

## PETASSOS TRAVEL – SUSTAINABILITY POLICY

### Our Mission

We aspire to introduce a new way of travelling—one that strikes a balance between meaningful knowledge and joyful recreation. Our journeys highlight essential knowledge through contact with Greece’s unspoiled natural beauty—its landscapes, terrains, and geomorphology—that have shaped the local culture and the character of its people for centuries.

We explore unknown trails, climb mountains, venture into caves, and discover both the ancient and contemporary expressions of this land. Our experiences are rooted in the active involvement of local communities and the meaningful connection between travellers and local producers, entrepreneurs, and residents—the true guardians of our culture.

Our vision is to contribute meaningfully to the *endogenous growth* of this land that captivates us with its authenticity and richness—a land even we continue to discover.

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### Our Objectives

- We respect the destinations we promote and aim to generate added income for local communities.
  - We respect our customers by offering authentic experiences, local products, and personalized services.
  - We respect our partners and employees by treating them fairly and ethically.
  - We respect nature by offering tours and activities that protect natural habitats.
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### Our Core Values

Our commitments are guided by five core principles:

1. **Responsible Management & Human Rights**
  2. **Destination, Environment & Community Relations**
  3. **Suppliers & Guides**
  4. **Excursions & Activities**
  5. **Customer Communication & Protection**
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#### 1. Responsible Management & Human Rights

- **Leadership:** A dedicated Sustainability Coordinator oversees our action plan, with full team engagement.
- **Collaboration:** We partner with local organizations and initiatives that protect landscapes and promote sustainable tourism.

- **Fair Employment:** We offer a safe, supportive workplace, fully aligned with Greek labor law—providing transparent contracts, paid leave (holiday, maternity, and sick), and paid overtime.
  - **Health & Safety:** We prioritize the well-being of staff and travellers by vetting all suppliers and employing only trained guides.
  - **Equality:** We promote equal opportunities and do not tolerate discrimination based on gender, ethnicity, age, religion, disability, or sexual orientation.
  - **Human Rights Protection:** We support vulnerable groups and take a firm stance against any form of exploitation or abuse. Clients and guides are encouraged to report concerns.
  - **Monitoring:** We continuously assess our actions and update our sustainability plan accordingly.
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## 2. Destination, Environment & Community Relations

- **Responsible Promotion:** We avoid over-touristed areas and sensitive ecosystems. All promotion is digital-only.
  - **Authenticity Over Mass Tourism:** Our trips focus on Greece's lesser-known natural and cultural riches.
  - **Community-First:** We've built a strong network of local professionals, artists, and nature lovers. We include off-the-beaten-path destinations and integrate community projects into our programs.
  - **Responsible Travellers:** We guide our clients with best practices, including Leave No Trace, supporting local economies, and choosing eco-conscious behaviors.
  - **Empowerment & Co-Creation:** We collaborate with locals and suppliers to develop programs that align with community needs and preserve local heritage.
  - **Sustainable Office Practices:** We've digitized our office, installed water filters, and avoid single-use containers.
  - **Waste Management:** We reduce, reuse, repair, refill, and donate—recycling all appropriate materials.
  - **Energy Conservation:** We minimize energy use via natural ventilation and daylighting. All bulbs are LED, and we follow a strict "switch-off" policy.
  - **Eco-Conscious Purchasing:** We prioritize local suppliers, bulk buying, and products with recyclable or refillable packaging.
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## 3. Suppliers & Guides

- **Sustainable Selection:** We work with local, sustainably-minded businesses.
- **Clear Agreements:** All partnerships are governed by transparent, law-abiding contracts.

- **Guide Training:** All guides are either certified or trained in our values and sustainability practices.
  - **Guide Ambassadors:** Guides are key to the guest experience and play an active role in promoting sustainability during tours.
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#### 4. Excursions & Activities

- **Respectful Travel:** We operate small-group tours to minimize impact and avoid socially or environmentally harmful activities.
  - **Support Local:** We hire local guides and encourage clients to eat, shop, and stay locally to ensure economic benefits remain in the community.
  - **Low-Impact Adventure:** Our programs feature eco-friendly activities like hiking, biking, and kayaking.
  - **Animal Welfare:** We do not offer experiences involving captive or mistreated animals.
  - **Green Transport:** We choose transport options that best balance sustainability, comfort, and cost.
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#### 5. Customer Communication & Protection

- **Privacy:** We protect customer data, collecting only what is necessary and complying with legal standards.
- **Transparency:** Our promotions are honest, with clear, accurate product and pricing information.
- **Personal Support:** We welcome guests in person and offer 24/7 support for emergencies or concerns.
- **Crisis Preparedness:** Our team is trained to manage emergencies and provide up-to-date safety guidance.
- **Feedback-Driven:** We evaluate customer satisfaction continuously to refine and enhance our services.

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