

Code of Conduct

The tourist companies certified with the RSE seal and TourCert sustainability, must guarantee social responsibility not only in their own facilities, but also actively exercise it in their destinations. Therefore, partner agencies and accommodations throughout the value chain are fundamental partners to continuously improve the environmental and social sustainability of travel offers.

The Supplier Code of Conduct is a basic document for the voluntary commitment of the service providers of tourism companies. This Kontour Travel provider code is a reference for tourism companies to develop their code of conduct towards service providers. The different aspects that CSR deals with, human rights, working conditions, environmental protection and biodiversity, are fundamental elements to take into account in each case.

The Code of Conduct for Kontour Travel providers is based on the Global Sustainable Tourism Criteria (GSTC) and the core labour standards of the International Labour Organization (ILO).

Preamble

- The contractors will act in accordance with their social commitments within their scope of operation. Negative social and environmental impacts will be systematically avoided and reduce and positive aspects will be reinforced.
- The contractors will recognize and comply with all national and international laws and regulations that are relevant to the operation of the company in health, safety, employment and environment, as well as anti-corruption measures.
- The contractors will actively communicate the principles defined here and will include their collaborators and other interested parties in their implementation.
- Contracting parties will encourage their own suppliers and subcontractors to comply with the fundamental principles of sustainable tourism and corporate social responsibility.
- The contracting parties will declare themselves willing to report on compliance with these principles if requested.
- In the event that the principles defined here are not complied with, the other contracting party will have the right to cease collaboration and contractual agreements.

1. Human rights

- The contracting parties undertake to protect children and adolescents from sexual exploitation. They will not tolerate and denounce child prostitution or any anomalous behaviour by clients, collaborators, suppliers or others involved in their field of operation. According to article 3 of ILO Convention 138, children under 18 are considered children.
- The contracting parties will reject any type of discrimination related to skin colour, ethnic origin, sex, religion or ideology, disability, age or sexual identity.
- The contractors will prevent any type of forced labour and child exploitation.

2. Working conditions

- The contractors will guarantee the safety and health protection of their employees, including the provision of adequate areas for food, rest and development of their activities.
- The contractors will pay their employees at least the minimum wage, according to the norms established by national law, they will comply with previously agreed work schedules, vacations and sick leave days of their employees established by law. Additionally, they will grant their employees maternity leave in case of maternity.
- The contracting parties will recognize their employees the right of association and will ensure the existence of an effective complaints system through which employees can warn of irregularities, harassment, and can file legal remedies if necessary.
- The contracting parties will reject all types of physical or psychological aggression against their employees, as well as sexual or other harassment, or any other form of intimidation.

3. Environmental protection and biodiversity

- The contractors will know the source of energy and water used, measure and take measures to optimize and reduce their consumption.
- Contracting parties will minimize the use of toxic substances, including pesticides, dyes, disinfectants for swimming pools and cleaning products, and replace them whenever possible with non-hazardous, preferably biodegradable products. The use of any chemical product will be managed in accordance with technical specifications.
- The contractors will manage and reduce the amount of wastewater and waste that they produce and dispose of waste and wastes in a way that does not cause damage to the environment.
- The contracting parties will guarantee that their offer and provision of services does not negatively impact ecologically sensitive areas and diversity of the species present in it.
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5. Businesses based on solidarity cooperation

- The dialogue between the contracting parties is open, fair and on equal terms.
- The contracting parties pay prices according to the products and / or services received, including subcontractors.
- Invoices are cancelled within the agreed period, and in the case of not being able to carry out within the established term, the situation is informed.
- The return of quotas is made only within the previously agreed deadlines

6. Protection of heritage and cultural wealth

- The contractors include principles of economic, social and cultural development of the communities that are in their scope of action.
- The contractors explicitly promote respect for local cultures and populations in their area of influence.
- The contractors together with the local population propose cultural activities that promote the rescue / revaluation of cultural heritage and that can potentially be included in the tourism product offer.
- The contractors have codes of conduct for activities carried out in local communities, which have been socialized and approved with these groups.