



At LocalHost we love Georgia, and we love creating memorable and meaningful travel experiences for our guests. As an inbound tour operator, we understand the breadth of our activities and the influence we have on the local communities, nature and cultural heritage. Acknowledging this, we commit ourselves to operate with high standards of sustainability, in an ethical and socially conscious manner. Our mission is to deliver exceptional service to our customers, have a positive impact on local communities and protect the environment.

Following sustainability policy serves as a guiding framework for our actions and partnerships.

### **Social Policy & Human Rights**

We believe customer satisfaction starts at our office – with happy and valued employees. At Local Host we maintain a clear human resource policy which ensures that:

- We strictly protect the universal human rights and freedom recognized by international law and local legislation.
- Our employees are granted, and their rights are protected with employment contracts in accordance with Georgian legislation.
- Our work environment is safe and healthy.
- Our employees are free to enter employment through their own choice and have freedom to leave employment when they choose.
- Our employees receive fair compensation, which is above the official average as well as industry standards.
- We are committed to fostering inclusive and equal opportunities for our employees. To ensure that no individual will face discrimination in any aspect of employment, including but not limited to:
  - Recruitment and hiring processes,
  - Employment terms and conditions,
  - Access to training and professional development opportunities,
  - Promotion, advancement, and access to senior positions.
- We have a zero-tolerance policy for acts of violation of human rights, including forced labour, human trafficking, and all rights of children.

At Local Host it is prohibited to introduce or establish any norms or rules that may directly or indirectly promote discrimination against anyone on the grounds of ethnic or racial affiliation, religious belief, gender, age, social status, marital status, sexual orientation, physical abilities and in any other case. Violation of this commitment by our employee gives us the right to use the most extreme form of sanction and dismiss the employee from the position held.

**We expect commitment and further reinforcement of these values from all our partners and suppliers.**

### Environmental Protection

We love the mountains of Svaneti, the landscapes of Samtskhe-Javakheti, the view on Caucasus Range from Telavi, the beauty of Martvili Canyon, the mystique of Paravani Lake and the authenticity of Adjara villages. We are committed to contribute our best so that future generations will be able to enjoy the miracles of Georgian nature, for this:

#### **At our office we have implemented policies to Reduce:**

- Energy Consumption
- Water Consumption
- Use of disposable and consumable goods
- The amount of paper we print
- Mobility by granting our employees one day per week to work remotely from home

#### **To further aid to the environmental protection:**

- We promote excursions and activities which support the local environment and biodiversity.
- We offset all carbon footprint caused by our international business travel.

#### **Within our supply chain:**

- We favor and give preference to:
  - Accommodations and restaurants with acknowledged sustainability certificates.

### Local Communities

What is better than Marika and Ermine meeting you at the gate of Sisatura with a shot of Chacha and a big smile? Leila preparing the best Khinkali while at the same time telling her story of life which could easily be Oscar winning movie? Samvel and his family with their super warm hospitality making you laugh all the time while serving delicious home-grown food? What can be more interesting than Anzor guiding you through his village of Jokolo telling you all the stories you can never find in any book or guidebook.

It is true – in Georgia there are infinite number of people and families who deliver unparalleled level of positive emotions – emotions which you can never buy. Our mission is to support these people, families and communities and for this we wholeheartedly suggest to our customers excursions and activities which directly involve Marika and Henry, Leila, Samvel and his family, Anzor and many other of our loved friends.

## Activities and Excursions

We are committed to creating customer experiences with the highest standards by:

- Respecting local customs, traditions and cultural integrity.
- Promote and encourage excursions and activities which engage and bring benefits to local communities.
- Prohibiting any excursions or activities which harm humans, animals and nature, are socially or culturally unacceptable, where captive wildlife is acquired, bred or held.
- Prohibiting purchase of any illegal souvenirs, or any illegally obtained historic, cultural or archaeological artefacts.

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## Partnerships:

Since founding company in 2015, we have handpicked our valuable partners who make it possible for us to create exceptional experiences for our guests. We commit ourselves to share our sustainability experience with them and work together for positive impact and also to reward their sustainability efforts with strengthened partnership.

On the other hand, we will not tolerate and terminate any partnership in case of any evidence of:

- Violation of Human Rights
- Violation of any rights of children and any form of sexual exploitation.
- Jeopardizes the provision or integrity of basic services to the neighboring communities.
- Promotes and/or sells illegal souvenirs, historic or archaeological artefacts.
- Does any activities which harm humans, nature or animals.