

Memorandum of Understanding

This MoU (Memorandum of Understanding) is between Copco Travel B.V. (Copco Travel & Woni Safaris Belgium) and their travel partners

This is an appendix to the Terms & Conditions and/or Agreement and/or supplier contract and/or order form or any other working relationship.

Copco Travel B.V. works in partnership with suppliers who believe in sustainability values. Copco Travel B.V. (Copco Travel & Woni Safaris Belgium) is committed to the principle of responsible tourism and works according to a responsible tourism policy, we are a certified partner of Travelife.info. As part of this we carefully select our partners and ask them to join us in support of responsible/ sustainable tourism and by this to positively contribute towards the destinations economy, environment, people, prosperity & peace for each.

Simply by working with us this MoU showcases the joint commitment to responsible & sustainable tourism and the partner's support of our mutual mission:

Please find beneath key elements of responsible tourism and examples of the practical implementation thereof:

- Avoid waste and over-consumption: Reduce, reuse and recycle for example: water, paper and cans.
 - Inform guests of water shortages and methods of how to diminish your footprint and offset CO2 emissions locally.
 - Use local resources sustainably.
- Provide our mutual travellers with appropriate information so that they can make informed decisions about their voyage/vacation trip.
 - Inform clients on what not to buy, which souvenirs are made from endangered fauna and flora etc.
 - Inform guests about sustainable fish labels [msc.org](https://www.msc.org) & [asc-aqua.org](https://www.asc-aqua.org) .
 - Inform guests on how they can support local charities or join community projects
 - Maintain and encourage natural, economic, social and cultural diversity.
 - Promote and support local sustainability labels
 - How to take part in local heritage &/or conservation projects
 - Be sensitive to the host culture.

- Follow applicable national and international labour laws, United Nations Universal Declaration Human rights and implement the four fundamental ILO conventions: ILO convention 29 & 105 (Forced Labour), ILO convention 98 (organize & collective bargaining), 111 (discrimination), ILO convention 138 & 182 (minimum age & child labour). Establish an ethical policy prohibiting commercial sexual exploitation of children/ minors and the repudiation of the commercial sexual exploitation of children / minors.
- Do not tolerate any type of corruption or bribery, either public or private, either active or passive. As such the company cultivates transparency in their dealing with all customers, suppliers and authorities and honor the relevant international anticorruption standards as laid down in the 'Global Compact' and in local anti-corruption and bribery laws.
- Partners (inbound & outbound)
 - We Prefer to work with organizations that have a written sustainability statement as an integral part of their business policy and with a clear sustainability policy in place or we inform our partners to start doing so.
 - We Expect our partners to try to comply with GSTC-accredited certifications or equal / recognized
 - We Recommend partners to adopt sound environmental/ sustainable practices and to minimize their footprint.
 - Will regularly evaluate their sustainability claims to ensure practices are aligned with your own company policies.
- Transportation to destination:
It is clear that international transport has a sizeable impact on the environment and is responsible for a major share of the greenhouse gas emissions resulting from the activities by our industry. Copco Travel B.V. & partners must try to choose the most sustainable transport, it is therefore imperative to consider giving preference using the following criteria, particularly with international transport:
 - Most efficient route (e.g., preference for direct flights and avoidance of layovers) for both time and carbon efficiency.
 - Consider rail or bus for short haul travel (e.g., regional trains);
 - Use public transportation as much as possible, (e.g., buses, metros/subways/trams in cities) including for airport transfers and city tours;
 - Use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers);
 - Use/purchase/lease of newest and most efficient motorized vehicles (e.g.: hybrid, eco-fuel, zero emission etc.);
 - Preference for longer stays at destination, especially for long haul travel;
 - We offer all our clients the possibility to be part of the change to a more responsible world and go ahead with our sustainability contribution (min 2€ max 0.4% off the total booking amount). More info to be found <https://copcotravel.be/duurzaam-reizen-copco-travel/> or contact our owner yves@copcotravel.be

- **Local Transportation :**

Local transport is one of the main components of a trip that is within a company's control in terms of carbon footprint reduction. By carefully designing itineraries, Copco Travel B.V. & Partners try find impactful ways to reduce emissions.

By Considering giving preference to:

- Active transportation modes when possible, such as walking or cycling;
- Zero Emission City bike or scooter share programs;
- Public transportation especially regional trains for domestic travels, metros/ subways in cities (e.g., for airport transfers and city tours) and buses when possible;
- In more remote settings use local community public transportation such as ferries, shared boats, etc.;
- Use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers);
- Most efficient and newest motorized vehicles (e.g.: hybrid, eco-fuel, zero emission, etc.).

Ways to reduce the environmental impact of vehicles you may own or hire:

- Use biodegradable and non-toxic paint and cleaning materials;
- Extend motor oil/filter changes;
- Recycle all waste oil, anti-freeze, and transmission fluids;
- Use ultra-low sulfur diesel fuel;
- Recycle all waste material, including batteries and tires;
- Use high-efficiency air compressors in maintenance facilities;
- Replace older vehicles with newer models that feature clean air technology;
- Contain and reuse water from car/bus washing
- Improve fuel mileage by:
 - Monitoring tire pressure on board
 - Installing tire balancing products in all newly mounted tires
 - Testing gear ratios to obtain optimum mileage

- **Boating / Ships :**

Copco Travel B.V. & Partners try to select boating providers, give preference to local companies and seek out lower carbon footprint vessels (e.g., sailboats, canoes, kayaks, zero emission) rather than standard-motorized boats: Do not discharge any sewage or other waste into the water. Boating – marine transport – is responsible for carbon emissions due to the use of fuel for motorized activities. Boating can also be linked to water pollution and the disturbance of fragile marine ecosystems. Boating activities especially important to consider when conducted in protected areas, coastlines, and national parks or biosphere reserves. Look for eco-labelled transport providers, such as Green Fins certifications.

Copco Travel B.V. & Partners ask boating suppliers a survey to learn more about their practices and/or ask them to follow these suggested guidelines:

- Dispose of waste in recycling and trash receptacles/facilities on land;
- Use the most ocean-friendly power (e.g., wind, fuel-efficient, electric, etc.);
- Avoid using cleaning products that contain ammonia, lye, sodium hypochlorite, chlorine, phosphates, or petroleum;
- Take extra care to prevent spillage of cleaning products, paints, solvents, fuels, fluids, and varnishes;
- Sail and row when possible;
- Minimize plastic pollution, for example by avoiding single use plastic items;
- Practice removing litter from water when you see it and encourage snorkelers/divers to do the same/hand trash to their guides;
- Use onboard fabric bags instead of single use plastic bags, which can be mistaken for floating food by marine mammals;
- Refrain from catching threatened or endangered species of fish or mammals;
- Keep a safe and legal distance from marine life to reduce stress on them;
- Never chase wildlife;
- Prohibit smoking on board;
- Safeguard fragile water habitats such as coral reefs, by not approaching them too closely, or anchoring in them;
- Provide reef-safe sunscreen in case of snorkeling or diving activities;
- Provide life jackets in working condition and ensure adequate sizes for each client on board;
- Ensure that full first aid kit is available on board;
- Ensure fire safety on board.
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Copco Travel B.V. & Partners try to find boating providers that support conservation projects or that organize clean-ups to remove trash from beaches, riverbanks, and shorelines. Boating providers are also encouraged to follow programs such as Green Fins for trainings and toolkits on implementing eco-friendly boating and marine activities.

- **Bus / Coach Safety:**

Copco Travel B.V. & Partners aim to choose companies with a fleet of vehicles that are comfortable, safe, and fuel-efficient & even Zero Emission.

The following requirements can be expected of both your company and those you work with:

- Company is fully licensed and holds all documents to legally operate transport service for tourists;
- Company holds valid liability insurance;
- All vehicles hold vehicle insurance covering the vehicle, driver, and third parties (including passengers);
- All vehicles comply with national law regarding maintenance and emissions, seat belts, taxation, and licensing;

- All vehicles carry a spare tire, spare headlamp bulbs, tow rope, and any other relevant tools for repairs;
- Company maintains up-to-date copies of all drivers' licenses;
- All vehicles are regularly cleaned (i.e., after every use);
- All vehicles have first aid kits and fire extinguishers on board at all times.
- Consider quality and safety records for drivers:
- All drivers hold the appropriate licenses for the type of vehicle they are responsible for;
- Drivers do not use any alcohol or any illegal substances while on the job;
- Drivers must report any medications, and medications must not cause any impairments;
- Driving hours do not exceed 9 hours per day.
- Drivers receive 45 minutes of rest for every 5 hours of driving;
- Drivers never use a mobile phone while driving;
- No overtaking is allowed before and in curves, especially not on mountain roads;
- Drivers respect all local traffic regulations, signage, and speed limits;
- Drivers exercise extreme caution on mountain, windy, single-lane, and unpaved roads;
- Drivers/captains are responsible for safe-guarding client property while on duty/en route;
- Drivers must switch off air conditioning when windows are open and/or when windows are open while clients are not in the vehicle;
- Drivers & Companies will follow up the legislation and follow courses regularly if necessary

It is recommended to translate these clauses into a drivers' code of conduct, or to add to an employment contract. Eco-driving is the driver's application of techniques that reduce fuel consumption and CO2 emissions without necessarily upgrading the vehicle's technology. In addition to certain circumstances such as weather, road conditions, and congestion, driving behavior can considerably influence vehicles fuel consumption. Adopting eco-driving habits can save a significant amount of fuel (10-20% with professional training) while simultaneously increasing road safety.

Additionally, eco-driving has the following benefits:

- Ability to travel longer distances with the same amount of fuel;
- Less stress, wear, and tear, on the vehicle, resulting in fewer and less (costly) repairs;
- Safer driving, fewer accidents;
- Less fuel use resulting in less CO2 emissions, and less air pollution.

You can create an eco-driving code for drivers with a set of rules to follow, for example:

- Drive at the designated speed limit and on low gears to save carbon emissions;
- Use the engine more consciously (let go of the gas pedal in time);
- Check your route before leaving to avoid traffic and avoid getting lost;
- Use a relaxed and defensive driving style and view ahead to avoid sudden stops (e.g., with traffic jams or red lights ahead, stop giving gas and just let the car go);
- Do not idle; rather, switch the engine off when you anticipate a long wait (e.g., railroad tracks, checkpoints, etc.);
- Remove the roof-rack or any unnecessary accessories when not in use;
- Check tire pressure before leaving
- Only use heating/air conditioning only when necessary.

- Accommodations.

Copco Travel B.V. & Partners are committed to try promoting sustainable accommodations. Sustainability of an accommodation establishment is of key importance, as it enables our company to extend sustainability practice throughout a core element in our tours / supply chain. In most cases we do not select the accommodation for our clients. In such case, it is our policy to recommend our clients the most sustainable accommodation options within their budget range. When we do have a chance to select the accommodation, we will give strong preference to establishments that follow sustainable practices throughout all aspects of their operation. Scope off this MoU will be part of the Sustainability Policy off Copco Travel B.V.. This MoU is applicable to the selection of accommodation suppliers that our company collaborates with.. The MoU will be formally reviewed/ resent every 2 years to ensure its relevancy and top off mindedness.

Sustainable Accommodation Principles

In our effort of selecting the most sustainable accommodation providers available, we prefer establishments who follow these core principles:

1. The right comfort for the right price

The establishment is hygienic, sanitary and safe and is able to offer a good comfort and service to the expectation of our clients. Sustainable accommodation practices can be found in all price ranges; hence we aim to identify the most sustainable options available within the budget of our clients.

2. Fair business

The establishment follows fair business practices, including transparency and adherence to law, human rights and economic/social equity, and environmental and animal protection.

3. Minimizes impact on the environment and society

The establishment places high priority on sustainable practices, aiming at minimizing its effect on the surrounding environment and society.

General Sustainability Considerations

Internationally certified accommodation currently does not exist in all our destinations, however there are establishments that are known for their good practices. Sustainable practices can be found in all budget ranges. Hence our company mainly looks at their practices to identify the more responsible suppliers.

Evaluations of the accommodation by our company can be made in several ways:

- Site visit by our company's sustainability coordinator / manager
- Observations from our guide(s)
- Client feedback forms

The following considerations will be made in the evaluation of accommodation establishments and will inform Copco Travel B.V. & Partners preferences:

Human care

We aim to work with establishments with sound care for their human resources, which is of key importance to the hospitality sector. Hence, we assess if the establishment provides good labor conditions for their staff (minimum wage, reasonable working times, proper lunch hours, etc.).

No to & reducing plastic policy

The accommodation minimizes the use of plastic and as a common practice does not offer plastic water bottles to its guests. Instead the establishment makes available places where guests can re-fill jugs that are provided in the room and their own bottles.

Waste management

We verify that the accommodation separates at least organic waste for composting and plastic for recycling. Establishments that are able to go beyond these basic waste management practices will be highly preferred.

Energy efficiency

The establishment follows energy efficiency practices, such as energy saving light bulbs, and energy efficient equipment. The accommodation provider advises their guests (e.g. through signs in the rooms and hallways) to switch off lights and electric appliances when not in use or has put in place an overall switch off plan (automated system).

Water efficiency

The accommodation efficiently uses water. Places with a water saving system on their 'western' toilet and shower will be preferred over other. Places that make use of a bucket flush for the toilet and/or bucket shower also have a clear control over the amount used.

Child protection

The establishment ensures that the rights of children are respected and safeguarded. If the supplier employs children below the age of 16, the business should ensure that there are special working conditions put in place to safeguard them (for example part-time or on internship basis).

Local supplies

Accommodations are stimulated to purchase and use local food products, which are produced based on fair trade and sustainability principles.

Biodiversity care

The accommodation limits their negative effect on local and global biodiversity wherever feasible (e.g. do not offer red listed species on the menu).

Authentic charm

The accommodation building (exterior and/or interior) incorporates elements of local art, architecture, or cultural heritage.

Community value

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever way they can (e.g. sponsoring of local events, donation to local heritage sites).

Stimulating enhanced sustainable practice

Copco Travel B.V. & Partners follows a long-term strategy to improve the sustainability of regular accommodation suppliers. Upon request or self-initiative, we support collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in our destinations.

When possible, we talk to the accommodation owner / manager about their current practices and what they could do to follow more sustainable practices (e.g. by visit from our manager or through our guides or even guests).

In addition, we may share best practice standards and guidance to our accommodation suppliers, including:

- Information about hotel certification, such as Travelife for Hotels <https://travelifestaybetter.com/>
- Self-evaluation tools (example rainforest alliance <https://learn.ra.org/>)
- Training manuals
- Communication to accommodation providers

Copco Travel B.V. communicates with accommodation establishments in various ways.

- Email

Our most common communication is via email and phone. Particularly when sending emails, we are able to communicate on some sustainability aspects.

- Voucher

Once a booking is made, we supply the accommodation suppliers with a voucher to claim their payment or e proof of payment (pop) as prepayment. With our regular suppliers we have agreed to send this voucher via email, to avoid paper waste. However, there still remain some suppliers that prefer a paper proof.

- In-person visit

When we have the opportunity, we visit the accommodation in person and talk to them about how they could improve on their services and become more sustainable. In many instances it is our guides who deliver these messages.

- What do we communicate

Our company promotes as a mandatory policy:

- Zero tolerance policy on child labour
- Anti-corruption / bribery policy
- Waste management policy
- People Policy
- Protection of biodiversity policy

Incentives

Copco Travel B.V. & Partners will give preference to working with those accommodation establishments who are able to operate in a their most sustainable manner, taking responsibility for their impact on environment and local society.

- Activities / excursions

Copco Travel B.V. & partners attaches great importance to animal welfare and community welfare and therefore strives to travel with a footprint as small as possible. We protect the authenticity of local people and the natural environment and are against the shearing of wildlife and pollution of the environment.

Copco Travel B.V. & Partners commits to this by:

- Have an overview of ecologically or culturally sensitive excursions offered
- Advise clients on standards of conduct during excursions and activities with a focus on respecting local culture, nature and environment
- Communicate sustainability goals and requirements to contracted excursion providers

- Not offer excursions that harm people, animals, plants, natural resources such as water and energy, or are socially and culturally unacceptable
- Not to offer excursions that involve the detention of wild species, except properly regulated activities in accordance with local, national and international laws
- Not cooperate with companies that hunt, consume, exhibit, sell or trade wildlife species
- Employ competent and/or certified guides to accompany clients at sensitive cultural and/or ecological destinations
- Promote excursions and activities directly involving local communities to our clients
- Promote excursions and activities that support the local environment and biodiversity (such as visiting protected areas) to our clients.

Tour leaders, local representatives and guides

Copco Travel B.V. & partners are committed to involving as many locals as possible in the tourism industry. We stand for a fair and safe working environment that supports and respects local communities and nature.

- Ensure that all employees have a written contract of employment, including terms and conditions of employment and a job description;
- Prefer working with local tour guides, representatives, guides, porters, drivers, cooks and other local staff in case of equal ability;
- Ensure that all local partners comply with applicable international, national and local laws, regulations, and minimum standards in the tourism industry;
- Pay tour guides, local representatives, guides, porters and other local staff hired at least a living wage equal to or higher than the local legal minimum;
- Ensuring that local workers are qualified and regularly trained;
- Ensuring that local employees are informed about and comply with relevant aspects of the sustainability policy through training sessions, workshops, newsletters and informal communications;
- Have local employees inform clients about relevant sustainability issues at the destination, social norms and values and human rights;
- Train local employees in avoiding sexual exploitation of children and communicate this to customers as well;
- Ensure communities are involved in and benefit from tourism.
 - Work closely with local communities to assist them in identifying and developing their tourism potential.
 - Use the opportunity as establishment to advertise local attractions and other products and services offered by local communities.
 - Encourage visitors to try out local bars and restaurants and to participate in tours to local areas, bringing business to local communities.
 - Involve the local community in planning and decision-making.
- Market tourism that is responsible, respecting local, natural and cultural environments.
 - Develop and put into action a HIV/Aids/ZIKA strategy
 - Assess environmental, social and economic impacts as a prerequisite to developing tourism.

- Become informed, support or apply for accreditation with Travelife for Tour Operators or Accommodations. (www.travelife.info)
- Monitor the impacts of tourism and ensure open disclosure of information.
- Assist us in our mission and share your responsible tourism policies and successful social and environmental strategies with us and your guests.

Mountain Climbing

- *Kilimanjaro climbs - KPAP*

For any tour operator or agency offering Kilimanjaro climbs, it's mandatory to climb with a KPAP member. Please upload your partner agreement and the full name of the company that operates the climbs to verify KPAP membership.

<https://mountainexplorers.org/partnership-for-responsible-travel/qualification-as-a-partner/>

- For other climbs:

- Fair Remuneration and Compensation:
Ensure that all your guides and porters receive fair and transparent remuneration for their services within 24h - 48h after descent. Compensation should be commensurate with the challenges and responsibilities they undertake during mountain climbing expeditions. Adequate wages contribute to their well-being and incentivize responsible and committed service. Please advise your clients on how much to tip to ensure a well-deserved reward and have a transparent tipping process to combat corruption.
- Working Hours and Rest Periods:
Uphold reasonable working hours to ensure your guides and porters are not subjected to excessive fatigue that could jeopardize their safety. Adequate rest periods are essential to ensure they remain alert and capable of managing risks effectively. Strive for a reasonable balance between work and rest to enhance their performance while prioritizing their health and safety.
- Health and Safety Standards:
Prioritize the safety and health of your guides and porters by providing appropriate gear, equipment, meals and access to medical facilities during expeditions. Conduct regular training on emergency response, first aid, and safety protocols to prepare guides for potential challenges on the mountain. Adhere to a maximum amount of weight to carry and measure this before departure.
- Respect for Cultural Norms:
When conducting mountain climbing tours, respect and embrace the cultural norms and practices of the local communities. Encourage your guides and staff to engage in culturally sensitive behavior, fostering positive relationships and enhancing the overall experience for both travelers and locals.
- Environmental Stewardship:
Promote Leave No Trace principles to minimize the impact of mountain climbing on the environment. Educate your guides and participants about responsible waste management, preservation of biodiversity, and the importance of leaving natural areas undisturbed.

- **Training and Capacity Building:**
Invest in the training and capacity building of your guides and staff for their professional development and empowerment. Offer opportunities for skill enhancement, language training, and leadership programs to equip them to excel in their roles and advance within the industry. Ensure that all guides possess proper Wilderness First Aid Training to handle medical emergencies effectively in remote and challenging environments. Regularly update guides' training to include the latest safety protocols and techniques. Proper training not only enhances guides' capabilities but also contributes to the overall safety of the expedition.
- **Collaboration and Partnerships:**
Collaborate with local organizations and stakeholders to support community initiatives and projects that benefit the regions where your mountain climbing expeditions take place. Building strong partnerships fosters a mutual understanding of the importance of sustainable tourism and its positive impacts on local livelihoods.

By adhering to these ethical guidelines, you can ensure that your guides and staff enjoy ethical working conditions during mountain climbing expeditions. Upholding these standards not only creates a positive and rewarding experience for your travelers but also contributes to the preservation of natural environments and the well-being of local communities worldwide.

Legal compliance

Ensure your company possesses all necessary licenses and permits for operating in national parks, protected areas, or UNESCO world heritage sites. Be aware of any specific legal requirements in the region where the expedition is taking place. Examples, such as the Tanzanian TALA license, demonstrate your commitment to operating within the legal framework.

Sanctions (Copco Travel B.V. & Partners last resort)

- If it is revealed that an supplier acts in heavy unsustainable practices, our company will give them some warnings(3 – 1 per year) and advice on how to get more sustainable, as local contacts to help them. If that supplier does not amend its practice after the warnings, our company Has no other option then to end any form of collaboration (informal and contractual) and will blacklist that company from any further association and communicate this with all our other partners.

Just by working with Copco Travel B.V. this MoU is binding, the partner agrees to commit his business to be responsible in practises where & as much as possible. The Partner also understand the commitment towards responsible & Sustainable tourism and will support this philosophy and operate accordingly.

PS singing is the nicest & best Option

Date: 30/08/2023
Place: Kessel/Ekeren
Coppens Yves Owner

Date:
Place:


COPCO TRAVEL

COMPANY NAME SUPPLIER

Cools Ann Sustainability Manager


Cools Ann

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