (in kilo or value) of coffee and tea provided in the office consists of fair trade, organic, is grown in the country or has another recognised sustainability certification.</p>	✓	✓	<p>All coffee and tea provided in our office consists of fair trade and organic or has an other recognised sustainability certification. Coffee: The serious blends - sustainable, fairtrade and organic coffee Tea: UTZ certified</p>
<p>3.6. Office supplies Other office supplies (maps, pens, furniture etc.) have sustainability certificate, or are locally produced.</p>	✓	—	<p>ink cartridges are recycles or refillable</p>
<p>3.7. Bulk purchasing Products are purchased in bulk in order to reduce the amount of packaging materials.</p>	✓	✓	<p>Paper is purchased by Riksja in bulk Items for lunch and coffee are purchased in bulk Riksja offer a shared lunch for employees Riksja and Better Places</p>
<p>3.8. Catering Catering works sustainable (purchasing, transport, waste) and offers a maximum range of locally produced, organic, MSC, fair trade and healthy food.</p>	✓	✓	<p>We have lunch together with Riksja. The lunch is bought at a nearby supermarket (Spar). The lunch is sustainable and offers a maximum range of organic, fair trade and healthy food. Once a month we have a salad week.</p>
<p>3.9. Give aways Sustainability criteria are considered in providing giveaways and merchandise (e.g. New Year's presents).</p>	✓	✓	<p>Sustainability criteria are considered in providing give-aways and merchandise In 2017 all our clients receive a reusable water bottle in order to reduce plastic waste</p>
<p>3.10. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic and bio biodegradable. If locally available they are certified with an Eco label.</p>	✓	✓	<p>Cleaning materials are non-hazardous, non-eutrophic and bio biodegradable. All cleaning materials are purchased by Riksja</p>

3.11. Other purchasing examples Presence of other positive examples of sustainable purchasing.	✓	✓	In 2016 we organized a lunch, made by a refugee from Syria. The T-shirts we use for local guides are organic and fair trade.

Paper (promotional materials)

3

Action			Details
3.12. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	✓	✓	We do not have any printed promotion material
3.13. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilo's, pages or costs). In case locally available at reasonable costs.	✓	✓	We do not have brochures, all our information is online
3.14. Efficient brochure use The business has implemented measurements to reduce brochure wastage for example by avoiding overproduction, supply-demand considerations or using a stock management system. An 'internet only' policy is also accepted to comply with this criterion.	✓	✓	N/A, we do not produce a brochure. All our information is online.

Energy

12

Action			Details
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<p>3.15. Energy reduction policy The company has an active commitment to reduce energy consumption which is monitored and implemented.</p>	<p>✓</p>	<p>✓</p>	<p>We minimise our electricity consumption by switching off lights, computers, fans etc. in rooms that are not in use and at night. We also monitor thermostats and keep doors and windows closed when heating is on.</p>
<p>3.16. Energy consumption and sources Energy consumption for heating and electricity is measured, sources are indicated and total Green House Gases and/or carbon emissions are calculated. Different periods are compared with the aim to reduce emissions.</p>	<p>✓</p>	<p>✓</p>	<p>Elektra verbruik 2015- Riksja: 2e pand: 43.542 KWU (10 kuub minder dan vorig jaar) 1e pand: 49.858 KWU (8 kuub minder dan vorig jaar Elektra in deze 2 panden kost ons 5800 + 6700 = 12.500 euro per jaar; deze elektra zou opgewekt kunnen worden met zonne energie Gas: Geen eigen meter in 2e pand, dus onbekend 1e pand: 905 xxx tegen een tarief van 0,683, dat kost ons 653 euro.</p>
<p>3.17. Energy audit A building energy audit has been conducted by an approved company and its advise is implemented.</p>	<p>✓</p>	<p>—</p>	<p>Riksja will move internally in 2017. We plan to ask for an audit in 2018</p>
<p>3.18. Sustainable energy Where available and practical, sustainable (green) energy is purchased or produced for use by the business.</p>	<p>✓</p>	<p>✓</p>	<p>We hire the office from De Raad vastgoed - http://www.deraad-vastgoed.nl/ At the moment the energy is purchased from Eon. We are negotiating with the owner of the building to purchase energy from a more sustainable supplier, like qurrent. This is not an easy process. We are looking into the possibility to start using solar energy in 2017. We have allready asked for a quick scan from sungevity.</p>
<p>3.19. Carbon offset CO2 emission from the use of fossil energy for the offices is compensated.</p>	<p>✓</p>	<p>—</p>	<p>From 2017 onwards we will compensate CO2 emission from the use of fossil energy for the offices. We will calculate it and offset through a Gold standard project.</p>
<p>3.20. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s,</p>	<p>✓</p>	<p>✓</p>	<p>At least 75% of lighting is energy efficient</p>

or T-5s), including outside and parking spaces).			
3.21. Automatic switch on/off system An automatic switch on/off system with for example timers or movement sensors is operational in locations where this is practically feasible.	✓	—	An automatic switch on/off system with timers and/or movement sensors is operational
3.22. Equipment “switch-off” policy Equipment (including aircon) is, whenever feasible, switched off after office hours or during lunch breaks (not on ‘standby’).	✓	✓	Equipment is automatically switched off after office hours.
3.23. Light “switch-off” policy Office lightning is switched off after office hours.	✓	✓	Office lightning is automatically switched off after office hours.
3.24. Low energy equipment When buying new equipment the company gives preference to low energy equipment based on highest local available standards (talking into account considerations of price and quality).	✓	✓	When buying new equipment the company gives preference to low energy equipment
3.25. Efficiency mode Where applicable equipment is set by default in the energy saving mode.	✓	✓	
3.26. Other measures Other measures, not previously mentioned, have been implemented.	✓	—	

Water consumption





Action			Details
3.27. Water reduction policy The company has an active policy to reduce water consumption which is implemented and monitored.	✓	✓	We only use water for coffee and tea and to wash our hands. The dishwasher is only used when full

<p>3.28. Water sourcing Water sourcing is sustainable, and does not adversely affect environmental flows.</p>	✓	✓	We obtain our water from the official government endorsed water company
<p>3.29. Water use The water use of the office is measured on a monthly or yearly basis for benchmark purposes and sources of water are indicated.</p>	✓	✓	We hire an office in an office building, the water meter is shared with other offices in the building
<p>3.30. Flow restrictors Flow restrictors are installed in min. 75 % of the taps.</p>	✓	—	Flow restrictors are installed
<p>3.31. Aerators Aerators are installed.</p>	✓	—	Aerators are installed.
<p>3.32. Percussion taps Percussion taps, or other water saving technologies, are installed in min. 75 % of all taps.</p>	✓	—	Percussion taps, or other water saving technologies, are installed in min. 75 % of all taps.
<p>3.33. Water saving toilets Dual flush or other water saving equipment is installed in the toilets</p>	✓	—	Dual flush or other water saving equipment is installed in the toilets
<p>3.34. Rain water Waste water and/or collected rain water is re-used.</p>	✓	—	We do not re-use waste water and/or collect rain water
<p>3.35. Other examples</p>	✓	—	We only switch on the dishwasher when it's filled-up properly. We use the 'Energy

Other water-saving examples, not previously mentioned, have been implemented.			Saving' or 'ECO' mode which consumes less water and energy.
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Waste management



8

Action			Details
3.36. Waste legislation 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.	✓	✓	We comply with the national legislation concerning waste disposal.
3.37. Waste reduction 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 re-use or recycling of coffee cups, double sided printing, bulk purchasing).	✓	✓	We have developed and implemented a solid waste reduction and recycling policy to reduce non re-useable or recyclable waste (for example double sided printing, bulk purchasing).
3.38. Waste measurement and benchmark The business keeps records of the amount of solid waste generated, indicating the amount of waste separated for re-use or recycling.	✓	—	We do not keep records of the amount of solid waste generated, indicating the amount of waste separated for re-use or recycling.
3.39. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.	✓	✓	
3.40. Plastic water bottles 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. (for criteria on water during excursions see section on	✓	—	non re-fillable plastic water bottles are forbidden in our office. We will sign this pledge: http://petfree.nl/

excursions).			
3.41. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled (or re-used) by the business (including glass, paper, metal, organic waste and plastics). It organizes, as much as locally feasible, collection and proper disposal thereof if collection is not provided by the local authorities.	✓	✓	We separate waste into the following fractions: Paper and cardboard Glass Chemical waste such as batteries, colourants and cleaning materials other materials (organic and plastics)
3.42. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented whenever feasible.	✓	✓	We try to avoid printing and use very little ink and toner cartridges We return empty cartridges for plastic and metal recycling
3.43. Recycling of batteries Batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed of.	✓	✓	Batteries are recycled or properly disposed of.

Reducing pollution



4

Action			Details
3.44. Waste water: treatment Wastewater including grey water is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects to the local population and the environment.	✓	✓	Waste water is disposed through the government sewage system
3.45. Pollution reduction policy 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.	✓	✓	We do not us harmful substances, including pesticides, paints, and cleaning materials
3.46. Paint	✓	—	Lead-free and water based paints are used both inside and outside when locally

Lead-free and water based paints are used both inside and outside when locally available.			available.
3.47. Noise, light, erosion and ozone In case 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 company is not a source of pollution

Mobility



7

Action			Details
3.48. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.	✓	✓	Our sustainable mobility is based on 4 pillars: 1. we reduce travel where possible. We work partly from home and convene skype-meetings etc. 2. we carefully select which type of transport we use, take out the bike or go by bus more often, or share cars with other people. 3. we choose the most sustainable option. 4. we compensate the remaining carbon emissions in order to become a carbon neutral company
3.49. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and compensate.	✓	✓	Staff related business travel is measured, carbon emissions are calculated and compensated
3.50. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is compensated, through a reliable locally available programme, e.g. locally available reforestation of forest protection programmes.	✓	—	Carbon emissions of staff related travel is compensated, through a Gold standard programme. https://www.betterplaces.nl/compenseren-van-co2-uitstoot/

<p>3.51. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycles).</p>	✓	✓	<p>Je reiskosten worden vergoed op basis van een 2e klas treinabonnement van woonplaats werknemer naar Leiden Lammenschans. Wanneer je verder dan 5 km fietsafstand van het dichtstbijzijnde station in je woonplaats woont zullen ook de reiskosten op basis van OV naar het station vergoed worden. Reis je per auto dan krijg je een vergoeding a € 0,13 p/km (dat staat gelijk aan de kosten voor OV).</p> <p> Secundaire arbeidsvoorwaarden BP.doc</p>
<p>3.52. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	✓	—	<p>We offer our staff possibility to work from home. The management works from home 2 days a week in order to avoid transport. We use skype in order to avoid transport.</p>
<p>3.53. Car purchase or lease In case the company buys, leases or hires cars, there is a policy to obtain the greatest fuel efficient cars (e.g. EU category A or B).</p>	✓	✓	
<p>3.54. Well maintained cars Moterised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.</p>	✓	✓	



Sustainability training and awareness raising

1

Action			Details
<p>3.55. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to internal environmental practices including water, energy saving, paper, and waste issues.</p>	✓	✓	<p>We offer regular training of staff. The training covers the generals principles of sustainable development and responsible tourism, and respect for cultures and host populations, preserving the environment and local heritage.</p>

Land use and community relations

10

Action			Details
<p>3.56. Land use and construction Land use, planning, design, construction, renovation, operation and demolition of company buildings and infrastructure is in compliance with zoning and protected or heritage area laws and regulations.</p>	✓	✓	
<p>3.57. Siting and design Siting, planning and design of newly constructed company buildings respects natural and cultural heritage surroundings. Best practices should be implemented within reasonable extra costs.</p>	✓	✓	
<p>3.58. Natural and cultural impact In case of new constructions, or substantial renovations or demolition, an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.</p>	✓	✓	
<p>3.59. Property acquisition Property and water rights have been acquired in a legal manner, complying where applicable with local, communal and indigenous rights. Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.</p>	✓	✓	
<p>3.60. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of first certification) is based on locally appropriate and feasible sustainable practices and materials.</p>	✓	✓	
<p>3.61. Native species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration</p>	✓	✓	

wherever feasible, particularly in natural landscapes.			
3.62. Community consultation 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.	✓	✓	
3.63. Community services The activities of the company do not jeopardize the provision of basic services, such as food water, energy, healthcare or sanitation, to neighboring communities.	✓	✓	
3.64. Local cultural sites The business contributes to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and does not impede access to them by local residents.	✓	✓	
3.65. Local elements The business incorporates elements of local art, architecture, or cultural heritage in its operations, design, decoration, food, or shops; while respecting the intellectual property rights of local communities.	✓	✓	

4. Partner agencies

16









Partner agencies (inbound / receptive operators)

8

Action			Details
<p>4.1. Partner agency policy Based on an inventory of its key inbound 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. "Partner agencies" are inbound/receptive agents.</p>	✓	✓	<p>Please see our companies in the Travelife system Belangrijk dat agenten op een duurzame manier werken. We hebben bepaalde criteria voor onze producten op de website (zie bijlage). Al onze toeleveranciers tekenen een contract met daarin een code of conduct op het gebied van MVO. 26</p>
<p>4.2. Communication to partners The key partners agencies are informed about the companies' sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	✓	✓	<p>We communicate with our partner on sustainability on a regular base, mainly through the mail and Skype. All our partners will sign our contract with an addendum on sustainable travel</p>
<p>4.3. Contract conditions 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>	✓	✓	<p>Responsible travel / Travelife / CRS The supplier shares Better Places' vision on responsible travel. We strive to create an authentic (small scale) platform for sustainable meetings between cultures. Not staged, but in freedom, with sincerity and respect. We communicate honestly about our intentions, limit damage to the environment and suggest suitable solutions with the individual responsibility at the centre. We support and include community based tourism projects and small scale local service providers. The supplier is, or undertakes to be, certified under the international Travelife scheme within a reasonable timeframe. Better Places provides free consultancy. See also www.travelife.info. The supplier will adhere to the RT code of conduct as added to this</p>

			contract. http://www.betterplaces.nl/code-of-conduct/
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.	✓	✓	We encourage our suppliers to take part to the Travelife initiative by inviting them to sustainability training sessions in key destinations.
4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.	✓	—	Please see the Travelife system. We encourage our partners to follow the Travelife training and obtain the Travelife partner level. Some of our partners are Travelife certified
4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.	✓	✓	We are actively working together with our partners to reach the Travelife partner level by the end of 2016. Some of our partners are Travelife certified.
4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.	✓	—	Abang South Africa got Travelife certification in 2014 Footprints Vietnam has reached the partner level. Khiri Travel Thailand got Travelife certification
4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing benefits).	✓	—	Local partners who engage actively in more sustainable production will receive marketing benefits, in the form of attention on social media of newsletters

Specific conditions

Action			Details
4.9. Contracts Written contracts with partner agencies are in place.			We have signed contracts with all our suppliers.
4.10. Briefing contract managers Receptive/Incoming agents and outbound product- and contract managers discuss relevant sustainability issues in the destination on regular basis.			From our handbook for our suppliers Transport • Limit the number of domestic flights as much as possible. Don't use carriers which are banned within the EU • Variety in transportation used (both private and public transport and combination of bike/bus/train/boat etc.) Accommodation • Preferably small accommodations that operate in a sustainable way • Optional overnight stays in people's homes (home stay) • In the cities, preferably centrally located hotels unless public transportation is very well organized. Activities / Excursions • Many optional active elements - cycling, kayaking, horse riding etc • Visit to initiatives to meet the locals - community based tourism • Activities that we do not want to offer: rafting, bungee jumping, quad biking, mountain flights, ballooning, elephant rides, visit to a place where you can hug a cub or walk with a juvenile lion, visit places where you can see captive dolphins and orcas. We don't want any form of animal tourism (except for spotting them wild of course) and have written 2 blogs where you can refer them to: http://www.betterplaces.nl/olifanten-verzorgen/ for elephants. We don't want elephant rides, taking care of them by feeding/bathing etc is much better and we emphasise this here. http://www.betterplaces.nl/tips-voor-je-bucketlist/ for others. This is including why elephant rides/swimming with dolphins/petting tigers in Thai temples etc. is bad for the animals.
4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).			Please see our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ , which is signed by all our partners Compliance with applicable law in general Better Places expects its Suppliers to comply with all applicable international, national and local laws and regulations, industry minimum standards and any other relevant statutory requirements whichever requirements are more stringent.

<p>4.12. Sexual exploitation of children: contracting 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).</p>	✓	✓	Please see our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/
<p>4.13. Licence Partner companies comply with local, national and international legislation and regulations.</p>	✓	✓	From our contract with DMC's Permits, Licenses The supplier confirms to hold all licenses and permits required and guarantees that third parties (subagents, accommodations, transport suppliers, guides, etc) comply full with (inter)national and branch regulations and codes of practice related to hygiene, fire and fire precaution measures, safety and security measures, the proper functioning of all vehicles and technical installations and conduct of its guides, staff and representatives that are needed. The supplier confirms that all vehicles are regularly serviced and are fitted with passenger seat belts. Upon demand the supplier shall produce a copy of any safety assessment, permit and license or vehicle service record to Better Places. Please see our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Compliance with applicable law in general Better Places expects its Suppliers to comply with all applicable international, national and local laws and regulations, industry minimum standards and any other relevant statutory requirements whichever requirements are more stringent.
<p>4.14. Customer communication 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.</p>	✓	—	We provide information about sustainable travel on our website per country. As well as general tips to travel more sustainable. http://www.betterplaces.nl/fair-groen/ http://www.betterplaces.nl/duurzaam-reizen-tips/
<p>4.15. Labour conditions Partner companies comply with all relevant national laws protecting</p>	✓	✓	From our Code of Conduct, which is signed by all our DMC's: http://www.betterplaces.nl/code-of-conduct/ Human rights & labour conditions Local

the rights of employees.

partners comply with all relevant national laws protecting the rights of employees. Basic Rights: The Supplier shall not discriminate based on gender, age, religion, race, tribe, caste, social background, disability, nationality, membership in workers' organizations, political affiliation, sexual orientation, or any other personal characteristics. All employees shall be free to enter their employment with the Supplier through their own choice and shall also be free to terminate their employment when they choose without penalty, as long as the process occurs in accordance with the (oral or written) employment contract; All forms of forced labour are forbidden; The freedom of association and the right to collective bargaining shall be recognized by the Supplier; Workplace practice and conditions which violate basic rights are not allowed: Physical abuse or punishment or threat of physical abuse or punishment, any kind of sexual or other harassment and other forms of intimidation are prohibited; The Supplier provides a means through which staff can make representation to senior management about key employment issues. The Supplier provides for an effective complaints procedure through which employees may raise grievances (including those about harassment) and seek redress. Safe workplace The Supplier shall not employ children younger than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If however, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower will apply; If the Supplier employs young people between the age of 14 and 18, the Supplier must treat them with particular consideration, for example by restricting their working hours. The Supplier does not contract directly or indirectly accommodations which are involved in compulsory labor or which employ children to complete work which is normally undertaken by adults. There are special working times and conditions for children (< 14 years) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138. The condition is mentioned in Supplier's contract with the accommodation. Wages and working hours Wages paid by the Supplier must meet or exceed legal minimums and/or industry standards. No illegal or unauthorized deductions from wages are allowed; Working hours of the employees are to be kept in line with the legal requirements and / or industry standards; The employees shall be granted their stipulated annual leave and sick leave without any form of repercussions; Female employees shall be granted their stipulated maternity leave and other rights in case of pregnancy.

<p>4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>From our Code of Conduct, which is signed by all our DMC"s: http://www.betterplaces.nl/code-of-conduct/ Wages and working hours Wages paid by the Supplier must meet or exceed legal minimums and/or industry standards. No illegal or unauthorized deductions from wages are allowed;</p>

5. Transport

9

Selecting transport suppliers

8



Action			Details
<p>5.1. Transport to destination In selecting transport options to the destination a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	<p>We do not offer transport to the destination. However we do advise our clients about most sustainable travel options http://www.betterplaces.nl/co2-footprint/ In our handbook we ask our local suppliers to avoid domestic flights if possible. We inform our clients about the Carbon footprint of their trip by creating an infographic per destination. http://www.betterplaces.nl/co2-uitstoot-per-reis/ We also show them the Co2 footprint of different flight options. For example, http://www.betterplaces.nl/co2-uitstoot-cuba-reis/ We also advise our clients to travel to the airport by train or electric taxi.</p>
<p>5.2. GHG / Carbon offset GHG or Carbon compensation for the international transport is included in the package price.</p>	✓	—	<p>Although we do not sell flights to the destination, from januari 2016 we will measure and offset carbon compensation for all flights needed to reach the destination. We will use the CARMACAL - the carbon calculator for tour operators - to measure the CO2 emissions. For more information see http://www.betterplaces.nl/compenseren-van-co2-uitstoot/ 100</p>
<p>5.3. GHG / Carbon measurement 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>Although we do not sell flights to the destination, from januari 2016 we will measure and offset carbon compensation for all flights needed to reach the destination. We will use the CARMACAL - the carbon calculator for tour operators - to measure the CO2 emissions. http://www.betterplaces.nl/co2-uitstoot-per-reis/</p>

			100
<p>5.4. Transfer to departure airport 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>	✓	✓	We are partners of Taxi Electric and via our website our clients can book an electric taxi to Schiphol Airport. https://www.taxielectric.nl/bookings-betterplaces/ Taxi Electric is the first electric taxi service in Europe. They arrange taxis throughout the Netherlands to Schiphol Airport. Taxi Electric is a Social Enterprise. https://www.taxielectric.nl/ons-dna/
<p>5.5. Sustainable local transport 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>	✓	✓	Please see our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Transport Means of transport should comply with the legal local standard. The Supplier should consider minimum quality and safety arguments when selecting coach transport. The Supplier is responsible for training of drivers and a code of conduct with regards to driving. The Supplier will take care of environmentally friendly transport, if available. The Supplier will make efforts to use the latest models of transport, which exhale the least amount of CO2 and will try to renew these models on a regular basis. and the Handbook: Transport • Limit the number of domestic flights as much as possible. Don't use carriers which are banned within the EU • Variety in transportation used (both private and public transport and combination of bike/bus/train/boat etc.) In roundtrips preferably not take the same route twice
<p>5.6. Boating The business encourages any boat/cruise operator it works with to follow sustainability best practice in respect of their operations.</p>	✓	—	Please see our Code of Conduct - http://www.betterplaces.nl/code-of-conduct/ Transport Means of transport should comply with the legal local standard. The Supplier should consider minimum quality and safety arguments when selecting coach transport. The Supplier is responsible for training of drivers and a code of conduct with regards to driving. The Supplier will take care of environmentally friendly transport, if available. The Supplier will make efforts to use the latest models of transport, which exhale the least amount of CO2 and will try to renew these models on a regular basis.

<p>5.7. Bus / Coach transportation In selecting coach transport companies minimum quality and safety arguments are considered.</p>	✓	✓	N/A
<p>5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.</p>	✓	—	<p>Please see our Code of Conduct -http://www.betterplaces.nl/code-of-conduct/ Transport Means of transport should comply with the legal local standard. The Supplier should consider minimum quality and safety arguments when selecting coach transport. The Supplier is responsible for training of drivers and a code of conduct with regards to driving. The Supplier will take care of environmentally friendly transport, if available. The Supplier will make efforts to use the latest models of transport, which exhale the least amount of CO2 and will try to renew these models on a regular basis.</p>

Sustainable packages

1



Action			Details
<p>5.9. Sustainable packages 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).</p>	✓	—	<p>Please refer to our handbook and website For example: http://www.betterplaces.nl/duurzaam-toerisme/ We have criteria for the products we would like to offer- see attachment We promote sustainable transport, accommodations and activities. For each destination we have a special page dedicated to responsible travel. http://www.betterplaces.nl/duurzaam-toerisme/</p>

6. Accommodations

16

Accommodations

9

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and time-lines) to improve the sustainability of its contracted accommodations.</p>	✓	✓	<p>We do not select accommodations. However we do stimulate our local partners to offer sustainable accommodations. It is our ambition to offer at least 15% certified hotels in countries where certified hotels are available, for example Costa Rica and South Africa. http://www.betterplaces.nl/bijzondere-overnachtingen/ From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). From our handbook for DMC's: Accommodation • Preferably small accommodations that operate in a sustainable way • Optional overnight stays in people's homes (home stay) • Preferably use 2-3 stars hotels. Of course if a client indicates that he wants to stay in another type of hotel you will use more basic or luxurious accommodations • In the cities, preferably centrally located hotels unless public transportation is very well organized</p>
<p>6.2. Accommodation communication</p>	✓	✓	<p>We do not contract accommodations ourselves. From our Code of Conduct for DMC's-</p>



<p>The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>		<p>http://www.betterplaces.nl/code-of-conduct/ Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). From our handbook: Accommodation • Preferably small accommodations that operate in a sustainable way • Optional overnight stays in people's homes (home stay) • Preferably use 2-3 stars hotels. Of course if a client indicates that he wants to stay in another type of hotel you will use more basic of luxurious accommodations • In the cities, preferably centrally located hotels unless public transportation is very well organized</p>
<p>6.3. Certified accommodations 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>	<p>✓ ✓</p>	<p>We do not contract accommodations ourselves. It is our ambition to offer at least 15% certified hotels in countries where certified hotels are available, for example Costa Rica and South Africa. We will measure the number of certified hotels on a yearly base. http://www.betterplaces.nl/bijzondere-overnachtingen/ From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). From our handbook: Accommodation • Preferably small accommodations that operate in a sustainable way •</p>

			<p>Optional overnight stays in people's homes (home stay) • Preferably use 2-3 stars hotels. Of course if a client indicates that he wants to stay in another type of hotel you will use more basic or luxurious accommodations • In the cities, preferably centrally located hotels unless public transportation is very well organized</p>
<p>6.4. Contract conditions 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>	✓	✓	<p>We do not contract accommodations ourselves. From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>
<p>6.5. Distribution of 'Best practice' standards and guidance Best Practice (e.g. Travelife) standards and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p>	✓	✓	N/A
<p>6.6. Baseline / self evaluation 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>	✓	✓	N/A
<p>6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these</p>	✓	✓	N/A

trainings are offered in the destination).			
6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations	✓	✓	N/A
6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions, or marketing benefits such as green logos / indications).	✓	✓	We do not select and contract accommodations. However we do stimulate our local partners to offer sustainable accommodations We do give marketing benefits to accommodation who work in a sustainable way, both on our website and via newsletters and social media. For example: http://www.betterplaces.nl/ecolodge-vietnam/ http://www.betterplaces.nl/rondreis-ladakh/ http://www.betterplaces.nl/selva-negra-lodge/ http://www.betterplaces.nl/feynan-ecolodge/ http://www.betterplaces.nl/casa-particular-cuba/

Specific conditions

7

Action			Details
6.10. Child and compulsory labour 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.	✓	✓	From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Safe workplace The Supplier shall not employ children younger than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If however, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower will apply; If the Supplier employs young people between the age of 14 and 18, the Supplier must treat them with particular consideration, for example by restricting their working hours. The Supplier does not contract directly or indirectly accommodations which are involved in compulsory labor or which employ children to complete work which is normally undertaken by adults. There are special working times and conditions for children (< 14 years) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138. The

		condition is mentioned in Supplier's contract with the accommodation.
<p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs</p>	✓	<p>From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Local sourcing and benefiting communities The Supplier shall actively choose locally produced goods in preference to imported ones wherever possible. The Supplier shall promote local products and services to guests, by recommending guides, restaurants, markets and craft centres wherever possible.</p>
<p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporate 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>	✓	<p>We do not contract accommodations ourselves. From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). From our handbook: Accommodation • Preferably small accommodations that operate in a sustainable way • Optional overnight stays in people's homes (home stay) • Preferably use 2-3 stars hotels. Of course if a client indicates that he wants to stay in another type of hotel you will use more basic of luxurious accommodations • In the cities, preferably centrally located hotels unless public transportation is very well organized</p>
<p>6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour</p>	✓	<p>From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Sexual exploitation of children and adolescents The Supplier allows or tolerates no child</p>

<p>operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>		<p>prostitution at the premises and facilities of subcontracted accommodations. Any suspicious behaviour from guests, employees, staff from suppliers of the Supplier or any other person on the Suppliers premises or during excursions must be report to the local authorities by the Supplier. Better Places will end the contractual agreement prematurely if the Supplier does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>
<p>6.14. Local communities resources 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 co-operation with the accommodation.</p>	<p>✓</p>	<p>✓ From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>
<p>6.15. Local and fair Food Accommodations are stimulated to purchase and use local food products which are produced based on fair trade and sustainability principles.</p>	<p>✓</p>	<p>— From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/Local sourcing and benefiting communities The Supplier shall actively choose locally produced goods in preference to imported ones wherever possible. The Supplier shall promote local products and services to guests, by recommending guides, restaurants, markets and craft centres wherever possible.</p>
<p>6.16. Biodiversity Contracted accommodations are expected to limit their negative effect</p>	<p>✓</p>	<p>✓ From our Code of Conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/Environment Suppliers shall minimize their negative impact on the environment; The</p>

on local and global biodiversity where-ever feasible (e.g. not to offer red listed species on the menu).

Supplier shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment; The Supplier shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment; The Supplier shall monitor and control waste water and solid waste generated and shall treat it as required prior to discharge or disposal; Waste of all types shall be reduced to the greatest extent possible by the Supplier.

Accommodation The Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. 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 neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).

Environment Suppliers shall minimize their negative impact on the environment; The Supplier shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment; The Supplier shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment; The Supplier shall monitor and control waste water and solid waste generated and shall treat it as required prior to discharge or disposal; Waste of all types shall be reduced to the greatest extent possible by the Supplier.

7. Activities

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Activities

8

Action			Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions which are offered by in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	✓	✓	<p>We communicate with our clients on our website about environmentally or culturally sensitive excursions. See for example: http://www.betterplaces.nl/tips-voor-je-bucketlist/ From our Code of Conduct for DMC's From our code of conduct for DMC's http://www.betterplaces.nl/code-of-conduct/ Entertainment/excursions 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. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	✓	✓	<p>We encourage our local operators to develop sustainable excursions. We communicate with our clients on our website about environmentally or culturally sensitive excursions. See for example: http://www.betterplaces.nl/tips-voor-je-bucketlist/ From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Entertainment/excursions 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. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where available preference is given to excursions that operate on the basis of acknowledged</p>

			and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.
7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	✓	✓	We do not contract excursion suppliers directly
7.4. Distribution of codes of conduct / guidelines for sensitive excursions or activities. 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 maximise enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.	✓	✓	We do not contract excursion suppliers directly
7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with the client.	✓	✓	We do not contract excursion providers directly
7.6. Certified excursions Where available preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	✓	As far as we know there are no certified excursions available in the countries we offer. Also we do not contract contract excursion suppliers directly.
7.7. Training materials and advice Training Manuals and other guidance towards more sustainable management are distributed to excursion providers.	✓	✓	We do not contract excursion providers directly
7.8. Contract conditions Basic sustainability clause(s) are included in contracts (e.g. child	✓	—	We do not contract excursion providers directly From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Entertainment/excursions Excursions and

labour, anti-corruption and bribery, waste management and protection of biodiversity).	attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.
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Specific criteria

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Action			Details
<p>7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>			<p>From our handbook for DMC's: Activities / Excursions • Many optional active elements - cycling, kayaking, horse riding etc • Visit to initiatives to meet the locals - community based tourism • Activities that we do not want to offer: rafting, bungee jumping, quad biking, mountain flights, ballooning, elephant rides, visit to a place where you can hug a cub or walk with a juvenile lion, visit places where you can see captive dolphins and orcas. If any of these animal activities are asked for, you can tell them to arrange this on the spot. We don't want any form of animal tourism (except for spotting them wild of course) and have written 2 blogs where you can refer them to: http://www.betterplaces.nl/olifanten-verzorgen/ http://www.betterplaces.nl/tips-voor-je-bucketlist/ From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Entertainment/excursions 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. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources</p>

			(e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.
<p>7.10. Wildlife featuring 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>	✓	✓	From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/Entertainment/excursions 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. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.
<p>7.11. Wildlife harvesting 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>	✓	✓	From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/Entertainment/excursions 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. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.
<p>7.12. Wildlife interactions 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 behaviour of populations in the wild. Any disturbance of</p>	✓	✓	From our Code of Conduct for DMC's -- http://www.betterplaces.nl/code-of-conduct/Entertainment/excursions 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. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized. Where

<p>natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>			<p>available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.</p>
<p>7.13. Skilled Guides 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>7.14. Supporting local communities The company intends to include into packages or promote to clients 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>http://www.betterplaces.nl/community-based-tourism/ From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Local sourcing and benefiting communities The Supplier shall actively choose locally produced goods in preference to imported ones wherever possible. The Supplier shall promote local products and services to guests, by recommending guides, restaurants, markets and craft centres wherever possible.</p>
<p>7.15. Supporting environmental and biodiversity protection The company intends to include into packages or promote to clients activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	✓	✓	<p>http://www.betterplaces.nl/community-based-tourism/</p>

8. Tour leaders, local representatives and guides

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Tour leaders, local representatives and guides

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Action			Details
<p>8.1. Preference local tour leaders / representatives&nbsp; 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.</p>	✓	✓	<p>Our main USP is that we connect the traveller directly with a local travel specialist. We only work with local guides, porters , drivers ,cooks and other local staff.</p>
<p>8.2. Employment conditions 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.</p>	✓	✓	<p>We do not contract local staff directly. From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Human rights & labour conditions Local partners comply with all relevant national laws protecting the rights of employees. Basic Rights: The Supplier shall not discriminate based on gender, age, religion, race, tribe, caste, social background, disability, nationality, membership in workers' organizations, political affiliation, sexual orientation, or any other personal characteristics. All employees shall be free to enter their employment with the Supplier through their own choice and shall also be free to terminate their employment when they choose without penalty, as long as the process occurs in accordance with the (oral or written) employment contract; All forms of forced labour are forbidden; The freedom of association and the right to collective bargaining shall be recognized by the Supplier; Workplace practice and conditions which violate basic rights are not allowed: Physical abuse or punishment or threat of physical abuse or punishment, any kind of sexual or other harassment and other forms of intimidation are prohibited; The Supplier provides a means through which staff can make representation to senior management about key employment issues. The Supplier provides for an effective complaints procedure through which employees may raise grievances (including those about harassment) and seek redress.</p>

<p>8.3. Living wage 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.</p>	✓	✓	<p>We do not contract local staff directly. From our Code of Conduct for DMC's - http://www.betterplaces.nl/code-of-conduct/ Wages and working hours Wages paid by the Supplier must meet or exceed legal minimums and/or industry standards. No illegal or unauthorized deductions from wages are allowed; Working hours of the employees are to be kept in line with the legal requirements and / or industry standards; The employees shall be granted their stipulated annual leave and sick leave without any form of repercussions; Female employees shall be granted their stipulated maternity leave and other rights in case of pregnancy.</p>
<p>8.4. Licence Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements for example, licensing requirements.</p>	✓	—	<p>We do not contract local staff directly.</p>
<p>8.5. Qualification and training Key Tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	✓	✓	<p>N/A. We do not contract our guides directly.</p>
<p>8.6. Sustainability policy 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 ask our DMCs to inform our local staff about relevant aspects of our sustainability policy.</p>
<p>8.7. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	✓	—	<p>N/A We do not contract local representatives and guides directly.</p>
<p>8.8. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	✓	—	<p>N/A We do not contract local representatives and guides directly.</p>

<p>8.9. Customer communication 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).</p>	<p>✓</p>	<p>✓</p>	<p>Our DMCs inform clients about relevant sustainability matters in the destination. They provide customers information about relevant travel and destination documents before arrival.</p>
<p>8.10. Sexual exploitation of children: staff training 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>✓</p>	<p>✓</p>	<p>From our code of conduct for DMC's- http://www.betterplaces.nl/code-of-conduct/ Sexual exploitation of children and adolescents The Supplier allows or tolerates no child prostitution at the premises and facilities of subcontracted accommodations. Any suspicious behaviour from guests, employees, staff from suppliers of the Supplier or any other person on the Suppliers premises or during excursions must be report to the local authorities by the Supplier. Better Places will end the contractual agreement prematurely if the Supplier does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>

9. Destinations

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Selection of destinations











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Action			Details
9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)	✓	—	
9.2. 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.	✓	✓	We take sustainability aspects in destinations into consideration in the selection process of new destinations. We offer quite a lot of non-mainstream destinations and places.
9.3. 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).	✓	—	
9.4. Accessible destinations In selecting new destinations the reach ability through more sustainable means of transport is considered.	✓	—	We only offer tours outside Europe. We do recommend our clients to take direct flights and we do compensate all CO2 emissions. http://www.betterplaces.nl/co2-footprint/
9.5. International sanctions The company complies with UN and other relevant (EU) sanctions	✓	✓	

regarding tourism destinations.

Local projects and initiatives

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Action			Details
9.6. Compliance with local planning. 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.			
9.7. Local economic network 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)			We encourage our DMCs to support these initiatives.
9.8. Policy influencing 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).			n/a
9.9. Support biodiversity conservation 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.			Een belangrijke reden waarom biodiversiteit wereldwijd achteruit gaat is omdat 'natuur' vaak nauwelijks economische waarde heeft. In veel gevallen is het op korte termijn economisch aantrekkelijker om bijvoorbeeld een bos te kappen, het hout te verkopen en op de vrijgekomen grond landbouw te gaan bedrijven. De reden dat in sommige landen, zoals Costa Rica, nog zoveel biodiversiteit over is, is omdat de natuur daar wèl een hoge economische waarde heeft gekregen, namelijk via toeristische inkomsten. Toerisme kan natuur vernietigen, maar haar ook vooruithelpen. Entreegelden geven natuurgebieden economische waarde. Bovendien genereert



		<p>toerisme inkomen en stimuleert het de lokale bevolking om de natuur te beschermen. Biodiversiteit centraal Wij bieden een aantal reizen waarbij biodiversiteit centraal staat. Een dergelijke reis is niet hetzelfde als eco-toerisme. De term ecotoerisme wordt vaak gebruikt om reizen in de natuur aan te duiden. Deze reizen zijn niet per definitie duurzaam. Reizen waarbij biodiversiteit centraal staat dragen daadwerkelijk bij aan het behoud of verdere versterking van de natuur. Bijvoorbeeld door gericht natuurgebieden in de reis op te nemen die de inkomsten van toerisme nodig hebben om te kunnen blijven bestaan. Er wordt gebruik gemaakt van duurzaam vervoer, duurzame accommodatie en excursies die de natuur niet schaden. Lees meer over biodiversiteit op de website van WNF. Respect voor dieren Alle reisexperts van Better Places zijn overtuigd van het standpunt dat er respect voor dieren moet zijn en dat dieren niet gebruikt moeten worden voor activiteiten. De olifanten ritjes en het knuffelen met tijgers lijken op vele wensenlijstjes te staan, maar wij bieden dit niet aan. Lees ook onze blogs over Olifanten verzorgen en Tips voor je bucketlist. http://www.betterplaces.nl/biodiversiteit/</p>
<p>9.10. Forbidden souvenirs 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>✓ ✓</p>	<p>From our sustainable policy: http://www.betterplaces.nl/responsible-tourism-policy/ Souvenirs: antique, coral, shells, ivory, butterflies etc. Be aware of goods that may be manufactured through child labour and local laws regarding purchase and export of antiquities. Do not buy items derived from endangered / fragile species (flora and fauna). Be aware which goods are made from forbidden animals or plants. It is forbidden to take such souvenirs to Europe, and you risk a big fine. Here is a list of examples of products/materials that are forbidden: any type of coral and products made of corals all big shells ivory and products made of ivory cactuses or orchids (e.g. rain sticks are made of cactuses and are forbidden) Chinese medicines and plasters any products made of the skins of tortoises, crocodiles, snakes, big cats butterflies and parrots For more information: www.cites.org We inform our customers on forbidden souvenirs on our website:http://www.betterplaces.nl/duurzaam-reizen-tips/ Let erop dat je geen souvenirs koopt die van bedreigde dieren of planten zijn gemaakt. Ben je er niet zeker van, het is niet altijd makkelijk te zien, vraag het dan gewoon. Lees meer over foute souvenirs op de website van het WNF.</p>

10. Customer communication and protection

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Prior to booking

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Action			Details
10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.	✓	—	We inform our clients about the destinations they travel (visa, health and safety, vaccinations etc.) to on our website and in pre-departure information. https://www.betterplaces.nl/praktische-info/
10.2. CRM A Customer Relationship Management system is available (CRM)	✓	—	We use TravelSpirit as a CRM system
10.3. Customer privacy The company ensures that customer privacy is not compromised.	✓	✓	Bescherming van je gegevens Wij waarborgen en respecteren je privacy, door naleving van de Wet bescherming persoonsgegevens. Dit houdt in dat je persoonsgegevens slechts gebruikt worden voor het doel waarvoor ze bedoeld zijn en dat je persoonsgegevens door ons beschermd worden. Ieder ander gebruik van je persoonlijke gegevens, in het bijzonder de verkoop ervan aan derden, is uitdrukkelijk uitgesloten. http://www.betterplaces.nl/onze-garanties/
10.4. Marketing and advertising messages Marketing and advertising messages comply with relevant standards and voluntary codes of conduct and do not promise more than delivered.	✓	✓	



<p>10.5. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.</p>	✓	✓	
<p>10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	✓	✓	
<p>10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.</p>	✓	✓	
<p>10.8. GHG / Carbon emission level 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 their decision making process.</p>	✓	—	<p>We have calculated the Carbon emission of each trip. We found out that the flight takes up around 80% of total emissions. We do not sell flights, however we do inform the clients about the difference in emission of the various flight options, so the client can take this into account in the decision making process. http://www.betterplaces.nl/vliegtickets/ The average Carbon emissions of the land only package is around 25 kg per person per day. http://www.betterplaces.nl/co2-footprint/ As we offset all carbon emissions on behalf of the client we do not inform them about the carbon emission of the travel offer before booking.</p>
<p>10.9. Sustainable transport 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 do not offer transportation to the destination. We do inform our clients about the most sustainable options. http://www.betterplaces.nl/co2-footprint/</p>
<p>10.10. Transport to the airport 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>Tip 4: Je kunt de CO2 uitstoot van je vliegticket eenvoudig reduceren door te kiezen voor rechtstreekse routes, dat scheelt je bovendien veel tijd. Een directe vlucht levert veel minder milieubelasting op dan dezelfde vliegticket met tussenlandingen. Bekijk hier de infographics Tip 6: Boek je taxi naar Schiphol van te voren bij Taxi Electric. Dit is de eerste elektrische taxidienst van Europa. Taxi Electric is een Social Enterprise. Dit betekent dat zij ondernemen voor een beter wereld. Boek via deze site je taxi. https://www.betterplaces.nl/vliegtickets/</p>

<p>10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	✓	✓	<p>Although we do not sell flights to the destination from januari 2016 we will measure and offset carbon compensation for all flights needed to reach the destination. We will use the CARMACAL - the carbon calculator for tour operators - to measure the CO2 emissions. Clients are informed trough our website and direct mail. https://www.betterplaces.nl/compenseren-van-co2-uitstoot/100</p>
<p>10.12. GHG / Carbon compensation with booking GHG / Carbon compensations of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	✓	—	<p>Although we do not sell flights to the destination we measure and offset carbon compensation for all flights needed to reach the destination. We will use the CARMACAL - the carbon calculator for tour operators - to measure the CO2 emissions. Better Places will pay for the total offset. http://www.betterplaces.nl/compenseren-van-co2-uitstoot/</p>
<p>10.13. Indication sustainable accommodation and excursions (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>Please see our website, we pay special attention to accommodations which are certified. http://www.betterplaces.nl/bijzondere-overnachtingen/ We also have created special pages per destination on our websites where we highlight more sustainable products. http://www.betterplaces.nl/duurzaam-toerisme/ We mention more sustainable travel products on social media and in newsletters.</p>
<p>10.14. Travel advise sustainable offers 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>	✓	✓	<p>The travel expert always informs the client about sustainable alternatives concerning accommodations, excursions, and transport options, We have a lot of information about sustainable alternatives concerning accommodations, excursions and transport options. For example: http://www.betterplaces.nl/duurzaam-toerisme/ and http://www.betterplaces.nl/beter-en-leuker/</p>

<p>10.15. Sustainability commitment (Potential) direct customers are clearly informed about the related sustainability commitments and actions.</p>	✓	✓	<p>We inform our clients via our website, newsletter and social media http://www.betterplaces.nl/travelife/</p>

After booking and during holidays



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Action			Details
<p>10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	✓	✓	<p>Before arrival our DMCs send our clients an online travel document with relevant information about the destination. There is also a lot of information on our website, see for example: http://www.betterplaces.nl/beter-en-leuker/</p>
<p>10.17. Destination Do's and Don'ts 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>Our DMCs provide different sustainable travel trips in the pre-departure information. There is also a lot of information on our website, see for example: http://www.betterplaces.nl/beter-en-leuker/ and https://www.betterplaces.nl/duurzaam-toerisme/</p>
<p>10.18. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	✓	✓	<p>http://www.betterplaces.nl/praktische-info/ Er zijn altijd een aantal praktische dingen die je voor het maken van een rondreis wilt weten, zoals bijvoorbeeld: Heb ik een visum nodig? Heb ik vaccinaties of malariaprofylaxe nodig? Wat is het tijdsverschil met Nederland? Wat voor kleding heb ik nodig? Voor het beantwoorden van deze vragen kun je de praktische informatie per land bekijken. Klik hieronder op het land waar je naartoe wilt gaan en lees de tips per bestemming. Het is altijd aan te raden de informatie te checken bij de instanties, zoals ook beschreven staat bij de praktische info</p>

			zelf. We not offer rafting or any other high risk activities, this is included in the handbook and criteria for our suppliers. • Activities that we do NOT want to offer : rafting , bungee jumping, quad biking, mountain flights , ballooning , elephant rides, visit to a place where you can hug a cub or walk with a juvenile lion, visit places where you can see captive dolphins and orcas.
10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	✓	Better Places has an emergency phone which can be reached 24/7. Our local DMCs also provide 24/7 assistance during the trip.
10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓	In case of emergency clients will first contact the local DMC. The manager of Better Places can be contacted 24/7 , she has a lot of experience in dealing with emergency situations
10.21. Excursion / activity do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise negative visitor impact and maximise enjoyment. The guidelines are (if relevant) developed with collaboration and consent of relevant NGO's and the affected community.	✓	—	We provide on our site different information: http://www.betterplaces.nl/olifanten-verzorgen/ http://www.betterplaces.nl/vrijwilligerswerk-tijdens-je-vakantie/ http://www.betterplaces.nl/duurzaam-reizen-tips/
10.22. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	✓	✓	37. Wat doen jullie aan het voorkomen van kinderprostitutie? Wij steunen actief het ANVR en ECPAT NL in de bestrijding van kinderprostitutie in vakantielanden. We vragen je met ons alert te zijn op misbruik van kinderen. https://www.betterplaces.nl/veelgestelde-vragen/
10.23. Illegal souvenirs Clients are informed about applicable legislation concerning the	✓	✓	We give our clients information about souvenirs Let erop dat je geen souvenirs koopt die van bedreigde dieren of planten zijn gemaakt. Ben je er niet zeker van, het is niet

<p>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).</p>			<p>altijd makkelijk te zien, vraag het dan gewoon. Lees meer over foute souvenirs op de website van het WNF. http://www.betterplaces.nl/duurzaam-reizen-tips/</p>
<p>10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	✓	✓	<p>http://www.betterplaces.nl/duurzaam-reizen-tips/ Het lokaal kopen van souvenirs, eten en drinken in lokale bars en restaurants en excursies doen met lokale gidsen, zorgt ervoor dat de lokale bevolking profiteert van jouw verblijf. Die MacDonalds dus toch maar overslaan.</p>
<p>10.25. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	✓	✓	<p>We stimulate our clients to use sustainable transport in the destination. http://www.betterplaces.nl/duurzaam-reizen-tips/ http://www.betterplaces.nl/co2-footprint/</p>
<p>10.26. Donations 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).</p>	✓	—	<p>We provide information about social projects per DMC on your website: http://www.betterplaces.nl/fair-groen/ After the earth quake in Peru on August 14th a fundraiser was set up to collect money to help the communities to recover their homes and be able to receive guests again. http://www.betterplaces.nl/hulp-aardbeving-peru/ Better Places donated 1500 euros</p>
<p>10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)</p>	✓	—	<p>We are a member of SGR</p>

After holidays

Action			Details
10.28. Client satisfaction Client satisfaction is systematically measured and the results are taken into account for service and product improvements.	✓	✓	We send all our clients an evaluation form after their trip
10.29. Sustainability and client satisfaction Sustainability is an integral part of the research into client satisfaction.	✓	✓	Sustainability is an integral part of the research into client satisfaction. In 2017 we will add a question in our evaluation form on sustainability.
10.30. Complaints The company has clear procedures in case of complaints from clients.	✓	✓	We inform our clients about the procedure if they are not satisfied. Also we are a member of SGR. http://www.betterplaces.nl/veelgestelde-vragen/