

SUSTAINABILITY REPORT

2019 - 2020





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About our Report

This Sustainability Report is aimed at all our collaborators, suppliers and clients; in order to publicize the objectives and actions carried out by the company in favor of sustainable tourism development in the destinations where we operate.

Although the commitment to sustainability has been part of the Furlong Incoming philosophy since its inception, it was in June 2018 when we began to optimize the operation of a management system that allows us to plan and continuously improve our sustainability strategy. As of June 2019, much more committed to achieving clear objectives, we began to develop some initial indicators that allow us to measure part of our internal processes. For this reason, this document presents our main achievements in the two-year period (June 2018 to June 2020).





Presentation

It is a pleasure for me to launch our first Sustainability Report with the aim of being able to share the journey that we have started in June 2018 and on which we continue to work every day.

Sustainability is neither more nor less than a new paradigm, a new way of doing tourism, minimizing negative impacts and increasing the positive impacts that our activity generates on local communities and our environment.

From Furlong Incoming, we considered what type of tourism we wanted for our future and we headed towards it. In June 2018 a great change began within the company from redefining our mission and vision, formalizing internal processes, and putting together manuals / work protocols, to establishing our Sustainability Policy which would guide us throughout all these years of management.

Asumimos el compromiso de crear un modelo de negocio más sostenible, y para esto contamos no solo con el apoyo de todos nuestros colaboradores sino también con el apoyo de nuestros proveedores y clientes.

Many times we believe that individual contributions are small in relation to the severity of the impacts that tourism activity is generating today. However, we are convinced that these small changes are those that will transform the activity and turn it into a tool for continuous improvement for the destination.

I invite you to read our Report, and to continue building together a more sustainable future for all.

Mario Zirolli
President



THE COMPANY





The company

Furlong Incoming S.A. It is one of the most traditional and prestigious Tour Operators in Argentina. From our office in Buenos Aires, we provide services in all destinations in the country, specializing in tailor-made programs for FITs, Groups, Incentives and services for Cruise companies in all ports of Argentina.

We strive to establish interpersonal connections that allow us to meet and exceed our clients' expectations. It is through these ties and our values that we fulfill our commitment: to take as our own the objectives of our clients.

At Furlong Incoming we firmly believe that tourism should be a leading industry in sustainable development; That is why our commitment is to improve the positive effects of tourist activity in our destination and reduce the negative impacts that affect not only the environment but also our communities.

To achieve this, we focus on making Argentine culture and beauty known through experiences that connect us with the essence of the country in a respectful way.



Mission

As "Experts in Argentina" our mission is to generate unique experiences that contribute to the sustainable development of our country through Tourism, promoting respect for local communities and the nature that surrounds us.

Vision

Confirm our leadership as a local tour operator in Argentina through a long-term strategy based on innovation, professionalism and quality of services; as well as for the contribution to the sustainable development of our country.

Values





OUR COMMITMENT TO SUSTAINABILITY





Our commitment to sustainability

Since 2018, at Furlong Incoming we are working on strengthening a solid corporate culture in favor of sustainable tourism development, promoting the awareness and active commitment of all our stakeholders (collaborators, suppliers, destinations and local communities, and customers) for the development of good practices that make tourism a more just, humane and ethical activity.

Our first efforts were focused on helping to improve the environment of which we are part through direct actions of corporate social responsibility (CSR) with the communities of the destinations where we operate.

Over the years, sustainability became one of the fundamental pillars of our management and it became transversal to all our processes, having a direct impact not only on communities but also on other stakeholders (collaborators, suppliers and customers). Therefore, since July 2018 we decided to structure a management system that allows us to strategically address sustainability, considering all our stakeholders and planning actions that allow us to continuously improve.

Our management system is aligned with the Sustainability Policy that we define and share not only internally, but also with our suppliers and clients.



Sustainability Policy

At Furlong Incoming we believe that environmental issues are already part of everyone's "duty to do" and for this reason we began to think and project on these foundations. From our place, we seek to promote sustainable tourism activity in the destination to minimize negative impacts and enhance positive impacts on the environment and host communities, based on our values and compliance with current legislation. From this line, we seek to generate greater sources of work, strengthen the local identity through the tradition and customs of the communities and promote respect for the environment, among other aspects.

In order to carry out this Sustainability Policy, we have the support of our suppliers who are capable of contributing to

the process and are willing to constantly improve their management for the benefit of the environment and society.

The Sustainability Policy accompanies the daily work of the company in relation to our internal management, product management with our suppliers and relationships with our clients in order to contribute to tourism sustainability.

At the same time, we have an Action Plan in order to comply with our Sustainability Policy that establishes the actions, responsibilities and deadlines in which they will be carried out. The same is reviewed annually with the aim to establish corrective actions as a result of changes in legal regulations and technological advances, among other issues.



Our objectives

- 1 Argentina as a tourist destination offering sustainable through responsible marketing practices to ensure the economic sustainability of the business and promote Furlong Incoming as a company committed to the ODS.
- 2 Identify and emphasize sustainable aspects within the model of procedures within each department of the company.
- 3 Comply with and enforce national and international laws in relation to labor, tourism, environmental protection and social respect.
- 4 Protect all personnel involved in the surgery and clients with safety practices and emergency plans.
- 5 Protect the environment through internal policies within the company and external in relation to operations.
- 6 Support the local economy, traditions and culture of those cities where we work and especially where we are in contact with local communities.
- 7 Rechazar los negocios relacionados con actividades tales como tráfico ilegal, consumo de sustancias ilícitas, hostigamiento sexual, explotación sexual de niños, niñas o adolescentes y/o terrorismo.
- 8 Involve the client in the practices and commitments defined above, as required or applicable within the contracted itinerary.



Target group

In keeping with the specific objectives of the Sustainability Policy, we define and consolidate commitments and concrete actions for each of our target group.

ENVIRONMENT

Directory and Collaborators

Suppliers

Clients

Destinations and local communities

Enviroment: because we consider that the environment integrates the natural, cultural and human resources where our activity takes place and we want to leave a positive mark.

Directory and Collaborators: because as agents of change we are responsible for transmitting and spreading our commitment.

Suppliers: because thanks to them it is possible to reflect our commitment and the implementation of the Corporate Sustainability Policy.

Clients: because they transmit our commitment to our passengers by promoting more responsible travel.

Destinations and local communities: because they are the main beneficiaries of our actions and require our support to enhance their cultural and natural heritage.



Actions with our target groups

DIRECTORY AND COLLABORATORS

- We promote a dignified, integral, equitable and diverse work environment, promoting the well-being and satisfaction of the entire teamwork.
- We work to reduce the environmental impact within our offices.
- We inform and make staff aware of the commitment to sustainability, promoting the fulfillment of the objectives and the implementation of good practices.

SUPPLIERS

- We select and raise awareness of our suppliers so that they have responsible and ethical practices within their management.
- We prioritize the hiring of local suppliers, to whom we provide awareness and training tools aimed at improving the sustainability of their management.





Actions with our target groups

CLIENTS

- We inform our clients about our Sustainability Policy and provide recommendations so that their trip respects the natural and social environment that they visit.
- We involve our clients in our environmental conservation and social development projects.

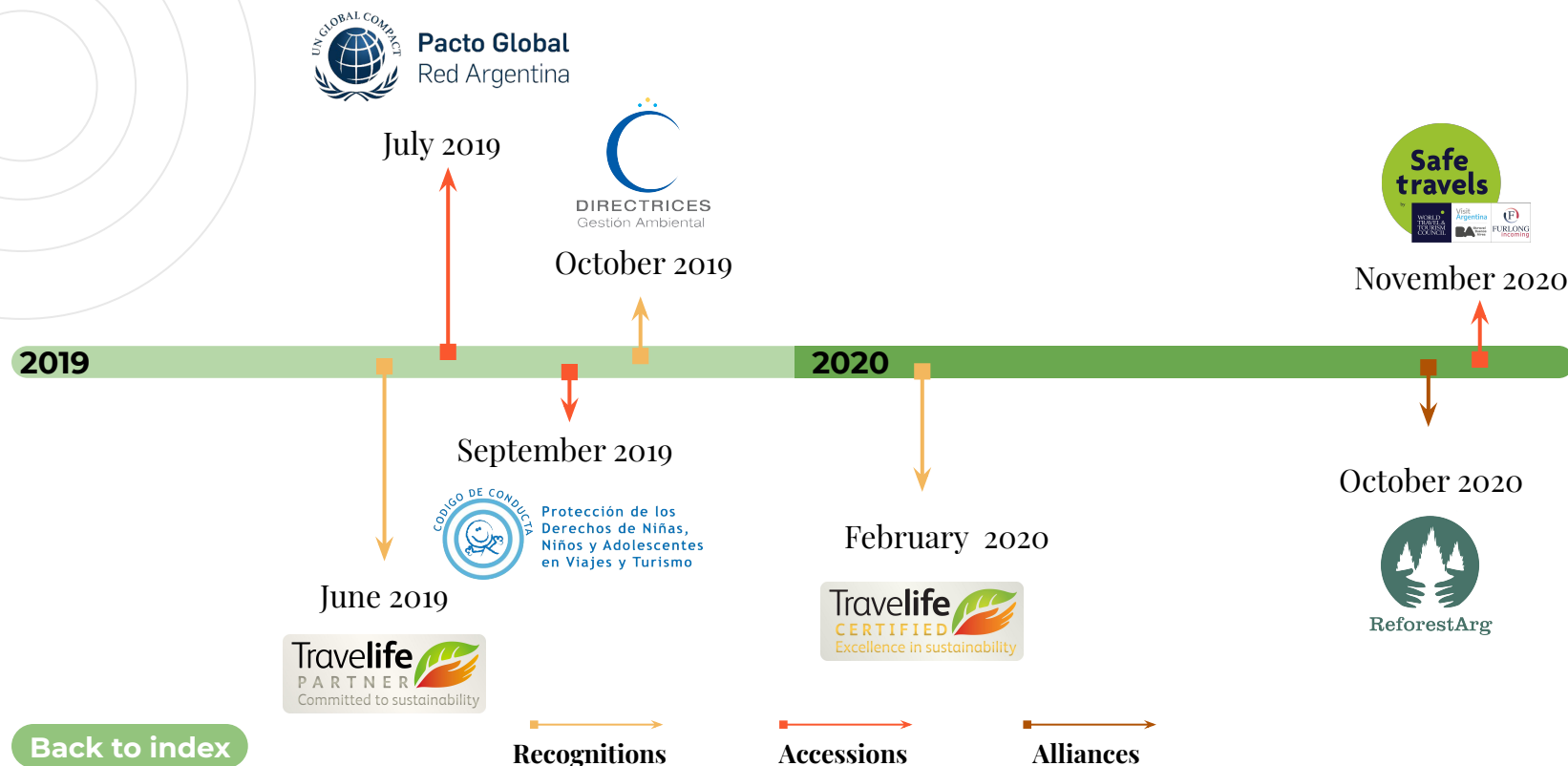
DESTINATIONS AND LOCAL COMMUNITIES

- We encourage visitors and ourselves in our purchases, to buy products and local handicrafts to generate a direct benefit to the community
- We prioritize hiring local guides, with experience and knowledge of the sites visited.





Recognitions, accessions and alliances





OUR COMMITMENT TO THE SDGS





Our commitment to the Sustainable Development Goals (SDGs)

In September 2015, the United Nations Sustainable Development Summit approved the Sustainable Development Goals (SDGs). With a horizon to 2030, the 17 goals are aimed at promoting sustainable development worldwide and urging governments, companies, organizations and citizens to implement actions aimed at ending poverty, fighting inequality and injustice, doing facing the climatic emergency and ensuring environmental conservation

At Furlong Incoming we seek to improve the positive effects of tourism activity in our destination and reduce the negative impacts that affect the environment and our communities. For this reason, we commit to the Sustainable Development Goals (SDG) to be part of the construction of the 2030 Agenda for our country and the world.

Along these lines, we are working on incorporating the SDGs into our Sustainability Action Plan and identifying measures that can contribute directly and / or indirectly to the fulfillment of each objective. This report reflects our first steps and we intend in the medium term to be able to define specific performance goals and follow-up indicators that allow us to measure our real impact on the SDGs and report it, following internationally accepted methodologies, guidelines and standards.¹

¹ *This document has not been subjected to external evaluation. At Furlong Incoming we are analyzing the different existing methodologies for sustainability reports in order to be able to measure our real impact on the SDGs.*



Adherence to the principles of the Global Compact

HUMAN RIGHTS

LABOR

ENVIRONMENT

ANTI-CORRUPTION

- 1 Support and respect the protection of internationally proclaimed human rights.
- 2 Not be complicit in human rights abuses.
- 3 Uphold the freedom of association and the effective recognition of the right to collective bargaining.
- 4 Support the elimination of all forms of forced and compulsory labour.
- 5 Support the effective abolition of child labour.
- 6 Support the elimination of discrimination in respect of employment and occupation.
- 7 Support a precautionary approach to environmental challenges.
- 8 Undertake Initiatives to promote greater environmental responsibility.
- 9 Encourage the development and diffusion of environmentally friendly technologies.
- 10 Work against corruption in all its forms including extortion and bribery.





Furlong Incoming and the SDGs

The different actions we carry out to comply with the SDGs are listed below.



- CSR program with the community of "El Alfarcito" (Salta, Argentina).
- Tour to communities and / or indigenous peoples.



- Sustainable events manual.
- Alliance with the Plato Lleno Foundation.



- Medical service for employees.
- Compliance with the regulatory framework and licensing.
- Tours that promote sustainable mobility (Bike, Kayak, others).



- Training programs for collaborators and guides.
- Good practice guide for the continuous improvement of sustainable management in local suppliers.

	<ul style="list-style-type: none"> • Gender Equality Policy and Index. • Adherence to the Code of Conduct for the Protection of the Rights of Children and Adolescents in Travel and Tourism. • Action protocol in situations of employment or moral, sexual harassment or discrimination.
	<ul style="list-style-type: none"> • Actions to reduce water consumption in the office.² • Maintenance protocol for leak detection. • Recommendations for suppliers and customers on the efficient use and preservation of water resources that are involved in the excursions.
	<ul style="list-style-type: none"> • Actions to reduce energy consumption and measure consumption.. • Maintenance protocol for fault detection. • Efficient energy consumption equipment. • Sustainability recommendations for suppliers and customers, considering good practices in the use of energy.

² The office does not have its own water meter but one shared with other companies in the building, which makes it difficult to measure the use of this resource and define specific reduction goals. However, we implement measures to reduce our consumption, especially in cleaning and hygiene tasks.



- Home Office Policy.
- Adherence to the Code of Conduct for the Protection of the Rights of Children, preventing child labor situations.
- Recommendations to tourists on the prioritization of local entrepreneurs and / or fair trade initiatives for the purchase of souvenirs.
- We prioritize the selection of suppliers and local guides in each destination.



- Donations to improve digital tools in the community of El Alfarcito (Salta) and in the Hogar de Niños Sueños de Amor (Buenos Aires).



- Policy of respect for equality.
- Recommendations to tourists on how to conduct during visits to local communities.
- Identification of local tourism suppliers that provide accessible services.



- Waste Management Program within the office.
- Sensitize local suppliers to reduce consumption of plastics in single-use box-lunch.
- Delivery of biodegradable bags to passengers.



- Mandatory sustainability clause in contracts with our suppliers.
- Sustainable Purchasing Policy.
- Sustainable Events Manual.
- Pre-travel document with tips for responsible tourists.
- Awareness and training of employees on the responsible use of water, energy, paper and waste management.
- Posters for the efficient use of energy, water, paper and waste in the operational office.
- Welcome Kit & Sustainable Gift Catalog
- Self-evaluation for suppliers so that they can measure their commitment to sustainability and encourage them to continually improve.



- Alliance with Reforestarg to mitigate the carbon footprint of Furlong and passengers.
- Carbon Neutral Programs.
- Prioritization of direct and non-stop flights.
- Calculation of carbon footprint resulting from the consumption of the operational office.



- Sustainability recommendations for suppliers and clients, considering good practices when visiting natural heritage sites.
- Protection of species included in the IUCN Red List,
- Tours with low impact marine fauna and responsible practices.



- Sustainability recommendations for suppliers and customers, considering best practices in visiting heritage sites and natural excursions especially involving the flora and fauna sighting.
- Protection of species included in the IUCN Red List,
- Tour with visits to protected natural areas and ecotourism activities.



- New sustainability department within the company.
- Sustainability policy
- Induction and Coexistence Manual (Fair Trading Policy and Anti-Corruption and Anti-Bribery Policy)
- Signing of a letter of responsibility with approved suppliers.
- Adherence to the Code of Conduct for the Protection of the Rights of Children and Adolescents in Travel and Tourism.



- Collaboration and / or cooperation actions with the City Tourism Authority and the Ministry of Tourism and Sports of the Nation.
- Adherence to the Argentina Global Compact.
- Cooperative actions with the El Ceibo Cooperative of the City of Buenos Aires for the removal of recyclable waste from the office.
- Active participation of the shares as a member of Destiny Argentina.



**OUR COMMITMENT IN THE FACE OF THE COVID-19
CRISIS**





Our commitment in the face of the COVID-19 crisis

The expansion of the new SARS-CoV-2 coronavirus, which emerged in the city of Wuhan, China, at the end of 2019, has become the first global pandemic in more than 100 years and represents an unprecedented challenge for the tourism industry. At the time of publishing this sustainability report, Argentina is still in a health emergency.

We have evaluated the different scenarios that the industry leaders have analyzed and we are sure to say that the start of the activity will take place gradually.

From Furlong Incoming, we seek to prepare for the re-start activity while minimizing the risk of contagion for our passengers and employees; guaranteeing the regularity of our services in a safe and respectful way with the environment.

To achieve this, we defined strategies that would allow us to offer safe experiences, aligning ourselves with the COVID prevention protocols developed by the Ministry of Tourism of the Nation and WTTC.



Strategies in times of COVID-19

We prioritized the following strategic definitions to go through this moment and at the same time to anticipate future scenarios:

SUSTAINABLE CASHFLOW

Maintain financial health and sustainability of the company, seeking to protect the source of work and considering all stakeholders.

IMPROVEMENT OPPORTUNITIES

Take the opportunity to implement efficiency and continuous improvement projects that allow us to continue innovating.

READY FOR D + 1

Prepare for the resumption of our activities, ensuring the entry of tourists without risk of contagion and protecting our staff and the community.



SUSTAINABLE CASHFLOW

In order to maintain the financial health of the company and sustain us over time, Furlong Incoming carried out the following actions:

- We implement cost control actions and cash preservation measures, reducing expenses as much as possible, while maintaining the necessary quality and safety standards.
- We apply to the Emergency Assistance Program for Work and Production (ATP) in order to pay part of the salary payments of all employees, thus allowing us to reduce costs.
- We prioritize the payment of pending invoices with all our suppliers since they, like us, need their clients and income.

IMPROVEMENT OPPORTUNITIES

To successfully implement continuous improvement projects that allow us to continue to innovate, Furlong Incoming carried on the following:

- We design technical sheets of the different excursions to identify sensitive tours. that require greater care to prevent negative impacts.
- We add new online tools that facilitate interpersonal connection with suppliers and clients.
- We continue to reinforce the internal procedures of each department.
- We hold creative days to rethink proposals and reinvent ourselves within the context of a pandemic.



READY FOR D + 1

To achieve tourist arrivals ensure no risk of contagion and protecting our staff and the community, Furlong Incoming carried on the following:

- Adherence to the COVID-19 prevention protocols of the Ministry of Tourism of the Nation and WTTC intended for tourism suppliers.
- We obtained the distinction of the Safe Travel Seal, allowing us to position ourselves as a company prepared to receive tourists.
- Communicate the protocols to all our clients and we are training staff and guides for its implementation.
- We adapt our services and analyze their design to guarantee the safety of our passengers and staff.
- We began to develop new products, programs and experiences focused on the new profile of tourists and the new needs that arise.
- We redesigned our communication plan thinking about keeping the brand of the company present for all our clients.



Actions to ensure the safety of Furlong Incoming staff

- Extension Home Office mode for all employees before performing quarantine issued only active guards once a week.
- Extension of ART coverage for the address where the employee performs the isolation.
- Staff survey to measure the difficulties that arise when working from home and what expectations / needs they have for the future when they can return to the office.
- Strengthening procedures for cleaning and disinfection the office through the "Protocol cleaning and disinfection to ensure Health and Safety in the office"
- We are working on putting together the "Internal Hygiene and Safety Protocol" with recommendations for returning to our offices after the period of social, preventive and mandatory isolation.



Actions to promote continuous education and training of staff and clients

- Online courses through INCATUR and other entities to promote training and continuous improvement of employees.
- Continuous online training on new destinations and products; as well as to reinforce knowledge about existing products for the company's staff.
- Webinars for our customers that allow trained on destinations and products that Argentina offers.
- Initiative to promote environmental education through recycling actions within our homes with the "Botellas de Amor" (Bottles of Love).



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