

TOUNDRIGO

Sustainable Development Policy

Toundrigo Group



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Objectives

Over the years, Corporate Social Responsibility has become a major issue in the development strategies of companies of all sizes and in all areas of activity.

At Toundrigo, this collective project has been defined by management and is known as Toundrigo Care. Why Care? Because we want to address and pay particular attention to different aspects of our development.

The aim of this policy is to provide a framework of more sustainable practices for our receptive operator activities.

Toundrigo is committed to these practices and to work on their continuous improvement.

Scope of application

This policy applies to all Group activities, from management to the executive level of our company. Employees, suppliers, and partners are required to respect the objectives of this policy in its entirety, wherever possible.

The ToundriGoCare Committee and Group Management are responsible for implementing the company's sustainable development policy.

Sustainability management and compliance

I. Commitment to Sustainable Development

Toundrigo's management is committed to the company's sustainability performance and endorses the company's mission statement and sustainability policy. We will use the Travelife platform to report on, monitor and evaluate our sustainability progress. We undertake to communicate (publicly) our sustainability performance (through the Travelife report) every two years.

II. Sustainability management and compliance

Toundrigo is committed to continuous improvement in its sustainability practices, including the monitoring and evaluation of its sustainability policy, with dedicated staff and resources to achieve its sustainability goals.

Toundrigo complies with all local, regional, national and international regulations relating to human resources, human rights, children's rights, land rights, environmental management, wildlife and land use.

We apply a strict code of ethics, including a zero-tolerance policy towards corruption, bribery, forced labor and discrimination. The Group does not endorse or promote sex tourism.



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Internal management: social policy and human rights

I. Working conditions

Toundrigo guarantees safe, healthy and fair working conditions for all employees. This includes compliance with provincial, federal and international labour laws, guaranteed fair wages (pay equity program), reasonable working hours, protection against harassment and discrimination, and the opportunity to organize and bargain collectively.

II. Recruitment and ethics

We are committed to increasing diversity and inclusion in the recruitment process.

Toundrigo is an equal opportunity employer and employs people regardless of race, ancestry, place of birth, ethnic origin, language, citizenship, creed, religion, gender, sexual orientation, age, marital status, physical and/or mental disability, or financial ability.

Toundrigo does not tolerate any form of discrimination and treats all employees equally, regardless of their characteristics other than their ability to do their job.

III. Training, awareness-raising and sustainable skills development

Toundrigo aims to foster the development of sustainability skills through specific training and career advancement opportunities in this area. The ToundriGoCare Committee, responsible for sustainable development within the company, has been set up. It receives regular training on sustainable practices, environmental and social issues, and the company's values in terms of sustainable development. The committee's role is to ensure that this training is provided to all employees.

IV. Occupational health and safety

Toundrigo ensures a safe, healthy, and respectful working environment for employees, by implementing measures to prevent accidents and occupational illness.

A first-aid kit is available in the office, and two employees have been trained in workplace first-aid methods (CNESST training).

Finally, a health and safety policy is shared with all staff.

V. Personal life and well-being

Toundrigo encourages a balance between employees' professional and personal lives, by tailoring flexible working policies (telecommuting, arrival and departure times...) and measures to support their well-being (adapted equipment, sports sessions, etc.).

In November 2022, all the benefits offered by the company were reviewed to improve well-being.



Internal management: environment

I. Environmental management of office life

Toundrigo leases its offices at 400 Atlantic from Allied. Although Allied is a partner of choice, and employs a property manager who is also committed to various sustainability guidelines, we don't have complete control over the environmental management of our premises.

As far as we are concerned, we are committed to reducing the environmental impact of our business activities as much as possible, and we actively respect the environment.

To this end, the Toundrigo Group has introduced the following measures in its offices:

- Measure, control, and evaluate the use of all goods and purchased products (quantities purchased and discarded, origin of products, etc.).
- Purchase office supplies in reasonable quantities, adapted to the different needs of the various brands, and in environmentally friendly recycled materials whenever possible.
- Buy foodstuffs that are local, seasonal, fair trade, in bulk, with limited packaging and certified sustainable wherever possible.
- Print only when necessary, and always print double-sided in grayscale. Paper should always be FSC-certified or equivalent, with a preference for the highest percentage of post-consumer material.
- All equipment and lighting are energy-efficient and switched off, unplugged or in standby mode when not in use.
- Waste is sorted into the following categories: garbage, recyclables, and organics, and disposed of properly by the municipality.

Toundrigo has a Zero Paper policy and aims for Zero Plastic when it comes to our office events and daily life. We are committed to raising awareness and involving our employees to help us in our approach to eco-responsible office life.

We are constantly looking for ways to improve our environmental performance, by setting objectives and targets, measuring progress, and regularly analyzing our results.

II. Carbon management in office life

a) Energy reduction policy

Toundrigo is looking for a better way to manage its carbon footprint at the office. To this end, the company is committed to reducing its carbon footprint at the office by:

- Installing energy-saving equipment and appliances, where appropriate/possible (e.g. Energy Star refrigerators). For instance, we use LED and low-energy neon lighting.
- Implementing procedures such as energy management policies and internal rules to ensure that energy management rules are understood and respected.
- Addressing the issues of digital impact and the associated carbon footprint.

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- Raising awareness among all employees of the need to adopt best practices daily (switching off lights and electronic devices, sorting emails, making the most of natural light rather than using artificial lighting, etc.).

b) Water management policy

As Toundrigo is a tenant at the 8th floor of a 10-storey building, the Group has no control over water management. What's more, as the bill is shared by the whole building, we have no way of knowing how much water we use.

On the other hand, we encourage all our employees to adopt a thoughtful and sustainable use of this resource (not leaving taps running, using them only when necessary, etc.).

Wastewater is evacuated via the city of Montreal's municipal sewage system.

c) Waste management policy

In terms of waste management, we have three sorting systems including recycling and composting.

We monitor the amount of waste we generate monthly and set various reduction targets (e.g.: reduce waste by 5% for the following month).

Our garbage is then taken care of by the City of Montreal.

d) Mobility policy

The Toundrigo Group recognizes that employees' travels has a negative impact on GHG emissions and the environment. To ensure that travel has as little detrimental impact as possible, Toundrigo has implemented an internal mobility policy. It's important to get the message across to our travellers and employees alike.

Here are the main values of the policy:

- Encouraging active mobility in the home-office commute
- Flexible teleworking policy to limit commuting time
- Flexible telecommuting policy abroad to extend personal stays or combine vacation and work
- Favoring public transit when traveling in the city
- Assess business travel for their relevance

Personal travel

We encourage responsible travel choices for employees between home and the office. As our office location is centrally-located, employees have a wide choice of shared transport options. Motivation comes in many forms:

- BIXI subscription, shared bike, 100% paid for by the Toundrigo Group
- Secure bike storage available in the basement of the building
- Flexible working hours for people living out of town and subject to traffic congestion
- Flexible telecommuting policy by department, up to 2 days a week



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Business travel

Being in the tourism industry, we understand we have to go out into the field for training, scouting or coaching from time to time.

a. Means of transport

The means of transport used are:

- Rental car shared with several employees
- Train, when possible, between major cities
- Bus, when possible, between major cities
- Plane when the destination is further away: choice of company operating modern planes, mainly Air Canada or Air Transat.

b. Accommodation

We give priority to partner accommodations to combine training, meetings, and usefulness, as well as strategically located accommodations to avoid back-and-forth travel.

General supplier policy

Toundrigo works with over 2,000 suppliers and service providers in the tourism industry (transportation, accommodation, activities, etc.), the majority of whom have been working with us for many years. This loyalty enables us to build long lasting relationships based on trust, in the interests of all our stakeholders.

We expect all our suppliers to adhere to the following responsible business practices:

- Comply with all local, regional, national, and international regulations
- Respect all human rights, including labour rights, children's rights, and women's rights
- Commit to fair employment conditions
- Respect policies against corruption, bribery, extortion, and discrimination
- Protect children from (sexual) exploitation in tourism
- Protect the environment and natural resources
- Acting in the interests of local communities

Following a zero-tolerance policy, Toundrigo will immediately terminate any relationship with suppliers who violate the stated practices, including acts of corruption, discrimination, and human rights violations.

Toundrigo is committed to sourcing products and services as responsibly as possible, avoiding as much as possible any adverse effects on society, culture and nature. We expect the same level of commitment from our suppliers.



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To take our CSR approach a step further, we are currently engaged in new processes to identify the sustainable practices of our suppliers. For example, a survey has been drawn up to assess the various practices implemented by our suppliers. This enables us to revise our tour offerings, or, as our Tundra Voyages brand does, to propose a *"responsible travel"* category.

We maintain open lines of communication with our suppliers and partners and encourage stakeholders to give us their feedback at any time and on any subject, especially sustainable development.

Forced labor and child labor:

The Toundrigo Group does not enter direct or indirect contracts with establishments that practice compulsory labour or employ children to perform work normally done by adults. There are special working hours and conditions for children (< 16 years) working in the company, in accordance with Canadian law. This condition is mentioned in the contract with the accommodation.

The sustainable development policy is available, in each contract, for suppliers to read.

Transport

When selecting transportation for different tourism offers, Toundrigo is committed to choosing the most environmentally friendly options available for travel to and from the destination - considering distance, price, itinerary, availability, and comfort.

The Group and its brands have put in place clear guidelines to reduce GHG emissions from transport and select the most environmentally friendly transport options, including the following measures:

- Developing itineraries with the most direct routes
- Favouring sustainable transportation options for excursion activities
- Use appropriate vehicle sizes for group sizes
- Training guides in eco-driving techniques

Accommodations

The Toundrigo Group favours partnerships with proudly local accommodations. We emphasize the vital role of local staff. This philosophy is infused in every one of our brands.

Windigo Aventure:

Oriented towards adventure-type trips, most of our tours take place in national parks. 80% of tours are camping trips. The brand uses many campsites managed by SEPAQ (Quebec) and Parks Canada (federal level). These institutional bodies are already well ahead of the game, even pioneers, when it comes to sustainable development. Preserving nature is their primary mission, through waste management and visitor flow management.



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Think Incentive:

Specializing in corporate incentive travel, the brand often faces the challenge of managing large groups (50-100 people). In recent years, however, there has been a growing interest in small group travel. The brand has seized this opportunity to offer independent accommodation with a strong local imprint. A wide range of choices is offered: inns, manor houses, chalets, charming hotels and more. Everything is carefully selected to immerse groups in an authentic and comfortable atmosphere.

Receptour Canada:

Specializing in group travel by coach, the brand is more likely to use standard hotels. We are currently reviewing our practices and analyzing what opportunities are available to the brand, what travelers want, and how to propose a more responsible offer.

Tundra Voyages & Parcours Canada:

Specializing in independent travel, the two brands always give priority to accommodations with local roots. These are human-scale structures that showcase unique architecture and traditional local know-how.

Excursions and activities

All excursions and organized activities offered by the various Toundrigo Group brands respect local customs, traditions, cultural integrity, and natural resources.

The Group is committed to not offering excursions that harm humans, wildlife, the environment, or natural resources such as water and energy.

Toundrigo favours excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Excursions and attractions in which captive wild animals are held are not offered, except for activities that are properly regulated and comply with local, national and international laws. Excursions that include interaction with wildlife comply with the relevant codes of conduct. Any disturbance of natural ecosystems is kept to a minimum. Wildlife is not hunted, consumed, displayed, sold or traded, except as part of a regulated activity that ensures their use is sustainable and complies with local, national and international law. The supplier does not promote souvenirs or foods containing endangered species of flora and fauna, as indicated in the CITES treaty and the IUCN "red list". Should such criminal behavior come to light, the Toundrigo Group reserves the right to terminate the contract without notice.

Indeed, we will give strong preference to providers who follow these sustainable practices in all aspects of their offering and see it as our role to steer customers towards this.

Wherever possible, all staff will pursue these objectives and respect the principles specified.



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Guides and local representatives

Toundrigo, and our Group tour brands (Receptour Canada and Windigo Aventure) are committed to hiring qualified guides, paying them a decent wage, and offering them safe and fair working conditions. We expect the same from our suppliers, who hire local staff.

Toundrigo understands that guides are the intermediaries between guests and the destination's socio-cultural and environmental context, imparting appropriate behavior. Therefore, we ensure that all guides hired by Toundrigo are regularly trained and well-informed on the various subjects of the destination.

For trips to Western Canada, we comply with Parks Canada regulatory requirements and require our guides to complete the Canadian Rockies interpretive training (safety, interpretation, history, wildlife, geology).

Destinations

I. Destinations

As Toundrigo and its brands are receptive tourism operators, we offer trips to two destinations: Canada and the United States, two relatively popular territories receiving a very large number of tourists every year.

As much as possible, the Group aims to create itineraries and encourage visitors to go to secondary or lesser-known tourist areas that are just as worthwhile, to avoid overtourism.

II. Contribution to local communities/local economic network

Toundrigo is committed to making a positive contribution to the destinations in which we operate, by:

- Sourcing as much as possible locally and responsibly, and supporting local and traditional arts and culture
- Encouraging customers to shop responsibly and educating them about illegal/banned/forbidden souvenirs
- Respecting and defending all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights
- Collaborating with other local tourism stakeholders to promote the destination's sustainable tourism development

To find out more about our sustainable network: <https://www.toundrigo.com/toundrigocare-reseau-durable>

III. Environmental management in destinations



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Toundrigo is committed to respecting the environment in the destinations where we operate by:

- Ensuring that natural resources remain intact
- Educating customers on the principles of responsible travel and responsible visitor behaviour

Consumer protection and communication

I. Privacy policy

Protecting our customers is our top priority. That's why we apply a clear privacy policy to ensure that we comply with legislation in all respects and protect our customers and their data.

II. Marketing and communications

Our company ensures that no marketing or advertising material, statement or other publication contains misleading information, over-promotes or under-delivers. We guarantee that all our staff are aware of what is offered and ensure that what is offered can be delivered to our customers with ease.

III. Communication on sustainable development

Customers are informed and made aware of the sustainable choices they can make, notably through transparent communication on:

- Accommodations or any other type of service provider certified and/or promoting more responsible practices: Toundra Voyages offers a category of "eco-responsible" trips
- Offsetting the CO2 emissions of their trip: our Parcours Canada brand partners with *Carbone Boréale* to calculate and offset emissions
- Activities and excursions that benefit local communities and the environment
- Responsible purchasing and the banning of illegal souvenirs

IV. Customer experience

Toundrigo aims to ensure that all customer experiences are positive, and applies strict health and safety, marketing and excursion procedures to guarantee customer satisfaction. These procedures cover (but are not limited to) specific topics:

- Hotline procedures
- Customer satisfaction surveys
- Claims/complaints procedures
- Protection of privacy
- Tourist services (transport, activities, accommodation...)

For example, our Toundra Voyages brand has set up a Quality Assurance department dedicated to quality and customer satisfaction, with a view to constantly improving its activities.



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The Toundrigo Group maintains open lines of communication with its customers and encourages them to give us their feedback, at any time and on any subject, especially on sustainable development.

At all times during their trip, tourists have at their disposal an emergency number, a telephone line which our staff are committed to answering, to help and deal with emergency requests.

Contact

All staff members are responsible for promoting and implementing this sustainable development policy within their departments.

The implementation of this policy will be led by Management and our ToundriGoCare Committee who can be contacted at wecare@toundrigo.com.

Effective date

This policy takes effect on January 1, 2023.

Revision history

This policy will be reviewed by 2024/06/01

