

		Local Host LLC Sustainability Report	11 November, 2025	
		In accordance with the Travelife sustainability criteria for Tour Operators and Travel Agents		
			Compliance	Target
1. Sustainability Management & Legal compliance				
Engagement of company				
1.1	Sustainability coordinator	A sustainability / CSR coordinator is appointed and his/her role and activities are defined.	yes	
1.2	Mission statement	A sustainability mission statement is defined which is published via, if existing, the company's website(s).	yes	
1.3	Trained sustainability co-ordinator	The sustainability coordinator has successfully completed the Travelife Sustainability basic training and exam.	yes	
Social cooperation				
1.4	Collaboration	The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.		March, 2027
1.5	Exchange of experiences	Experiences and best practices concerning sustainability are shared with other companies and stakeholders.		March, 2027
1.6	Donations	The company provides support to nature protection organisations, community development or other local sustainability initiatives.		April, 2027
Baseline assessment				
1.7	Overview partners / suppliers	The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with		May, 2027
1.8	Baseline assessment	The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard.	yes	
Policy				
1.9	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. It includes human rights, risk and crises management, quality and employee related health and safety aspects. Long-term objectives are established.	yes	
1.10	Communication	The sustainability policy is accessible to all employees, suppliers and the general public via the companies website(s) or via other means.	yes	
Action plan				
1.11	Action plan	The company has a sustainability action plan (targets, actions, measures, responsibilities and time planning).	yes	
1.12	Staff involvement	The management involves employees in the development and implementation of the action plan and acknowledges them as driving force for successful and continuous sustainability improvements.	yes	
Monitoring and evaluation				
1.13	Monitoring and evaluation	The company has in place documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets.	yes	
1.14	Staff Communication	Staff 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.	yes	
Policy				
1.15	Travelife reporting	The key sustainability results are reported to the public at least every two years and are available on the company website.	yes	
1.16	Public reporting	The key sustainability results are reported to the public at least every two years and are available on the company website.	yes	
2. Internal management: social policy and human rights				
Social policy and human rights				
2.1	Freedom of association	Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	yes	
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).	N/A	
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 and national legislation.	yes	
2.4	HR Policy	The company has a written Human Resource policy.	yes	
2.5	Formal contracts	All employees of the company have employment contract, including labour conditions and a job description.	yes	
2.6	Living wage	The company pays employees at least a living wage which is equal to or above the legal minimum.	yes	
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.	yes	
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.	yes	
2.9	Liability insurance	The company has a liability insurance for all its employees (e.g. in case of work related accidents).	yes	
2.11	Holiday / Annual leave	The employees have the right to a fixed yearly paid holiday which is at least in compliance with the legal requirements.	yes	
2.11	Sick Leave	Employees are entitled to paid sick leave in line with national legal requirements.	yes	
2.12	Health and safety	The company has a health, safety and crisis management policy for employees which complies to legal standards / best practice. Accidents and incidents are investigated and corrective measures are taken. First aid sets and trained staff is available at all relevant locations.	yes	
2.13	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 advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in other ways.	yes	
2.14	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.	yes	
2.15	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.		
2.16	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 representations are followed up.		
2.17	Disciplinary procedures	There are documented disciplinary procedures in place and staff are aware of them	N/A	
2.18	Persons with special needs	The company employs persons with special needs.		
2.19	Measuring employee satisfaction	Employee satisfaction is regularly measured and suggestions are taken into account.	yes	
Training and education				
2.20	Health and Safety	All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social and cultural practices, economic and quality issues, human rights issues and health and safety practices (including risk and crisis management).	yes	
2.21	Personal development	The company ensures, at all levels of responsibility, the staff competencies and personal development and advancement of its employees by equally offering resources and opportunities for personal development through regular training, education, experience or the nature and organisation of the work (e.g. peer learning).	yes	
2.22	Trainee places	Traineeships / Internships are offered to students.		April, 2027
3. Internal Management: environment and community relations				
Procurement				
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)..		January, 2026
3.2	Sustainable purchasing	The business has implemented purchasing policies which favour sustainable suppliers and products including building materials, capital goods, food, beverages and consumables (e.g. locally produced, fair-trade, organic, low carbon footprint, eco-labelled, FSC), whenever these are available and of sufficient quality.		March, 2026
3.3	Office paper: type	More than 90% of paper use in the office (for internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), provided that such options are locally available.	yes	
3.4	Office paper: printing	Copy and printing machines are set by default to double-sided (duplex) printing or other forms of paper saving modes.	yes	
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.		March, 2026
3.6	Cleaning materials	Cleaning materials are non-hazardous, non-eutrophic and bio biodegradable. If locally available they are certified with an Eco label.		March, 2026
Paper (promotional materials)				
3.7	Printing company	The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).		April, 2026
3.8	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).	yes	
3.9	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.		April, 2026
Energy consumption				
3.10	Energy reduction policy	The company has an active commitment to reduce energy consumption which is monitored and implemented. All measurements with a reasonable return on investment are planned and implemented.	yes	
3.11	Energy consumption and sources	Energy consumption for heating and electricity is measured by type and total Green House Gases and/or carbon emissions are calculated. Different periods are compared with the aim to reduce emissions.		January, 2026
3.12	Sustainable energy	Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	N/A	
3.13	Carbon offset	CO2 emission from the use of fossil energy for the offices is off-set.		May, 2026
3.14	Energy efficient lighting	At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces).		February, 2026
3.15	Equipment "switch-off" policy	Equipment (including aircon) is, whenever feasible, switched off after office hours or during lunch breaks (not on 'standby').	yes	
3.16	Light "switch-off" policy	Office lighting is switched off after office hours.	yes	
3.17	Low energy equipment	When buying new equipment the company gives preference to low energy equipment based on highest local available standards (taking into account return on investment and quality considerations).	yes	
3.18	Efficiency mode	Where applicable equipment is set by default in the energy saving mode.	yes	
Water consumption				
3.19	Water reduction policy	The company an active policy, based on a water risk assessment, to reduce water consumption which is implemented and monitored. In areas of high water risk, context-based water stewardship goals are identified and pursued.	yes	
3.20	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.		January, 2026
3.21	Water saving toilets	Dual flush or other water saving equipment is installed in the toilets	yes	
Waste management				
3.22	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.	yes	
3.23	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).	yes	
3.24	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.	N/A	
3.25	Plastic water bottles	The business takes action to reduce the amount of (non- refillable) plastic bottles it consumes.	yes	

3.26	Reuse / recycling of waste	The business demonstrates that it separates all materials which paper, metal, organic waste and plastics). It organizes, whenever locally feasible, collection and proper disposal thereof, if collection is not provided by the local authorities.	yes	
3.27	Toner/ink	When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented whenever feasible.		February, 2026
3.28	Recycling of batteries	Batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed of.	yes	
Reducing pollution				
3.29	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.	yes	
3.30	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.		
Mobility				
3.31	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.	yes	
3.32	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 offset.		January, 2026
3.33	Business travel carbon offset	Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	yes	
3.34	Employee incentives	Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycles).	yes	
3.35	Transport reduction	Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	yes	
Sustainability training and awareness raising				
3.36	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 environmental practices including water, energy saving, paper, and waste issues.		June, 2026
Land use and community relations				
3.37	Land use and construction	Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements and with laws related to protected and sensitive areas and to heritage considerations.	N/A	
4. Partner agencies				
Partner agencies				
4.1	Partner agency policy	Based on an inventory of its key 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.	yes	
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).	yes	
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 exist these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).	yes	
4.4	Sustainability training - motivation	Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.		January, 2026
Specific conditions				
4.5	Contracts	Written contracts with partner agencies are in place.	yes	
4.6	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.	yes	
4.7	Labour conditions	Partner companies comply with all relevant national laws protecting the rights of employees.	yes	
5. Transport				
Selecting transport suppliers				
5.1	Transport to destination	In selecting transport options to the destination a policy is followed to select the most sustainable options.	N/A	
5.2	Transport 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).		February, 2026
5.3	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).		September, 2026
Sustainable packages				
5.4	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).		November, 2026
6. Accommodations				
Accommodations				
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.	yes	
6.2	Accommodation communication	The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.	yes	
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.		July, 2026
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.	yes	
6.5	Participation to training/education	Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).		June, 2026
6.6	Collective actions	Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.		
6.7	Incentives	Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions, or marketing benefits such as green logos / indications).		
Specific policies				
6.8	Child and compulsory labour	The business ensures that through its accommodation supply chain, the rights of children are respected and safeguarded.	yes	
6.9	Accommodations respecting and featuring local architecture	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.		April, 2026
6.10	Sexual exploitation of children: contracting	Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.		January, 2026
6.11	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.		January, 2026
7. Excursions & activities				
Excursions & activities				
7.1	Excursions 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).		December, 2027
7.2	Sustainable excursion policy	The company has developed and implemented a policy to improve the sustainability of its excursion base.	yes	
7.3	Suppliers communication	The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	yes	
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 adverse visitor impact and maximise visitor fulfillment.		January, 2026
7.5	Certified excursions	Where available preference is given to excursions who operate on the basis of acknowledged and controlled sustainability standards.		March, 2027
Specific criteria				
7.6	No excessive negative impact activities	The company offers no excursions that harm humans, animals, plants, natural resources, or which are socially/culturally unacceptable.	yes	
7.7	Animal Welfare	Excursions and attractions in which captive wildlife is acquired, bred or held are not offered, except by authorized and suitable equipped persons for properly regulated activities in compliance with local, national and international law. Housing care and handling of all wildlife and domestic animals meets the highest standards of animal welfare.	yes	
7.8	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.	yes	
7.9	Wildlife interactions	Excursions which include interactions with free roaming wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they are non-invasive and responsibly managed to avoid adverse effects on the animals conserved and on the viability and behaviour of populations in the wild.	yes	
7.10	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.		January, 2026
7.11	Supporting local communities	Whenever relevant for within the specific type of products offered, the company includes into packages or promotes to clients excursions and activities which directly involve and support local communities.		April, 2026
7.12	Supporting environmental and biodiversity protection	Whenever relevant for the specific type of products offered, the company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).		July, 2027
8. Tour leaders, local representatives and guides				
8.1	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.	yes	
8.2	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.	yes	
8.3	Qualification and training	Key Tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.		September, 2027
8.4	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.	yes	
8.5	Sustainability knowledge	Tour leaders and local representatives have been trained on general tourism sustainability principles.		December, 2027
8.6	Destination knowledge	Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.		December, 2027
8.7	Customer communication	Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values and human rights.	yes	
8.8	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.		April, 2026
9. Destinations				
Selection of destinations				
9.1	Sustainable destinations	Sustainability aspects in destinations are considered in the selection process of new destinations. Possibly alternative non-mainstream destinations are offered.	yes	
9.2	Accessible destinations	In selecting new destinations the reach ability through more sustainable means of transport is considered.		October, 2026

Local policies and initiatives				
9.3	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).		July, 2026
9.4	Forbidden souvenirs	The company and its direct service providers do not promote and sell 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).	yes	
10. Customer communication and protection				
Prior to booking				
10.1	Customer privacy	The company ensures that customer privacy is not compromised.	N/A	
10.2	Promotion and communication	Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.	yes	
10.3	Product information	Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.		February, 2026
10.4	Destination information, quality	Destination information, including sustainability aspects, is factually correct, balanced and complete.		February, 2026
10.5	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.		July, 2027
10.6	Sustainable transport	Clients are informed about the environmental impact of different transport options to reach the destination.	N/A	
10.7	Transport to the airport	Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation.	N/A	
10.8	GHG / Carbon offset information	Clients are informed about the possibilities for Green House Gas or carbon off-set for the international transport of their journey.	N/A	
10.9	GHG / Carbon off-set with booking	GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form.	N/A	
10.10	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.		October, 2027
10.11	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.		January, 2027
10.12	Sustainability commitment	(Potential) direct customers are clearly informed about the related sustainability commitments and actions.		January, 2026
After booking and during holidays				
10.13	Destination information and interpretation	Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.		June, 2027
10.14	Destination dos 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.		
10.15	Health and Safety	Customers are informed regarding risks and precautions related to health and safety matters in the destination.	yes	
10.16	Destination contact person	A contact person and permanently reachable telephone number is available for emergency situations.	yes	
10.17	Emergency situations	Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	yes	
10.18	Activities do's and don'ts		yes	
10.18	Sexual exploitation	Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children, adolescents and other vulnerable groups.	yes	
10.19	Illegal souvenirs	Clients are informed about applicable legislation concerning the 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).	yes	
10.20	Local services and goods	Clients are motivated to use local restaurants and shops (where appropriate).	yes	
10.21	Sustainable transport options	Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	N/A	
10.22	Donations	Clients are encouraged to donate to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).		April, 2027
After holidays				
10.23	Customer satisfaction	Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	yes	
10.24	Sustainability and customer satisfaction	Sustainability is an integral part of the research into customer satisfaction.		August, 2027
10.25	Complaints	The company has clear procedures in case of complaints from clients.	yes	