Sustainability is a crucial issue for the travel and tourism industry. Travellers’ expectations are continuing to multiply, as are those of destinations. All industry players therefore have a vested interest in adopting exemplary practices and making the implementation of sustainable-tourism principles a priority.

Like other major tour operators, Transat strives to conduct its operations as responsibly as possible, and in order to succeed, relies on co-operation from its partners. This Code of Conduct of Sustainable Practices for Tourism Suppliers and their Partners provides the guidelines and minimum standards that Transat expects its business partners to apply. It also expects them to demand the same from their own partners.
Respect for the law

We expect our partners to fully comply with laws and regulations in all matters, especially concerning the health and safety of their employees and customers, human rights (including children’s rights), combating corruption, as well as environmental stewardship (including waste management and protection of biodiversity). This requirement, obviously, includes compliance with all applicable obligations according to international conventions to which our partners’ home countries are signatories.

Health, hygiene and safety

In matters related to health, hygiene and safety, we expect our partners to comply with, and even go beyond, current standards, laws and regulations. Partners should have a workplace health and safety policy, provide workplace health and safety training for their employees, be cognizant of and apply occupational best practices in their business sector, make all necessary efforts to ensure people’s safety is not compromised, and be systematic in demanding compliance with strict standards on the part of their own suppliers and partners. To this end, Transat expects its partners to, among other things:

- a. Implement guidelines and procedures to reduce and prevent occupational illnesses and accidents, and train their employees accordingly.
- b. Apply strict standards of hygiene.
- c. Have an emergency plan in place and provide all necessary support to Transat, its employees and customers in order to ensure above all the safety of all individuals involved, regardless of the situation.
- d. Have sufficient insurance coverage to meet all obligations contained in contracts with Transat.

Progressive human resources policies

We expect our partners to treat their employees well and apply progressive policies in managing their human resources, in accordance with the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work. Therefore:

- a. Working conditions for Transat partner employees must be safe, humane and fair. Discrimination based on gender, age, disability, ethnicity, sexual orientation, religion or personal beliefs is not acceptable. Partners must pay their employees at least a minimum living wage (equal to or greater than the legal minimum wage).
- b. Working conditions for employees younger than 18 must comply with national law as well as with the provisions of the UN Convention on the Rights of the Child and other applicable international conventions. Minors must never be employed to perform work that is inappropriate for children and labour conditions for minors working in the tourism business must be age-appropriate. Transat partners must monitor shift lengths as well as special working conditions for employees aged under 18. Transat encourages its partners to promote child education, which should take precedence over employment.
- c. All forms of forced or unlawful labour are forbidden.
- d. Transat expects its partners to have ongoing training programs for their employees to ensure the quality of customer service, and to provide opportunities for their professional development. Such training programs should focus mainly on customer service, health and safety, and sustainable development.

Combating the sexual exploitation of children

Sexual exploitation of minors is unacceptable and criminal, and all tourism industry players should work together to eradicate it. Transat expects its partners to do their part, first by educating their employees, partners and customers, and then by co-operating with local organizations and law-enforcement agencies.
Environmental protection

The tourism industry is highly dependent on natural attractions. We expect our partners to be sensitive to the protection of the environment and biodiversity, be cognizant of environmental issues, make efforts to reduce their environmental impact and that of their own partners, employees and customers, and do their best to adopt industry best practices. To this end, Transat expects its partners to, among other things:

a. Demonstrate excellent knowledge of all the environmental issues applicable to their business sector, as well as of applicable best practices, and provide customers with this information when relevant.

b. Establish an action plan to implement the best environmental practices in their business sector, and obtain all recognized certifications.

c. Take measures to reduce their consumption of resources such as water, energy and forest products, which implies, among other things, maximizing the use of recycled goods.

d. Limit the use of chemicals such as pesticides and cleaning products.

e. Take steps to maximize recycling and reduce waste, including hazardous waste and end-of-life electronic equipment.

f. Introduce initiatives to reduce the greenhouse gas emissions generated by their activities.

g. Refrain from promoting souvenir items derived from threatened wildlife and plant species.

h. Where applicable, treat all animals, captive or not, according to tourism industry best practices. More specifically, we encourage our partners to comply with standards related to the welfare, habitat and natural behaviour of animals.

Customer experience

Everything we do, we do for travellers. They are our *raison d’être*. They are seeking a unique, authentic, safe and pleasant experience, and it is our duty to make our best efforts to deliver an experience that meets their every expectation. We must absolutely inspire the trust of travellers, and do everything to make sure we deserve it. As a result, Transat expects its partners to:

a. Provide a safe, high-quality and professional product or service that complies with industry best practices.

b. Ensure that their product or service always meets or even exceeds industry standards.

c. Strive to ensure the sustainability of their product or service, by informing travellers about the key sustainability challenges at the destination.

d. Address complaints and claims in an expeditious and courteous manner, according to established procedures and in co-operation with Transat, in order to cultivate customer loyalty.

Community engagement

One goal of the tourism industry is to highlight the diversity and richness of culture and heritage in destinations. Tourism, in our view, should bring direct and indirect advantages to destinations, including economic benefits. Transat thus expects its partners to:

a. Foster the social and economic development of their destination in co-operation or partnership with local communities.

b. Encourage, as much as possible, the procurement of locally produced goods and services.

c. Value and protect the natural resources, culture and heritage of local communities.

d. Encourage contacts between tourists and locals.

e. Maintain harmonious relations with communities.