

2022

ITG Supplier Code of Conduct



Inside Travel Group

5/2/2022

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Introduction

At Inside Travel Group (InsideJapan Tours and InsideAsia Tours) we are committed to high standards of ethical business and sustainability policies. As one of our most important and trusted suppliers, we would like to work with you to have a positive impact on the people and places we care about.

By doing these things, it will help us to:

- Engage with local communities and help them see tourism as a positive force in the area
- Meet the expectations of our customers who are increasingly prioritising sustainability issues when they choose where to travel and who to travel with
- Give us and our suppliers an edge over our competitors and make us a more attractive prospect for customers and partners
- Know that we are doing the right thing and show people that it is possible to provide amazing trips, help people AND help the planet.

As valued suppliers, you are a key component in so many of our clients' experiences and we hope that we can work together to create great trips for years to come. We are fully aware that we have a responsibility beyond our clients enjoying their trips, to the people and places we work with and to preserve and protect them for the future. To stay true to our commitment, this Supplier Code of Conduct explains our minimum standards and how we would like to work together with you to support ethical and sustainable practices, and work to benefit both people and the planet.

We would love to engage with you on this. We're also fully aware that we still have a lot of work to do ourselves. If you are unsure about any of our policies or requirements, then please let us know and we will work with you to help you meet them. It is really important to us that our partners work with us on our sustainability commitments, which are as follows:

ITG Sustainability Policies

- [ITG Sustainability Policy](#)
- [Climate Action Plan](#)
- [Animal Welfare Policy](#)
- [Modern Human Slavery Statement](#)
- [Child Safeguarding Policy](#)
- [Volunteering Policy](#)
- [Giving Back Policy](#)

These are updated annually on our [Sustainability Homepage](#)

We are proudly:

- [Travelife Partner Certified](#)
- A member of the [Nagoya SDGs Platform](#)

The ITG Supplier Code of Conduct

As a partner who shares many of our values, we agree:

Compliance with laws

- To comply with local employment regulations, and ensure that we pay no less than the minimum wage to our employees.

Health, hygiene and safety

- To comply with all local government and health authority health and safety regulations (including the most up-to-date COVID local government guidelines)
- To have workplace guidelines and procedures to reduce and prevent occupational illnesses and accidents, and train our employees accordingly
- To apply strict standards of hygiene
- To ensure that any services provided to ITG customers are safe and fit for purpose
- To have an emergency plan in place and provide necessary support to ITG, its employees and customers in order to ensure the safety of all individuals

Human Rights and Working Conditions

- To not use any form of forced, compulsory or slave labour.
- To ensure our employees work voluntarily and are entitled to leave work.
- To provide each employee with an employment contract that allows them a reasonable notice period for terminating their employment.
- To not require employees to post a deposit/bond and for the employer not to withhold wages for any reasons.
- To not require employees to surrender their passports or work permits as a condition of employment.

Child Safeguarding

- To ensure that employees under the age of 18 are only employed in accordance with national regulations and the UN Convention on the Rights of the Child (whichever provides most protection) and ensure that we comply with International Labour Organisation conventions on minimum age and child labour.
 - Where national legislation allows children to participate in light work, such as in family businesses or homestays, please ensure that your business is protective of the safety, rights, and freedoms of those children.
- To implement preventative measures and procedures to ensure that children are protected from tourism-related sexual exploitation and all potential forms of abuse.
- To reject, respond to and report the exploitation of people, in any of its forms, especially sexual and in particular when it affects children and young people.

- We encourage all our Suppliers to commit to at least one of the following organizations such as The Code, ECPAT, or ChildSafe and to endorse the [global good practice guidelines](#).

Environmental sustainability

- To comply with all local, national and international environmental laws applicable to our businesses
- To ensure all wastewater discharged from our businesses is treated to meet national regulations.
- We encourage our Suppliers to actively measure, manage and disclose environmental impacts in areas such as Greenhouse Gas emissions, energy consumption, water and waste and to set targets to reduce them. We also encourage establishing an action plan to implement best environmental practice.
- We encourage our Suppliers to invest in a carbon-free future by reducing their carbon intensity and investing in new technologies and offsetting schemes
- We believe it is vital to engage the community to help in environmental issues and challenges
- To demonstrate excellent knowledge of the environmental issues applicable to our business sectors, as well as of appropriate best practices, and provide our customers with this information when relevant.
- To refrain from promoting souvenir items derived from threatened wildlife and plant species.

Community engagement

- To offer no activities that harm humans, animals or plants
- To actively include excursions, products or services that support local communities (for example by purchasing local goods, traditional crafts and local foods and visiting social projects), support the local environment and biodiversity (by actively engaging with conservation projects), and promote and preserve local culture.
- To positively contribute to the sustainability of the communities in which we operate. We encourage our Suppliers to conduct progress assessments on community issues

Animal welfare

- Treat all animals, captive or not, according to tourism industry best practices. More specifically, we encourage our Suppliers to comply with our [Animal Welfare policy](#), which refers to the welfare, habitat and natural behaviour of animals and gives specific examples for our destinations
- To follow the guidelines of Japan Sustainable Tourism Standard for Destinations (specifically section D5 “野生生物の保護” (*Wildlife Protection*) and D6 “動物福祉” (*Animal Welfare*)).

Ethics

- To ensure that we conduct our businesses in a way that is fair, legal and honest
- To have controls in place that prohibit the misuse of company assets, corruption, bribery, improper gifts, extortion and embezzlement
- To ensure that all workers will be treated with dignity and respect and will not be subject to any form of unethical treatment, threats of violence, or other forms of physical, mental, or sexual harassment

Code Communication and Engagement

- To ensure that the principles in this code of conduct are communicated to employees, management and stakeholders and that these groups are involved in their implementation in an appropriate way
- We encourage the sharing of and promoting adherence to these or similar principles to the Supplier's own chain of supply
- To discuss issues and consider solutions together with Inside Travel Group to ensure that this Code of Conduct is being met, as far as reasonably possible.

We hope to hear from you

As with everything we do with our suppliers, we are very much aware that commitments to sustainability rely on an equal partnership. As a key component of our client's experiences and being in a prime position to positively affect our destinations, we hope we can work together with you to support ethical and sustainable practices, and work to benefit both people and the planet. While we're proud of what we've achieved so far, we're fully aware that we still have work to do to improve our own sustainability credentials. But what we know for sure is that we have a better chance of improving them if we work together with you, our most trusted suppliers. So if you have any sustainability projects that you are particularly proud of, please let us know about them! We'd love to learn from you and share your work with our clients who are showing an increased interest in this area.

Thank you for joining us on this journey to work to benefit both people and the planet.

If you would like any more information on our Code of Conduct, or have anything you'd like to discuss, please feel free to contact us at any time:

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Further Resources

Making changes at a company level to improve sustainability can be a daunting task – we know because we've had to go through the same process, and there's still lots of things we need to work on. Here are some of the best resources we've found to help us along the way, and we hope you find them useful too:

- [Japan Sustainable Tourism Standards for Destinations \(Japanese\)](#)
- [United Nations Convention on the Rights of the Child](#)
- [Children's Rights and Business Principles](#)
- [ChildSafe Global Good Practice Guidelines](#)
- [ABTA: Global Welfare Guidance for Animals in Tourism](#)
- [AITO Carbon Emissions Toolkit](#)
- [AITO Plastic Reduction Toolkit](#)
- ABTA Animal Welfare Guidelines (please email us to request these)