

Supplier & Partnership Selection

Why Jordan Tours recognizes that our suppliers and business partners have a significant influence on the environmental, social, cultural, and economic impacts of our tourism operations. We therefore aim to work with partners that share our commitment to responsible and sustainable tourism.

Our supplier selection and monitoring process applies to key partners including **accommodation providers, restaurants, transportation companies, local guides, activity providers, community-based tourism (CBT) initiatives, and other local tourism businesses.**

Supplier Selection Principles

When selecting suppliers and partners, we consider sustainability alongside other relevant commercial and operational criteria, including quality, safety, price, availability, location, reliability, customer experience, and suitability for the product.

Where feasible and appropriate, we give preference to suppliers that:

- Demonstrate responsible environmental and social practices.
- Comply with applicable Jordanian laws and regulations.
- Support local employment and local economic development.
- Source local products and services where possible.
- Respect local communities, culture, heritage, and traditions.
- Apply appropriate health, safety, and hygiene standards.
- Demonstrate responsible waste, water, and energy management.
- Respect animal welfare and biodiversity.
- Show a willingness to improve their sustainability performance.
- Hold recognized sustainability certifications where available.

Sustainability Certifications

Where relevant, we identify suppliers that hold recognized sustainability certifications.

For accommodation and hospitality suppliers, **Green Key certification** is particularly considered as an indicator of established environmental and sustainability practices.

We regularly collect available information on Green Key-certified hotels and restaurants in Jordan and maintain this information in our internal supplier records.

Where a certified supplier is suitable in terms of quality, location, availability, price, and other operational requirements, certification may be considered positively during supplier selection.

However, we recognize that many tourism businesses in Jordan, particularly restaurants, transport providers, CBT initiatives, activity providers, and smaller local businesses, do not currently hold formal sustainability certifications.

Therefore, **lack of certification does not automatically exclude a supplier**. Instead, we assess available evidence of responsible practices and their willingness to improve.

Minimum Sustainability Criteria for Non-Certified Suppliers

For suppliers without formal sustainability certification, we consider the following minimum sustainability criteria:

- Compliance with applicable laws, regulations, and licensing requirements.
- Compliance with relevant health, safety, and hygiene standards.
- Appropriate treatment and working conditions for employees.
- Compliance with applicable requirements concerning minimum employment age and child protection.
- Non-discrimination and respect for basic human rights.
- Responsible use of water and energy where applicable.



- Appropriate waste management and recycling where facilities are available.
- Reduction of unnecessary single-use plastics and disposable materials where practical.
- Respect for local culture, traditions, heritage, and communities.
- Preference for local employment and locally sourced goods and services.
- Respect for wildlife, biodiversity, and the natural environment.
- Responsible treatment of animals where animals are involved in tourism activities.
- Willingness to receive guidance and improve sustainability practices.

Supplier Assessment and Documentation

The sustainability performance of key suppliers is assessed through a combination of practical methods depending on the type and size of the supplier.

These may include:

- Supplier sustainability questionnaires or checklists.
- Direct discussions with suppliers.
- Review of sustainability certifications or other supporting documentation.
- Review of publicly available sustainability information.
- Site visits or inspections where practical and appropriate.
- Feedback from company staff, guides, and customers.
- Operational experience and observations during service delivery.
- Review of environmental, social, health, and safety practices.

The company maintains sustainability information and records for approximately **5–10 key suppliers**, with the scope covering different categories of the supply chain rather than accommodation alone.

Accommodation Suppliers

Our Contract Manager is actively involved in gathering and maintaining information related to accommodation suppliers.

She:

- Reviews available sustainability information from hotels.
- Uses sustainability-related supplier checklists where applicable.
- Collects information regarding sustainability certifications and practices.
- Circulates relevant information internally.
- Supports the supplier-selection process.
- Participates in sustainability meetings and training sessions.

This information is shared with relevant staff involved in contracting, sales, and product-related decisions.

Restaurants and Food Suppliers

When selecting restaurants and food-service providers, we consider, where practical:

- Hygiene and food safety.
- Local ownership and employment.
- Use of locally sourced food.
- Waste management practices.
- Reduction of unnecessary single-use plastics.
- Responsible packaging.
- Respect for local culture and community.



- General environmental and social practices.

Where formal certification is unavailable, operational observations, supplier discussions, staff feedback, and customer feedback may be used to assess performance.

Transportation Providers

For transportation suppliers, we consider:

- Valid licensing and legal compliance.
- Vehicle safety and maintenance.
- Driver qualifications and responsible driving practices.
- Vehicle condition and fuel efficiency.
- Regular maintenance.
- Availability of more fuel-efficient or modern vehicles.
- Commitment to reducing unnecessary emissions.
- Responsible treatment of passengers and compliance with company driver-conduct requirements.

Where suitable vehicles are available, we encourage the use of modern and fuel-efficient vehicles.

Local Guides and Activity Providers

For guides, activity providers, and local partners, we consider:

- Professional qualifications and relevant licensing.
- Safety standards.
- Respect for local communities and culture.
- Respect for natural areas and biodiversity.
- Appropriate treatment of animals.
- Responsible interaction with customers and local communities.
- Support for local employment and local economic benefits.
- Compliance with relevant laws and regulations.

Activities that involve unacceptable harm to wildlife, cultural heritage, communities, or the environment are not promoted.

Community-Based Tourism and Local Partners

Why Jordan Tours aims to support community-based tourism initiatives and local businesses where appropriate.

When assessing CBT initiatives and other local partners, we consider:

- Benefits to local communities.
- Local ownership and participation.
- Fair distribution of tourism income.
- Respect for local culture and traditions.
- Protection of local resources and the environment.
- Safe and respectful interaction between visitors and host communities.
- Authenticity of the experience.
- Opportunities for local employment and local purchasing.



Supplier Awareness and Encouragement

We recognize that many of our suppliers are still developing their sustainability practices. Rather than relying only on certification, we aim to encourage suppliers to make practical improvements.

Where appropriate, we:

- Share our sustainability expectations with suppliers.
- Discuss good environmental and social practices.
- Encourage responsible water and energy use.
- Encourage waste reduction and recycling.
- Promote reduction of unnecessary single-use plastics.
- Encourage local employment and local purchasing.
- Encourage suppliers to improve animal welfare practices.
- Encourage suppliers to work towards recognized sustainability certification where feasible.
- Share relevant sustainability information and guidance.

The company aims to develop long-term partnerships with suppliers that demonstrate a genuine willingness to improve.

Supplier Monitoring and Review

Key suppliers are reviewed periodically, with sustainability performance formally considered as part of the **annual supplier review process**.

Additional reviews may take place when:

- A significant sustainability concern is identified.
- A customer complaint relates to sustainability or responsible practices.
- A supplier's operating conditions change.
- New information about a supplier becomes available.
- A supplier is being considered for a new or expanded business relationship.

Where deficiencies are identified, the company may first provide feedback and request improvement where appropriate.

Serious or repeated failures relating to legal compliance, health and safety, human rights, child protection, animal welfare, or significant environmental or community impacts may result in the supplier being excluded from future cooperation.

Supplier Records and Continuous Improvement

The Sustainability Coordinator maintains relevant supplier sustainability information and coordinates with staff involved in contracting, sales, and product-related decisions.

Supplier information is reviewed and updated as new information becomes available.

The results of supplier assessments are considered when:

- Selecting new suppliers.
- Renewing supplier relationships.
- Developing or modifying tourism products.
- Selecting accommodation and activity providers.
- Communicating sustainability information to customers.



Through this process, Why Jordan Tours aims to progressively strengthen the sustainability performance of its supply chain while recognizing the practical limitations and different levels of sustainability development among tourism businesses in Jordan.