



## **SUSTAINABILITY POLICY – PROGETTO AUSTRALIA**

### **Purpose**

This policy aims to balance the use of energy and services through sustainable practices, including electricity, natural gas, fuel consumption, waste management and carbon footprint reduction. Progetto Australia is committed to minimising environmental impact, growing in a sustainable way, and encouraging stakeholders in the tourism sector to act responsibly.

### **Scope**

This policy applies to all staff working at Progetto Australia under permanent or temporary contracts, as well as freelancers and volunteers. It also applies to partners and suppliers who are expected to align with similar sustainability objectives, and to stakeholders who are encouraged to comply with or exceed these standards. Management and operational teams are responsible for implementing this sustainability policy.

### **Sustainability Management and Legal Compliance**

#### **Commitment to sustainability**

The management of Progetto Australia is fully committed to the company's sustainability performance and approves the mission statement and sustainability policy. We use the Travelife platform to report, monitor and evaluate our sustainability progress. We are committed to communicating our sustainability performance publicly through the Travelife report every two years.

Progetto Australia is committed to continuous improvement of sustainability practices, including ongoing monitoring and evaluation of its sustainability policy, with dedicated staff and resources to achieve sustainability objectives.





The company complies with all relevant local, regional, national and international regulations relating to human resources, human rights, children's rights, land rights, environmental management, wildlife protection and land use. Our multicultural team follows a strict Code of Ethics, including zero tolerance for corruption, bribery, forced labour and discrimination.

### **Internal Management: Social Policy and Human Rights**

Progetto Australia recognises that its employees are its most valuable asset in delivering meaningful travel experiences.

The company promotes equal pay for equal work and equal value, regardless of gender, ethnicity, nationality, age or religion.

We support flexible remote working arrangements, allowing staff to manage working hours as long as client needs are met.

We are committed to providing a safe, healthy and inclusive working environment where all employees can develop their potential.

We apply a zero-tolerance policy towards corruption, bribery, discrimination, forced labour, human trafficking and all forms of child exploitation. This commitment is also expected from all partners and suppliers.

### **Environmental Management – Office Operations**

Progetto Australia is committed to minimising the environmental footprint of its operations and promoting responsible resource use through the 5Rs principle: refuse, reduce, reuse, repurpose, recycle.

We continuously seek opportunities to improve environmental performance by setting objectives, measuring progress and communicating results (including energy, water, paper use and carbon footprint).

We promote waste reduction, recycling practices and responsible resource use, and aim to minimise pollution including light, noise, soil, water and air contamination, avoiding hazardous substances where possible.





## Carbon Emissions Management

Progetto Australia is committed to reducing its carbon footprint and minimising travel-related emissions.

We encourage:

- reducing unnecessary travel
- remote working where possible
- the use of eco-friendly transport options
- monitoring and measuring carbon emissions
- compensating unavoidable emissions where possible

We actively encourage carbon offsetting for clients through initiatives such as Rete Clima (<https://www.reteclima.it/compensazione-co2/>).

## Land Use

Progetto Australia complies with all local land use regulations in Queensland, Australia, and respects cultural and natural resources in its operations. Sustainable architecture and responsible land use are encouraged whenever applicable.

## Supplier Policy

Progetto Australia is committed to sourcing products and services responsibly, minimising negative impacts on society, culture and the environment. We expect the same commitment from our suppliers.

We prioritise partners who:

- have a sustainability policy or certification
- are locally owned and managed
- support local communities and economies
- use local and seasonal products
- comply with internationally recognised sustainability certifications (GSTC, B Corp, ISO where applicable)

We require suppliers to follow a Code of Conduct covering:

- legal compliance
- human rights and labour rights
- anti-corruption and anti-discrimination
- child protection
- environmental responsibility
- community benefit

The full Code of Conduct is available here:

<https://www.progettoaustralia.com/CODE-OF-CONDUCT-PROGETTO-AUSTRALIA-EN.pdf>

## Inbound Partners

We prioritise collaboration with partners committed to sustainability and provide opportunities for awareness and improvement, including access to learning tools where possible.

## **Transport**

We prioritise the most sustainable transport options available, including:

- favouring land transport over air travel when possible
- avoiding unnecessary domestic flights
- using shared transfers and public transport
- selecting appropriately sized and efficient vehicles

We encourage clients to measure and offset unavoidable emissions.

## **Accommodation**

We prioritise accommodation providers that demonstrate sustainable practices and respect for local culture, heritage and the environment.

## **Activities and Excursions**

We select responsible activity providers and ensure that excursions respect local communities, cultural heritage and natural environments. We avoid activities that may harm people, wildlife or ecosystems and prioritise community-based tourism initiatives.

Progetto Australia has established clear guidelines for environmentally and culturally sensitive excursions offered on behalf of the company. These guidelines are actively communicated to guests and distributed to and implemented by excursion suppliers and guides through our comprehensive Code of Conduct:

Progetto Australia offers excursion and attraction suppliers learning and sustainability management opportunities, including free access to the Travelife online learning and reporting platform.



## Destinations and Local Communities

We actively support local economies, cultural preservation and responsible tourism behaviour. We encourage responsible purchasing and respect for local traditions and environments.

We aim to promote sustainable tourism development and encourage collaboration with local stakeholders.

## Customer Communication and Protection

### Privacy

The protection of our customers is our priority. Therefore, we maintain a clear Privacy Policy: <https://www.progettoaustralia.com/PRIVACY-POLICY-of-PROGETTO-AUSTRALIA-EN.pdf>

to ensure:

Legal compliance in all aspects

Customers and their data are protected

Customers are informed about how their information is used

## Marketing and Communication

Progetto Australia is committed to honest and responsible communication. We avoid greenwashing and ensure that all sustainability claims are accurate and supported.

We promote inclusive and culturally respectful marketing practices.



## **Customer Experience, Complaints and Feedback**

We aim to ensure high-quality customer experiences and maintain open communication channels for feedback, including sustainability-related feedback.

## **Responsibility**

All staff members are responsible for implementing this policy within their roles. The implementation is guided by the Sustainability Coordinator, who can be contacted at [paola.progettoaustralia@gmail.com](mailto:paola.progettoaustralia@gmail.com)

