

RESPONSIBLE TOURISM POLICY

Sustainable Operational Code of Ethics



LUSSO



Zero-Tolerance Policy

We commit to a zero-tolerance policy towards corruption, bribery, forced labour and discrimination in all aspects of our operations.

Fair and Transparent Business Practices

We pledge to conduct our business affairs with integrity, honesty and transparency, adhering to all relevant laws and regulations.

Ethical Treatment of Employees

We ensure; wages are above the real living wage, safe working conditions and respect for the rights and dignity of all our employees. Discrimination, harassment or exploitation of any kind will not be tolerated.

Supplier and Partner Compliance

We expect our suppliers, partners and contractors to adhere to similar ethical standards, including the prohibition of corruption, bribery, forced labour, child exploitation, discrimination and animal welfare.

Environmental Responsibility

We are committed to minimising our environmental impact and promoting sustainable practices in all aspects of our operations, including waste management, energy conservation and responsible tourism initiatives.

Animal Welfare & Biodiversity Protection

We are dedicated to upholding the highest standards of animal welfare and biodiversity protection. We oppose all forms of animal cruelty, exploitation and unethical wildlife interactions. Our operations and partnerships must ensure the ethical treatment of animals, the conservation of ecosystems and the protection of biodiversity.

Child Welfare

We are committed to safeguarding children from exploitation, abuse and unethical labour practices. We actively support initiatives that promote child welfare, education and well-being, ensuring that children are protected in all aspects of our business operations and partnerships.

Customer Satisfaction and Safety

We prioritise the safety, security and wellbeing of our customers, providing accurate information, reliable services and prompt assistance in case of emergencies.

Community Engagement and Contribution

We strive to engage with local communities in a respectful and responsible manner, supporting initiatives that contribute to their social and economic development.

Continuous Improvement

We regularly review and update our Code of Ethics and operational practices to ensure alignment with evolving ethical standards, industry best practices and stakeholder expectations.

Reporting and Accountability

We encourage all employees to report any unethical behaviour or violations of our Code of Ethics through established channels and we commit to investigating and addressing such reports promptly and impartially.

Public Communication and Transparency:

We are committed to transparent communication with our stakeholders, including customers, employees, suppliers, partners and the public, regarding our ethical principles, practices and performance.