



Caucasus Travel Ltd

Sustainability & Responsible Tourism

Policy

Introduction

Caucasus Travel Ltd, a leading Georgian incoming tour operator, recognises that ethical business conduct and responsible tourism are essential to balancing the rights and wellbeing of stakeholders, host communities and the natural and cultural environment of the Caucasus. This policy explains what we have achieved, what we are doing now, and our targets for the future. It guides product development, operations and partner relationships. All staff and partners are expected to support and implement these commitments.

Scope: This policy applies to Caucasus Travel Ltd, its employees, subcontractors, suppliers and partner organizations involved in delivering travel products and services in Georgia.

Principles

- Respect human rights, local cultures and traditions.
- Minimise environmental impact and resource use; promote circular economy principles.
- Support local economic benefits and community wellbeing.
- Ensure transparency, legal compliance and anti-corruption.
- Promote safety, inclusion and dignity for all customers and staff.
- Continuously measure, report and improve sustainability performance.

In our office (Inhouse)

- Maintain a written, accessible sustainability policy and action plan with measurable targets, responsibilities and timelines, accessible for the whole team of Caucasus Travel.
- Our social policy and protection of human rights benefit to the wellbeing of our employees.

- Preserve our environment and working space by reduction single-use items, minimize paper use, Implement waste reduction, and safe chemical management.
- Monitor and reduce energy and water consumption; prioritize energy-efficient equipment, ecc.

On the ground (On field)

- Maintain an inventory of partner sustainability practices; prefer partners actively implementing sustainability.
- Select transport options that balance sustainability, safety, price and comfort; prefer lower-emission options where possible.
- Prefer locally owned and managed accommodations that demonstrate water and energy saving, waste management, child protection and staff health & safety practices.
- Maintain an inventory of sensitive sites and ensure certified, knowledgeable guides for cultural and ecologically sensitive excursions.
- Promote community-led activities, local crafts and experiences that directly benefit host communities and conservation efforts.
- Prefer and train local guides, leaders and staff; ensure written contracts, fair pay and regular professional development.
- Consider sustainability in destination selection and support destination management, spatial planning and local authority initiatives that protect biodiversity, heritage and community interests.
- Collect and analyze customer satisfaction and include sustainability in feedback.

Maia Kiknadze

General Director

J. S. S. S. S. S.