Sustainability Policy

For responsible inbound destination management in Saudi Arabia

This policy sets the standards 88Destinations will apply to its own operations and to the travel services it designs, purchases, coordinates and communicates. It covers the company, its staff and contracted operational network, with particular attention to Saudi Arabia's communities, cultural heritage, desert landscapes, water resources and marine ecosystems.

Policy owner	88Destinations Senior Management
Operational owner	Sustainability Coordinator appointed by the Managing Director
Version	1.0
Effective date	16 November 2026
Next review	No later than 16 November 2027, and earlier if operations or requirements materially change

Company identity 88Destinations is the trading brand of Elmakkan for Travel and Tour, a Saudi-owned inbound destination management company established in 2017 and headquartered in Jeddah.

Public availability The approved policy is available to staff, suppliers, business clients and the public through the company website. A downloadable PDF is the controlled public copy.

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Purpose and scope

88Destinations designs and coordinates inbound travel for international travel agencies, tour operators, corporate planners and specialist partners. Our role connects accommodation, transport, guides, experiences and on-ground operations. The choices we make can influence working conditions, local economic benefit, resource use, visitor behaviour and the protection of places that tourism depends on.

The purpose of this policy is to reduce avoidable negative impacts, strengthen positive local outcomes and provide a clear basis for decisions, supplier engagement, staff training and public reporting. The policy applies to senior management, employees, trainees, contractors acting on our behalf, and the products and services that we directly design or procure.

Independent hotels, transport companies, guides, activity providers and other suppliers remain responsible for their own operations and legal compliance. 88Destinations will communicate relevant requirements, consider sustainability in selection and contracting, monitor material risks, and seek corrective action where our influence allows. Serious or repeated breaches may result in suspension or termination of cooperation.

Sustainability mission

We want inbound tourism to help visitors understand Saudi Arabia while creating fair value for local people and protecting the natural and cultural resources that make each journey possible. We will integrate sustainability into management, product design, purchasing, operations and communication, measure progress and improve our approach as evidence and local capacity develop.

1 Sustainability management and legal compliance

Senior management is accountable for this policy. A Sustainability Coordinator will maintain the implementation programme, support staff and suppliers, collect evidence, monitor results and report material issues and progress to management. Sustainability responsibilities will be included in relevant job duties and operating procedures rather than treated as a separate marketing activity.

- Comply with applicable Saudi laws, licence conditions, employment requirements, health and safety rules, environmental requirements, heritage-site controls, data-protection obligations and contractual commitments.
- Maintain a documented sustainability baseline, action plan, objectives, owners, deadlines and evidence of completion.
- Train the Sustainability Coordinator through the Travelife basic training and provide staff with role-appropriate instruction.
- Review material sustainability risks when developing products, choosing suppliers or entering new destinations and activities.
- Prevent bribery, corruption, conflicts of interest, fraud and facilitation payments, and provide a route for concerns to be raised without retaliation.
- Maintain crisis, emergency, health and safety, quality and incident-management procedures that are proportionate to the services being delivered.
- Communicate claims accurately. 88Destinations will not describe itself, a supplier or a trip as certified, sustainable, carbon neutral or equivalent unless the claim is current, specific and supported by verifiable evidence.

2 People social policy and human rights

88Destinations respects internationally recognised human rights and expects the same standard from people and businesses acting on its behalf. Employment and contracting practices will comply with applicable law and will be administered fairly, consistently and with respect for personal dignity.

- Provide employees with written terms, job responsibilities, remuneration and working conditions in a language they can understand.

- Pay at least the applicable legal minimum and comply with requirements for overtime, leave, medical coverage and end-of-service rights.
- Prohibit forced labour, trafficking, unlawful recruitment fees, retention of personal documents and child labour. Work involving young people must comply with age, hour, safety and education protections.
- Provide equal opportunity in recruitment, development and advancement and prohibit harassment or discrimination based on nationality, sex or gender, race, ethnicity, age, disability, religion or belief, family status, sexual orientation, or another protected or personal status, consistent with applicable law.
- Respect lawful freedom of association and provide confidential channels for grievances, complaints and representation to management.
- Maintain safe working conditions, emergency information, first-aid access and investigation of accidents and incidents with corrective action.
- Support staff learning, including opportunities for Saudi talent, women and young professionals to gain supervised responsibility and progress into specialist and leadership roles.
- Protect children and vulnerable people from commercial, sexual or other exploitation. Suspected exploitation must be escalated through the company's safeguarding and incident procedure and reported to competent authorities where required.

3 Internal environmental management

Our offices and business travel have a smaller footprint than the travel services we coordinate, but they are within our direct control. We will measure material resource use where data is available, establish a baseline and use the results to set realistic reduction targets.

Office purchasing and paper

- Use digital documents, approvals and partner communication as the default and avoid unnecessary printing.
- Set printers to duplex and economical modes and use recycled or credibly certified paper when locally available and suitable.
- Prefer durable, repairable, refillable, reusable or recyclable office products and purchase in quantities that avoid waste.
- Assess suppliers and products for environmental and social performance alongside quality, availability and cost.

Energy climate and mobility

- Monitor office electricity and business-travel data where the company can obtain reliable figures, and use the baseline to prioritise reductions.
- Switch off lighting, air-conditioning and equipment when not needed, use energy-saving settings and prefer efficient replacements at the end of equipment life.
- Use video meetings when travel is unnecessary, combine business visits where practical and select efficient routing and transport based on distance, service requirements and accessibility.
- Measure greenhouse-gas emissions progressively, beginning with controllable office energy and staff business travel. Any future offsetting claim must use a credible method and will not replace direct reductions.

Water waste and pollution

- Treat water efficiency as a priority in Saudi Arabia's water-scarce context and address leaks or excessive consumption promptly where the office controls the facility.
- Reduce non-refillable plastic bottles in the office and in directly managed trip supplies where safe drinking-water alternatives are practical.
- Separate paper, plastic, metal, glass, batteries, electronics and printer consumables for reuse or authorised collection where local systems exist.
- Store and dispose of cleaning products, batteries, electronics and other potentially harmful materials safely and in accordance with local requirements.

- Avoid litter, dumping, open burning and any disposal practice that can harm people, communities, soil, water or wildlife.

4 Supplier management and partner agencies

Most of the social and environmental effect of an inbound programme occurs in the supply chain. 88Destinations will keep a current inventory of key suppliers and partner agencies and will apply a risk-based review that considers service quality, legality, safety, labour conditions, safeguarding, environmental practice and local benefit.

- Communicate this policy and a practical supplier code to key suppliers and obtain acknowledgement or equivalent documented acceptance.
- Include relevant clauses in new and renewed contracts where 88Destinations controls the contract. Clauses may address legal compliance, labour standards, child protection, anti-trafficking, anti-bribery, health and safety, waste, biodiversity, cultural heritage, data protection and the right to investigate or terminate for serious breach.
- Prefer licensed, insured and appropriately qualified suppliers. Sustainability credentials and demonstrated improvement will be considered alongside safety, reliability, guest needs, price and availability.
- Prioritise Saudi-owned businesses, local producers, local guides and community-based services where they can meet the required quality, safety and commercial conditions.
- Record material supplier incidents and complaints, agree corrective actions and deadlines, and escalate unresolved or severe issues to management.
- Encourage suppliers to complete suitable training, share evidence of recognised certification and improve their own environmental and social practices.

5 Transport

Transport decisions will balance safety, journey time, accessibility, comfort, group size, route feasibility, cost and environmental impact. The lowest-emission option is not always operationally suitable, but avoidable distance, empty running and unnecessary idling can be reduced through planning.

- Use licensed transport providers, roadworthy vehicles, qualified drivers, required insurance and documented safety procedures.
- Match vehicle capacity to the group, consolidate movements where practical and design routes that reduce backtracking without weakening the programme or traveller welfare.
- Ask providers to maintain vehicles, monitor fuel efficiency where possible and apply a no-unnecessary-idling standard.
- Prefer lower-emission vehicles and rail or shared transport when these options are safe, available, commercially reasonable and appropriate for the itinerary.
- Plan driver hours, rest periods, loading, accessibility and emergency arrangements before operation.
- Track the performance of key transport suppliers through operational reports, incidents, complaints and partner feedback.

6 Accommodation

Accommodation selection must meet the agreed service level and location while considering local employment, resource efficiency, waste management, accessibility, cultural fit and independently verified sustainability practice. 88Destinations will not make unsupported claims about a hotel's performance.

- Prefer legally operating accommodation with credible safety systems and, where available, recognised sustainability certification or transparent evidence of improvement.
- Ask contracted properties about child protection, fair employment, water and energy management, waste separation, food waste, single-use plastics and support for local suppliers.
- Encourage linen and towel reuse programmes that are clearly explained and remain optional for the guest.

- In water-stressed locations, consider water efficiency and the property's effect on community access to water and other essential resources.
- Prefer properties and restaurants that reflect local architecture, food, art and cultural heritage without misappropriating community knowledge or intellectual property.
- Investigate credible evidence of exploitation, serious labour abuse, unsafe conditions or harm to neighbouring communities and take proportionate corrective or contractual action.

7 Excursions and activities

88Destinations will identify excursions and activities that operate in environmentally or culturally sensitive settings and apply specific operating guidance. This includes desert and mountain routes, archaeological and religious sites, traditional communities, protected areas, Red Sea and marine activities, wildlife interactions and adventure activities.

Sensitive sites and heritage

- Use licensed or appropriately qualified guides where required and respect site capacities, approved routes, opening rules, photography restrictions and community access.
- Do not touch, remove, purchase or encourage the trade of archaeological material, historic or religious artefacts, protected plants, coral, shells or wildlife products except where lawful and demonstrably responsible.
- Brief travellers on dress, photography, privacy, religious observance and respectful interaction before visits where these points are relevant.
- Avoid activities that commodify, misrepresent or intrude upon local communities. Community visits must have informed participation and a clear local benefit.

Desert mountain and marine environments

- Use authorised tracks and access points, avoid damage to vegetation, geological features and rock art, and remove all operational waste from natural areas.
- For marine activities, work with authorised operators and require guidance that prevents touching, standing on or collecting coral and avoids disturbance of marine animals.
- Manage wildlife viewing from an appropriate distance. Feeding, chasing, baiting, handling or intrusive interaction with free-roaming wildlife is not permitted unless part of a properly regulated conservation or research activity.
- Do not offer activities that cause avoidable harm to people, animals, plants, natural resources or culturally sensitive places. Captive wildlife attractions will only be considered where lawful, appropriately authorised and able to demonstrate high welfare and conservation standards.

Safety and local value

- Assess foreseeable risks, supplier competence, equipment, weather, emergency communications, medical access and participant suitability before offering an activity.
- Favour experiences that create direct income for local guides, artisans, farmers, food producers, small businesses and community initiatives.
- Provide activity-specific traveller guidance that explains both safety requirements and the behaviour needed to protect the place being visited.

8 Tour leaders local representatives and guides

Guides, tour leaders, coordinators and local representatives shape how travellers understand Saudi Arabia and how programme standards are applied on the ground. 88Destinations will give preference to local professionals who meet the required competence and language standards.

- Provide clear written terms, scope, rates and payment conditions, and comply with licensing and employment or contracting requirements.

- Confirm destination knowledge, language ability, safety competence and qualifications appropriate to the assignment.
- Brief operational personnel on relevant parts of this policy, traveller safeguarding, cultural interpretation, emergency procedures and sensitive-site guidance.
- Expect guides to provide accurate interpretation, respect local people and beliefs, protect privacy, avoid stereotypes and explain responsible behaviour in a practical way.
- Collect partner and traveller feedback, record material incidents and support corrective training where performance does not meet the required standard.
- Provide safeguarding information on preventing commercial or sexual exploitation of children and other vulnerable people.

9 Destinations local communities and cultural heritage

Saudi Arabia is our principal destination and operational focus. Destination choices will consider community benefit, environmental sensitivity, infrastructure, seasonality, accessibility, visitor pressure and the ability to operate safely and respectfully.

- Design itineraries that distribute visitor spending across regions and communities where feasible rather than concentrating every programme in the same locations.
- Purchase locally produced goods and services and encourage travellers to use local restaurants, shops and artisans when suitable and safe.
- Protect access to culturally, historically, archaeologically and spiritually important places and comply with the rules of relevant authorities and site managers.
- Avoid promoting prohibited or undocumented souvenirs, threatened species products, coral, archaeological material or items whose sale or export is unlawful.
- Support credible local conservation, cultural or community initiatives when the purpose, governance and use of funds can be verified.
- Consult suppliers, site managers and community representatives when an activity could create material social or environmental impact.

10 Customer and traveller communication and protection

88Destinations operates mainly business to business. Our immediate client is often an international travel company, while the end traveller receives many services through that partner. We will provide the client with accurate information and practical guidance that can be passed to travellers before and during the trip.

- Describe services, inclusions, exclusions, prices, operating conditions and sustainability attributes accurately and without exaggeration.
- Protect personal and business information, limit access to what is needed for service delivery and share traveller data with suppliers only for a legitimate operational purpose.
- Provide relevant health, safety, cultural, dress, photography, wildlife, waste and sensitive-site guidance in final documentation or operational briefings.
- Provide a reachable operational contact and clear emergency escalation route for active programmes.
- Advise clients promptly of material changes, incidents, cancellations or risks that could affect the programme or traveller welfare.
- Maintain accessible procedures for questions, feedback and complaints, investigate material concerns and record corrective action.
- Invite feedback on responsible operations and include sustainability questions in periodic client or traveller evaluation where practical.

11 Objectives implementation and monitoring

The Sustainability Coordinator will maintain a separate action plan with detailed actions, evidence, responsibilities and status. The following initial objectives establish the first implementation cycle. Baseline-

dependent reduction targets will be set after reliable data has been collected; the company will not invent percentages that cannot be supported.

Area	Initial objective	Target	Owner
Governance	Appoint the Sustainability Coordinator, define authority and complete the Travelife basic training and exam.	Q1 2027	Managing Director
Baseline and action plan	Complete the Travelife baseline assessment and approve a costed action plan with owners, deadlines and evidence fields.	Q1 2027	Sustainability Coordinator and Senior Management
Staff	Provide policy induction to all current staff and include it in onboarding for new staff; retain attendance evidence.	Q2 2027 then annual	Sustainability Coordinator and line managers
Suppliers	Map all key suppliers, issue the supplier requirements and record acknowledgement or an equivalent documented response.	Q3 2027	Contracting and Operations
Office footprint	Establish available baselines for electricity, water, paper, waste and staff business travel, then approve quantitative reduction targets within 60 days.	Q2 2027	Sustainability Coordinator and Administration
Paper	Use digital-first workflows, duplex printing and recycled or credibly certified office paper where locally available and suitable.	Q2 2027	Administration
Transport	Apply the transport supplier checklist, route-efficiency review and no-unnecessary-idling expectation to key providers.	Q3 2027	Operations
Sensitive activities	Inventory sensitive excursions and issue activity-specific guidance to relevant providers and guides.	Q3 2027	Product and Operations
Traveller information	Include relevant responsible-travel guidance and emergency contact details in final documentation for applicable programmes.	Q3 2027	Product and Operations
Reporting	Review progress quarterly and publish a concise results update at least every two years.	Quarterly and biennial	Senior Management and Sustainability Coordinator

Monitoring and evidence

- Quarterly action-plan review with status, evidence, delays and corrective actions.
- Annual management review of policy relevance, material risks, supplier performance, staff feedback, incidents and objectives.
- Records of training, supplier communication, assessments, complaints, incidents, resource data and public reporting.
- Public reporting of key results at least every two years, with claims limited to verified progress.
- Immediate review after a serious incident, regulatory change or material expansion of the company's activities.

12 Roles and accountability

Role	Core responsibility
Senior Management	Approves the policy, provides resources, reviews risks and performance, and authorises material corrective action.
Sustainability Coordinator	Maintains the policy and action plan, coordinates training and evidence, monitors progress and prepares reports.
Operations and Product	Applies the policy to itinerary design, risk review, supplier briefings, guides and active programmes.

Role	Core responsibility
Contracting and Finance	Applies supplier checks and clauses, verifies commercial documentation and supports accurate records and payments.
Sales and Marketing	Uses accurate claims, communicates relevant guidance and avoids suggesting certification or performance that has not been verified.
All Staff and Contractors	Follow applicable procedures, use resources responsibly, report risks or breaches and support agreed actions.

13 Definitions

Key supplier A supplier whose volume, service criticality, risk profile or effect on the traveller or destination makes active monitoring necessary.

Sensitive activity An excursion or visit that may affect vulnerable ecosystems, wildlife, archaeological or religious sites, traditional communities or participant safety.

Sustainability Managing environmental, social, cultural and economic effects in a way that reduces harm, supports people and destinations, and can be improved through evidence.

Traveller The person receiving the travel services, including when the commercial client is an overseas travel company.

Verified claim A statement supported by current evidence that is specific to the company, supplier, product or action being described.

14 Effective date and revision history

This policy takes effect on 16 November 2026. It will be reviewed at least annually and whenever a serious incident, legal change, new market, new service type or material operational change makes an earlier review necessary. Changes require senior management approval.

Version	Date	Change	Approval
1.0	16 Nov 2026	First company-wide sustainability policy	Senior Management

Contact

Questions, concerns or improvement suggestions may be sent to info@88destinations.com for the attention of the Sustainability Coordinator.

Reference framework

The policy structure follows the main management and operational themes in the Travelife Partner Standard for tour operators and travel agents dated October 2025. This reference does not state or imply that 88Destinations currently holds Travelife recognition or certification.

Management approval

Approval authority	88Destinations Senior Management
Approval status	Approved for implementation and public release
Effective date	16 November 2026
Controlled contact	info@88destinations.com