



OUR MISSION

As a reputable destination management company, we hope to contribute to a liveable and sustainable tourism which will also have an impact in our society. We hope to work with the protection of our local environment by working with external partners/stakeholders in the community that would contribute to better working conditions for all our team members and external partners/stakeholders that would help in profitability in our businesses. We hope to promote more local businesses by promoting local products, cultures, and traditions.

PRINCIPLES

1. Fair Labour
2. Health and Safety
3. Employee development
4. Minimise impacts on water consumption, energy saving on electricity and air-conditioning
5. Aim to purchase locally or sustainable products for photocopy paper
6. To create tours with the awareness to the environment and sights to promote local products where possible or local home-based business

OUR COMMITMENTS:

- Fair Play: Our team have a safe and supportive working environment consisting of above average wages, paid yearly leave (holidays, maternity, and sickness), and transparent contracts.
 - Health and Safety: We provide comprehensive insurance and emergency contact.
 - Equality: We provide equal opportunity for everyone, and we are against any form of discrimination based on gender, race, age, disability, ethnicity, religion/beliefs, or sexual orientation. We hold our partners and suppliers to the same standards.
 - Diversity: We strongly believe in the beauty of diversity. We have multi-national teams who are trained in cross-cultural communication in order to provide an efficient working environment and to ensure that both our clients and locals are comfortable in their interactions.
 - Honesty: We compete based on quality and price of products and services.
 - Fair Competition: We observe fair and lawful competition practices, and adhere to all applicable competition or anti-trust laws in conducting our business
 - Monitoring: We continually monitor the progress of our actions and commitments and review our action plans every 6-8 months
- Suppliers and Guides
- We prefer to work closely with locally owned businesses that are informed of ours and international sustainability standards.

- We pay our staffs eg. Tour guides, porters and other contracted local staff a wage that is equal to or above the legal minimum or relevant industry standard.
- We ensure that our staffs eg. Tour guides, porters and other contracted local staff are trained and qualified to their relevant industry standards.
- We ensure that our internal employees are informed of the standards of our sustainability commitments and are to comply with them.
- We encourage our local representatives or tour leaders to be mindful and inform clients on sustainability matters relevant to the destination. This includes and is not limited to cultural heritage, social norms, human rights eg. tipping culture, dressing code and sexual exploitation.

Sustainability Management & Legal compliance

- To have an appointed employee who is responsible for sustainability coordinator tasks; To have a sustainability mission statement that is communicated to customers, partners and suppliers;
- To have an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities.
- To conduct baseline assessment of the company's performance on sustainable practices;
- To have sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

Internal Management: Social Policy & Human Rights

- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- To determinate and compensate of overtime working hours based on agreement; To provide medical and liability insurance according to the national law;
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;
- To obey national concerning Minimum Age for Admission to Employment;
- To have documented effective procedures in place for employees to voice out their complaints and expectations;
- To prohibit discriminations, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation;

Internal Management: Environment and Community Relations

- Actively reduce the use of disposable and consumer goods; Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;

- Purchase products in bulk, to reduce the amount of packaging materials; Set copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- Switch off lights and equipments when not in use, and set equipment by default in the energy saving mode, where this is feasible;
- Prefer low energy equipment when buying new items, including considerations of cost and quality;
- Comply with the national legislation concerning waste disposal; Separate all materials which can be recycled and organize collection and proper disposal;
- Implement waste reducing methods when using ink and toner cartridges for printing and copying, whenever feasible;

Accommodation

- We select accommodations that employ locals
- We make sure to understand the accommodations' sustainability policies through surveys that allow us to have a better insight on these policies.
- Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities
- We work with accommodation providers that have a strict code of conducts against the sexual exploitation of children
- Ensure proper research of accommodation providers on their commitments to sustainability and/or relevant certifications before working with them

Excursions and Activities

- Products. We endeavour to conduct tours to support local communities through the purchase of local goods and services, if possible, visiting social projects, promoting authentic encounters that foster cross-cultural values.
- Sourcing Locally: We try to promote local dishes, one of the best ways to learn about the culture and to mingle with the local people. This assists small business and local hawkers or entrepreneurs in business.
- Sustainable Transportation: Our tours are designed and planned with sustainability as one of our top priorities. Utilising the best suiting transportation methods to and fro local tour destinations, while balancing comfort and cost.
- Forbidden Souvenirs.
Guides are required to brief guests on the illegal goods and services in Singapore. They are also required to elaborate on the forbidden souvenirs of Singapore.
- Licensed and trained guides

We only engage guides that are trained and licensed by the Singapore Tourism Board to ensure that our guests are informed of cultural sensitivities, cultural sites as well as ecologically sensitive locations.

Destination

- We strive to support initiatives that improve relationships between accommodation and local producers
- Influence and support local government (when possible, together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues;
- We support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers; Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

Tour Guides and Local Representatives

- We only work with licensed tour guides trained by the Singapore Tourism Board
- Paying tour leaders, local representatives, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- Ensuring that our tour guides, hosts, and other employees under contract are qualified and trained regularly;
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it.
- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);

Customer Communication and Protection

- Customer Privacy: All employees are responsible for keeping confidential client information in any form (hard and soft copies) in the company server and are forbidden to reveal any data without permission from clients as we are bound by PDPA – Personal Data Protection Act of the local authority
- Code of Conduct: Should a site being visited is under the environment or eco friendly the guide will inform our clients so that they respect the site not to throw rubbish, or pick the plants or fauna, etc
- Quality of Services: Our local contacts are available 24/7 to handle all complaints, emergencies, and other issues with speed and professionalism.
- Crisis Response: We are able and prepared to provide updated communication on the situation for any safety protocols or advice.

Internal Management:

- We provide medical and dental insurance subject to the insurance terms and conditions.
- Employees are entitled to 14 days paid leave in each holiday year. Employees are also entitled to 14 days sick leave per annum, together with hospitalisation leave that shall not exceed 60 days.
- For employees who wish to sound out their complaints and expectations, we have documented procedures in place for them to do so.
- We prohibit any form of discrimination e.g conditions of employment, recruitment, access to senior positions and training or promotion. This includes differences such as race, gender, age, ethnicity, religion/beliefs, sexual orientation or disability.

After Booking and During Holidays

- Information regarding the natural surroundings, cultural heritage and the local culture are provided pertaining to the holiday destination.
- Keep a permanent contact person and telephone number available for emergencies.
- Information about sexual, commercial and any other forms of harassment and exploitation, particularly of adolescents and children is provided to customers.
- We inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna. They are also educated about forbidden souvenirs in the destination.
- Clients are motivated to support local businesses and restaurants when applicable.

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