

Trail Angels Code of Conduct

Purpose

This Code of Conduct sets out the ethical and sustainable principles that all employees and partners of Trail Angels must adhere to in their activities. Our ultimate goal is to organise travel while showing respect for people, nature, and culture. It is generally expected that we, as Trail Angels, as well as our partners and travellers, comply with local, national, and international laws, regulations, and requirements.

Our Commitment

As Trail Angels, we stand for a form of travel that is fair, respectful, inclusive, and regenerative. We aim to leave the smallest possible ecological footprint, act consciously within our communities, and make a positive contribution to people, nature, and future generations of travellers.

The following guidelines are intended to help materialise this vision:

1. Respect for Communities and Local Customs

- All interactions are carried out in a respectful manner and show no signs of exploitation.
- Promotion of authentic travel experiences which demonstrate cultural awareness.
- Local service providers and suppliers are prioritised at all levels.
- Inappropriate cultural performances, designed solely for customer entertainment, are avoided.
- Local customs, traditions, and religious practices are respected

2. Environmental Responsibility

- In our work, we are always mindful of the three dimensions of sustainability as depicted in our sustainable travel toolbox and we do our utmost to apply these principles during the consulting phase with our partners, and while advising customers in our travel agency.
- We handle resources responsibly and mindfully. Single-use materials are avoided; zero-waste practices are encouraged. Where possible, we measure our consumption of natural resources.
- Protected areas, habitats, and biodiversity are respected. We contribute to their preservation wherever possible.
- In developing trails, we aim to use existing routes only, to avoid damage to vegetation and nature.
- Environmentally friendly modes of transport are preferred wherever feasible.

3. Ethical Business Practices

- All business relationships are based on transparency, integrity and fairness.
- All employees are offered fair working conditions and wages. We expect the same from our partners.
- We comply with legal requirements concerning holidays, sick pay, maternity leave, pension contributions, etc., as stipulated by Austrian law. We recognise that these laws differ from country to country and that some of our partners may be subject to different regulations.



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- We have a zero-tolerance policy towards bribery and corruption and commit to professional, fair, and ethical conduct in all our business dealings.
- Any kind of discrimination, use of violence as well as commercial, sexual or other forms of exploitation or harassment – particularly towards children, young people, women, minorities, and other vulnerable groups – are not tolerated. We take reports and observations from our partners and travellers seriously and investigate them accordingly.

4. Supporting Local Economies

- We always prefer to work with local providers and accommodations with strong ties to their local community.
- Travellers are encouraged to support small, ethically run businesses.
- Our goal is for our projects to bring long-term benefits to the destinations – not just short-term profits.

5. Protection of children

- Any form of exploitation or abuse of children is strictly rejected. Should we receive reports or observations from partners or travellers, we investigate them thoroughly.
- Visits to orphanages or similar institutions only take place under strict ethical guidelines.

6. Animal Welfare

- Activities which exploit or harm animals (e.g. elephant riding, selfies with wild animals) are avoided. In general, we do not offer trips that involve interaction with captive wild animals.
- Only activities that focus on the protection of a certain species and are in line with international animal welfare standards are supported.

7. Education and Rules of Conduct for Travellers

- Travellers are informed about the expected sustainability practices during their trip.
- Respectful behaviour towards locals, other travellers, and nature is expected.
- Awareness is raised for sustainable choices – such as conserving water and energy and reducing waste.
- Unethical behaviour is reported.

8. Health, Safety and Inclusion

- All tours and activities are conducted according to the highest possible safety standards.
- Travellers are clearly and honestly informed about physical requirements or risks.
- People from all backgrounds are welcome – diversity and inclusion are actively promoted.

9. Continuous Improvement

- Regular assessment of the social and environmental impact of our actions.
- We recognise that innovation and improvement in the area of sustainability is a continuous process. Therefore, we regularly participate in events that highlight the importance of sustainability. We also strive to raise awareness of the topic among our staff.



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- We promote positive change within our supply chain, shape sustainable practices, and share best practices.

10. Responsibility and Accountability

- We expect compliance with these guidelines from all employees, partners, and collaborators of Trail Angels.
- We aim to ensure that standards for responsible tourism are upheld and promoted through regular communication and feedback.
- Reports will be investigated and breaches may result in warnings, termination of cooperation, or other actions.

„In everything you do, think to
the end – that is true
sustainability.“

Eric Schweitzer



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