

## Supplier Code of Conduct

### 1. Introduction

This Supplier Code of Conduct outlines the principles and expectations we require all our suppliers to uphold in their operations, ensuring responsible business practices, compliance with legal and ethical standards, and a commitment to environmental and social responsibility.

### 2. Compliance with Laws and Regulations

Suppliers must comply with all applicable local, national laws and regulations, and industry standards, including but not limited to business licensing and taxation, labour laws and employment standards, health and safety regulations, environmental protection laws, anti-corruption and anti-bribery laws.

### 3. Ethical Business Practices

Suppliers are expected to conduct business with integrity and transparency. This includes:

- Prohibiting corruption, bribery, and fraudulent activities.
- Avoiding conflicts of interest.
- Engaging in fair competition and pricing.
- Protecting confidential information and data privacy.

### 4. Labour and Human Rights

Suppliers must respect human rights and provide fair and safe working conditions, ensuring:

- No child labour or forced labour.
- Fair wages and working hours in compliance with local labour laws.
- A safe, healthy, and inclusive work environment.
- Non-discrimination based on gender, race, religion, or other protected characteristics.
- The right to freedom of association and collective bargaining.

### 5. Environmental Responsibility

Suppliers must minimize their environmental impact and promote sustainable practices, including:

- Reducing waste, emissions, and pollution.
- Conserving natural resources and biodiversity.
- Using sustainable products and services wherever possible.
- Complying with environmental regulations and best practices.

### 6. Health and Safety Standards

Suppliers must ensure the health and safety of employees, customers, and communities by:

- Implementing proper health and safety measures.
- Maintaining clean, safe, and hygienic facilities.
- Training staff on emergency response and risk management.

## 7. Respect for Local Communities and Culture

Suppliers must respect the local communities and cultural heritage of the destinations they operate in, including:

- Engaging with local communities in a respectful and responsible manner.
- Promoting authentic and ethical tourism experiences.
- Avoiding activities that disrespect local cultures.

## 9. Compliance Monitoring and Reporting

- Suppliers may be required to provide documentation to verify compliance.
- Any violations of this Code of Conduct must be reported to Baltic Blues Travel immediately.

Non-compliance may result in corrective actions or termination of the business relationship.

By working together, we can ensure that tourism benefits everyone: travellers, businesses, communities, and the environment.

## Code of Conduct for Transport Companies

1. Transport companies must ensure the following:
2. Offer the most environmentally friendly options available, such as coaches with Euro 6 and higher standards of Co2 emission.
3. Regularly maintain and service vehicles to prolong their lifespan, ensure optimal fuel efficiency and reduced emissions.
4. Encourage drivers to follow our sustainability guidelines that would improve eco-driving practices to minimize emissions, i.e., keep the AC off when not using the coach and waiting for clients.
5. Do not sell single use plastic bottles and offer water re-fill on board.
6. Install bins with waste recycling.
7. Offer fair wages and benefits for the drivers.
8. Maintain high standards of cleanliness and safety on all coaches.

## Code of Conduct for Accommodations

Baltic Blues Travel prioritizes the following accommodation:

1. Hotels with sustainable certification recognized on national or international level
2. Locally owned hotels, avoid using international hotel chains
3. Small hotels with up to 50 rooms
4. Hotels located close to the city centre withing walking distance to the Old Town or with a good public transport connection. It would allow tourists to walk or take public buses instead on private transfers and taxis.
5. Accommodations complying with the required sustainable practices:
  - Use energy-efficient appliances, lighting, and HVAC systems.
  - Implement smart technologies to optimize energy use in rooms and common areas.
  - Encourage guests to participate in energy-saving initiatives, such as towel and linen reuse programs.
  - Install water-efficient fixtures and promote responsible water use.
  - Avoid single-use plastics by offering refillable toiletries and reusable alternatives.

- Do not sell or use single-use plastic bottles and cutlery.
- Implement a recycling and composting program.
- Encourage digital check-ins and paperless transactions to minimize waste.
- Source ingredients from local, organic, and sustainable suppliers.
- Reduce food waste through responsible portioning and donation programs.
- Offer plant-based and environmentally friendly menu options.
- Encourage guests to use public transport, bicycles, or electric vehicle (EV) charging stations.
- Ensure hotel facilities are accessible to guests with disabilities.
- Provide fair wages, benefits, and a safe, inclusive working environment.
- Promote diversity, equity, and equal opportunities for all employees.

### Code of Conduct for Guided Tours and Excursions

- Hire only guides with the legal permission (certified business activity) issued after completing the required training.
- Ensure the guiding license, as well as visit permits and vouchers are in place and valid.
- Ensure all tour guides are acquainted with the sustainability requirements and practices requested by Baltic Blues Travel.
- Offer tour guides a free access to Travelife learning platform, encourage them to complete the online training "Leading the way! - Guides training".
- Prioritize those tour guides who completed the above mentioned online training.
- Avoid destinations or attractions that contribute to cultural or environmental harm.
- Identify health & safety risks and provide appropriate safety equipment.
- Ensure enough team members are available in case of emergency.
- Monitor activity area conditions (including weather) in advance & during the activity and encourage travellers to use the available sources for water refill instead of single use plastic bottles. Avoid use of disposable items, show the waste collection facilities with the recycling options (or pack out what you take in).
- Brief participants about do's and don'ts, safety, what to expect, applicable etiquette to be respectful of, and logistical considerations before the activity starts.
- Provide all tour related information only via the portal created by Baltic Blues Travel for it's tour leaders.

### For the cultural excursions and city tours:

- Maximize local economic benefits through supporting local business, i.e., advise on locally owned authentic restaurants, artisans, and sustainable tourism initiatives.
- Educate guests on local customs, traditions, and etiquette to ensure respectful interactions.
- Design tours that do not disrupt residents' daily lives or sacred spaces.
- Schedule visits during appropriate times to avoid overcrowding or disturbance.
- Use eco-friendly transport options such as walking, cycling, or public transit whenever possible.
- Always seek permission before taking photos of people, sacred sites, or cultural landmarks.
- Ensure guests do not remove or damage historical artifacts, street art, or natural elements.
- Follow designated paths and respect restricted areas at heritage sites.
- Educate guests on the importance of preserving local landmarks.

- Foster an environment of respect and cultural sensitivity for all guests, emphasizing respectful behaviour in churches.

**For nature visits, cycling and walking activities:**

- Consult relevant management authorities to agree new tracks and routes to be used so that negative environmental and social impacts are minimised.
- Screen participants ahead of time to make sure that the activity is suited to their fitness & level of ability.
- Follow Leave No Trace principles: do not litter, pick up waste.
- Stick to designated paths and trails to protect natural ecosystems.
- Show respect for the land, waterways, wildlife, and other activity area users; protect of endangered local flora and fauna.
- Brief participants before the activity starts about do's and don'ts, safety, what to expect, logistics, permissible conduct, hazards to be aware of, not disturbing / removing flora and fauna, rubbish collection and disposal, 'bush toilet' etiquette, rules regarding alcohol and fires and minimising disturbance.
- Stay on designated tracks and agreed routes; where off-road driving is permitted, the shortest and least environmental impact routes to and from the area of interest are used.