



Sustainability Commitment

ID Tours New Zealand Ltd

Introduction |



The core of ID New Zealand's business is to provide high-quality experiences to international visitors coming to New Zealand. We do so by having well-designed tours and itineraries, using only the best suppliers, transport providers, venues and personnel.

We are a leading ground handler and inbound destination management company. Our success is reliant on collaboration with our suppliers and innovation in developing product. ID New Zealand (IDNZ) engages with numerous stakeholders within the tourism industry; ranging from consumers, activity, attraction, accommodation and transport providers, guides and restaurants. We bring together New Zealand travel and tourism companies that are committed to improvement in their operational practices to ensure long term sustainability.

Our mission is to drive sustainability through the New Zealand tourism supply chain by ensuring that sustainability is core to our procurement process.

As the tourism industry has complex value chains and a deep structured supplier base, we work together with our clients and suppliers to send a common message regarding sustainability activities and requirements. We believe having a common approach, awareness and desire for change in regards to sustainability benefits everyone in the supply chain and thence ultimately the traveller.

We understand supply chains are global, therefore we act as a strong promoter of standardisation and harmonisation of supply chain approaches to achieve long term impact, while also maintaining independent supply chain management.

Our collaborative approach with suppliers is founded on compliance with New Zealand employment, health & safety laws and the highest ethical standards. We comply at all times with New Zealand legislation and regulations in regards to Sustainability and Health & Safety.

Introduction |

We aim to conduct ourselves in a way that supports, implements and promotes long-term sustainability practices in order to minimise negative effects and maximise positive impacts on the natural & social environment.

IDNZ advocates and supports its business partners towards greater sustainability long-term and in doing so, we aim to foster sustainability practices amongst our international visitors.

Our common direction:

- Have a common and unified position, understanding and commitment on supply chain sustainability towards suppliers, partners and stakeholders;
- Advocate, develop and implement initiatives that can drive improvement;
- Encourage, promote and work together with our suppliers and clients to drive sustainability;
- Strive towards the goal of carbon neutrality;
- Co-operate and collaborate with tourism industry initiatives as well as committing to the [The New Zealand Tourism Sustainability Commitment](#) and the New Zealand [Tiaki Promise](#).

Our Sustainability Commitment is divided into nine sections. Each section consists of a set of principles and practical actions that we commit to.

Section One | Internal Sustainability Management & Legal compliance

We commit to sustainability management, practiced by these following actions:

- IDNZ has an appointed Sustainability Coordinator and Sustainability Team involved in the development and implementation of IDNZ's action plan;
- We communicate our sustainability commitment to New Zealand suppliers and clients, where applicable. IDNZ staff share our sustainability views during industry discussions and meetings, via social media channels, email and on our IDNZ website;
- IDNZ has a written sustainability commitment and action plan that aims to address and reduce any negative social, cultural, economic and environmental impacts of the company's activities;
- We have documented procedures to monitor and evaluate the implementation of our sustainability commitment, objectives and targets, (through our Travelife Plan);
- We have sustainability guidelines and assessment systems in place to identify the sustainability practices of key suppliers, through famils/site visits and by favouring Qualmark accredited suppliers;
- We collaborate and are actively engaged in external forums and working groups which are supportive to sustainability and the tourism industry (TWLGO, SKAL, TIA Board, NZCA Board, presenting on panels and forums of wider tourism industry and community engagement seminars etc.). We support and promote the NZ Tourism Sustainability Commitment, the NZ Tiaki Promise and the Tourism Trade Checklist;
- Exchange and share experiences and best practices concerning sustainability with other companies and stakeholders;
- Ensure our staff are fully aware of our Sustainability Commitment (from our leadership team down) and are a part of implementing and improving it. Sustainability is part of our staff induction. Staff have completed Travelife's Basic Sustainability Course (when relevant for role);
- Maintain liability insurance which exceeds that required by national law;
- We have an Intellectual Property & Security Policy, including mitigating CYBER attacks. We use a cloud-based server which does not require manual backups;
- We are financially audited annually by an external company, ensuring our business planning and practices are sustainable.

Section Two | Internal management: social policy & human rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- IDNZ has an appointed Health & Safety Coordinator and Committee. We have a Health & Safety policy for employees which complies to national legal standards;
- We provide guidance and training for employees on roles, rights and responsibilities regarding health & safety issues, including fire and relevant natural disasters. Training is provided on our Safety Management System, H&S Policy statement, Risk/Hazard Register, Accident Incident & Near Miss Register, Crisis Management Guide, Working from Home checklist, Famil Risk Assessment & Safety Checklist and Famil Participation Information Form;
- First aid courses are provided to front-line head office staff and other relevant locations, (i.e. all port managers and incentive staff as need identified);
- Provide an Employee Assistance Program (counselling service) for all employees, we are committed to supporting and enhancing wellbeing, enriching welfare and improving the performance of our team;
- All employees have an employment contract according to New Zealand national labour law. We grant employees paid holiday and sick leave, obey national laws concerning minimum age for employment and we determine and compensate for overtime working hours;
- Employees have regular one-on-one meetings with Managers to assess employee satisfaction;
- Create opportunities for students to participate in traineeship/internships, (i.e. through our collaboration with Crown Institute);
- Prohibit discriminations, in regards to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation. Ensure all employees have equal chance and access to resources and opportunities for personal development and training;

Section Three | Internal Management: Environment and community relations

We commit to practising environmental protection and enhance community relations by ensuring the following practices:

- Actively reduce the use of disposable consumer goods. Favor the purchase of sustainable goods and services, office & catering supplies, gifts & merchandise. Purchase products in bulk, to reduce packaging materials and transport;
- Aim for a paperless working environment; completely diminish brochure usage, cancel hard-copy magazine subscriptions, sign contracts electronically. When copying and printing is necessary; set machine to double-sided printing by default. Print on recycled paper;
- Comply with national legislation concerning waste disposal. Implement practices to minimize pollution from our office (as far as being able to be controlled by IDNZ); Reduce the amount of plastic used. Separate recyclable materials for collection and proper disposal;
- Minimize and substitute the use of harmful substances. Use cleaning materials which are non-hazardous, biodegradable and are certified with an eco-label, if locally available;
- Compensate CO2 emissions and strive towards the goal of carbon neutrality. Policy of all flights booked for guests and staff to select 'carbon-offset'. Provide guidance on ways guests can further support carbon off-setting;
- Maintain premises in a building that reduces energy consumption; e.g., uses energy efficient lighting where feasible, has automatic switch on/off system with timers or movement sensors. IDNZ staff switch off master lights and equipment when not in use, set equipment by default to energy saving mode, purchase low energy equipment, (taking into account cost and quality);
- Maintain premises in a building that complies with national legislation of wastewater treatment;
- Financially encourage employees to use public transport or sustainable means of transport, (provide secure bike storage). Reduce transport by supporting working from home including tele-conferences, video meetings and allowing flexible working hours.

Section Four | Transport

We aim to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

- It is our company policy not to arrange tours that are in breach of any legal New Zealand Transport Agency (NZTA) laws and regulations;
- All transport providers must have correct licenses; Transport Service Licence (TSL) and licences for the relevant transport operations, i.e. rental service licence (RSL) or small passenger service licences (PSL) or large PSL, depending on the size of the vehicles used;
- Transport and watercraft providers require the correct insurances and a current certificate of fitness as per national regulations and also hold Department of Conservation (DOC) concessions - where relevant;
- We consider and give preference to sustainable options when selecting transportation, (taking into account price, comfort, and practical considerations);
- Favour sustainable transport with a trusted & independent endorsement i.e., Internationally acknowledged certifications (such as Travelife); or are New Zealand Qualmark accredited;
- We request documentation (where applicable) from our transport supplies including; Health & safety documents, risk assessment management plans, adventure activities registrations, maritime or aviation certificates, waiver forms or risk disclosure statement, sustainability policies or initiatives and a covid safety plan;

Section Five | Accommodation

We aim to achieve a tourism supply chain that is sustainable. Partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices. We commit to this by:

- Accommodation must have current compliance documentation, including insurance cover, current building Warrant of Fitness, fire certificate, food safety/hygiene certificate etc;
- We favour sustainable accommodations with a trusted & independent endorsement, i.e. Internationally acknowledged certifications (such as EarthCheck); or are NZ Qualmark accredited;
- We request documentation (where applicable) from our accommodation providers including; Health & safety documents, risk assessment management plans, sustainability policies or initiatives and a covid safety plan;
- We contract accommodation that follows national laws in regards to labour conditions, e.g. minimum wages, reasonable working times, correct break times, employment and staff records etc. Ensure staff are provided training and first aid where applicable for their roles;
- We encourage partner accommodations to follow best practice in responsible tourism and to share their sustainability practices they have in place. We favour those that promote sustainable practices;
- IDNZ supports collaborative initiatives with stakeholders to promote sustainability among accommodation providers.

Section Six | Excursions and activities

We value community and animal welfare extremely high and aim to safeguard the authenticity of the communities and natural environment. We are strongly against harming wildlife and polluting the environment.

- We commit to this by contracting suppliers that: advise guests on behaviour standards during excursions and activities, with a focus on respecting local culture, nature and environment. That advise guests on sensitive cultural and heritage sites or ecologically sensitive environments. That promote and educate guests on local environment and biodiversity, such as visiting protected areas. That promote and advise guests on activities which directly involve and support local communities, i.e. by purchasing local services and/or goods and locally sourced food products;
- We favour those that have a trusted & independent endorsement, i.e. Internationally acknowledged certifications (such as Travelife); or New Zealand's Qualmark accreditation;
- We request documentation (where applicable) from our excursion suppliers including; Health & safety documents, risk assessment management plans, adventure activities registrations, maritime or aviation certificates, waiver forms or risk disclosure statement, sustainability policies or initiatives and a covid safety plan;
- We work with activity and excursion suppliers who adhere by New Zealand Department of Conservation's (DOC) rules and requirements;
- We would not contract excursions that would purposefully or recklessly harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
- We do not offer excursions in which wildlife is held captive, (except for properly regulated activities in compliance with national and international law, i.e. zoo's);
- IDNZ is not involved with companies that consume, display, sell, or trade wildlife species (unless it is part of a regulated activity that ensures that their use is sustainable and in compliance with local, national and international law);

Section Seven | Tour leaders, local representatives and guides

We stand for a fair and safe working environment that supports and respects local communities. We commit to this by contracting suppliers that:

- Comply with applicable industry minimum standards and national laws and regulations in regards to labour conditions, (including paying tour leaders, local representatives and guides a wage that is equal to or above the legal minimum standard. Ensure employees have a written contract and are qualified and trained regularly and correctly for their specific role);
- Contract suppliers that employ tour leaders, local representatives and guides who inform clients on relevant sustainability (e.g. protection of flora, fauna, and cultural heritage), health and safety matters, social norms and values (e.g. tipping, photography) and human rights in New Zealand;
- Work with tour leaders, local representatives and guides who adhere by New Zealand Department of Conservation's (DOC) rules and requirements;
- We promote sustainable guiding companies and individuals with a trusted and independent endorsement i.e. Internationally acknowledged certifications (such as Travelife); or are New Zealand Qualmark accredited;
- We request documentation (where applicable) from our guiding suppliers including; Health & safety documents, risk assessment management plans, adventure activities registrations, maritime or aviation certificates, waiver forms or risk disclosure statement, sustainability policies or initiatives and a covid safety plan;

Section Eight | Destination / Regions in New Zealand

We aim to maximize positive impacts and minimize negative impacts at a regional level to ensure the sustainable development of the places that we operate in. We commit to this by:

- Complying with national laws in regards to protected areas and heritage regulations;
- Consider sustainability aspects in the selection process of new destinations and possibly offer alternative destinations where applicable or alternative access/means of transport;
- Consider use of current destinations and consider more sustainable means of transport or alternative options, i.e. negate congestion, stagger guests, advise ships not to dock in certain areas;
- Support Government (i.e. MBIE) and local Government, Industry partners (i.e. TIA) and Regional Tourism Organisations concerning sustainability, destination planning/management;
- Support biodiversity, environmental and conservation programs through financial contribution (i.e., donating commission to operators' environmental projects), or supporting our suppliers sustainability initiatives;
- We do not promote souvenirs which contain threatened flora and fauna species or negatively impacts their habitat or environment.

Section Nine | Guest communication and protection #1

Guest welfare and information is extremely important to IDNZ. However, we rarely deal directly with consumers. We provide our clients (i.e., cruise lines, incentive houses and travel advisors) the relevant information which is in-turn passed onto guests. We commit to this by:

Prior to guest booking:

- Ensuring clients' and guests' privacy is not compromised;
- IDNZ complies with relevant national standards in regards to marketing and advertising;
- IDNZ provides clear terms and conditions for client consultation;
- Product and price information provided is up to date, clear, complete and accurate;
- We provide clients destination information, including sustainability information if requested;
- Advise clients of certified sustainable accommodations, excursions and transport options, (i.e., Qualmark accredited) if available;
- Inform new clients about our sustainability commitment and Health & Safety policy.

Section Nine | Guest communication and protection #2

During guests stay in NZ:

We provide a contact person's name and contact details for emergency situations; Ensuring our New Zealand suppliers:

- Inform guests of key sustainability aspects and issues at their location and receive recommendations on how to positively contribute (where relevant). Ensure suppliers inform guests about risks and precautions related to health and safety matters. That staff are trained and guidelines available on how to deal with emergency situations. Where appropriate, ensure they provide guests with guidelines or 'code of conduct' for sensitive excursions and activities.
- Ensure clients inform guests about legislation concerning the purchasing, sales, import and export of articles containing materials of threatened flora and/or fauna in the destination;
- Motivate our clients to choose shops that sell locally sourced services and goods (i.e. 'NZ Made');
- Embrace New Zealand hospitality and hosting at its best (Manaakitanga and Kaitiakitanga).

After the guests stay in NZ:

- Ensuring our clients measure guest satisfaction and feed back the results, for service and product improvements. This feedback must be provided in writing to ID New Zealand;
- Have clear procedures to receive positive and negative feedback from clients.

Certifications | Travelife (GSTC)

In May 2020, ID New Zealand became Travelife Certified for our ongoing commitment to sustainability. ID New Zealand was the first company in both New Zealand and the Pacific region to achieve this certification.

This is a sustainability certification specifically for Tour Operators & Travel Agencies. It is an ongoing process in which our office is audited and certified in the of areas of; Legal Compliance, Human Rights, Environment & Community, Accommodation, Transportation, Excursions and Customer Communication.

Travelife is a global organization dedicated to promoting sustainable practices within the travel and tourism industry. It is a leading training, management and certification initiative specifically for companies committed to reaching sustainability. Providing companies with realistic sustainability goals, tools and solutions to implement positive change within their businesses and supply chains. It was established with the support of international travel associations.

The Travelife standard has been recognized by the Global Sustainable Tourism Council (GSTC).



Certifications | New Zealand Accredited Qualmark

Qualmark is New Zealand tourism's official quality assurance organisation. It is backed by leading New Zealand industry associations. Our accreditation proves that our business has been independently validated and assessed as a quality New Zealand tourism business.

IDNZ has gained Gold Qualmark, this is a seal of approval that signifies our service is one of the highest quality experiences New Zealand has to offer.

We were assessed across four areas:

- **Economic;** Operations, manuals, standard operating procedures, business plan, marketing plan, asset management.
- **Enviro & Culture;** Energy, waste, staff and customer engagement, investing in environment, manaakitanga, cultural interpretation.
- **Social / People;** staff training, customer feedback, team culture, community and industry engagement.
- **Health & Safety;** reporting and recording, investigating and improving, staff engagement, leadership, staff wellness.





IDNZ

DESTINATION MANAGEMENT

