

Sustainability policy



2023



Sustainability policy

Purpose

Cayman Turtle Conservation and Education Centre is committed to its impacts on the environment, especially the marine environment, growing sustainably, and educating and inspiring others to take action about conservation and sustainability. As part of that commitment, this Policy establishes some principles relating to best practices in the conservation and education of Green Sea Turtles and Tourism.

Scope

This policy applies to all CTCEC internal and external operations, including all levels of staff, the management team and the executive level of our company. Staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within prevailing budgets.

Sustainability management & legal compliance

Sustainability commitment

CTCEC 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

CTCEC 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.

CTCEC 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.

CTCEC does not allow the purchase of or sell to our customers souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local and international laws in place to prevent this.

Internal management: social policy & human rights

Employees

- CTCEC supports both career-related and job-related professional development activities.
- CTCEC 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.
- CTCEC is 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.
- of human rights, including forced labour, human trafficking, and all rights of children.
- CTCEC further expects this commitment from all partners and suppliers.
- CTCEC is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation

Sustainability policy

Internal management: environment

Environmental management of office operations

CTCEC is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:

- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.
- Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
- **Minimizing** pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.
- Following our company-wide policy on no single use plastic, no balloons, no confetti, and no plastic bags (in retail or F&B).
- Continually striving to reduce the amount of packaging materials that we use, and to ensure that any promotional items we purchase are sustainable including our brochures, promo and gift items and our retail and F&B containers and bags.

Carbon management of office operations

CTCEC is committed to reducing our carbon footprint and endeavours to reduce any unnecessary company travel as much as possible by:

- Reduce the amount we travel as much as possible
- Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
- Making it easier for employees to limit their carbon footprint by encouraging the use of eco-modes of transportation, to be measured on their performance reviews.
- We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via tree planting and mangrove planting.
- Implementing procedures such as following proper maintenance for vehicle fleet, offering incentives for anyone driving all electric vehicles, and for anyone who chooses to walk, bike, or take a alternative method of transport to work (such as scooter or motor bike).
- Installing energy efficient equipment and appliances and energy efficient lighting.

Land use

CTCEC offices are located in the West district and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

Sustainability policy

General suppliers policy

CTCEC 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.

CTCEC 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.

CTCEC 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, CTCEC prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.

CTCEC offers incentives for partners that are actively engaged in sustainable operations.

CTCEC expects its suppliers to adhere to the Cayman Islands Labour Act, and the general laws of the Cayman Islands, 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 CTCEC

Our complete supplier policy is available here: www.turtle.ky/sustainability.

Following a zero-tolerance policy, CTCEC will immediately terminate any relationships with suppliers that violate any Cayman Islands Acts, or if their company is found to not have a good-standing certificate. If they are, specifically found guilty of acts of bribery, corruption, discrimination, or violation of human rights, CTCEC will terminate relationships.

CTCEC raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.

CTCEC actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.

Sustainability policy

Tour leaders, local representatives, and guides

CTCEC hires qualified local guides, porters, drivers as part of our regular staff, paying them above the minimum wage mark, and providing safe and fair working conditions.

CTCEC 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 CTCEC are trained regularly and knowledgeable in the sustainability topics of the destination.

Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism and must receive a "Darkness to Light" certification from the Red Cross proving they are trained in such.

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

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

CTCEC 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, Renee Howell, who can be reached at rlhowell@turtle.ky.

Definitions

"CTCEC" is defined as "Cayman Turtle Conservation and Education Centre."

Effective date

This policy is effective from May 1, 2023.