

Sustainability Policy

Peru InsideOut

1. Introduction

Peru InsideOut is an inbound travel agency with over 15 years of experience in creating tailor-made itineraries across Peru and South America. Our purpose is to offer authentic and memorable travel experiences while promoting a tourism model that generates tangible benefits for local communities, respects cultural diversity, and minimizes environmental impacts.

This policy serves as the reference framework guiding our internal operations, supplier relations, community engagement, and customer service. It reflects our commitments within the process toward achieving Travelife international certification, which we aim to obtain in 2026.

Its scope includes employees, guides, suppliers, local partners, clients, and host communities, and it is a public and mandatory document for all our operations.

2. Guiding Principles

Our guidelines are based on three main principles:

- Legal and regulatory compliance: we ensure that all our operations comply with applicable national and international laws on labor, environmental protection, tourism, and human rights.
- Transparency and ethics: we act with integrity in our internal and external relations, promoting good practices and accountability.
- Continuous improvement: we periodically review our sustainability performance, establishing action plans with clear short-, medium-, and long-term goals (2025–2027).

3. Labor Rights and Working Conditions

- We ensure fair and formal employment in compliance with Peruvian regulations regarding contracts, wages, and benefits.
- We promote equal opportunities without discrimination based on gender, ethnicity, religion, sexual orientation, or disability.
- We foster a safe and healthy work environment by providing adequate conditions and training on occupational safety.
- We offer ongoing training on sustainability, human rights, and child protection for all staff.
- We have implemented an internal communication and grievance mechanism accessible to all employees and collaborators.

4. Environment

- We apply a responsible resource use policy, prioritizing paper reduction and recycling, process digitalization, and water and energy conservation.

- Our new office building, currently under construction, is being designed to include sustainable measures such as efficient LED lighting and the future installation of solar panels in 2027.
- We promote a green office model by reducing single-use plastics and managing waste responsibly.
- We have implemented a system to monitor energy and water consumption, committing to reduce both by at least 15% by 2026 and 25% by 2027.
- In 2026, we will begin measuring our carbon footprint, with the goal of implementing compensation strategies starting in 2027.

5. Suppliers and Partners

- We select and evaluate our suppliers based on sustainability criteria, prioritizing those with recognized certifications.
- We maintain partnerships with hotel chains and suppliers committed to responsible practices, such as Inkaterra, Casa Andina, Costa del Sol, Xima Hoteles, Rainforest Expeditions, Arawi, GHL, and Casona Plaza.
- We require our suppliers to accept this policy and the company's code of conduct.
- We organize periodic workshops and training sessions with suppliers to share best sustainability practices.

6. Transportation

- We work exclusively with responsible local transport providers that meet safety standards, conduct preventive maintenance, and offer fair working conditions.
- We promote emission reduction through the responsible selection of vehicles and itinerary optimization.
- Internally, we encourage sustainable mobility — cycling, public transportation, and remote work whenever possible.

7. Accommodation

- We prioritize working with sustainable accommodations that implement environmental measures, support local communities, and respect labor rights.
- We periodically evaluate the hotels in our network, favoring those with certifications such as Rainforest Alliance or other international recognitions.
- We encourage our hotel partners to continuously improve their sustainability performance.

8. Excursions and Activities

- We offer only excursions that respect the country's cultural and natural heritage and biodiversity.

- We maintain an inventory of sensitive activities (visits to indigenous communities, protected areas, wildlife-related experiences) that are evaluated before being marketed.
- We distribute codes of conduct to clients and guides to promote responsible behavior during activities.
- We do not promote any activities that involve animal mistreatment or cultural exploitation.

9. Guides and Local Representatives

- We hire only officially accredited tour guides in Peru, ensuring their professional training.
- We share this policy and our sustainability guidelines with guides and tour leaders before each operation.
- We promote training in responsible tourism, local culture, and child protection.
- Our guides serve as sustainability ambassadors, encouraging responsible behavior among travelers throughout the trip.

10. Communities and Culture

- We promote authentic and responsible community-based tourism experiences, such as visits to Amantani Island, ensuring that economic benefits go directly to local families. In our treks and hiking programs, we employ porters from Andean and high-Andean communities, ensuring fair compensation, appropriate working conditions, and compliance with applicable regulations.
- Our itineraries include visits to traditional markets (Cusco, Pisac, Ollantaytambo), promoting the local economy.
- We respect and help preserve Peru's cultural and natural heritage, contributing to its conservation and appreciation.
- We collaborate with local organizations on community and environmental development projects.

11. Clients

- We communicate transparently before, during, and after the trip, providing clients with cultural, environmental, and safety information.
- We protect our clients' privacy and personal data, sharing it only when necessary for service delivery.
- We request consent before using clients' photos or testimonials in our communications.
- We educate travelers on sustainable practices, including waste reduction, responsible consumption, and respect for local communities.

12. Commitment to Children

- We have adopted the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (ECPAT), which is shared with employees, suppliers, and clients.
- We enforce zero tolerance toward any form of child exploitation.
- We have established reporting channels and partnerships with authorities and specialized NGOs.

13. Monitoring and Continuous Improvement

- We have a Sustainability Committee composed of management, the sustainability coordinator, and area managers, which meets quarterly.
- We prepare an annual sustainability report measuring progress toward the objectives outlined in our 2025–2027 action plan.
- This policy is reviewed and updated annually, incorporating lessons learned, best practices, and new opportunities.