

Sustainability policy of MOSER Active - Patagonia Travel Specialists



Purpose

The company MOSER Active is committed to Sustainability by:

- Have an active sustainability coordinator who has completed the basic [Travelife](#) Sustainability training and exam and is in charge of monitoring, reporting, and implement the sustainability policy and action plan.
- Define and public publish our sustainability mission statement and policy
- Conduct a baseline assessment of the company's performance on sustainable practices
- Ensure company's transparency in sustainability by public reporting and communicating;
- Involve the staff / freelance employees in our sustainability action plan and ensure that the staff / freelance employees is fully aware of our Sustainability Policy and is committed to implementing and improving it.
- Comply with all national legislations.

Sustainability management & legal compliance

Sustainability commitment

MOSER Active leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

MOSER Active commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

MOSER Active follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Freelance employees

- We recognize that our freelance employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
 - Legal compliance in all regards
 - A safe, healthy, and welcoming workplace
 - Fair contract conditions including fair compensation
 - Training opportunities including trainings on topics of sustainability, sexual harassment and

- exploitation in the workplace and in the industry
 - Participation in the sustainability planning activities
 - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.
- MOSER Active further expects this commitment from all partners and suppliers.

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound principles. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law
 - Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
 - Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
 - Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
 - Energy saving measures are in place in all common areas
 - All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
 - Water saving measures are in place in all common areas and restrooms, including water capture in external areas
 - Waste is separated into the following categories: [plastic, organic, paper products, metal, hazardous, glass, e-waste, waste to landfill] and is disposed of properly by [a private company / municipality]
 - Noise, light, and air pollution is minimised

Carbon management of office operations

- MOSER Active is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible
 - Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encourage remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via LATAM carbon offset program.
 - Installing energy efficient equipment and appliances [where appropriate/possible]

Land use

- MOSER Active offices are located in a suburban/rural area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and

design.

General suppliers policy

- MOSER Active is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- MOSER Active prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- MOSER Active prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, MOSER Active prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- MOSER Active expects its suppliers to adhere to a Code of Conduct, that includes the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of MOSER Active

Our complete supplier Code of Conduct is available here: www.moseractive.com.

- Following a zero-tolerance policy, MOSER Active will immediately terminate any relationships with suppliers that violate our policies/the Code of Conduct, specifically through acts of bribery, corruption,

discrimination, and violation of human rights.

- MOSER Active raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- MOSER Active actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- MOSER Active maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Transport

- MOSER Active only works with transport providers that adhere to the company's Code of Conduct.
- When selecting transport for guests and business related travel, [Company] commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- MOSER Active has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
 - Training drivers on eco-driving techniques

Accommodations

- MOSER Active only works with accommodations that adhere to the company's Code of Conduct.
- In the accommodation selection process, MOSER Active considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- MOSER Active favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions.

Tour leaders, local representatives, and guides

- MOSER Active commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of MOSER Active.
- MOSER Active understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of MOSER Active are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- MOSER Active provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

- MOSER Active prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- MOSER Active aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- MOSER Active does not support destinations that have a questionable human rights track record.

Environmental stewardship in destinations

- MOSER Active commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy to ensure
 - Legal compliance in all regards
 - Customers and their data are protected

- Customers know how their information is being used

Marketing and communication

- MOSER Active strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations
 - Compensation of their trips CO2 emissions
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping and illegal souvenirs

Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Greenhouse Gas emissions and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism

- Satisfaction and complaints

- MOSER Active maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

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

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

The implementation of this policy will be lead by the Sustainability Coordinator, Vera Stoelzner, who can be reached at info@moseractive.com.

Effective date

This policy is effective from April 2025.