



POLICY OF SUSTAINABLE PRACTICES

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SUSTAINABILITY MANAGEMENT

1. Have 1-2 sustainability coordinators at all times. He / She is delegated the responsibility of coordinating employee tasks and creating action plans for the consistent updating of our policies. (Must have completed Travelife training and examination within previous 3 years)
2. Have a mission statement projecting our goal for sustainable practices in our activities. This statement is to be communicated to guests, business partners, and stakeholders.
3. Have a rigorous sustainability policy, which all employees and business partners can follow, and obey its creed in preserving social, cultural, historical, environmental, and economic riches of our destinations and local communities.
4. Train key staff through the Travelife training platform, including contract manager. Management should actively involve staff in implementation.
5. Attempt to attend local events and forums pitching sustainable tourism to the industry, having an active, participating role. (i.e. Through HATTA, CLIA, ASTA)

6. Look to provide support to organizations that take sustainability initiatives including donations and active participation.
7. Conduct bi-annual assessment of our company's implementation of the policies in this handbook. Coordinator reports on effectiveness of policy and action plans to management.
8. Have clear guidelines for the assessment of our business partners and suppliers, in their performance in sustainable practices. Use Travelife Data of suppliers for possible collaborations.
9. Have a viable sustainability action plan which includes targets, responsibilities, and a time frame for tasks to be completed. Coordinator must engage and involve staff in its application.
10. Monitor and assess the implementation of the sustainability policy. This can be done through the Travelife website.
11. Report our progress towards sustainability and communicate our mission and policies through our website, newsletter, and other publications.
12. Publish our "journey" on the company website, thoroughly, for other operators and stakeholders to follow as an agent of assistance for their sustainable development.
13. Report progress on Travelife website at least every 2 years.
14. Keep all staff and management compliant and up-to-date with all local and international legal requirements, and have clear guidelines for ethical conduct including: anti-corruption and anti-bribery laws, anti-discrimination policy, and latest health & safety regulations. All should be accessible on company website for staff.

INTERNAL MANAGEMENT

1. Abide by the national general collective labor agreement of Greece, and also the sectoral one between FedHATTA, HATTA, and PASENT (obligatory since Sep. 2018)
2. Do not prevent employees from being members of a union. Employees are not required to disclose this information.
3. No forced labor, in accordance to Greek Labor Law. Employee can end employment with minimum 1 month's notice.
4. Have rigorous employment contract for all employees. Copy also sent to relevant government body.
5. Stay compliant with minimum wage laws. Abide by the sectoral collective labor agreement.
6. Pay overtime in accordance with Greek Labor Law.
7. Pay medical insurance for all employees in accordance to Greek law.
8. Have paid maternity leave policy for all pregnant or expecting mothers in accordance with orders from physician.
9. Work-related disability-risk accident that take place at the workplace are covered by social security policy provided by Greek Labor Law.
10. Have fixed yearly paid holiday and sick leave for all employees as provided by Greek Labor Law.
11. Have health and safety policy, complying with legal standards. Include first aid and required safety protection at all activities. Staff is regularly trained and assessed, including drills.
12. Follow anti-discrimination policy and provide equality of opportunity to all employees.

13. Comply with UN Convention on the Rights of the Child and national law regarding child labor. No employment of children under the age of 14.
14. Provide access to premises for people with disabilities and need for special assistance, in accordance to national legislation.
15. Offer Internship positions to students.
16. Staff suggestions and ideas are considered and encouraged by management. Open-door policy.
17. Document disciplinary procedures, which should be strictly followed by all employees.
18. Offer resources to staff for training, access to education, or experience gaining. Staff can participate at trainings of LAEK for personal development, organized by HATTA and OAED.
19. Give staff members of Rhapsody the right to raise concerns or file complaints regarding discrimination, employment issues, or any other suggestions to management without fear of retaliation. Given our company's small size and family environment most issues and grievances are discussed and handled between the interested parties or with one's supervisor. Can also be done anonymously at info@rhapsody.gr

INTERNAL ENVIRONMENTAL MANAGEMENT

1. Favor sustainable goods and services including, paper, food, capital goods, and consumables.
2. Favor local, eco-labelled, organic, and low carbon footprint products and services.
3. Use eco-labelled printer paper in office.
4. Set all printers to double-sided printing by default.

5. Purchase products in bulk when possible to reduce the use of packaging material.
6. Use non-hazardous and biodegradable cleaning supplies (look for products with eco-label).
7. Print brochures, if ever needed, on recycled or environmentally-friendly paper and avoid overproduction. Costs must be considered. Printing company must have sustainable solutions.
8. Use internet when feasible to further reduce paper use.
9. Have in place a system to monitor energy consumption. Management should remind staff to efficiently reduce the amount of electrical energy used in the office space, such as switching off unnecessary lighting. Company offers tips for saving energy to all employees.
10. Measure carbon emissions. Can be done with tool provided by Travelife.
11. Measure and monitor kWh consumption. Currently using “GREEN” electricity company, and have GREEN Business Plus package.
12. Consider low energy equipment when purchasing new products for the company. Price and quality should be considered.
13. Set electronics to energy-saving mode when possible and switch off after working hours. Last person to leave always performs a round check. Staff is regularly reminded during meetings and with internal communication.
14. Have policy to reduce water consumption. The office water is measured on a two-month basis by government controlled company and Rhapsody receives statement.
15. Have and follow recycling policy, separating all waste materials through the use of recycling bins in the office. Comply with national legislation concerning waste disposal.
16. Use refillable bottles for drinking water to eliminate plastic use.
17. Use refillable ink for printer. www.inksmart.gr

18. Recycle batteries with the help of *AFIS SA* organization, or similar.
19. Minimize and substitute harmful, hazardous material in office including cleaning supplies. Favor green cleaning supplies. Follow sustainable purchasing procedure.
20. All business travel is measured for Carbon or GHG emissions and is reduced to only necessary travel. This can be calculated with tool provided by Travelife.
21. Encourage employees to use public transportation when feasible.
22. Reduce transport related impact through phone or video-conferences with our offices throughout Greece
23. Any new constructions or other infrastructure related activities should respect natural heritage, and best practices should be implemented, consulting local communities in the process (if ever applicable in the future).
24. Embrace local elements in art, architecture, and culture when considering design, decoration, and food in office space and other external operations and activities (ex. Shops, wineries, etc.)

PARTNER AGENCIES

1. Have in place a policy to assist the sustainable development of partner agencies.
2. Inform partners, suppliers, and stakeholders of our company's sustainability policy which they should comply with and deliver to final customers where applicable.
3. Include important sustainability clauses in contracts with partners and suppliers. Key clauses include: sexual exploitation, child labor, anti-discrimination, anti-corruption, bribery, waste management, and biodiversity protection. This should include clauses to end contract agreement if found in violation.

4. Enable partner agencies to have sustainability training.
5. Provide incentives to partner agencies and key suppliers in order for them to engage in sustainable practices.
6. Partner agencies must comply with local, national, and international legislation and regulation.
7. Partner companies must comply with living wage laws.

TRANSPORT

1. Communicate with cruise lines to mutually agree for sustainable transport options when available. Must always consider comfort and safety of passengers as well as price.
2. Give preference to more sustainable transport options for transfers or excursions, taking into account practical issues such as number of pax for transfer vs available means, safety, comfort, and price.
3. Aim to promote and offer more sustainable services, excursions, and activities.

ACCOMMODATIONS

1. Develop and implement strategy to improve sustainability practices of contracted accommodations.
2. Give preference to accommodations that have sustainability certification.
3. Communicate sustainability policy and requirements to contracted accommodations.

4. Include standard sustainability clauses in formal contracts to accommodations.
5. Stimulate contracted accommodations to participate in sustainability training and education.
6. Collaborate with stakeholders, and tour-operators to promote sustainability among accommodations.
7. Provide incentives and benefits to accommodations which reflect engagement in sustainable practices.
8. Respect and safeguard the rights of minors. For accommodation suppliers we request relevant clause to be included in formal agreement.
9. Give preference to accommodations and restaurants that incorporate elements of local art, architecture or cultural heritage to give an authentic experience to guests. In selection process take into account price, comfort, licenses, hygiene and level of service.
10. Terminate any cooperation with accommodation if they jeopardize the provision or integrity of basic services such as food, water, energy, and healthcare.

SUSTAINABLE EXCURSIONS

1. Have inventory of environmentally or culturally sensitive excursions. This includes visiting archeological sights under the protection of UNESCO, excursions that take place in areas that have been included in NATURA 2000 network, and religious sites.
2. Develop and implement policy to improve sustainability of excursion base.
3. Communicate objectives to any contracted excursion providers
4. Give specific instructions and guidelines to visitors when visiting sensitive cultural sites where necessary.

5. Consider and give preference to activities and excursions of acknowledged sustainability standards.
6. Do not offer activities or excursions that harm humans, animals, plants, natural resources or which are socially unacceptable.
7. Do not offer activities in which wildlife are held captive, unless in compliance with National and European law, such as Attica Zoo
www.atticapark.com/en/whoweare/who-we-are.351.html
8. Do not offer activities in which wildlife species are harvested, consumed, traded, or sold during excursions. Rhapsody must comply with all national and international law on this respect.
9. Offer excursions which include interaction with wildlife only if compliant with National Legislation and European Directives.
10. Work only with certified licensed guides.
11. Make efforts to include into excursions activities which directly support local communities (e.g. purchasing services or goods, promoting local food, and local crafts and products).

TOUR LEADERS, LOCAL REPRESENTATIVES, & GUIDES

1. Pay subscription fee to the Greek Federation of Professional tourist guides to have access to their members' contact details. HATTA signs collective employment terms and conditions agreement with the Association of licensed tour guides, and so licensed guides are self-employed and aware of their terms and conditions of employment.
2. Respect and abide by collective labor agreement concerning tour leaders and local staff and legal minimum wage standards of the industry
3. Cooperate only with professional guides who have completed a 4-year academic study and hold a government diploma and license.
4. Keep guide association informed about sustainability policies. Can involve and train tour leaders and guides by inviting them to join Travelife.

5. Inform tour leaders to provide information on relevant sustainability matters to guests at destinations. Dress code and photography information is also given when visiting religious sites.
6. Provide all local staff and representatives with information about sexual exploitation of children at destinations and have clear instructions to report any and all suspicious activity to local police.

DESTINATIONS

1. Consider sustainability aspects of destinations in the selection process of new routes, excursions, and activities. Offer alternative and non-mainstream attractions to cruise lines.
2. Cooperate with cruise line partners to constantly find more sustainable means of transport to and from destinations and accessibility for all guests.
3. Support initiatives that improve infrastructure, services, and improve relations between local stakeholders and the cruise industry in cooperation with HATTA and FedHATTA (Federation of Travel and Tourist Agent Associations), and given our directors' direct involvement at elected board positions of the organizations.
4. Comply with CITES treaty and the IUCN Red List and do not promote souvenirs which contain threatened flora and fauna species, including relevant clause in agreements.

CUSTOMER COMMUNICATION

1. Ensure that customer privacy is never compromised. Comply with EU General Data Protection Regulation and have procedures to protect all sensitive personal information of our clients and guests.

2. Comply with relevant standards and voluntary codes of conduct and relevant Greek and European Laws when distributing promotional material. Material is examined and evaluated together with our business partners.
3. Services, products, price and information is clear and accurate. Contracted all terms and conditions with clients.
4. Regularly evaluate destination information to include changes in all aspects
5. Advise and inform clients on the environmental impacts of different transportation options, and sustainable alternatives regarding accommodations and excursions.
6. Promote sustainable accommodations, excursions, packages, and transport services with relevant logos and messages, where available.
7. Provide information about destination natural surroundings, local culture and heritage to the cruise lines who in turn give that information to their passengers.
8. Provide destination key sustainability aspects to cruise lines
9. Keep cruise line informed about possible risks and precautions related to health and safety matters in destinations.
10. Have staff members always available on site and reachable by telephone
11. Follow guidelines on dealing with emergency situations.
12. Make available, national legislation concerning the purchasing, sales in- and export of historic or religious artifacts and threatened flora/fauna in destinations to our partner cruise lines. Clients are informed through cruise lines communication means and through our licensed tour guides.
13. Inform clients about local products and specialties through the communication means of cruise lines and our licensed tour guides. Make recommendations for local restaurants and shops where available.
14. Inform clients on sustainable transport options

15. Encourage clients to donate directly to local initiatives.
16. Cooperate with partner cruise lines to monitor customer satisfaction through questionnaires. They analyze the results and send us the feedback and corrective actions are taken where needed.
17. Include in questionnaires to clients, questions regarding sustainability and how that plays a key role in their customer satisfaction.
18. Follow procedures in cooperation with cruise lines in case of complaints.