

Sustainability policy of Enjoy Jordan



Purpose

Our company is committed to minimizing the negative impacts on the environment by proposing a bundle of best practices with our employees :

- Going paperless as much as you can and keeping everything electronic.
- contributing to saving energy/ water and waste during office hours

As part of that commitment, our company aims to encourage partners and suppliers in:

- Applying the child labor law and not employing any child under the legal age for the labor market.
- Reducing energy (by installing energy-efficient lighting and appliances).
- Water consumption (by installing water-saving devices like low-flow taps/ showerheads...etc.).
- Minimizing uses of chemical products in cleaning.
- Encouraging organic food & drinks suppliers from the local community.
- Recycling and reducing wastes:
 - by avoiding non-biodegradable materials in food packaging.
 - Using refillable water bottles.
 - Having recycling bins made of biodegradable materials.
- Encouraging guests to share these valuable green practices (saving energy/ water and wastes) as a means to raise awareness among clients.

Scope

Everyone is engaged, our policy covers all staff in all sections who work in the company on a permanent term contract and freelance staff.

partners, suppliers, and customers are directly impacted by our sustainability policy's implementation.

Sustainability management & legal compliance

Sustainability Commitment

Enjoy Jordan 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 (publicly) communicating our sustainability performance (through the Travelife report) every two years.

1. Sustainability Management and Legal Compliance:

We commit to sustainability management, practiced by different actions.

- To have an appointed employee who is responsible for sustainability coordinator tasks.
- To have a sustainability mission statement communicated to customers, partners, and suppliers.
- To have an accessible and written sustainability policy that aims to reduce the negative social, cultural, economic, and environmental impacts of the company's activities; and includes employee-related health and

safety aspects.

- To collaborate and be actively involved in external forums and working groups that are supportive of sustainability in tourism.
- To conduct a baseline assessment of the company's performance on sustainable practices;
- To have sustainability guidelines and assessment system in place to identify the sustainability performance of key suppliers/partners;
- To have a sustainability action plan with clear targets, actions, measures, responsibilities, and time planning;
- To develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets;
- To ensure the company's transparency in sustainability by public reporting and communicating;
- Ensure that all staff are fully aware of our Sustainability Policy and committed to implementing and improving it.

2. Internal management: social policy & human rights:

We commit to sustainable internal management by having clear written and well-communicated social policy with our staff.

- To grant employees the freedom of employment and contract termination with notice (ideally a minimum of one month) and without penalty
- To include labor conditions according to national labor law and a job description in the employment contract.
- The wage rate is to be mentioned in the contract and equals or above the national legal wage.
- To determine and compensate for overtime working hours based on agreement.
- To provide medical and liability insurance according to the national law.
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance.
- To have a health and safety policy for employees that complies with national legal standards.
- To have first aid sets.
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training and education.
- To prohibit discrimination, about 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.
- According to Jordanian labor law:

"Children between the ages of 16 and 18 are permitted to work in non-hazardous locations, subject to certain regulations, such as obtaining their guardians' consent and attempting to create a special file. However, the labor law forbids the employment of any child younger than 16."

6 hours maximum, in addition to forbidding overtime and night work, and requesting the child to take an hour off regarding 4 consecutive hours at work."

3. Internal Management: Environment and community relations:

We commit to practicing environmental protection and enhancing community relations by ensuring the enforcement of different practices aiming to protect to raise awareness among our staff enabling us reach to our goal of reducing the negative side effects on the environment.

- Actively reduce the use of disposable and consumer goods;
- Favor the purchase of sustainable goods and services, office and catering supplies, giveaways, and merchandise;
- Purchase products in bulk, to reduce the amount of packaging materials;
- Set copy and printing machines by default to double-sided printing or other forms of paper-saving modes;
- Use cleaning materials that are non-hazardous, non-eutrophic, and biodegradable and are certified with an eco-label, if locally available.
- Have an active commitment to measure, monitor, and reduce energy consumption.
- Purchase green energy and energy-efficient lighting for all areas, when available.
- Switch off Lights and equipment when not in use, use the automatic switch on/off system with timers or movement sensors, and set equipment by default in the energy-saving mode, where this is feasible.
- Prefer low-energy equipment when buying new items, including considerations of cost and quality.
- Develop and implement a solid waste reduction and recycling policy, with quantitative goals.
- Take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use.
- Separate all materials that can be recycled and organize the collection and proper disposal.
- Provide periodic guidance, training, and/or information to all staff members, about their roles and responsibilities concerning internal environmental practices.

Carbon management of office operations

- our company is committed to reducing our carbon footprint and endeavors to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible
 - Monitoring and measure measuring carbon footprint to reduce as much as possible and offset remaining amounts.
 - Encouraging 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 [carbon offset company].
 - Implementing procedures such as [e.g. following proper maintenance for vehicle fleet, offering incentives such as bike rental stipend and showers].
 - Installing energy-efficient equipment and appliances [where possible]

Land use

- our company's main office is located in an urban area and abides by all local land use laws respects local cultural and natural resources in our business operations and favors sustainable design inside employees' offices.

General suppliers policy

- Our company 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.
- we (Enjoy Jordan) prefer to work with partners that share the company's commitment to sustainability; which means that we seek partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.

- our company prefers to work with suppliers in 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, Enjoy Jordan prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Enjoy Jordan offers incentives for partners that are actively engaged in sustainable operations.
- Our company expects its suppliers to adhere to the codes of conduct, which include 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 our company.
- Following a zero-tolerance policy, Enjoy Jordan will immediately terminate any relationships with suppliers that violate our policies, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- The company raises awareness among its suppliers to adopt environmental practices, and to minimize their carbon footprint.
- The Company 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.
- The company maintains open lines of communication with our suppliers and partners and encourages feedback from our stakeholders at any time and on any topic, particularly sustainability.

4. Transport and Drivers:

Enjoy Jordan works with serious transport providers that adhere to the company's Codes of Conduct/ sustainability policy.

We try to ensure an eco-friendly means of transport of any category; depending on availability in the country.

We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We aim to engage as well drivers from the local community in sustainable practices believing in their ability to spread the message.

Enjoy Jordan works with serious transport providers that adhere to the company's Codes of Conduct/ sustainability policy. Enjoy Jordan works with serious transport providers that adhere to the company's Codes of Conduct/ sustainability policy.

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination.
 - Using appropriate vehicle sizes for group sizes and purchasing the most efficient vehicles available.
 - Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, and practical considerations.
 - Integrating and/or promoting one or more sustainable holiday products/packages based on a recognized methodology, including sustainable transport, sustainable accommodations, and sustainable activities.
 - The car rental company is committed to periodic maintenance of all cars for sustainability purposes.
 - We prefer to work with local drivers of equal competence and provide them with the necessary training on best practices.
 - Our drivers are well trained to inform travelers about relevant sustainability issues in each destination (e.g. protection of flora, fauna, and cultural heritage, use of resources), social traditions and values (e.g. tipping, dress code, and photography...etc).
-
- Training drivers on eco-driving techniques.

5. Accommodations:

We are striving for a fully sustainable tourism supply chain. Partner accommodations play an important role in achieving this goal, and are stimulated and motivated to implement sustainable practices.

- Motivating and encouraging partner accommodations to become sustainably certified.
- Preferring and selecting accommodations that are locally owned and managed.
- Selecting accommodations that employ local communities.
- Having accommodations provides evidence clarifying their sustainability goals and strategies.
- Encouraging accommodations to follow best practices/training on responsible tourism.
- Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations
- Giving clear preference to accommodations that work with internationally acknowledged (e.g. GSTC

recognized) and/or Travelife certification

- Including standard sustainability clauses in all contracts with accommodation providers that focus on child labor, anti-corruption, and bribery, waste management, and protection of biodiversity

According to Jordanian labor law:

"Children between the ages of 16 and 18 are permitted to work in non-hazardous locations, subject to certain regulations, such as obtaining their guardians' consent and attempting to create a special file. However, the labor law forbids the employment of any child younger than 16."

6 hours maximum, in addition to forbidding overtime and night work, and requesting the child to take an hour off regarding 4 consecutive hours at work."

- Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by:
- Having a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children
- Having a clause dedicated to this aspect in their contract enables the travel company to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children
- Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities.
- Terminating cooperation with accommodation in case of clear evidence that contracted accommodations jeopardize the provision of the integrity of basic services such as food, water, energy, healthcare, or soil to the neighboring companies.

6. Excursions and activities

We highly value animal and community welfare and aim at tours that only have a minor footprint.

We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

we **Enjoy Jordan** only works with excursion providers that adhere to the company's Codes of Conduct

- Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination.
- All excursions and activities run by or on behalf of Enjoy Jordan respect local customs, traditions, cultural integrity, and natural resources.
- we are committed to giving preference to excursions and activities that benefit local communities, respect animal welfare, and support environmental protection.
- Advising guests on behavior standards during excursions and activities with a focus on respecting the local culture, nature, and environment.
- Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers, representative agents, social media, email, discussions, and/or meetings, by distributing this information via the codes of conduct's folder in pdf enables to minimize negative visitor impact and maximize enjoyment.
- Not offering any excursions that harm humans, animals, plants, or natural resources such as water and energy, or that are socially and culturally unacceptable

- provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.
- Promoting and advising our guests on excursions and activities that directly involve and support local communities by purchasing services or goods, traditional crafts, and local (food) production methods, or visiting social projects.

7. Integration of the local community in the tourism sector (Local representatives and Guides):

We aim to engage locals especially guides as possible as we can by employing them in the tourism business.

We stand for a fair and safe working environment that supports and respects local communities.

- Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal ability 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 our company.
- we commit to providing guides and local representatives with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.
- Ensuring that our local partners comply with all applicable international, national, and local laws and regulations, and industry minimum standards.
- Paying tour leaders, local representatives, guides, porters, and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy.
- Having our 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)

8. Destinations

Sustainable destinations

We aim to maximize positive impacts and minimize negative impacts at destinations to ensure the sustainable development of the places that we operate in.

- Consider sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations.
- We aim to bring social and environmental benefits to the communities we visit.
- We understand the importance of dispersing visitors and not exceeding the carrying capacity of destinations; therefore, we encourage the promotion of less well-known regions (with the approval of the local community), to avoid over-tourism and its negative impacts.
- Not promote souvenirs that contain threatened flora and fauna species.

Contribution to local communities / local economic network

- our company commits to a positive contribution to the destinations in which we operate, by:

- Sourcing locally and responsibly, and supporting local and traditional arts and culture
- Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
- Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, and community groups] to further the sustainable tourism development of the destination
- Respecting and advocating for all human rights (i.e. children's rights, women's rights, labor rights, etc.) as well as land rights

Environmental stewardship in destinations

- Our Company 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 behavior

9. Customer communication and protection

Privacy

Customers' welfare and information are very important to us.

we ensure clear and constant communication before and after booking as well as during and after holidays.

We do also our best to ensure high protection for our travelers.

r, travelers.

- Therefore, we maintain a clear privacy policy <https://www.enjoy-jordan.com/conditions.php> to ensure:
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Before booking, we commit to this by:

- Provide a company guideline for traveler information, which is followed by traveler advisors.
- Ensure that customer privacy is not compromised.
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages, and

do not promise more than is delivered.

- Ensure that product and pricing information is clear, complete, and accurate about the company and its products and services, including claims about sustainable development.
- Inform direct (potential) customers of commitments and actions in the field of sustainable development.

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

- Provide Information to consumers about the natural surroundings, local culture, and cultural heritage in the holiday destination.
- Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution.
- Inform customers about risks and precautions related to health and safety matters at the destination.
- Keep a contact person and a telephone number permanently available for emergencies.
- Train personnel and keep guidelines available, on how to deal with emergencies.
- Provide customers with information about commercial, sexual, or any other form of exploitation and harassment, particularly of children and adolescents.
- Inform clients about applicable legislation concerning the purchasing, sales, import, and export of historic or religious artifacts and articles containing materials of threatened flora and/or fauna in the destination
- Motivate clients to use local restaurants and shops.

After the holidays, we commit to this by:

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

Marketing and communication

- Enjoy Jordan 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 honor our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavor 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
 - 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
- we at Enjoy Jordan are committed to maintaining open lines of communication with our customers and encourage 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 led by the Sustainability Coordinator, Maiada Galal, who can be reached at Maiada@enjoy-jordan.com

Effective date

This policy is effective from 1st January 2024.