

Sustainability policy of Fietsvakantiewinkel B.V.



Purpose

Fietsvakantiewinkel is the specialist tour operator for self-guided bike and walking holidays in Benelux countries. We take care of the Route Pack, the luggage transfer from hotel to hotel, book the accommodation and give clients assistance during their tour. Holidays without a care: Just pedal and enjoy. We will supply clients with our tips for sightseeing.

We offer active biking and walking holidays with endless possibilities. The picturesque bike routes are signposted and mostly follow quiet roads or bike tracks. We pride ourselves on perfect organization and communication.

Our mission is to offer unique, immersive and enriching travel experiences by providing exceptional and inspiring trips in a responsibly sustainable way, which promotes the conservation of both natural and human communities.

Scope

This policy will apply to all operations, from management to the executive level of our company. Staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within prevailing budgets. This policy applies to all brands operating under the organization of Fietsvakantiewinkel.

Dutch Bike Tours

- Sells cycling holiday package to B2B and B2C clients, mainly abroad;
- Destinations: The Netherlands and Belgium;
- Markets: Germany, USA, UK, Australia, New Zealand, Canada, France, Scandinavian countries, Switzerland, Austria, Italy, Spain, Holland, Belgium and Israel.



Belgian Bike Tours

- Sells cycling holiday package to B2B and B2C clients, mainly abroad;
- Destinations: Belgium and The Netherlands;
- Markets: Holland, Germany, USA, UK, Australia, New Zealand, Canada, Switzerland, Austria, Belgium.



Fietsrelax

- Sells cycling holiday package to B2B and B2C clients, mainly Dutch market;
- Destinations: Benelux (tours we operate), Europe (tours operated by other agencies);
- Markets: Holland, Belgium, Germany, USA, UK, Australia, New Zealand, Canada, Switzerland, Austria.



CountyHike

- Sells walking holiday package mainly B2C clients along the Pieterpad;
- Destinations: The Netherlands;
- Markets: Holland, Belgium and USA.



Sustainability management & legal compliance

Sustainability commitment

Fietsvakantiewinkel 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) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

Fietsvakantiewinkel commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Fietsvakantiewinkel follows 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 a strict Code of Ethics, including a 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
- Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
- 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.

In addition:

- Fietsvakantiewinkel is 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.

- Fietsvakantiewinkel is committed to fostering a safe, healthy, and inclusive workplace/work culture where all employees are able to perform their duties/to recognize their potential.
- Fietsvakantiewinkel is 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.

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 circularity / 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 and energy
- Procure office supplies: locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
- Print only when necessary, and when printing, preferably print double-sided. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
- Energy saving measures are in most common areas
- All equipment and lighting are energy-efficient and 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: general and paper products and is disposed of properly by municipality
- Noise, light, and air pollution are minimized.

Carbon management of office operations

- Fietsvakantiewinkel is committed to reducing our carbon footprint and endeavors to reduce the amount we travel as much as possible.

Land use

- Fietsvakantiewinkel office is located in an industrial 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

- Fietsvakantiewinkel is 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.

- Fietsvakantiewinkel prefers 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.
- Fietsvakantiewinkel prefers 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, Fietsvakantiewinkel prefers to select partner companies that comply with tourism- specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Fietsvakantiewinkel expects its suppliers to adhere to a 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 Fietsvakantiewinkel
- Following a zero-tolerance policy, Fietsvakantiewinkel will immediately terminate any relationships with suppliers that violate the Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- Fietsvakantiewinkel maintains open lines of communication with our suppliers and partners and encourages feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

- Fietsvakantiewinkel only works with partner agencies that adhere to the Code of Conduct.
- In the entire process of developing and operating our travel packages, Fietsvakantiewinkel expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.

Transport

- Fietsvakantiewinkel only works with transport providers that adhere to the Code of Conduct.
- Fietsvakantiewinkel recommends clients to select the most environmentally friendly transport options, including the following suggestions:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Avoiding in-destination flights as much as possible
 - Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available

Accommodations

- Fietsvakantiewinkel only works with accommodation that adhere to the Code of Conduct. In the accommodation selection process, Fietsvakantiewinkel considers the sustainability practices of an accommodation by considering their sustainability management and social and environmental footprint.
- Fietsvakantiewinkel favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Tour leaders, local representatives, and guides

- Fietsvakantiewinkel commits to hiring qualified 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 Fietsvakantiewinkel.
- Fietsvakantiewinkel understands 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 Fietsvakantiewinkel are trained regularly and knowledgeable in the sustainability topics of the destination.

Destinations

Sustainable destinations

- Fietsvakantiewinkel prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- Fietsvakantiewinkel does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- Fietsvakantiewinkel commits to positive contribution to the destinations 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, academia, 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

- Fietsvakantiewinkel commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy:
 - **Dutch Bike Tours:** <https://www.dutch-biketours.com/privacy>
 - **Fietsrelax:** <https://www.fietsrelax.nl/privacy>
 - **Belgian Bike Tours:** <https://www.belgian-biketours.com/privacy>
 - **CountyHike:** <https://www.countyhike.nl/privacy>

to ensure

- Legal compliance in all regards
- Customers and their data are protected
- Customers know how their information is being used

Marketing and communication

- Fietsvakantiewinkel strives to always be truthful in all situations. We offer products and services that do what we claim in our communications.
- We honor our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavor to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make.

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
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
- Fietsvakantiewinkel maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

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, Lara Matteuzzi, who can be reached at laramatteuzzi@fietsvakantiewinkel.nl.

Definitions

“Fietsvakantiewinkel B.V.” is defined as “Fietsvakantiewinkel”.

Effective date

This policy is effective from 4/12/2024.

Revision history

This policy was revised on 4/12/2024

This policy will be revised by 31/12/2027