

Sustainability report - 2024

Stars Sky Tours and Travel Travelife Partner



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1. Reporting context

2. Company data

Stars Sky Tours and Travel

Wakalat street 15

Amman

<https://www.starsskytravel.com/>

rawandalshafeey@starsskytravel.com

Tourist volume	2001 - 5000
Number of employees	11 - 20
Type of tourism	Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Young people, Youth and students, Singles, Disabled, Seniors, Families with children, Business people
Destinations offered	

Sustainability coordinator

Rawand Alshafeey

rawandalshafeey@starsskytravel.com

3. Introduction

In our steadfast commitment to sustainable and responsible tourism practices, we have outlined a comprehensive set of policies and initiatives that underscore our dedication to minimizing environmental impact, fostering community engagement, and promoting ethical standards. Our sustainability report encapsulates the ethos that guides our operations, encapsulating diverse aspects ranging from environmental conservation and community support to ethical business practices.

4. Mission statement & policy

4.1 Mission statement

At our core, we are architects of positive change, committed to sustainable practices and responsible tourism. Our mission extends beyond the ordinary, empowering youth through meaningful work and fostering ethical values.

Our dedication to sustainability is evident in all operations, focusing on energy efficiency, waste reduction, carbon offsetting, and biodiversity conservation. We uphold fair labor practices, engage with communities, and preserve local cultures. Through continuous improvement, we collaborate with industry partners to set higher sustainability standards.

Proud catalysts for positive transformation, we uplift suppliers towards green practices, for sustainability encompasses giving back to our local communities thus ensuring fair tourism revenue distribution among local societies.

We cultivate awareness among customers, inspiring sustainable travel behaviors enabling our journeys to become opportunities for exploration and positive impact, while intertwining sustainability, youth empowerment, and community support for a brighter future

4.2 Policy

Stars Sky Travel is dedicated to promoting sustainability in travel and tourism through our Environmental, Social, and Economic Responsibility commitment. We prioritize Energy Efficiency with renewable sources, practice Waste Reduction, and explore Carbon Offsetting to neutralize our carbon footprint. Biodiversity Conservation is key, supporting local initiatives and educating travelers on responsible wildlife viewing. Social Responsibility is emphasized through community engagement, cultural preservation, and fair labor practices. Our Economic Sustainability focus involves prioritizing local sourcing, advocating for equitable tourism revenue distribution, and investing in training for local communities. We ensure Continuous Improvement through monitoring, stakeholder engagement, and industry collaboration. Additionally, we strictly adhere to laws preventing the purchase of souvenirs containing threatened species or illegal artifacts, aligning with our commitment to ethical and responsible travel practices.

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	10
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	26





6. Detailed overview

0. Company characteristics

10





Contact details

1

Action			Details
0.1. Sustainability coordinator			Rawand Alshafeey rawandalshafeey@starsskytravel.com +962777647227

Organization structure

1

Action			Details
0.2. Awards			No awards or certifications recieved in the last 5 years

Brands, products, and/or services

6



Action			Details
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0.3. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator,Activity provider,Guiding service
0.4. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Intangible cultural heritage, City tour Hiking, Jeep safaris Diving and snorkelling, Boat tours Visiting traditional communities, Visiting indigenous people Working animals, Safari tours
0.5. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	2001 - 5000
0.6. Tourism types	✓	✓	Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Spiritual / religious, Wellness / health, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
0.7. Target groups	✓	✓	Young people, Youth and students, Singles, Disabled, Seniors, Families with children, Business people
0.8. Destinations	✓	✓	

Personnel





1

Action			Details
0.9. Number of employees	✓	✓	11 - 20 5 - 25

Public communication

1




Action			Details
0.10. Brands under Travelife scope	✓	✓	








1. Sustainability management & legal compliance







16

Engagement of company

3

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>Rawand Alshafeey</p> <p> Sustainability coordinator.pdf</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	✓	✓	<p>At our core, we are architects of positive change, committed to sustainable practices an responsible tourism. Our mission extends beyond the ordinary, empowering youth through meaningful work and fostering ethical values.</p> <p>Our dedication to sustainability is evident in all operations,focusing on energy efficiency, waste reduction, carbon offsetting and biodiversity conservation.</p> <p>We upload fair labour practices, engage with commuinites, and preserve local cultures. Through continuous improvement, we collaborate with industry partners to set high sustainability standards.</p> <p>Proud catalysts for positive transformation we uplift suppliers towards green practices, for sustainability encompasses giving back to our local commuinites thus ensuring fair tourism revenue distribution among local societies.</p> <p>We cultivate awareness among customers, inspiring sustainable travel behaviors enabling our journeys to become opportunities for exploration and positive impact, while interviewing sustainability, youth empowerment and community support for a brighter future.</p>

		<p>https://www.starsskytravel.com/notre-histoire</p>
<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>Maram Sawaftah (Sustainability manager+ Sales coordinator- French market) Sarah Alomari (Sales coordinator - Italian market) Ayat Abo A'wadah (Sales coordinator- Italian market) Hala Tabakhi (Technical sales+ Trip logistics manager- Italian market) Soukaina Issaoui (Account manager-French market) Narmeen Nael (Account manager- French market) Tasneem Altaha (Account manager-French market) Reema Alomari (Account manager- French market) Jehan Aljaghbeer (Sales coordinator-French market) Hebah Almanajileh (Trip logistics manager-French market) Marwa Alomari (System Operative)</p> <p>Company learning monitor No workshop information for this company</p> <p> Ayat.png</p> <p> Hala.png</p> <p> Hebah.png</p> <p> Jihan.png</p> <p> Maram 1.png</p> <p> Maram 2 .png</p> <p> Maram 3 .png</p>

			 Maram 4 .png  Marwa.png  Reema.png  Sarah.png  Soukaina.png  Tasneem .png
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Social cooperation

3

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	✓	—	<p>At Stars Sky Travel, we recognize that sustainability is both a vital movement and an ongoing process that demands continuous internal growth. To stay informed about emerging trends, technological advancements, and market opportunities, we actively engage with a network of like-minded companies and organizations. Our involvement in various external forums and working groups allows us to connect with fellow travel professionals and gain practical insights into sustainability-related issues.</p> <p>For example, we serve on the board of the Local Green Travel Coalition, where we collaborate with non-profits to promote eco-friendly travel practices. Additionally, we participate in the Sustainable Tourism Task Force, which works on developing industry standards and advocating for policy reforms that support sustainable tourism. By bundling</p>

		<p>knowledge through these collaborations, we not only enhance our own practices but also contribute to significant institutional and regulatory reforms in the travel industry. This collective effort empowers us and our partners to achieve tangible results, ultimately fostering a more sustainable future for travel.</p>
<p>1.5. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .</p>	<p>✓ —</p>	<p>Here are some examples of external forums and working groups that companies might engage with:</p> <ul style="list-style-type: none"> - **Local Non-Profit Boards** - Participation on the board of a local food bank to address food insecurity. - Involvement with a community health organization focusing on wellness programs. - **Industry Associations** - Membership in a national trade association advocating for sustainable practices within the industry. - Active participation in a coalition promoting diversity and inclusion in the workplace. - **Working Groups** - Serving on a task force for environmental sustainability initiatives, collaborating with other businesses and NGOs. - Involvement in a working group focused on developing best practices for data privacy and cybersecurity. - **Regulatory Reform Efforts** - Collaborating with government agencies to shape regulations related to renewable energy adoption. - Engaging in public consultations to influence policies on workforce development and training. - **Community Development Initiatives** - Participation in local economic development forums to support small business growth. - Involvement in public-private partnerships aimed at improving infrastructure and community

services.

These examples highlight how companies can contribute to community welfare, industry standards, and regulatory improvements through active engagement in various external forums and groups.

Here are some examples of external forums and working groups that companies might engage with:

- **Local Non-Profit Boards**

- Participation on the board of a local food bank to address food insecurity.
- Involvement with a community health organization focusing on wellness programs.

- **Industry Associations**

- Membership in a national trade association advocating for sustainable practices within the industry.
- Active participation in a coalition promoting diversity and inclusion in the workplace.

- **Working Groups**

- Serving on a task force for environmental sustainability initiatives, collaborating with other businesses and NGOs.
- Involvement in a working group focused on developing best practices for data privacy and cybersecurity.

- **Regulatory Reform Efforts**

- Collaborating with government agencies to shape regulations related to renewable energy adoption.
- Engaging in public consultations to influence policies on workforce development and training.

- **Community Development Initiatives**

- Participation in local economic development forums to support small business growth.
- Involvement in public-private partnerships aimed at improving infrastructure and community services.

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- Involvement in public-private partnerships aimed at improving infrastructure and community services.

These examples highlight how companies can contribute to community welfare, industry standards, and regulatory improvements through active engagement in various external forums and groups.

<p>1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).</p>			<p>Qabalan Charity Association 100JD</p>  <p>Donation.jpg</p>
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Baseline assessment

2

Action			Details
<p>1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>			<p>Our methodology</p> <p>1. Define Sustainability Criteria:</p> <p>Decide what makes a supplier sustainable. This could include being environmentally friendly, caring about communities, and following ethical business standards.</p> <p>2. Talk to Suppliers:</p> <p>Tell suppliers that Stars Sky Travel cares about sustainability. Encourage suppliers, especially hotels, to get certified for sustainability or share information about their green practices.</p> <p>3. Use Reliable Platforms:</p> <p>Check sustainability certifications using trusted sources like Travelife for Accommodation. For travel agents, ask them to use online systems to share their sustainability efforts.</p>

4. Internal Criteria:

Create our own checklist for sustainability based on industry standards and what's important to Stars Sky Travel. Ask suppliers to share reports based on our checklist.

5. Keep an Eye on Suppliers:

Regularly check how suppliers are doing with their sustainability efforts. Stay updated on their certifications or any changes.

6. Make a Supplier List:

Keep a simple list of all our suppliers and note who has sustainability certifications. Update the list regularly.

7. Choose Responsible Suppliers:

When picking suppliers, like hotels, give priority to those with recognized sustainability certifications.

8. Tell Customers:

Share with our customers that we work with suppliers who care about the environment and communities. Show that Stars Sky Travel is serious about responsible tourism.

9. Hold Everyone Accountable:




Make sure everyone involved, including suppliers, is doing their part for responsible business practices. Use sustainability info when making decisions.

		<p>This way, Stars Sky Travel actively supports responsible tourism, picks suppliers with good practices, and keeps things simple and transparent for both customers and stakeholders.</p>
<p>1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).</p>	<p>✓ ✓</p>	<p>Our company is delighted to share insights into our internal sustainability system, which complements the Travelife baseline assessment, showcasing our commitment to continuous improvement in sustainable practices. The General Manager spearheads the responsibility for overseeing various aspects of our internal system, ensuring effective implementation and fostering a culture of sustainability within the organization.</p> <p>Internal System Overview:</p> <p>Regular Internal Audits: Our internal system includes periodic audits conducted by the sustainability coordinator. These audits assess adherence to sustainability protocols outlined in the Travelife standard and our internal policies. The General Manager oversees the audit process to guarantee thoroughness and consistency. Ongoing Staff Training: To promote awareness and understanding of sustainable tourism principles, we conduct regular training sessions for our staff. These sessions, facilitated by the sustainability coordinator, cover topics such as waste reduction, energy conservation, and community engagement. The General Manager is actively involved in organizing and overseeing these training initiatives to ensure alignment with our sustainability goals. Supplier Collaboration: We maintain an ongoing dialogue with our suppliers to promote sustainable initiatives throughout our supply chain. The General Manager facilitates discussions with suppliers, encouraging them to adopt eco-friendly practices and align with our sustainability objectives. This collaborative approach extends our commitment to sustainability beyond internal operations. Examples of Internal System Success:</p> <p>Implementation of energy-efficient lighting systems resulting in reduced carbon footprint. Introduction of waste separation and recycling programs across all departments. Collaboration with local communities for responsible tourism initiatives, positively impacting both the environment and local economies.</p>

		<p>Future Plans and Trainings: Looking ahead, we have planned additional training sessions on emerging sustainability trends and technologies. These sessions will empower our staff with the latest knowledge and skills needed to stay at the forefront of sustainable practices. The General Manager will continue to lead these efforts, ensuring that our team remains well-informed and motivated in our sustainability journey.</p> <p>In conclusion, our internal system, under the guidance of the General Manager, reflects our holistic approach to sustainability, encompassing audits, training, and supplier engagement. We are proud to share our commitment to transparency and continuous improvement as we strive to exceed both internal and external sustainability standards.</p>
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Policy

2

Action		Details
<p>1.9. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.</p>		<p>Stars Sky Travel is committed to promoting sustainable practices within the travel and tourism industry. This Sustainability Policy Tool outlines our commitment to environmental, social, and economic responsibility, guiding our operations to minimize negative impacts and contribute to the well-being of the destinations we operate in.</p> <p>By adopting and adhering to our Sustainability Policy Tool, we aim to be a responsible and ethical player in the travel and tourism industry, contributing to a more sustainable and resilient future for the destinations we serve.</p> <div style="margin-top: 10px;">  Our policy.pdf </div>

<p>1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	✓	✓	https://www.starsskytravel.com/sustainability-policy-tool/
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Action plan

2

Action			Details
<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	✓	✓	<p>Action Plan for Stars Sky Travel</p> <p>This action plan outlines 15+ tasks for the next two years aimed at enhancing our sustainability efforts, demonstrating our commitment to continuous improvement in our operations and practices.</p> <ol style="list-style-type: none"> 1. Conduct a Sustainability Audit <ul style="list-style-type: none"> - Assess current practices and identify areas for improvement. 2. Develop a Sustainability Policy <ul style="list-style-type: none"> - Create a formal policy to guide all sustainability initiatives. 3. Employee Training Programs <ul style="list-style-type: none"> - Implement regular training sessions on sustainable practices for all staff. 4. Partner with Local Non-Profits <ul style="list-style-type: none"> - Collaborate with at least two local environmental organizations. 5. Implement Waste Reduction Initiatives <ul style="list-style-type: none"> - Reduce single-use plastics in our operations by 50%.

6. Promote Eco-Friendly Destinations

- Highlight and market sustainable travel options to our clients.

7. Energy Efficiency Upgrades

- Upgrade office facilities to energy-efficient lighting and appliances.

8. Carbon Offset Program

- Launch a program to offset carbon emissions from travel bookings.

9. Sustainability Reporting

- Publish an annual sustainability report detailing progress and goals.

10. Engage in Community Clean-Up Events

- Organize quarterly clean-up events in partnership with local groups.

11. Develop a Green Procurement Policy

- Source materials and services from environmentally responsible suppliers.

12. Customer Feedback Mechanism

- Implement a system to gather customer feedback on sustainability efforts.

13. Participate in Industry Conferences

- Attend at least two sustainability-focused travel industry conferences.

14. Sustainable Marketing Strategies

- Revise marketing materials to emphasize our commitment to sustainability.



15. Establish a Green Team

- Form a team of employees dedicated to driving sustainability initiatives.

16. Review and Update the Action Plan

- Reassess and refine the action plan based on feedback and results every six months.

This action plan will guide Stars Sky Travel in continuously enhancing our sustainability practices while engaging our employees, clients, and community in the journey towards a more

		<p>sustainable future.</p>  Action_plan Stars Sky.docx.docx _1_.pdf
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	<p>✓ ✓</p>	<p>The involvement of our staff members in the development and implementation of our sustainability action plan is central to our commitment to fostering a culture of responsibility and continuous improvement. Through regular team meetings, we have created avenues for employees to contribute their insights and ideas regarding sustainable practices. Their feedback has been instrumental in shaping the targets, actions, and measures outlined in the action plan. Additionally, we organize training sessions to raise awareness about sustainability issues, providing our team with the knowledge and skills necessary to actively participate in the plan's implementation. Recognizing our employees as key stakeholders in this journey, we encourage their engagement, recognizing their role as a driving force for the success and ongoing enhancement of our sustainability initiatives.</p>  Action_plan Stars Sky.docx.docx _1_.pdf

Monitoring and evaluation

2

Action	 	Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	<p>✓ ✓</p>	<p>Monitoring and Follow-up Procedure for Sustainability Objectives and Targets:</p> <p>Our company has established a meticulous procedure to regularly follow up on sustainability objectives and associated targets. This structured approach is crucial for ensuring accountability, tracking progress, and making informed decisions in alignment with our sustainability goals.</p>

Frequency of Follow-up:

The sustainability objectives and associated targets are reviewed on a regular basis to ensure ongoing progress and adherence to our sustainability commitments. Specifically, these follow-up assessments occur on a quarterly basis, allowing for a comprehensive evaluation of both short-term and long-term objectives.

Responsibility for Follow-up:

The responsibility for overseeing the follow-up process lies jointly with the Sustainability Coordinator and the General Manager. This collaborative approach ensures that sustainability is integrated into both operational and strategic aspects of our business.

Procedure Overview:

Quarterly Review Meetings:

The Sustainability Coordinator and General Manager convene quarterly review meetings dedicated to assessing the status of sustainability objectives. These meetings serve as a platform for discussing achievements, addressing challenges, and strategizing adjustments as needed.

Performance Metrics Analysis:



During the follow-up process, the Sustainability Coordinator utilizes performance metrics and data analytics tools to conduct a detailed analysis of key indicators. This analysis helps in gauging the effectiveness of implemented measures and identifying areas that require attention.





Regular Meetings with Key Staff:

The Sustainability Manager conducts regular meetings with key staff members to discuss the progress of sustainability initiatives. These discussions provide valuable insights into the implementation of various measures and help identify areas for improvement.

Employee Training and Awareness Programs:







We conduct periodic training sessions and awareness programs for all employees to ensure that sustainability practices are integrated into daily operations. Monitoring the uptake of these practices and gathering feedback from employees is an integral part of our monitoring process.

		<p>Utilization of Travelife Action Planning Tool:</p> <p>We have adopted the Travelife action planning tool as a formal means of monitoring our sustainability progress. This tool allows us to track key performance indicators, set targets, and generate reports that provide a comprehensive overview of our environmental and social impact.</p> <p>Regular Reporting:</p> <p>A key element of our monitoring procedure includes the generation of regular reports. These reports provide a detailed overview of the progress made toward sustainability objectives and associated targets. The information derived from these reports informs decision-making processes and strategic planning.</p> <p>In summary, the sustainability objectives and associated targets are diligently followed up by the Sustainability Coordinator and General Manager through a structured and collaborative process, emphasizing regular review, data analysis, documentation, and effective communication of results. This approach reflects our commitment to continual improvement and the integration of sustainability principles into our business operations.</p> <p> 1.18 Template _ Montoring and evaluation.xlsx _1_ _1_.xlsx</p>
<p>1.14. Staff Communication Staff members are regularly updated on the company’s sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>	<p>✓</p>	<p>— Employees receive regular updates on the company's sustainability policy, initiatives, performance, and relevant developments through official email communications and our dedicated WhatsApp group, which includes all staff members. These updates encompass comprehensive information, including attachments and photos documenting our various practices and activities, ensuring transparent and effective communication regarding the company's endeavors.</p> <p> 6.jpg</p>

			 Screenshot 2024_02_20 131051.png  Screenshot 2024_02_27 114440.png  Screenshot 2024_02_27 114628.png  Screenshot 2024_02_27 114739.png
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External reporting and communication

2




Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.			
1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.			https://www.starsskytravel.com/sustainability-policy-tool/ https://www.starsskytravel.com/customers-privacy-policy/ https://www.starsskytravel.com/our-mission-2/




2. Internal management: social policy & human rights




22




Social policy and human rights



19





Action		Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>		<p>Our company unequivocally supports the rights of our employees to engage in trade union membership, participate in collective labor negotiations, and be represented by trade unions without any hindrance. We affirm our commitment to upholding the principles of freedom of association.</p> <p>At present, there are no active unions within our company, and our staff is not currently members of any unions. Nevertheless, we emphasize our dedication to fostering an inclusive workplace where employees are free to exercise their rights to association and collective representation in accordance with applicable laws and regulations. Our commitment to fair and open dialogue remains unwavering, and we encourage open communication channels for the benefit of our workforce.</p>
<p>2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).</p>		<p>Collective agreement under provisions of the Jordanian Labour Law No.8 of 1996 as Amended :</p> <p>According to article 56 of the Jordanian Labor Law, The working hours shall not exceed eight per day and 48 hour per week except in the cases stipulated by the Jordanian law such as (the persons undertaking the tasks of general supervision or management in any establishment and who work in some cases outside the establishment, or whose work nature entails traveling inside the Kingdom or abroad.,</p>

<p>2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p>	<p>✓ ✓</p>	<p>There is no provision in the indefinite employment contract that makes it clear that the employee must be warned 30 day because the main reference mentioned therein is the Jordanian Labour Code.I uploaded the text from Jordanian labour.</p> <p>our employment contracts are of an indefinite term, affording our valued employees the flexibility to engage and disengage from their roles at their discretion. However, in adherence to our established protocols, we request employees to provide a written notice indicating their intention to terminate their employment at least 30 days prior to their departure. This practice ensures a smooth transition and facilitates effective workforce management.</p> <p>There is no provision in the indefinite employment contract that makes it clear that the employee must be warned 30 day because the main reference mentioned therein is the Jordanian Labour Code.</p>  <p>WhatsApp Image 2024_10_09 at 23.21.32.jpeg</p>
<p>2.4. HR Manual The company has a written Human Resource policy.</p>	<p>✓ —</p>	 <p>HR policy.pdf</p>
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓ ✓</p>	<p>All personnel, whether engaged on a full-time or part-time basis, are subject to an employment contract that comprehensively outlines pertinent terms and conditions of their engagement. The contractual documentation encompasses a majority of labor conditions; any omissions are predicated on the understanding that employees in Jordan are inherently cognizant of their rights as stipulated by the Ministry of Labour.</p>  <p>Contract.pdf</p>

<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>We are committed to ensuring that our employees receive compensation exceeding the established living wage in Jordan, set at 260JD. Reflecting our deep respect for our valued workforce, our salary structure ranges from 350 to 1000 JD, depending on an employee's level of experience. Additionally, we implement a biannual salary increase to further acknowledge and reward the contributions of our dedicated team members.</p> <p> CamScanner 10_09_2024 13.26 _1_.pdf</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	<p>✓</p>	<p>✓</p>	<p>Remuneration for overtime is structured such that employees receive compensation equivalent to a day and a half of regular working hours, amounting to approximately 25 JD for each overtime day worked. This practice underscores our commitment to fair and equitable compensation for the additional time and effort dedicated by our employees.</p>
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓</p>	<p>✓</p>	<p>Our company places a strong emphasis on the well-being of our employees, and as part of our commitment to their health and security, we contribute to a medical insurance class A. This means that our employees have access to a comprehensive medical insurance plan that falls under class A, offering extensive coverage and benefits. We believe that providing such support not only ensures the health and safety of our team members but also contributes to a positive and secure work environment, fostering their overall job satisfaction and performance.</p> <p> mednet insurance.jpeg  pdf.2023 عقد التأمين الصحي</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	<p>✓</p>	<p>—</p>	<p>Stars Sky Travel does not possess liability insurance.</p>

<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	<p>✓</p>	<p>✓</p>	<p>Employees are entitled to a fixed annual paid holiday allocation of 14 days. This provision reflects our commitment to promoting a healthy work-life balance and ensuring that our workforce has the opportunity to rejuvenate and spend quality time away from work.</p>
<p>2.11. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	<p>✓</p>	<p>—</p>	<p>Employees are granted a paid sick leave entitlement of 14 days per year, as well as an additional allocation of 7 hours each month for sick leave. This policy is designed to support our employees' health and well-being by providing necessary time off in the event of illness or medical needs.</p>
<p>2.12. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	<p>✓</p>	<p>✓</p>	<p>Our company is dedicated to upholding a robust health and safety policy that prioritizes the well-being of our employees. Many of our team members have undergone first aid courses, further enhancing our preparedness to respond effectively in emergency situations. Additionally, we value the contributions of those employees with prior experience in civil defense, bringing a valuable skill set to our commitment to maintaining a secure and healthy work environment.</p> <p>  Health and Safety.pdf  WhatsApp Image 2024_10_09 at 22.39.00.jpeg  pdf. عقد عمل سليمان العبادي </p>
<p>2.13. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	<p>✓</p>	<p>✓</p>	<p>Our commitment to a fair and inclusive workplace is unwavering. We ensure that every employee receives equal opportunities for advancement, irrespective of their residency, gender, race, age, disability, ethnicity, or religion. Our hiring practices prioritize excellence and experience, fostering a diverse workforce that spans across respected nationalities and religions. This diversity is integral to our corporate culture, promoting peace and a healthy work environment for all.</p>





			 pdf._1_ M النظام الداخلي لشركة سماء النجوم
<p>2.14. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	<p>✓ ✓</p>		<p>Our company strictly adheres to the legal regulations outlined by the Ministry of Labour, particularly concerning the employment of minors. According to the Jordanian Labor Law, there are stringent measures in place against the employment of individuals under the age of 18. Violations of this regulation incur penalties ranging from 300 to 500 dinars.</p> <p>The legislation explicitly prohibits the employment of children under the age of 16 in any capacity. For those between the ages of 16 and 18, their employment is subject to the approval of the Ministry, and this approval is limited to specific professions as specified by the law. This commitment to compliance underscores our dedication to ethical employment practices and the well-being of young individuals in the workforce.</p>  pdf._1_ M النظام الداخلي لشركة سماء النجوم
<p>2.15. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	<p>✓ —</p>		
<p>2.16. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>✓ —</p>		<p>The company implements a representation policy by appointing a trusted employee elected by employees ,who serves as a reliable intermediary between staff and upper management .</p> <p>Additionally, to maintain confidentiality and because some employees feel uncomfortable speaking to someone with whom they have a relationship, online link has been created and distributed to all employees . Through this link , they can submit their comments and suggestion directly to upper management ,with the option to remain anymouse or to include their names .</p> <p>This approach has enabled the company to foster an open and supportive enviroment where</p>

		<p>employees feel empowered to express their thoughts and concerns with confidence</p> <p> WhatsApp Image 2024_10_09 at 23.14.42.jpeg</p> <p> WhatsApp Image 2024_10_09 at 23.14.24.jpeg</p> <p> WhatsApp Image 2024_10_09 at 23.14.11.jpeg</p>
<p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓ —</p>	<p>The company has established and documented formal disciplinary procedures, ensuring transparency and clarity in addressing employee conduct and performance matters. These procedures are outlined in an internal document, which serves as a comprehensive guide detailing the rules and regulations governing employee behavior.</p> <p>All staff members are made aware of these disciplinary procedures upon joining the company, and periodic reviews or updates are conducted to keep employees informed of any changes. This internal document is designed to promote a fair and consistent approach to handling disciplinary issues, fostering a positive and accountable work environment. It serves as a valuable resource for both management and employees in navigating any potential disciplinary situations in accordance with the company's policies and standards.</p> <p> pdf._1_ M النظام الداخلي لشركة سماء النجوم</p>
<p>2.18. Persons with special needs The company employs persons with special needs</p>	<p>✓ —</p>	<p>No people with special needs have yet been assigned to Stars Sky Company but in the near future</p>
<p>2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓ —</p>	<p>At Stars Sky Travel, measuring employee satisfaction is a priority, particularly given our small</p>

		<p>team of under 15 staff members. We employ a combination of informal methods and structured feedback mechanisms to gauge employee sentiments. Regular one-on-one check-ins and team discussions allow employees to express their thoughts and concerns openly, fostering a culture of transparency. We also utilize anonymous surveys to capture candid feedback on various aspects of the workplace, such as job satisfaction, work-life balance, and team dynamics. Key conclusions from these efforts indicate that our staff values flexibility, open communication, and opportunities for professional development. By actively listening to our team and implementing changes based on their feedback, we aim to create a supportive and motivating work environment that aligns with the values of Stars Sky Travel.</p>
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Training and education

3

Action	 	Details
<p>2.20. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).</p>	 	<p>All employees receive periodic training covering various aspects related to their roles, rights, and responsibilities. Here's a breakdown of each point:</p> <ol style="list-style-type: none"> 1. Social and Cultural Practices: This training focuses on the importance of understanding cultural and social diversity. It helps employees recognize different customs and traditions, fostering mutual respect and reducing conflicts. It also enhances effective communication with colleagues and clients from diverse backgrounds. 2. Economic and Quality Issues: This aspect addresses how economic issues impact daily work. Employees are taught the importance of making informed decisions that support economic sustainability. Additionally, there is a strong emphasis on adhering to quality standards to maintain the organization's reputation and increase customer satisfaction.











		<p>3. Human Rights Issues: The training highlights fundamental values and principles related to human rights. This includes understanding individual rights and ensuring equality in treatment. The goal is to promote a workplace free from discrimination and exploitation, ensuring that all employees feel safe and respected.</p> <p>4. Health and Safety Practices: This section includes comprehensive instructions on health and safety protocols. Employees are trained on how to assess risks in the workplace and how to take preventive measures. Moreover, it enhances crisis management skills, enabling employees to effectively handle emergencies and mitigate potential risks.</p> <p>Through this training, employees are equipped with the knowledge and skills necessary to ensure a safe and healthy work environment, contributing to overall productivity and well-being.</p> <p>Every week, meetings are held for all departments and employees in the company. Specific topics and issues are selected to be highlighted and discussed, facilitated by a specialized consultant who is invited as needed to conduct these trainings. Regarding legal and labor matters, the company's lawyer is the one who conducts these training.</p>
<p>2.21. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	<p>✓ —</p>	<p>At Sky Stars, we encourage employees to focus on personal development and progress by providing them with equal resources and opportunities, such as regular training, access to education or experience in the nature of their work.</p>
<p>2.22. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓ —</p>	<p>Stars Sky Company does not work with specific educational institutions</p>

3. Internal management: environment and community relations

37

Procurement

6

Action			Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>			<p>Paper Usage Assessment Sustainable Alternatives Promotion Digital Transition Initiatives Employee Training and Awareness Recycling Initiatives Continuous Monitoring and Improvement</p> <p>By implementing these measures, Stars Sky Travel aims to actively contribute to the reduction of disposable and consumer goods, particularly paper, in our internal office operations. This policy reflects our dedication to minimizing our ecological footprint and fostering a workplace culture aligned with environmental sustainability.</p> <p> Disposable goods _.pdf</p>
<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>			<p>Our Sustainable Purchasing Policy is an integral part of our broader sustainability framework. It aligns with our commitment to responsible business practices, environmental stewardship, and social responsibility. By integrating sustainability into our procurement processes, we aim to contribute to a more sustainable and equitable future.</p> <p> Sustainable Purchasing Policy.pdf</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has</p>			<p>Specifically, the brand of paper employed in our company is Inacopia, sourced from renewable forests. This choice reflects our dedication to utilizing paper products that adhere to</p>

proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.

high environmental standards, contributing to the promotion of sustainable forestry practices and responsible resource management.

Sustainable Paper Selection at Stars Sky Travel At Stars Sky Travel, we are committed to minimizing our environmental impact, and choosing sustainable paper is a key part of this commitment. We have carefully selected the most sustainable paper options available in Jordan based on several criteria: 1. Local Sourcing: We prioritize paper suppliers who source their materials locally to reduce transportation emissions and support the local economy. 2. Sustainability Certifications: We look for paper products that carry recognized sustainability certifications, such as FSC (Forest Stewardship Council) or PEFC (Programme for the Endorsement of Forest Certification). These certifications ensure that the paper is sourced from responsibly managed forests. 3. Quality and Functionality: We assess the quality of the paper to ensure it meets our business needs while being environmentally friendly. We have found high-quality options that are sustainably produced. 4. Recycled Paper Considerations: While recycled paper is a preferred option, we have found that some available recycled papers do not meet our specific quality requirements for professional documents. In such cases, we opted for sustainable virgin fiber paper from certified sources to maintain the necessary standards without compromising our commitment to sustainability. By carefully selecting our paper products, we aim to promote responsible consumption and contribute positively to environmental sustainability.

When we initially selected this type of paper, our understanding of sustainability practices was limited. However, we chose it based on its commendable quality, and the recommendation from the printer vendor who advised us to use this paper so we made a bulk purchase.



1.jpg







2.jpg




3.4. Office paper: printing

Copy and printing machines are set by default to double-sided printing











Our copy and printing machines are configured by default to employ double-sided printing (duplex) or other paper-saving modes. This means that, when initiating print jobs, the machines

<p>(duplex) or other forms of paper saving modes.</p>		<p>automatically utilize both sides of the paper, reducing overall paper consumption. This proactive measure aligns with our commitment to environmental sustainability, promoting responsible resource usage and minimizing our ecological impact in the realm of office operations.</p> <p>It is worth note, that we have taken off all printing machines from our offices, signifying a shift towards a paperless approach.</p>  Screenshot 2024_02_20 153625.png
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p>	<p>✓ —</p>	<p>We at Stars Sky Company offer our guests juices and often offer coffee and tea</p>
<p>3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓ —</p>	<p>In our company, we exclusively utilize cleaning materials from Giant (Alimlaq-العَمَلَق) GiG group. This strategic choice is rooted in the unparalleled quality and versatility offered by Giant products. Moreover, we prioritize sustainability, and Giant's commitment to environmentally responsible practices aligns seamlessly with our values. Their diverse range of high-quality products ensures that we maintain the utmost standards in cleanliness while minimizing our environmental footprint.</p> <p>https://giantgroup.me/about-us/</p>  cleaning materials invoice.jpg  IMG_4548.jpg  IMG_4549.jpg

		 IMG_4550.jpg  IMG_4551.jpg  IMG_4552.jpg
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Paper (promotional materials)

3


Action			Details
3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).			In our commitment to environmental sustainability, we have adopted a paperless approach in our promotional activities. We refrain from printing promotional materials, opting instead to share them digitally through our website and various social media platforms. This strategic decision not only aligns with our goal of minimizing resource consumption, including paper and ink, but also serves to contribute to the preservation of the environment. This eco-friendly initiative not only reflects our dedication to reducing our ecological footprint but also results in cost savings for the company.
3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).			We do not print promotional materials. As part of our commitment to sustainability, we have adopted a paperless approach, avoiding the use of printed brochures and promotional materials. This decision aligns with our eco-friendly practices and contributes to the reduction of environmental impact associated with printing.
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The			Our company has consciously adopted an Internet Only policy, refraining from the production of physical brochures. This strategic decision aligns with our commitment to sustainability and

<p>amount of brochures is measured on an annual basis.</p>		<p>minimizes environmental impact by eliminating brochure wastage. By utilizing digital platforms for sharing information, we contribute to reducing paper consumption, printing costs, and overall resource usage. This approach also allows us to maintain flexibility in providing up-to-date and dynamic content to our clients through online channels.</p>
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Energy






9

Action		Details
<p>3.10. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>	<p>✓ ✓</p>	<p>We are dedicated to reducing energy consumption across its operations as part of our commitment to environmental sustainability. This policy outlines our strategies for monitoring, planning, and implementing measures to achieve significant energy efficiency gains.</p> <p>* Reduce the overall environmental impact of our operations by decreasing energy consumption and lowering carbon emissions. Enhance operational efficiency through the adoption of energy-saving technologies and practices, contributing to cost savings and long-term sustainability. Implementation Strategies: Identify and invest in energy-efficient technologies, such as LED lighting, energy-efficient HVAC systems, management systems, with a focus on solutions that offer a reasonable return on investment.</p> <p>*saving energy on heating and ventilation: we Inform my staff about the efficient use of heating/cooling and ventilation use; Set up a procedure to switch the heating/cooling system off at night and on weekends; Programme the individual heating/cooling periods and temperatures optimally. For example, a temperature for daytime, night-time, weekends, holidays etc.; Optimise the heating/cooling system and, where possible, install electronic thermostat valves.</p> <p>* saving energy with technical equipment: When purchasing computers and printers, we look for energy labels and compare energy</p>

		<p>usage;Set screens to automatically go on stand-by after not being used for approx. 20 minutes;Set printers to be switched off at night and outside office hours .</p> <p>* saving energy with emails: Emails and Internet use also generate a carbon footprint. we Use links and shared folders instead of sending heavy attachments, as the more bits the message, the more energy is needed to send them; we upload files and contracts to Google Drive, Encourage my employees to clean up their mailboxes regularly and unsubscribe to unnecessary mailing lists.</p> <p> Energr Policy SST.pdf</p>
<p>3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	<p>✓ —</p>	<p>While our energy expenses are not covered in our rental contract, we are actively committed to reducing energy consumption in our offices. Our approach includes the use of energy-efficient practices, such as employing inverter air conditioners and neon lights known for their lower energy consumption compared to conventional lighting options. Our energy policy emphasizes employee awareness and engagement, encouraging diligent practices such as switching off all energy sources during breaks or when the office is unoccupied. Additionally, our employees are instructed to unplug laptop chargers when not in use, aligning with our strategy to minimize energy usage. These measures collectively contribute to a more sustainable and responsible energy management system within our workspace.</p>
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓ ✓</p>	<p>Our company operates in a building where we rent approximately 8 offices. Unfortunately, the electricity supply is not included in our renting contract, and the current source of electricity is not sustainable. We are actively addressing this issue by engaging in discussions with the landlord to explore the possibility of transitioning to sustainable energy sources or integrating solar panels into the building's infrastructure. This initiative aligns with our commitment to environmental responsibility and forms a crucial part of our ongoing sustainability action plan for the year. We recognize the importance of transitioning to greener energy alternatives, and our engagement with the landlord demonstrates our dedication to making positive changes in our operational practices.</p>

			IMG_4617.jpg IMG_4616.jpg
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	
3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	—	<p>Currently, our offices primarily utilize Neon lights, which are recognized as an energy-efficient lighting option. Neon lights offer optimal illumination for office spaces while maintaining a commitment to energy efficiency. While we acknowledge the importance of sustainable lighting, we are continuously exploring opportunities to enhance our lighting infrastructure further. As part of our ongoing efforts towards sustainability, we are open to evaluating and incorporating additional energy-efficient technologies such as LED, T-8s, or T-5s where applicable to ensure that our lighting practices align with best environmental practices.</p> lights.jpeg
3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	✓	<p>We are committed to energy conservation and the reduction of environmental impact. Our switch-off policy ensures that office equipment, including air conditioning units, is powered down during non-operational hours and breaks, whenever feasible. This policy is outlined in our internal documents and code of conduct, emphasizing the importance of individual and collective responsibility in minimizing energy consumption.</p> <p>Equipments (Except Essential Infrastructure):</p> <p>All non-essential office equipment, such as computers, printers, and lighting systems, is required to be switched off after office hours and during designated lunch breaks. This includes powering down devices completely rather than leaving them in sleep or standby modes.</p>

		<p>Air Conditioning Units:</p> <p>Air conditioning units are switched off during non-operational hours and designated breaks to minimize unnecessary energy consumption. The policy encourages employees to turn off air conditioning systems completely rather than relying on sleep modes.</p> <p>Feasibility Considerations:</p> <p>The switch-off policy acknowledges that there may be instances where complete shutdown is not feasible due to operational requirements or specific equipment needs. In such cases, employees are encouraged to minimize energy use by turning off non-essential components.</p> <p>Environmental Policy:</p> <p>The switch-off policy is integrated into our broader environmental policy, emphasizing the company's commitment to minimizing its ecological footprint. This policy serves as a guiding document for sustainable practices across various aspects of our operations.</p> <p> 1.jpg</p> <p> 2.jpg</p>
<p>3.16. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓ ✓</p>	<p>Our commitment to sustainability includes a light switch-off policy where office lights are promptly turned off after operational hours. Employees are encouraged to utilize natural lighting during daylight hours, contributing to an energy-efficient workspace. Exceptions for continuous lighting in specific areas prioritize energy-efficient options. Periodic audits and energy consumption monitoring ensure ongoing compliance and improvements in our commitment to responsible and sustainable business practices.</p>

			 Equipment Purchasing Policy.pdf  jpg.4 شهر _ 505.506.507  jpg.2 شهر _ 505,506,507
<p>3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	✓	✓	<p>Our equipment purchasing policy places a strong emphasis on selecting low-energy devices that align with the highest local standards, prioritizing energy efficiency, return on investment, and quality considerations. Our guidelines dictate a preferential approach towards devices with the lowest energy consumption. We assess alternatives based on their price (considering the life cycle) and quality requirements. we didnt have any emphaise equipment maby in future Our decisions are consistently guided by our commitment to sustainability, and any deviation from selecting the most energy-efficient option is substantiated with clear motivations, such as cost-effectiveness or meeting specific quality criteria.</p>
<p>3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	✓	✓	<p>our commitment to energy conservation includes setting applicable equipment, such as computers and printers, by default to energy-saving modes. Additionally, tags and labels are affixed to relevant devices, serving as visual reminders to employees. Regular training programs and awareness campaigns emphasize the importance of utilizing energy-saving modes as a standard practice. By integrating these measures and providing visual cues, we motivate our staff to actively contribute to our energy conservation efforts and cultivate a culture of sustainability within the workplace.</p>  Screenshot 2024_02_20 154454.png  36af38c8_bf5f_4b6c_8e31_7a491b9eeff3.jpeg





Water

3

Action		Details
<p>3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.</p>		<p>Stars Sky Travel has implemented a robust water reduction policy designed to mitigate our environmental impact. This policy is driven by a thorough water risk assessment, informing specific goals to decrease water consumption throughout our operations. We adopt context-based water stewardship goals that address local challenges and contribute to overall water conservation efforts. This strategic approach ensures that our initiatives are tailored to the unique circumstances of each location. We actively monitor our progress, using data-driven insights to refine and optimize our water reduction strategies. This commitment aligns with our broader dedication to responsible and sustainable business practices, emphasizing the importance of water stewardship in our operations.</p> <p> Water reduction policy.pdf</p>
<p>3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>		<p>We possess direct access to the water meter, enabling meticulous monitoring and management of our office's water consumption. Our commitment to water conservation is underscored by internal policies and practices that we rigorously adhere to. Despite the shared infrastructure, we actively engage in efforts to contribute to sustainable water use. Notably, our comprehensive monitoring reveals that the overall water consumption for all our offices within the building, recorded through the water meter, falls within the range of 12-14 cubic meters. It's pertinent to mention that our workforce, comprising 29-50 employees, in addition to visitors and drivers.</p> <p>13</p>


3.21. Water saving toilets

Dual flush or other water saving equipment is installed in the toilets

✓	—	<p>We are dedicated to water conservation, and as part of our efforts, we have installed dual flush systems in our toilets. This water-saving equipment provides users with the option to choose between a reduced flush for liquid waste and a full flush for solid waste. By implementing dual flush mechanisms, we aim to significantly reduce water usage in our facilities. This initiative aligns with our commitment to environmentally responsible practices and contributes to the efficient use of water resources within our premises.</p> <p> Toilt.jpeg</p> <p> toilet 2.jpeg</p> <p> toilet 3.jpeg</p> <p> toilet 4.jpeg</p>
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Waste management

7

Action	i	✓	Details
<p>3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.</p>	✓	✓	<p>Disposed of by the local Government in Jordan</p> <p> pdf.1_ عقد اتفاق بين طرفين_1</p>
<p>3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double</p>	✓	✓	<p>Our approach emphasizes the principles of Refusing unnecessary items, Reducing consumption to conserve resources, Replacing disposables with reusable alternatives, Repairing goods to extend their lifespan, and Recycling to efficiently manage waste. We incorporate practical measures such as utilizing recyclable and refillable products, embracing bulk packaging,</p>

sided printing, bulk purchasing).

minimizing excessive packaging, and prioritizing high-quality, long-lasting, and easily repairable items. We actively promote the use of single-use products before disposal and encourage environmentally friendly alternatives. We set measurable targets, aiming to reduce plastic bag reliance, increase recycling rates, cut down general waste production, promote double-sided printing, and enhance bulk purchasing for a more sustainable future.

Plastic Bag Reduction Target:

Decrease the consumption of plastic bags within the next year through the promotion of reusable bags, education campaigns, and alternative packaging solutions.

Recycling Rate Increase Target:

Achieve a 80% increase in overall recycling rates within the next two years through improved waste segregation, awareness programs, and collaboration with waste management partners.

General Waste Production Reduction Target:

Cut down general waste production by 60% over the next three years by implementing more efficient waste management practices, reducing unnecessary packaging, and encouraging waste reduction behaviors among employees and customers.

Bulk Purchasing Enhancement Target:





Achieve a 75% increase in the volume of products purchased in bulk within the next two years by negotiating with suppliers, optimizing inventory management, and educating employees on the advantages of bulk purchasing.









3.24. Sustainable packaging

The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.



As part of our commitment to sustainability, we have made conscious decisions to minimize our environmental impact. One significant measure is that we do not provide paper brochures to our clients. Instead, we offer a comprehensive road book in the form of a PDF, reducing paper usage and contributing to environmental conservation. Additionally, we encourage responsible practices by providing clients with reusable bottles, offering them a sustainable alternative for hydration during their journeys. These initiatives reflect our dedication to promoting eco-friendly alternatives and aligning our business practices with sustainable values.

		<p>We offer our clients thoughtful gifts that align with our commitment to sustainability. These include premium items like olive oil, delectable treats such as Baklava.</p> <p> 3c85e712_f8d9_4d7c_b26c_3b343a3e4502.jpeg</p> <p> 5f9cbc9e_c3bf_452d_b491_fc2b1b3095bc.jpeg</p> <p> f0099122_7f76_43cb_b7be_1bef64ab26ff.jpeg</p>
<p>3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	<p>✓ —</p>	<p>To actively reduce our consumption of non-refillable plastic bottles, we have implemented a sustainable approach to drinking water within our offices. We provide water coolers equipped with flasks that are regularly refilled through Water Treatment plants. This eco-friendly initiative not only minimizes our reliance on single-use plastic bottles but also promotes a responsible and sustainable approach to hydration in our workplace. By encouraging the use of reusable flasks, we contribute to environmental conservation and align our office practices with eco-conscious principles.</p> <p> water.jpeg</p>
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓ ✓</p>	<p>In our offices, we uphold a meticulous approach to waste management by segregating recyclable materials such as plastics and papers, including cardboard. These materials are efficiently collected and recycled through a dedicated partnership with a private recycling company. However, for other waste categories like glass, metals, and organic waste, we adhere to local regulations, collaborating with government authorities for proper collection and disposal. It's important to note that we strictly avoid the use of hazardous waste in our offices, contributing to a safe and environmentally responsible workplace.</p> <p>We have implemented a waste segregation system with dedicated containers for paper, plastic,</p>

		<p>and general waste. For paper and plastic, we have established a contract with a private waste management company to handle recycling. However, for other types of waste the local government dispose it . This approach ensures a comprehensive waste management strategy that addresses different waste streams responsibly and sustainably.</p> <p> 0.jpg</p> <p> IMG_4553.PNG</p> <p> IMG_4555.jpg</p> <p> IMG_4556.jpg</p> <p> IMG_4557.jpg</p> <p> عقد اتفاق بين طرفين_1.pdf</p>
<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ —</p>	<p>At Stars Sky Travel, we prioritize sustainability in our operations, particularly in our printing practices. We implement waste-reducing methods for ink and toner cartridges by actively recycling and refilling whenever feasible. We partner with local recycling programs to ensure that spent cartridges are processed responsibly, minimizing landfill waste. Additionally, we explore refilling options to extend the life of cartridges and reduce our overall consumption. This commitment to environmentally friendly practices not only supports our corporate social responsibility goals but also contributes to a greener planet for future generations.</p> <p> IMG_4556.jpg</p> <p> IMG_4557.jpg</p>

<p>3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	✓	✓	<p>At Stars Sky Travel, we are committed to sustainability and responsible waste management. Currently, we do not utilize batteries in our operations, so recycling is not applicable (N/A). However, if we were to incorporate battery-powered devices in the future, we would seek local recycling options to ensure proper disposal and recycling of any batteries used. We prioritize environmental responsibility and are always looking for ways to minimize our ecological footprint.</p>
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Reducing pollution

2




Action			Details
<p>3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>	✓	✓	<p>It is disposed through the government sewage system.</p>
<p>3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.</p>	✓	—	

Mobility

5





Action			Details

<p>3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>	<p>✓</p>	<p>—</p>	
<p>3.32. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	<p>✓</p>	<p>—</p>	
<p>3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	<p>✓</p>	<p>—</p>	<p>Offsetting carbon emissions from business travel is an essential step towards sustainability. By participating in a reliable local carbon offset scheme, companies can effectively neutralize the greenhouse gases produced by their staff's travel activities. This process often involves investing in projects such as reforestation, renewable energy, or community-based initiatives that reduce emissions elsewhere. For businesses like Stars Sky, committing to carbon offsets not only enhances their environmental responsibility but also resonates with increasingly eco-conscious clients and employees. By integrating these practices, Stars Sky demonstrates leadership in promoting a greener future while supporting local initiatives that make a meaningful impact in future .</p>
<p>3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	<p>✓</p>	<p>—</p>	<p>At Stars Sky Travel, we prioritize the well-being of our staff and are committed to promoting sustainable commuting options. Currently, we do provide compensation for home-work related transport costs, allowing our employees to choose their preferred mode of transport.</p> <p>To encourage more sustainable options, we offer greater financial incentives for those who opt for public transportation, such as buses. For example, we provide a higher reimbursement rate for public transport tickets compared to private car mileage. This approach not only reduces our carbon footprint but also fosters a culture of sustainability within the company.</p> <p>Additionally, we recognize and reward employees who consistently choose eco-friendly commuting options through a staff sustainability award. This not only motivates our team to consider their transport choices but also reinforces our commitment to environmental</p>

		responsibility as an organization.
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	 	Stars Sky Travel mitigates transport-related impacts by embracing telework, tele/video meetings, and work-at-home policies. Through these strategies, the agency leverages technology to minimize the need for physical commuting and business travel, fostering a more sustainable and environmentally conscious approach. This commitment aligns Stars Sky Travel with responsible business practices in the travel industry, contributing to lower carbon footprints and operational efficiency.  Screenshot 2024_03_04 151212.png

Sustainability training and awareness raising

1

Action	 	Details
3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.	 	The staff of Stars Sky Company receives training in environmental practices but there is no proof that we will prove in the future.

Land use and community relations

1

Action			Details
<p>3.37. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.</p>			We do't own any buildings or lands

4. Inbound partner agencies

7

Inbound partner agencies



4

Action			Details
<p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>	✓	✓	<p>I have selected the Ramallah Mountains transportation agency as part of our sustainability policy for several important reasons:</p> <p>Eco-Friendly Vehicles: The agency utilizes hybrid cars, which significantly reduce our carbon footprint while providing transportation for our clients. This choice aligns with our commitment to sustainable travel.</p> <p>Informed Drivers: The drivers from Ramallah Mountains are knowledgeable about sustainable practices. They are well-equipped to assist and inform our clients, ensuring a responsible travel experience.</p> <p>Tailored Itineraries: While we at Stars Sky Travel design the itineraries to create enriching travel experiences, the Ramallah Mountains agency handles the transportation. This partnership allows us to maintain high standards while promoting sustainable travel practices.</p> <p>Additionally, Ramallah Mountains has communicated their plans to enhance their sustainability efforts, further solidifying our confidence in this partnership as we work together to promote responsible tourism.</p> <p>1</p>

<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	✓	✓	I've held a meeting with them to explain the importance and the trace that this will leave once we start applying the policies within our contracts. Then, as attached, I've sent them an email asking them to add the policies to our contract and re-sign it.
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>	✓	✓	
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	✓	✓	

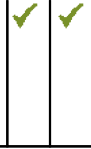
Specific conditions

3

Action			Details
<p>4.5. Contracts Written contracts with partner agencies are in place.</p>	✓	✓	
<p>4.6. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>	✓	✓	

4.7. Labour conditions

Partner companies comply with all relevant national laws protecting the rights of employees.








5. Transport

4

Selecting transport suppliers

3

Action		Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>		<p>we dont provide flight booking becuase our company registered for accommodation and transportation and tours booking only ,</p> <p>we do provide local transportation with our partners who are using Hybirds cars</p>
<p>5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>		<p>— We have comprehensive policies on transportation to the airport, outlining various services included in journey packages. These services are tailored to accommodate different numbers of tourists. The agency prioritizes client satisfaction throughout the entire journey, offering pick-up/drop-off services and ensuring a seamless experience from departure to destination. The decision-making process likely involves assessing the specific transportation needs of clients and providing suitable options to enhance their travel experience.</p> <p>  our transportation policies.pdf  Anne rio demande le bus de jett.png  c_est fait !!.png  réservation du jett.png  retour le client avec les réservation .png </p>

5.3. Local transport

In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).



We are committed to reducing the carbon footprint associated with local transport, recognizing its significant impact on the overall environmental sustainability of our trips. In designing our itineraries, we prioritize the following environmentally friendly practices:

Active Transportation Modes:

Incorporating walking options whenever feasible, promoting healthier and eco-friendly travel experiences.

Appropriate Vehicle Sizing:

Choosing vehicles that are appropriately sized for the group, avoiding the use of oversized coaches for smaller groups to optimize efficiency.

Efficient and Eco-Friendly Vehicles:

Prioritizing the use of the most efficient and newest motorized vehicles, including hybrid or eco-fuel options, to minimize emissions.



Anne rio demande le bus de jett.png



c_est fait !!.png



réservation du jett.png






retour le client avec les réservation .png

Sustainable packages



1





Action			Details
<p>5.4. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>			<p>So far, Stars sky has not organized these trips, but there is an action plan for the future.</p>

6. Accommodations

11

Accommodations

7

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>			<p>1- Accommodations We try to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.</p> <p>We commit to this by;</p> <p>Selecting accommodations that comply with sustainability and quality standards with a special focus on the following items;</p> <ul style="list-style-type: none"> - Do they have a signed sustainability contract? - Do they have a water saving program? - Do they have an energy saving program? - Do they have a waste management program? - Do they have an energy reduction system? - Do they have a sustainable supply chain? - Do they have a child protection policy? - Do they conduct CSR activities?

– Do they train employees in Health & Safety?

Motivating and encouraging partner accommodations to become sustainably certified;

Preferring and selecting accommodations that are locally owned and managed;

Selecting accommodations that employ local communities;

Having accommodations provide evidence clarifying their sustainability goals and strategies; If available

Having accommodations sign a sustainability addendum; If available

Encouraging accommodations to follow best practices/trainings on responsible tourism;

Encouraging accommodations to fill in the sustainability questionnaire to gain insight in their practises;

Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;

Giving clear preference to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification;

Including standard sustainability clauses in all contracts with accommodation providers that focus on child labour, anti-corruption and bribery, waste management and protection of biodiversity;

Offering high volume of business to accommodations that are actively engaging in sustainability;




Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by;

– Having a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children;

– Having a clause dedicated to this aspect in their contract that enables the travel company to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children;

– Training employees in children’s rights, the prevention of sexual exploitation and how to report suspected cases;



– Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children;




		<p>Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;</p> <p>Will conduct proper investigation with accommodation and in case of clear evidence that contracted accommodations jeopardize the provision of integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring companies will provide warnings and make legal actions.</p> <p> Accommodations policy.pdf</p>
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	<p>✓ —</p>	<p>we do have our recommened hotels how has sustainability , who doesnt have we try to explain to them that how to be part of it and we send to them emails as well , and we try as much to use the hotels whos locations are closer to the touristic site in order not to use transportations , like in Petra we use the hotel the hotels close to the visiter centre , Amman hotels are closer to the down town . Some hotels responding to emails and other hotels have explained the subject to them and are awaiting their reply.</p> <p> emails to hotel.jpeg</p>
<p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC recognised) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	<p>✓ —</p>	<p>Stars Sky Travel prioritizes accommodations that hold internationally acknowledged certifications . This preference is integral to our commitment to promoting sustainable and responsible tourism. We measure the percentage of certified companies and overnight stays, ensuring continuous growth that surpasses the market average.</p> <p>85 3</p> <p> Dead Sea Marriott 2024.jpg</p>

<p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p>	✓	—	
<p>6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	✓	—	
<p>6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	✓	—	
<p>6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	✓	—	

Specific conditions

4

Action			Details
<p>6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the</p>	✓	✓	In adherence to our commitment to ethical practices and social responsibility, our business ensures the protection and respect of children's rights throughout our accommodation supply

<p>rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>		<p>chain. In the event that such a situation arises, our business mandates the establishment of special working conditions that are specifically designed to safeguard the welfare and well-being of underage workers. These conditions are in full compliance with local and international labor regulations. Our dedication to this principle reflects our firm stance against child labor and our continuous efforts to maintain ethical standards across our entire operational ecosystem.</p> <p> Screenshot 2024_03_21 105535.png</p> <p> Screenshot 2024_03_21 105550.png</p> <p> child labor policy.jpeg</p>
<p>6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	<p>✓ —</p>	<p>The role of Architecture and Culture has many facets that one could look at. Serena Hotels has engaged with this from the heart of the planning and development exercise of each of its Hotels and it is part of our responsible day-to-day operations. Architecture and Culture is not just an awareness of a proud and memorable past but something that can and should be made a commitment to adjust and make a progressive future, thus possibly shaping the quality of life of those communities around the Serena property. Rather than presenting a similar room, upholstery and product experience, each Hotel sources materials locally and undertakes detailed research to ensure that the design replicates the local history, heritage and culture of the area that the hotel is being build.</p> <p>Tourism is about people and Jordan believes in introducing its visitors to the ‘real character and culture of their hosts’. Architecture and Culture are our expression about pluralism, a major potential source for economic and social development that tends to anchor Civil Society. Thus, priority is placed on sharing of experience and knowledge to promote appreciation and respect of cultural traditions and environmental responsibility to its guests, schools, communities and various.</p>









<p>6.10. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓</p>	<p>—</p>	
<p>6.11. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	<p>✓</p>	<p>—</p>	

7. Activities

12

Activities

5

Action			Details
7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).			
7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.			<p>At Stars Sky Travel, we have taken significant steps to ensure our excursions are sustainable. We have chosen hybrid transportation to minimize environmental impact and reduce carbon emissions. Additionally, we do not offer buggies in our programs due to their harmful effects on the environment, and we have eliminated the use of plastic bags with picnic lunches, opting for more eco-friendly alternatives. We do not buy trips from other third-party suppliers; all our excursions are organized and conducted directly by our team. Additionally, we offer accommodations at Dana Guest House in our programs, which is part of the Dana Nature Reserve and follows eco-friendly principles that align with our sustainability goals. We are continuously evaluating our offerings to ensure they reflect our commitment to environmental and social responsibility</p> <p>We will develop this policy in the next phase</p>
7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion			<p>Here's the revised response in English without percentages:</p> <p>1.) Communicating the Sustainable Excursion Policy: At Stars Sky Travel, we prioritize</p>




<p>providers.</p>		<p>sustainability in all aspects of our operations. We have not communicated with all contracted excursion providers, but we work with Landmark, Mövenpick, and Hilton, which already have their own sustainable policies. Additionally, we have explained the policy to some others, such as Days Inn, Shaqilath, and Dana Gate Lodge. 2.) Percentage of Providers Who Received the Policy: Several of our contracted excursion providers have received information about the Sustainable Excursion Policy. 3.) Percentage of Providers Who Signed the Policy: Not all of our contracted providers have signed the Sustainable Excursion Policy yet, but we are looking to expand our communication and signing in the future. 4.) General Reaction from Providers: The general reaction from our contracted providers has been positive. Our partners, such as Landmark, Mövenpick, and Hilton, are aligned with our sustainable values and have expressed their support for our initiatives. For other providers, there has been a desire to understand more about the policy and how to implement it.</p> <p>we will start formal meetings with them in the next phase</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>	<p>✓ —</p>	<p>Our commitment to responsible tourism is reflected in our approach to sensitive excursions and activities. While our contracts may not explicitly include codes of conduct, we want to emphasize that the touristic places we collaborate with in Jordan are secured and monitored by the touristic police. This ensures that the destinations adhere to established guidelines and practices without the need for specific mentions in our contracts.</p> <p>Our engagement in responsible tourism is further strengthened by the fact that Jordan's touristic police actively oversee the security and conduct of touristic places, ensuring the well-being of visitors and minimizing negative impacts. We trust in the local authorities' commitment to maintaining the integrity of cultural, historical, and natural sites.</p> <p>While we may not distribute explicit codes of conduct to our activity providers due to the robust oversight by the touristic police, we continuously promote responsible and respectful behavior to our clients during their visits.</p> <p>0</p>






<p>7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	✓	✓	
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Specific criteria



7

Action			Details
<p>7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>	✓	—	<p>At the core of our fundamental policy is a commitment to offering activities that do not cause harm to humans, animals, plants, or natural resources. We have clear guidelines and contract conditions in place that explicitly prohibit our suppliers from providing activities that have a negative impact on the natural, cultural, or social environment. Our stringent criteria ensure that all the activities we promote adhere to ethical and sustainable standards, prioritizing the well-being of local communities, wildlife, and ecosystems.</p> <p>Here are examples of activities in Jordan that align with the commitment to ethical and sustainable standards, prioritizing the well-being of local communities, wildlife, and ecosystems:</p> <p>Eco-friendly Desert Tours: We offer guided tours through Jordan's stunning deserts using low-impact, eco-friendly transportation methods such hybrid vehicles. Emphasize Leave No Trace principles to minimize environmental impact. Community-Based Handicraft Workshops: Collaborate with local artisans in Jordan to provide travelers with hands-on experiences in traditional handicrafts. Ensure fair wages for artisans, and a portion of the proceeds can be reinvested in community development projects such as our investing in Biet Khairat souf Cultural Immersion with Local Communities: Facilitate cultural exchange programs where travelers can stay with local families, participating in daily activities, sharing meals, and gaining a deeper understanding of Jordanian traditions. This approach contributes directly to the local economy. Hiking and Nature Walks with Local Guides:</p>

			<p>We organize eco-friendly hiking and nature walks led by local guides who are knowledgeable about the region's flora and fauna. Emphasize responsible trekking practices to protect fragile ecosystems such in Dana Wildlife Conservation Excursions:</p> <p>Partner with local conservation organizations to offer excursions focused on wildlife conservation. This could include visits to wildlife reserves, bird watching trips, or educational programs about local fauna and their conservation such our deals with RSCN Historical Site Preservation Tours:</p> <p>Collaborate with local authorities to organize tours to historical sites, emphasizing the importance of responsible tourism in preserving Jordan's rich cultural heritage. Ensure that visitors follow guidelines to minimize their impact on archaeological sites. Farm Visits and Culinary Experiences:</p> <p>Introduce travelers to sustainable agriculture practices by arranging visits to farms. We combine this with culinary experiences, allowing visitors to taste locally grown produce and support sustainable farming initiatives. Responsible Scuba Diving and Snorkeling in the Red Sea:</p> <p>If applicable, collaborate with dive operators in the Red Sea region to promote responsible scuba diving and snorkeling practices, including the protection of coral reefs and marine life.</p> <p> Wildlife welfare and ethical treatment policy.pdf</p> <p> Hiking in Desert 1.jpeg</p> <p> hiking in desert 2.jpeg</p>
<p>7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	<p>✓</p>	<p>✓</p>	<p>Our policy strictly prohibits the inclusion of excursions and attractions that involve captive wildlife unless they comply with local, national, and international laws and regulations. We prioritize the humane treatment and ethical care of living specimens of protected wildlife species. In instances where living specimens of protected wildlife species are involved, we ensure that they are held only by authorized entities that are suitably equipped to house and care for them in a manner that upholds high standards of animal welfare.</p>

			<p>In the event of any violation of this criterion, we take immediate and decisive action. This may include conducting thorough investigations, ceasing collaboration with the involved entities, and reporting the violation to relevant authorities.</p> <p> Tour Operators RSCN.pdf</p> <p> Wildlife welfare and ethical treatment policy.pdf _1_.pdf</p>
<p>7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	✓	✓	<p>We at the Star Sky Company abide by wildlife instructions as explained in 7. 7</p> <p> Wildlife welfare and ethical treatment policy.pdf _1_.pdf</p>
<p>7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	✓	✓	<p>since of RSCN is a national organization is report wildlife contart offer through our work RSCN we conterbeoud to these offer for example azraq Reserve</p> <p> Tour Operators RSCN.pdf</p> <p> Wildlife welfare and ethical treatment policy.pdf _1_.pdf</p>
<p>7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	✓	✓	<p>Our unwavering commitment to delivering exceptional and responsible travel experiences is underscored by our policy ensuring that guests exploring sensitive cultural sites, heritage locations, or ecologically significant destinations are accompanied by skilled and certified guides. Our guides undergo a rigorous certification process overseen by the Ministry of Tourism and Antiquities.</p> <p>To attain certification, guides navigate a meticulous procedure, submitting an application for a license to practice as tourist guides in the Ministry Of Tourism And Antiquities. This application adheres to specific conditions, guaranteeing that guides are in optimal health, free</p>

		<p>of diseases (verified by an accredited medical center), and devoid of convictions for felonies or misdemeanors against honor. These stringent criteria are designed to uphold the competence, reliability, and ethical conduct of our guides.</p> <p>Following this, our guides participate in a comprehensive tourist guides course spanning six months, divided into two semesters, totaling 360 teaching hours. This program further refines their skills and knowledge, ensuring they are well-equipped to enhance our guests' travel experiences.</p> <p>Furthermore, our company actively integrates client feedback mechanisms to consistently assess the performance of our guides. We deeply value the insights provided by our clients, utilizing this feedback to gauge the efficacy of our guide certification process and making necessary enhancements to elevate the overall travel experience for our esteemed guests.</p>
<p>7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓</p>	<p>Our company is dedicated to actively incorporating excursions and activities that directly engage and support local communities into our travel packages. This commitment is inherent in our policy, guiding our sales coordinators to prioritize local destinations for our clients. Encouraging them to explore these places, we aim to contribute to the economic and cultural vibrancy of the communities we visit.</p> <p>An exemplary manifestation of this commitment is evident in our itineraries, where our sales coordinators consistently include at least one local association. This strategic choice not only provides our clients with an authentic and enriching experience but also aligns with our broader goal of fostering sustainable tourism that positively impacts the communities we engage with. Through these initiatives, we actively contribute to the preservation of local cultures, traditional crafts, and socio-economic development.</p> <p>Examples:</p> <p>Rozana for traditional costumes in Salt Biet Khayrat Souf in Jerash Henna Art By Balqees In Salt Umm Ahmad Traditional Dinning Experience in Ajloun Biet AIYanabee Rest in Ajloun Peace Land shop in Madaba Biet Aljameed AlKaraki in Karak Iraq El Amir Ladies Association</p>





		 Biet souf .png  Iraq AL_Amir .png
<p>7.12. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	<p>✓ —</p>	<p>Our company is committed to promoting excursions and activities that actively support the local environment and biodiversity. This dedication is exemplified through our direct partnership with The Royal Society for the Conservation of Nature (RSCN), reflecting our policy to engage in initiatives contributing to environmental protection.</p> <p>Through our packages, we encourage clients to participate in excursions that involve visiting protected areas and environmental protection projects facilitated by RSCN. These activities not only provide travelers with a unique and enriching experience but also contribute to the conservation efforts led by RSCN.</p> <p>https://travelsuite.evaneos.com/trip-planner/view/trip/ea13dc01-20d8-499e-bcde-5486b70b5482</p>







8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action			Details
<p>8.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>			<p>Our approach involves several key practices:</p> <p>During the onboarding process, guides undergo a thorough orientation session. This includes a detailed discussion of their employment terms, emphasizing the importance of understanding and adhering to the agreed-upon conditions. This session is often facilitated by our Operations team.</p> <p>We conduct regular training sessions and updates to keep our staff informed about any changes in employment conditions, policies, or industry standards. This proactive approach ensures that our guides are always well-informed and up-to-date.</p> <p>We actively seek feedback from our guides regarding the clarity and understanding of their employment terms. This feedback helps us identify areas for improvement and allows us to address any potential misunderstandings promptly.</p> <p>In destinations where we operate, we often have local representatives who serve as points of contact for our guides. These representatives are trained to assist guides in understanding and navigating their employment conditions within the local context</p> <p>By employing a combination of these practices, Stars Sky Travel strives to create an environment where our guides feel informed, supported, and empowered with a clear understanding of their employment conditions, including remuneration. This commitment enhances overall job satisfaction, contributes to a positive work culture, and ensures that our team members can focus on delivering exceptional travel experiences.</p>

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<p>8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	<p>✓ ✓</p>	<p>In the tourism industry in Jordan, the typical annual earnings for a Tour Guide are estimated to be approximately 12,180 JOD. However, these figures can vary, ranging from a minimum average salary of around 6,180 JOD to a maximum average salary of 17,760 JOD. Various factors influence these earnings, including the guide's years of experience, educational background, and gender.</p> <p>Specifically, in Jordan, male tour guides tend to earn an average of 10,000 JOD, while females earn around 12,620 JOD, based on general statistical data.</p> <p>It's important to note that within Stars Sky Travel, our company's approach to compensating tour guides differs. We offer a competitive daily rate ranging from 80 JOD to 150 JOD, contingent on the guide's level of experience. This approach ensures that our guides are fairly remunerated for their expertise and dedication to delivering exceptional travel experiences.</p> <p>https://worldsalaries.com/average-tour-guide-salary-in-jordan/</p>  Average guide.pdf



minimum guide daily rate.pdf

8.3. Qualification and training

Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.



Qualification Criteria:

Stars Sky Travel sets specific qualification criteria for guides, ensuring they possess the necessary skills, knowledge, and expertise to enhance the travel experience for our customers. Qualification standards include language proficiency, cultural awareness, and destination-specific knowledge.

Training Programs:

We conduct comprehensive training programs for guides to enhance their professional skills and align them with our service standards. Training covers customer service, safety protocols, local regulations, and sustainable tourism practices. Periodic refresher courses are also provided.

Continuous Professional Development:







Stars Sky Travel is committed to the continuous professional development of our guides. We offer opportunities for further education, language proficiency enhancement, and specialized training in areas such as historical interpretation, nature conservation, and local culture.

Certification Requirements:

Guides are required to meet specific certification standards, such as those from recognized tourism boards, destination management organizations, or industry-acknowledged associations. These certifications validate their expertise and commitment to professional standards and tour guide association

This certificate is issued by the Ministry of Tourism of Jordan

Code of Conduct:

		<p>We have a clearly defined Code of Conduct for guides, emphasizing ethical behavior, cultural sensitivity, and responsible tourism practices. Guides are expected to adhere to these principles in their interactions with customers, local communities, and fellow team members.</p> <p style="text-align: center;">Local Community Engagement Training:</p> <p>Guides receive training on engaging with local communities responsibly. This includes understanding and respecting local customs, promoting responsible tourism practices, and contributing positively to the socio-cultural dynamics of the destinations.</p> <p>By incorporating these policies and actions, Stars Sky Travel aims to ensure that our guides are not only qualified professionals but also ambassadors of responsible and exceptional travel experiences. Our commitment to continuous training and development is embedded in our ethos to deliver the highest standards of service to our customers while fostering positive relationships with local communities.</p> <p> 52963944_e3e0_4bf9_b05c_d565ee3e65c2.jpeg</p> <p> b04649c1_bf0b_4c44_81b3_be2d1e43fa15.jpeg</p> <p> fd4f4af6_35eb_4ca1_9522_f078d9b46a78.jpeg</p>
<p>8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies’ sustainability policy and are expected to comply with it.</p>	<p>✓</p>	<p>Our internal communication channels, including email updates, and WhatsApp group for our guides, regularly feature information about our sustainability policy. This ensures that guides are kept informed about any updates, initiatives, or reminders related to sustainability.</p> <p> Arabic version.pdf</p> <p> guides.jpeg</p> <p> guides 2.jpeg</p>

<p>8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	✓	—	<p>The general principles of sustainability are sent to Stars Sky Tourist Company to give by WhatsApp before starting the tourism program with tourists as clearly attached in 8.4 As far as training courses are concerned, all tourists in Jordan are subject to it because it is a compulsory requirement for them to obtain a tourist guide license and work in Jordan.</p>
<p>8.6. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	✓	—	<p>Our foremost commitment is to prioritize environmental sustainability through responsible practices. We place a strong emphasis on training our guides and local representatives to understand the significance of environmental conservation. For guides involved in safari destinations, our comprehensive training focuses on wildlife protection, anti-poaching efforts, and responsible safari practices. This program underscores the role of tourism in supporting conservation initiatives and minimizing the impact on natural habitats.</p> <p>In destinations where community-led tourism initiatives are prevalent, we conduct seminars to educate guides on the principles of community-led development. This includes imparting knowledge about local livelihoods, promoting fair trade practices, and integrating community engagement into travel experiences. By equipping our team with this understanding, they, in turn, play a crucial role in raising awareness among tourists about the importance of nature and sustainable practices.</p>
<p>8.7. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	✓	✓	<p>we prioritize the integral role played by our tour leaders, local representatives, and guides in providing clients with essential information and interpretation related to sustainability, social norms, and human rights in the destinations we operate in. Our commitment is rooted in enhancing the overall travel experience while promoting a responsible and respectful approach to both the local environment and communities.</p> <p>1. Sustainability Matters: Our guides undergo comprehensive training to impart knowledge on the protection of flora, fauna, and cultural heritage in the destination. This training encompasses educating guests on</p>

responsible wildlife viewing practices, minimizing ecological footprints, and showing respect for local conservation efforts. For example, guides may share guidelines on maintaining a safe distance from wildlife in their natural habitats.

2. Social Norms and Values:

Information on social norms and values is effectively communicated to our guests, covering aspects such as tipping practices, appropriate dressing codes, and respectful photography. Guides play a crucial role in ensuring that travelers are not only aware of but also adhere to local customs and traditions, thereby enhancing cultural sensitivity.

3. Human Rights Awareness:

Our guides are instrumental in raising awareness about human rights issues, with a particular focus on preventing sexual exploitation. Information on responsible tourism includes guidance on ethical interactions, avoiding exploitative practices, and respecting the dignity and rights of local communities.

Examples of Information Provision:

1. Wildlife Conservation:

During safaris in wildlife destinations, our guides engage guests in discussions about wildlife conservation efforts. Emphasizing the importance of maintaining a respectful distance, not disturbing natural behaviors, this information enhances guests' appreciation for the biodiversity of the destination.

2. Cultural Etiquette Guide:

Guides provide guests with a comprehensive cultural etiquette guide, offering insights into destinations with specific social norms. This guide includes information on dress codes for religious sites, appropriate tipping practices, and guidelines for respectful photography.



Tour Leaders , Local representatives and guigeas.pdf




<p>8.8. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	✓	✓	
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9. Destinations

4








Selection of destinations

2

Action		Details
<p>9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p>		<p>At Stars Sky Travel, our policy for selecting sustainable destinations is rooted in a commitment to environmental stewardship and community engagement. We carefully evaluate potential locations based on several sustainability criteria, including the presence of traffic-free areas, effective waste management systems, and sustainable urban planning practices. This ensures that our travel offerings not only minimize ecological impact but also enhance the quality of life for local residents. For instance, when considering new destinations, we prioritize areas that actively promote community participation in tourism, such as local markets and cultural experiences. Recently, we launched a package to a lesser-known, eco-friendly destination that emphasizes sustainable practices, showcasing its traffic-free zones and community-led conservation efforts. By integrating these sustainability considerations into our selection process, we not only provide our clients with unique travel experiences but also contribute positively to the environments and communities we visit.</p>
<p>9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>		<p>Stars Sky travel has not selected new destinations in its tourism programs</p>

Local projects and initiatives

2

Action		Details
<p>9.3. Local economic network</p> <p>The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)</p>		<p>Stars Sky Travel takes immense pride in its significant role in collaborating with local accommodations and producers, exemplified by our impactful contribution to the transformation of Biet Khairat Souf. This remarkable feminine local association focused on local food products and souvenirs has witnessed substantial improvement under our collaborative efforts. Initially comprising only two local ladies, our engagement has led to a commendable expansion, with over 20 women now actively participating. This not only signifies the growth of the association but also highlights our commitment to promoting local production and fostering the development of high-quality, community-driven products. The success of Biet Khairat Souf is a testament to the positive impact that sustainable tourism initiatives can have on local communities.</p> <p>Through our collaboration, we enabled Beit Khayrat Souf to work closely with local poultry and vegetable shops. This partnership helped strengthen ties within the community by fostering cooperation between these local businesses and Beit Khayrat Souf. By promoting the use of local produce and ingredients, we aimed to enhance the sustainability and resilience of the local economy. This initiative also encouraged local purchasing, which, in turn, supported small businesses and helped retain economic benefits within the community.</p> <p> invoice beet kherat soof.jpeg</p>
<p>9.4. Forbidden souvenirs</p> <p>The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>		<p> Our policy unequivocally prohibits the promotion and endorsement of souvenirs that involve threatened flora and fauna species, as specified. Furthermore, we strictly adhere to ethical principles by refraining from promoting the trade of historic and archaeological artifacts unless permitted by the prevailing legal framework, emphasizing the necessity of ethical conduct and responsible tourism practices.</p> <p> Our policy.pdf</p> <p> Screenshot 2024_03_13 113300.png</p>






Screenshot 2024_03_07 141341.png



10. Customer communication and protection


26

Prior to booking

12

Action			Details
<p>10.1. Customer privacy The company ensures that customer privacy is not compromised.</p>	✓	✓	<p>Our commitment to customer privacy is unwavering. We employ robust measures to manage customer/traveler's data with the utmost confidentiality throughout their entire journey—from pre-travel arrangements, during their trips, to post-travel interactions. Stringent data security protocols are in place to protect client information, restricting access to authorized personnel only. We adhere to strict compliance with data protection regulations and prioritize transparency in explaining how customer data is used. Our clients' permissions and preferences regarding the use of their information are respected and meticulously managed, ensuring a secure and trustworthy experience at every stage of their travel journey with us.</p> <p>https://www.starsskytravel.com/customers-privacy-policy/</p> <p> Customers_privacy policy.pdf</p>
<p>10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>	✓	✓	<p>At Stars Sky Travel, our marketing and communication materials adhere to the highest standards of transparency, accuracy, and ethical representation of our products and services. We prioritize delivering on promises made in our promotional materials to foster trust with our customers. Our sustainability policy explicitly states that no marketing or advertising document, statement, or publication shall contain misleading information or promise more than what can be delivered. We enforce this policy across all levels of our organization, ensuring that our staff is well-informed and committed to upholding these principles. Our commitment to truth in advertising is reflected in concrete examples, such as showcasing authentic travel experiences in our promotional content and providing accurate information about destinations,</p>



			<p>accommodations, and services. This dedication to integrity not only aligns with our sustainability goals but also safeguards our reputation and nurtures enduring relationships with our valued clients.</p> <p> Screenshot 2024_03_13 113300.png</p> <p> sustainable marketing policy.pdf</p>
<p>10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.</p>	✓	—	
<p>10.4. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	✓	—	
<p>10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	✓	—	<p>Our commitment to sustainability is unwavering, yet we acknowledge the current limitations in terms of alternative transportation choices, such as trains or buses, for international travelers coming to Jordan. The regional context and infrastructure constraints currently limit these options. It's important to note that our travel packages do not include flight tickets, as we do not reserve flights. This intentional choice allows our clients the flexibility to make their own flight arrangements, enabling them to select airlines and routes that align with their preferences and potentially contribute to their desired level of environmental responsibility. While alternative modes of transportation may not be readily available for international arrivals, our focus on sustainability extends to other aspects of the travel experience, including accommodations and activities that prioritize eco-friendly practices within the local context. We remain committed to exploring future possibilities for enhancing the sustainability of travel options while providing the utmost flexibility and transparency to our valued clients.</p> <p>90</p>

<p>10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	✓	✓	<p>Yes, the transport is always a part of the backage</p>
<p>10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	✓	✓	<p>We always provide this service and clients have no choice.</p>
<p>10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	✓	✓	<p>Yes, we are only inbound.</p>
<p>10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	✓	✓	<p>We don't sell air transport</p>
<p>10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>	✓	—	<p>We are currently working on this criteria</p>
<p>10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	✓	—	<p>At Stars Sky Travel, we do offer accomodations and other operators who apply sustainability, without mentionning the idea of them to customers.</p> <p>We are planning to do that on future.</p> <p> How to make sustainable itenary.png</p>


<p>10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).</p>	<p>✓</p>	<p>✓</p>	<p>At present, Stars Sky Travel is not yet a Travelife partner. As part of our commitment to transparency, we are actively in the process of exploring and pursuing Travelife partnership to enhance our sustainability practices. Until we achieve Travelife partner or certified status, we are unable to use the Travelife logo in our communication materials.</p> <p>We recognize the importance of clearly and correctly informing our (potential) customers about our sustainability efforts. While we are not currently Travelife partners, we are actively working towards this recognition, and our dedication to sustainable tourism practices remains a key focus. As we progress in our sustainability journey, we look forward to proudly displaying the Travelife logo on our communication materials, demonstrating our alignment with international sustainability standards and providing customers with assurance of our commitment to responsible travel.</p>
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After booking and during holidays


11





Action			Details
<p>10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	<p>✓</p>	<p>—</p>	<p>We are dedicated to providing comprehensive information to our customers about the natural surroundings, local culture, and cultural heritage in their chosen holiday destination. Our approach includes the following:</p> <p>Detailed Itinerary Descriptions: We ensure that our itineraries feature detailed descriptions of the natural landscapes, cultural sites, and heritage attractions that travelers will encounter during their journey.</p> <p>Destination Guides: We offer destination-specific guides that provide in-depth insights into the local culture, traditions, and historical significance of key landmarks. These guides serve as valuable resources for travelers to better understand and appreciate their surroundings.</p> <p>Pre-Departure Briefings: Before departure, our customers receive pre-departure briefings</p>

		<p>that highlight key aspects of the destination's natural and cultural features. This includes information on recommended etiquette, local customs, and environmentally responsible practices.</p> <p>Collaboration with Local Experts: We collaborate with local experts, guides, and community members who contribute their knowledge to enhance our customers' understanding of the destination's natural and cultural aspects.</p> <p>By combining these approaches, we strive to offer a holistic and enriching travel experience that goes beyond mere sightseeing, allowing our customers to connect with and appreciate the unique characteristics of each destination.</p> <p>https://travelsuite.evaneos.com/trip-planner/view/trip/8dd18723-3672-4d08-9f07-05941f0c3d1f/my-trip</p> <p>https://travelsuite.evaneos.com/trip-planner/view/trip/662d95f8-d739-429c-93a4-50576a7cb5e0/my-trip</p>
<p>10.14. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p>	<p>✓</p>	<p>We prioritize informing and empowering our customers to make positive contributions to sustainability during their travels. To achieve this, each client receives a meticulously crafted road book that serves as a comprehensive guide to their destination. This road book goes beyond typical travel documentation; it is a valuable resource designed to enhance our customers' awareness of key sustainability aspects and issues.</p> <p>The road book includes detailed information on: The road book includes detailed information on:</p>

		<p>Cultural Sensitivity: Insights into local cultural habits, dress codes, and respectful behavior to ensure our customers engage with the community in a culturally sensitive manner.</p> <p>Preservation of Heritage: Information on protecting cultural heritage, discouraging the purchase of illegal souvenirs, and supporting local initiatives focused on heritage conservation.</p> <p>Community Initiatives: Recommendations for supporting local community initiatives that promote sustainability and positive contributions to the destination.</p> <p>By providing this detailed road book, we aim to empower our customers to be conscientious travelers, fostering a sense of responsibility towards the destinations they visit. Our commitment goes beyond facilitating a seamless journey; we strive to create an informed and engaged community of travelers who actively contribute to the sustainability and well-being of the places they explore."</p> <p> carnet de voyage 1.pdf</p>
<p>10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓ —</p>	
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p>✓ ✓</p>	<p>We prioritize the safety and well-being of our clients, and to ensure their peace of mind, we have implemented a robust emergency response policy. Our dedicated operations team is available 24/7, to address any emergencies that may arise during our clients' travels.</p> <p>As part of our commitment to providing immediate assistance, each client is equipped with a mobile phone containing a Jordanian SIM card upon arrival. This phone is specifically provided to serve as a direct line of communication for any emergency situations. The mobile phone includes all essential contacts and information needed to swiftly and effectively handle emergencies, allowing our clients to reach out to our operations team at any time.</p> <p>By taking these proactive measures, we aim to provide a secure and reliable means of communication, ensuring that our clients have access to assistance and support whenever</p>

		<p>needed. This commitment to accessibility and responsiveness reflects our dedication to delivering a seamless and worry-free travel experience with Stars Sky Travel.</p> <p> carnet de voyage 1.pdf</p> <p> emergency contact.png</p>
<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p>We have established comprehensive guidelines and protocols to ensure that our personnel are well-equipped to handle emergency situations effectively. These protocols are documented in our Emergency Response Plan, which outlines specific procedures and steps to be followed in various emergency scenarios.</p> <p>Our dedicated staff members undergo regular training sessions to stay updated on emergency response protocols. These training sessions cover topics such as first aid measures, communication protocols, and coordination with local authorities. Our personnel are educated on how to manage and mitigate risks, prioritize the safety of clients, and respond promptly in challenging situations.</p> <p>To ensure that our clients are well-informed, we provide clear explanations on how to behave in emergency situations. This information is included in our comprehensive road books given to clients upon arrival. The road book contains essential safety information, emergency contact details, and guidance on appropriate actions in different emergency scenarios.</p> <p>By maintaining stringent protocols, regularly training our staff, and providing clients with clear guidance, we strive to create a secure environment and deliver a travel experience that prioritizes safety and preparedness. Our commitment to proactive measures reflects our dedication to ensuring the utmost safety and peace of mind for our clients with Stars Sky Travel.</p> <p> Emergency response Plan.pdf</p>

<p>10.18. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	<p>✓ —</p>	<p>We prioritize the responsible and ethical conduct of our clients during their travel experiences. To ensure that our clients are well-informed and adhere to relevant guidelines and codes of conduct, we employ a multi-faceted approach:</p> <p>Pre-Trip Communication: Before clients embark on their journeys, we provide detailed pre-trip communication through personalized itineraries and comprehensive road books. These documents include specific guidelines and codes of conduct related to sensitive excursions, such as those involving captive animal attractions, marine activities, cultural and historic sites, wildlife watching, and visits to indigenous communities.</p> <p>Client Orientation Sessions: Upon arrival, our clients participate in orientation sessions conducted by our experienced guides. These sessions provide an overview of the guidelines and codes of conduct applicable to specific excursions. Our guides actively engage with clients, address questions, and emphasize the significance of responsible tourism.</p> <p>Customized Briefings: For excursions involving sensitive activities such as wildlife watching or visits to cultural sites, our guides conduct customized briefings. These briefings cover specific do's and don'ts, ensuring that clients are well-prepared and aware of the ethical considerations associated with each activity.</p> <p>By integrating these personalized approaches, we strive to foster a strong awareness of responsible and ethical travel practices among our clients, promoting a positive impact on the destinations they visit. Our commitment to sustainability extends to ensuring that clients actively participate in preserving the cultural and environmental integrity of the places they explore with Stars Sky Travel</p>
<p>10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p> Tour Leaders , Local representatives and guigeas 1.pdf</p>
<p>10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing,</p>	<p>✓ ✓</p>	<p>We uphold a stringent policy that prohibits the purchase of souvenirs containing threatened flora and fauna species, illegally obtained historic or archaeological artifacts, as well as drugs or</p>

<p>sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>			<p>illegal substances. Our commitment extends to strict adherence to both local and international laws aimed at preventing such activities. By implementing these measures, we prioritize responsible tourism practices, contributing to the preservation of cultural heritage, protection of endangered species, and compliance with legal frameworks.</p> <p> Screenshot 2024_03_13 113300.png</p> <p> Tour Leaders , Local representatives and guigeas 1.pdf</p>
<p>10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓</p>	<p>✓</p>	<p>We actively encourage our clients to support local businesses by selecting local restaurants and shops within our meticulously crafted itineraries. Our sales coordinators play a pivotal role in this process, carefully choosing establishments that are not only aligned with our clients' preferences but are also part of our network of locally contracted partners. This approach not only enhances the authentic cultural experience for our clients but also contributes to the economic vitality of the destinations we explore.</p> <p> Tour Leaders , Local representatives and guigeas 1.pdf</p>
<p>10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓</p>	<p>✓</p>	<p>We recognize the importance of providing our clients with information on sustainable transport options in destinations. While our clients typically have the flexibility to choose their transportation, especially in the case of autotour or with a driver, we acknowledge that the public transportation system in Jordan may pose challenges for individual use. To promote sustainability, we actively encourage a "slow tourism" approach and contribute to reducing the carbon footprint by providing hybrid cars for our clients. This not only aligns with our commitment to responsible travel but also empowers our clients to make eco-conscious choices during their journeys.</p> <p> Screenshot 2024_03_21 102815.png</p>



10.23. Donations

Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).



While we don't explicitly ask our clients to donate to charities, we are committed to supporting local charity through our own efforts. We believe in taking an active role in contributing to nature conservation, cultural preservation, and social projects. By aligning our business practices with sustainable principles and engaging in community-focused initiatives, we aim to make a positive impact on the destinations we operate in. While we don't directly request donations from our clients, our dedication to responsible tourism resonates through the choices we make as a travel company, promoting sustainability and supporting local communities.

Local Transport Matters:




We inform our clients about the available local transport options, which include:

Meet and Assist Services: We offer personalized meet and assist services to help clients navigate local transportation smoothly. Our staff provides guidance and support upon arrival and during their stay, ensuring a hassle-free experience. **Cultural Insights:** We provide advice on local customs and etiquette related to transportation, helping clients navigate the cultural landscape with respect.

Sustainable Driving Practices (for Self-Drive Holidays):






For clients choosing self-drive car holidays, we guide them on sustainable driving practices, which include:

Eco-Friendly Driving Tips: We emphasize the importance of maintaining a steady speed, avoiding unnecessary idling, and minimizing sudden acceleration or braking to reduce fuel consumption. **Route Planning:** We assist clients in planning their routes to optimize travel distance, reduce carbon footprints, and suggest scenic drives that enhance their travel experience.

			 Beit Khairat Souf.png  Qablan Charity Donation.jpg  Tour Leaders , Local representatives and guigeas.pdf
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After holidays

3

Action			Details
<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>			<p>Upon receiving a review, the account managers meticulously analyze it to identify any issues faced by the client. If a problem is identified, a detailed report is compiled and forwarded to the sales department manager. Subsequently, the review undergoes further analysis by our quality department, along with input from the account manager and sales manager. If the client's concerns are valid, we take prompt action to address them, which may include issuing a refund to ensure their rights are preserved. Conversely, if the client's concerns are unfounded, we extend a sincere apology and clarify the situation. It's important to note that clients can share their reviews through various channels, including our partners' websites, email, or by contacting us via our landline number.</p>  questionnaire.png

<p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ —</p>	<p>We are committed to making sustainability an integral part of our customer satisfaction research. While our clients are encouraged to share their reviews on external platforms, we recognize the importance of obtaining more detailed feedback on sustainability aspects directly from our clients. To enhance this process, we are currently developing a comprehensive survey that will be sent to each client post-trip.</p> <p>This survey will include a rating scale of 1-5, allowing clients to provide feedback on various aspects of their tour, with a specific focus on sustainability-related matters. We are keen to understand our clients' perspectives on crucial sustainability issues such as the treatment of local people, waste management practices, and biodiversity conservation efforts in the destinations they visit.</p> <p>By integrating sustainability-related questions into our standardized survey, we aim to gather valuable insights that will inform our continuous efforts to enhance sustainability practices across our tours. This proactive approach ensures that we address our clients' concerns and align their expectations with our commitment to responsible and sustainable tourism.</p>
<p>10.26. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓ ✓</p>	<p>Complaint Submission:</p> <ul style="list-style-type: none"> - Clients have various channels to submit their complaints, such as our website, email, or phone. - Detailed information is encouraged, including dates, locations, and involved parties. This ensures clarity and helps in understanding the issue comprehensively. <p>Investigation:</p> <ul style="list-style-type: none"> - Upon receiving a complaint, our team initiates a thorough investigation to uncover the root cause. - Relevant details are gathered to gain a complete understanding of the situation. - Depending on the complexity of the issue, we may engage with our partners and service providers involved to gather additional information. <p>Resolution:</p> <ul style="list-style-type: none"> - After completing the investigation, we work towards resolving the complaint fairly

and promptly.

- Resolutions may vary based on the nature of the complaint. This could include refunds, compensations, or implementing corrective actions to prevent similar issues in the future.
- The aim is to address the client's concerns effectively while maintaining fairness and transparency.

Communication:

- Throughout the process, we maintain open communication with the client.
- Updates on the status of the investigation and the steps being taken to address their concerns are provided.
- Clear and timely communication helps in managing expectations and demonstrates our commitment to resolving the issue.

Feedback and Improvement:

- Feedback from resolved complaints is crucial for identifying areas of improvement in our services.
- We collect feedback systematically to understand recurring issues and areas where enhancements can be made.
- Continuous improvement is prioritized based on client feedback, aiming to prevent similar issues from occurring in the future.

Commitment to Customer Satisfaction:

- Our commitment to addressing complaints promptly and transparently reflects our dedication to providing high-quality service.
- Ensuring a positive travel experience for our clients is at the forefront of our approach.
- By maintaining transparency, efficiency, and a customer-focused mindset, we aim to build trust and foster long-term relationships with our clients.

Overall, our complaint resolution process is designed to be comprehensive, transparent, and client-centric, ensuring that each complaint is addressed effectively to enhance customer satisfaction and improve our services continuously.



result of bad review.png