

Sustainability policy of SEE sarl - Bordeaux Excellence



Purpose

Bordeaux Excellence is committed to minimizing its impacts on the environment, growing sustainably and inspiring others to take action. As part of that commitment, this Policy establishes some principles relating to best practices in energy savings and waste management.

Scope

This policy will apply to all operations with the commitment of all, from employees to managers of our company. All are expected to respect and promote its objectives. The policy will be communicated to our clients, suppliers and partners, and of course be available to all our staff.

Christophe Tissinier, Bordeaux Excellence General Manager is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Bordeaux Excellence 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 (by means of the Travelife report) every two years.

Sustainability management & legal compliance

Bordeaux Excellence 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.

Bordeaux Excellence 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

Bordeaux Excellence Tourism Sustainability Objectives towards our employees, suppliers, clients and partners:

- We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our clients. Therefore, our higher management commitments towards our employees are to ensure:
 - Legal compliance in all regards
 - A safe, healthy, and welcoming workplace
 - Fair contract conditions including a base wage greater than the minimum wage per local regulations
 - Training opportunities to improve their skills in terms of tourism sustainability
 - 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.
- Principle of fair and equal pay for like work and for work of equal value for all its employees, regardless of gender/sex, race, national origin, marital status, age, religion.
- We also value promotion of respect for human rights in relationships with our clients, suppliers, partners and all others who are related to the company.
- We commit to manage our environmental impacts related to the reduction of energy consumption, waste management, vehicle emissions, and protection of the flora and fauna of our activities.
- We commit to generate positive direct and indirect economic impacts in the communities with which we interact.
- Bordeaux Excellence is committed to a zero-tolerance policy whether in the workplace or in the industry for acts of bribery, corruption, discrimination, violation of human rights, including forced labour, human trafficking, sexual harassment, and all rights of children.
- Bordeaux Excellence further expects all the above commitments to be shared by all its suppliers, clients and partners.

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). 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 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
 - Office furniture is salvage/reused.
 - Non toxic cleaning supplies are used.
 - Office measures to conserve energy include the use of Energy Star equipment when possible, programmable thermostats, and moderation in heating and cooling.
 - All electronics are donated or disposed of responsibly.
 - Energy saving measures are in place in all common areas
 - All equipment and lighting is energy-efficient and turned off at night and during weekends.
 - Water saving measures are in place in kitchen and restrooms
 - Waste is separated into the following categories: Plastic, paper and carton products, batteries, printer's cartridge, and is disposed of properly by a private company. Other waste is disposed by municipality.
 - Noise, light, and air pollution is minimised.

Carbon management of office operations

- Bordeaux Excellence 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

- Allowing 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 encourage use of eco modes of transportation thanks to a salary bonus for employees using bikes, or public transportation, or walking to/from the office.
- We have bought a fleet of bikes which are at disposal of employees.

Land use

- Bordeaux Excellence offices are located in an urban 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

- Bordeaux Excellence 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.
- Bordeaux Excellence 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, Bordeaux Excellence prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Bordeaux Excellence raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.

Inbound partner agencies

- Bordeaux Excellence only works with partner agencies that adhere to the company's principles.

Transport

- Bordeaux Excellence favors transport providers that adhere to its sustainability principles.
- When selecting transport for guests and business related travel, Bordeaux Excellence 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.

Accommodations

- Bordeaux Excellence favors Hotels that adhere to its values and share the same sustainability management, social and environmental footprint principles.

Activities & Excursions

- Bordeaux Excellence ensures that all preferred suppliers are aware of our sustainability policy and objectives and encourage them to adopt a responsible approach.
- All excursions and activities run by or on behalf of Bordeaux Excellence respect local customs, traditions, cultural integrity, and natural resources.
- Bordeaux Excellence commits to not offering any excursions that harm humans, wildlife, environment, or natural resources.
- Bordeaux Excellence gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Tour leaders, local representatives, and guides

- Bordeaux Excellence commits to hiring qualified local guides and representatives, 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 Bordeaux Excellence.
- Bordeaux Excellence 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 Bordeaux Excellence are trained regularly and knowledgeable in the sustainability topics of the destination.

Destinations

Sustainable destinations

- Bordeaux Excellence support the initiatives of its South West France destination that have committed to sustainability as an integral part of community and destination development. ie City of Bordeaux heavily involved and well ranked in the Global Destination Sustainability Index.

Contribution to local communities / local economic network

- Bordeaux Excellence commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Collaborating with other local tourism stakeholders and authorities to further the sustainable tourism development of the destination
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.)

Environmental stewardship in destinations

- Bordeaux Excellence 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 (available on <https://www.bordeauxexcellence.com/en/legal-notice>) to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- Bordeaux Excellence 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 endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- It is one of Bordeaux Excellence objective to be able to inform our B2B customers about the social and environmental impact of their program, including the CO2 emissions and possible compensation.

Customer experience

- Bordeaux Excellence maintains open lines of communication with our B2B customers and encourages feedback after completion of all programs.

Contact / Responsible person

Although all staff are entitled to participate in the implementation of this policy, it will be lead by the Sustainability Coordinator, Christophe Tissinier, who can be reached at ctissinier@see-travel.com.

Effective date

This policy is effective from 1st July 2023.

Revision history

This policy will be revised by 1st July 2024