



TRIVI TOURS
Agencia Operadora de Turismo
R.N.T. #12215

AGENCY TRIVI TOURS TOUR OPERATOR

SUSTAINABILITY POLICIES

This agency is aware of the need to maintain an assumed and sustainable tourist development the principles set out specifically in the Norma Técnica sectorial NTS-TS, 003 Agency **TRIVI TOURS**, tour operator undertakes to carry out sustainable management of its activities and services, through the adoption of commitments designed to prevent, eliminate, or reduce the impact of our facilities and activities in the destinations that we offer in our services portfolio as well as optimize the sustainability of the tourism agency operator **TRIVI TOURS** improving their behavior with the environment.

Agency tour operator TRIVI TOURS, has adopted the following policy of sustainable tourism, by which you agree to comply with the requirements laid down in this standard technical sectorial NTS-TS, 003, which includes, among others, the legal requirements governing the effects generated by tourism. Likewise we are committed to motivate and to train our staff, with training activities and awareness of the principles of sustainable tourism, to promote good environmental practices in the environment, participate in outside activities, and reporting both internally and externally on the advances and environmental performances of the Agency.

One of our main objectives is to improve the sustainable management. Assuming commitments to continuous improvement in all areas, of sustainability: Sociocultural, economic, employment and environmental, as well as in the satisfaction of our customers, suppliers and employees.

Work by generating sensitivity in them and in this way reduce the impact generated by the use of natural resources, and thus preserve them for future generations.

Each and every one of the people who work at this agency, will assume the responsibility and the role that corresponds to them framed within its functions and in compliance with the standard, thus protecting the environment, flora and fauna (terrestrial and marine) of all pollution, emergency care related to the safety of our customers, our boats safe practice create, teach, apply, control, and verify that all procedures be developed as it is written in the policy.

SUSTAINABILITY GOALS

- ✓ Control the water and energy of our agency resources
- ✓ Make the use of solid waste
- ✓ Provide training to our employees in matters of great importance, environmental, socio-cultural, economic and labour.
- ✓ Supporting our local communities, promoting their economic development,
- ✓ Participate in programs and campaigns convened by various bodies and administrative organizations in the activities, environmental, socio-cultural, economic and labor
- ✓ We are also interested in promoting the socio-cultural heritage, contributing to the country's social and economic growth.



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SUSTAINABILITY GOALS

- ✓ The Agency's main goal, getting a 100% professional and clean, more participatory tourism, with expectation the position as the operator of tourism agency leader in the market.
- ✓ Engage even more with the conservation of the environment, preventing the illegal trafficking of species (fauna) terrestrial and marine, deforestation and elimination of native species (flora) achieving as well to maintain biodiversity, landscape, tourism and water resources
- ✓ Promote the purchase and sale of products and services of our local communities in the destinations that we operate, thus generating a positive impact on our economy.
- ✓ Disseminate the importance at local level of the importance of conserving the environment against pollution of water, air soil and sea, thus generating a greater environmental awareness.

POINTS TO CONSIDER

- ✓ Define the load capacity at our destinations
- ✓ Educate tourists, visitors and users, about the impacts which may cause
- ✓ Control and management of waste
- ✓ Maintenance, cleaning and security of ships (boats) that carry our clients to different destinations among others.

In the TRIVI TOURS tour operator Agency, we have the obligation to report and search tools to prevent trade and child labour and sexual exploitation in programs and destinations that we promote and also not to discriminate against any person by race, gender, or sexual preference. One of our major commitments is focused in comply with current labor rules through welfare to our employees and train our staff in matters relating to the service and standards of sustainable tourism. Our impact society makes us responsible for promoting the purchase of products and services that offer communities on issues of sustainability.

This policy of sustainable tourism will be updated whenever the circumstances require it, adopting and publishing in both cases objectives of sustainability



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SUSTAINABLE TOURISM

RESPONSIBLE BEHAVIOUR

Dear travellers or tourists

We want you know and enjoy different cultures and traditions other than their own, which will have new experiences and be spokespersons for the diversity of culture, traditions and customs that exist in the various destinations you visit.

Be respectful, tolerant with this and was thus gained the respect and admiration of the local population of the place

- ❖ Respects the rights human, any form of exploitation degraded the objectives and fundamental goals of tourism, exploitation, trafficking and sexual abuse of children is an offence punishable in the place where they carry out the same in the country or residence where is committed.
- ❖ Help us to conserve and protect the natural environment, protecting the flora and fauna and their habitats.
- ❖ Refrain from buying products made from plants, animals at risk or endangered.
- ❖ Report any situation in which you see or shows any type of sale, or damage to native species, flora or fauna terrestrial or marine.
- ❖ Has a deep respect for our culture and archaeological heritage, your travel contributes in one way or another to the economic, social and cultural development of the sites you visit.
Buy products and crafts local, they are the most important reflection of our cultural heritage, and its manufacture and sale produced a low impact on the environment.
- ❖ Find out about our current legislation, so that they do not commit or is committing crime or act in the country that you visit, not trafficking with drugs, weapons, antiques, protected species, products or substances dangerous and forbidden by the rules, norms, laws and national statutes.
- ❖ Are compromised by ensuring their security and therefore we ask that any threat of danger, consult our guiding the boat guides, they will be available to guide you and help you.
- ❖ Maintained order and toilet places who visit, avoiding risks that put danger on the premises, protected natural areas.
- ❖ Will not deliver food, or remains of them in the places visited, have special care in protected areas.
- ❖ Do not forget to close the taps, switch off the air conditioning, lights, when you leave a hotel or residence where you stayed, is thus helps to not squander these valuable resources to the planet.
- ❖ Chooses to use recyclable containers and minimize the production of waste.



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COMMITMENTS AND GOOD PRACTICES

Responsibility, authority and commitment :

Is tour operator TRIVI TOURS, implement and comply with the following practices and commitments, in addition to the system's sustainability commitment, responsibility and authority of the staff of the Agency

SOCIAL:

- ❖ The scope of the internet, using blogs, social networks, Instagram, Facebook; twitter, etc.
- ❖ Maintain continuous interaction with our customers.
- ❖ Respond the more cordial and precise, to specific requests or to the questions that our clients have.
- ❖ Maintain familiarity and undead with our coworkers,
- ❖ Report any situation or anomaly that arises where affected the social issue, such as the exploitation and trafficking of children, and adolescents
- ❖ Comply with the safety standards set by the Agency.

ECONOMIC:

- ❖ Promote the purchase and sale of the products and services of our local communities in the destinations that we operate, thereby generating a positive impact in the destinations that we operate
- ❖ Communication between the employees of the Agency and thus be able to detect any failure that may negatively affect the economy of our agency.
- ❖ Proposal to generate additional revenue.
- ❖ Maintain a business system where we can promote ourselves in and out of the city and country where it operates our agency
- ❖ Choose providers offering guarantees of quality and respect for human rights and the environment.

ENVIRONMENTAL:

- ❖ Report that it should help and encourage the care of native species, flora fauna marina land, our locations and destinations where we operate and
- ❖ Inform customers that if they visit ecosystems, sensitive such as coral reefs and jungles of how to do it to cause the least possible impact and not to degrade them.
- ❖ Learn how to minimize the generation of waste, are a source of pollution.
- ❖ Report that when they have to get rid of waste do it the way cleaner provided by their place of destination.
- ❖ Report that natural resources should be used as water and energy, in moderation are very few goods.
- ❖ Print only when keep physical copies of the documents required.
- ❖ Print on both sides of paper sheets whenever possible, using ink-saving option for printing