

RESPONSIBLE TOURISM POLICY

# Human Rights Statement



LUSSO



## RESPONSIBLE TOURISM GUIDELINES

# Lusso Human Rights Statement

---

At Lusso, we are committed to upholding and promoting human rights throughout our business operations. As a luxury travel provider, we recognise our responsibility to respect the dignity, equality and freedom of every individual we encounter, whether employee, customer, supplier or member of the communities we operate in.

## Our Commitment

We align our operations with the principles of the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights and relevant International Labour Organisation (ILO) standards. We strive to ensure that our business practices do not infringe upon human rights and, where possible, we actively seek to promote and protect them.

# Key Areas of Focus

## Fair and Safe Employment

We foster a workplace culture of inclusion, respect and dignity.  
We do not tolerate any form of discrimination, harassment or abuse.  
We aim to provide fair wages, safe working conditions and freedom of association for all employees.

## Supplier Responsibility

We expect our partners and suppliers to uphold similar standards.  
We seek to work with suppliers who demonstrate ethical labour practices, including the prohibition of child labour, forced labour and exploitation.  
We encourage ongoing dialogue and collaboration to raise standards throughout our supply chain.

## Community Respect and Cultural Sensitivity

We support tourism that benefits local communities and respects indigenous rights and traditions.  
We work to avoid activities that exploit vulnerable populations or negatively impact the social fabric of destinations.  
We support local livelihoods through thoughtful partnerships and responsible product curation.

## Customer Protection and Privacy

We are committed to respecting our clients' and their customers' rights to privacy and informed choice.  
We are committed to transparent marketing and clear communication.  
We protect client and customer data and maintain robust standards of confidentiality.

## Staff Wellbeing and Equality

We are proud of our culture of care, offering support for employees' mental, emotional and physical wellbeing.  
We champion equality in career development and leadership opportunities.





## Governance and Accountability

We are working towards continuous improvement through training, policy development and active monitoring. Our Human Resources Manager oversees human rights integration across departments, supported by regular reviews and feedback mechanisms. Concerns or breaches can be reported through confidential internal channels and will be handled promptly and appropriately in line with our internal procedures.

## Conclusion

Our respect for human rights is not just a policy, it's a fundamental part of who we are. At Lusso, we believe that true luxury should never come at the expense of dignity, fairness or justice.

## Resources

### **United Nations Declaration of Human Rights**

<https://www.un.org/en/about-us/universal-declaration-of-human-rights>

### **Business & Human Rights Resource Centre**

<https://www.business-humanrights.org/en/big-issues/governing-business-human-rights/un-guiding-principles/>

### **International Labour Organisation (ILO)**

<https://www.ilo.org/international-labour-standards>

### **Travelife Partner standard for Tour operators and Travel agents**

[https://www.travelife.info/index\\_new.php?menu=standardsandcriteria&lang=en](https://www.travelife.info/index_new.php?menu=standardsandcriteria&lang=en)