

Sustainability policy of Oswald Arrigo / Rigo Malta DMC / Madwarna Experiences



Purpose

The company is committed to create a more sustainable environment in Malta for the future generations. The purpose of this policy is to minimizing its negative effects and spread more knowledge on sustainability by establishing basic principles through the services we offer our clients.

Scope

This policy applies to all of our suppliers, internal team, and even our clients.

Our sustainability manager is responsible for implementing the company's sustainability policy with the support of the sustainability team.

Sustainability management & legal compliance

Sustainability commitment

At Oswald Arrigo Ltd (Rigo Malta DMC and Madwarna Experiences), leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to publicly communicate our sustainability performance every two years.

Sustainability management & legal compliance

Oswald Arrigo Ltd (Rigo Malta DMC and Madwarna Experiences), commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated team and resources to achieve our sustainability goals.

We follow all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow strictly zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Employees

- We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
 - Legal compliance in all regards
 - A safe, healthy, and welcoming workplace
 - Fair contract conditions including fair compensation
 - Participation in the sustainability planning activities
 - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.
- We support both career-related and job-related professional development activities.

- We are committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.
- We are committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.
- We are committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.
- We further expect this commitment from all partners and suppliers.
- All the employees have freedom of speech and are free to be a member of any trade union.
- Our company adheres to minimum age provisions of national labour laws and regulations and, where national law is insufficient, we will adhere to international standards such as the two ILO Conventions, the [Minimum Age Convention No. 138](#) and the [Worst Forms of Child Labour Convention No. 182](#).
- We also declare that we only employ persons of minimum 18 years of age.

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound principles. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law
 - Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
 - Procure office supply locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
 - Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
 - Energy saving measures are in place in all common areas
 - All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
 - Water saving measures are in place in all common areas and restrooms, including water capture in external areas
 - Waste is separated into the following categories: plastic, organic, paper products, glass, and is disposed of properly by municipality
 - Noise, light, and air pollution is minimised.

Carbon management of office operations

- We are committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Implementing procedures; offering incentives such as bike rental stipend.
 - Installing energy efficient equipment and appliances at the office.
 - Walking distance possibilities.

Land use

- Our office is located in an urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- We are committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- We prefer to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- We prefer to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, we prefer to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- We offer incentives for partners that are actively engaged in sustainable operations.
- We expect our suppliers to adhere to our Code of Conduct, that includes the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of our company
- Following a zero-tolerance policy, we will immediately terminate any relationships with suppliers that

violate our policies, specifically through acts of bribery, corruption, discrimination, and violation of human rights.

- We raise awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- We actively collaborate with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide and support this learning whenever possible.
- We maintain open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

- [Company] only works with partner agencies that adhere to the company's [Code of Conduct/Code of Ethics].
- In the entire process of developing and operating our travel packages, [company] expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- [Company] provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Transport

- When selecting transport for guests and business related travel, we commit to choosing the most environmentally friendly options available for travelling within the destination – taking into consideration distance, price, route, and comfort.
- We have implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Offering walking in the destinations for shorter distances
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available

Accommodations

- We pay attention to work with certified accommodations for our customers
- We make sure at our suppliers (accommodations in this case) protect children's rights and do not allow any Child Abuse & Sexual Exploitation Clauses. This is a law by the government and we wrote emergency numbers in our 'Destination Information Pack' in case they see anything suspicious.
- We commit to minimize any negative social and environmental impacts as a result of our operations and expect our partners to do the same.
- We add our sustainability policy as an annex to the contract with our accommodation suppliers so that they can be familiar with our conditions of sustainability.

Activities & Excursions

- All excursions and activities run by us, and our trusted sub contractors, respecting local customs, traditions, cultural integrity, and natural resources.
- Our guides are mainly local and fully licensed, so we communicate with them and make sure if they inform the tourists about the local life of Malta.
- We commit to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national, and international law.
- We give preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Communicating to suppliers

- We provide excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.
- We send our Sustainability policy to our suppliers as an Annex to agreements for them to review and adhere to when collaborating with our brands and clients.

Tour leaders, local representatives, and guides

- We are committed to hiring qualified freelance local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of us.
 - PS. Freelancer workers (such as guides) are paid hourly and they have their own rates which are substantially higher than the hourly living wage.
- We understand that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of us are trained regularly and knowledgeable in the

sustainability topics of the destination.

- We provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Customer communication

- Our freelance licensed guides already communicate to clients regarding protection of cultural heritage, social norms and values. Once we communicate our guidelines and policy to freelancers we will verify that such information has been passed on through feedback questionnaires to clients.

Sexual exploitation of children; Guide training

- We give an optional access to Travelife to all of our freelance guides when we hire them for a group.

Destinations

Sustainable destinations

- The Maltese Islands are comprised of 316 square KM, and waste management and sustainability policies and actions are done at national level, so although one town cannot be selected over another for sustainable practices we do consider the distance from the clients accommodation when proposing activities to ensure there is no extra traveling.

Contribution to local communities

- We commit to positive contribution to our destination - Malta in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Collaborating with other local tourism stakeholders including local government, other tourism businesses, community groups to further the sustainable tourism development of the destination
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- We commit to environmental stewardship in the destination - Malta - in which we operate by:

- Ensuring natural resources remain intact
- Educating guests about the principles of responsible travel and responsible visitor behaviour

Forbidden souvenirs:

- There are no forbidden souvenirs in Malta according to CITES Treaty and IUCN 'Red List'

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore,
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used
 - To know more about our privacy policy, please visit rigomalta.com website

Marketing and communication

- We strive to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.
- We use more sustainable marketing tools such as social media without using more brochures.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping and illegal souvenirs.

Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Greenhouse Gas emissions and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints

- We maintain open lines of communication with our customers and encourage feedback at any time and on any topic, particularly sustainability.

Destination information pack:

Do's and Dont's in Malta:

- If you like more quiet holiday, southern and northern Malta, if you like nightlife more, central are is more suitable place for you.
- Fortunately, Malta is one of the safest place in Europe, however, if you see any child abuse or sexual exploitation, please call **179** line which works 24/7.
- Here are other **emergency numbers** for Maltese tourists and citizens;
 - Emergency: 112
 - Ambulance: 196
 - Police: +356 2122 4001-7, +356 2122 1111
 - Emergency Vet Services: +356 5004 3888
 - Fire Brigade: 112
 - Traffic Accident: +356 2132 0202

Contact / Responsible person

- All staff are responsible for the ownership and undertaking of this policy.
- All staff are responsible for the promotion and implementation of this sustainability policy within their

departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Simon Arrigo, who can be reached at sarrigo@oswaldarrigold.com.

Definitions

“Usage of FSC paper” is defined as when the Forest Stewardship Council® (FSC®) certifies that a paper is made of responsibly sourced wood fiber, that paper earns the FSC label. FSC certification is an important standard for our industry.”

Effective date

This policy is effective from 30/11/2022.

Revision history

This policy was revised on 28.12.2022

This policy will be revised by 31.12.2024