

Reset Holidays sustainability policy

Reset Holidays Oy
17.09.2025
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ECONOMIC AND SOCIAL SUSTAINABILITY

The establishment is committed to continuous development and uses its economic resources in a way that enhances environmental and social sustainability and ensures long-term economic feasibility.

- **The establishment is committed to following all relevant laws and regulations. 4.1 (I)**
 - We observe and follow the [OUTDOOR ETIQUETTE](#)
 - We stay up to date by visiting the website from the Finnish Forest government (Metsähallitus) [NATIONAL PARKS](#)
 - We check the Finnish Meteorological Institute ([FMI](#)) website to see if there are wildfire warnings and if allowed or not
 - We are aware that [UUVI](#) areas have different rules regarding forest fire warnings
 - As a tourism operator, we commit to the principles of sustainable tourism presented by Metsähallitus, which primarily aim to ensure the sustainability of tourism activities in protected areas
 - We follow the new regulation from [TUKES](#) regarding Safety in Consumer Services
- **The establishment ensures that all its employees, trainees and volunteers are covered by adequate occupational accident insurance. 4.2 (I)**
 - The company has an occupational accident insurance at Lähitapiola (Työtapaturma- ja ammattitauti).
- **The establishment guarantees its employees a safe working environment 4.1 (I)**
 - A safe working environment is a priority. Safety regarding tools and equipment, on how to use them and report immediately if they are defective.
 - Every employee is required to obtain a hygiene certificate as well as a primary and secondary care certificate.
- **The establishment carries out risk assessments and has formulated a crisis management plan 5.3 (I)**
 - A complete risk management plan is available on the "GREEN ACTIVITIES Luonnon tuotteistaminen RH.PDF" document (Chapter 2).
 - All new employees, trainees and volunteers have to get acquainted with it, and sign it.

- **The establishment is committed to opposing commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities, and other vulnerable groups 4.1 (I)**
 - We talk openly about those topics, with no fear and no shame.
 - We stand for others as soon as we notice unappropriated behaviour or speech.
- **The establishment requires that its subcontractors follow legislation on workers' rights. 4.4 (I)**
 - We search and check for similar certifications from our subcontractors
 - If we don't find, we simply ask for more information and ask how they operate with their employees.
- **The establishment is committed to making responsible purchases and investments 4.12 (G)**
 - We improve our resources and material efficiency, by following the principles of the circular economy. We look for recycled solutions nearby and consider the limits of the Earth.
 - Purchase decisions are made when there's a necessity, and to generate financial returns while promoting social and environmental welfare.
 - Factors considered are local supplier first, Fair Trade products and certificates.
- **The establishment systematically collects customer feedback and develops its operations based on it.**
 - We systematically collect customer's feedback in 3 languages, English, French and Spanish, using the following forms:
EN <https://forms.gle/3gctidys5dKy13k7A>
ES <https://forms.gle/uw9GCMmvVzYMYNiaA>
FR <https://forms.gle/gg6WiqPRnQ9GmVo27>
 - Our operations are immediately developed based on customer's feedback, if there is anything urgent.
 - Non urgent matters, ideas and recommendations will be submitted for future developments.

SOCIO-CULTURAL SUSTAINABILITY

- **The establishment participates in regional tourism planning and development 1.2 (I)**
 - We follow the municipality's communication about their region.
 - We attend to local events and get to know people.
 - We participate in activities, like volunteering and support local events and happenings.
 - We are part of different regional organisations ([VISIT ESPOO NUUKSIO LAKELAND](#)) and we attend as much as possible to the different events, workshops and activities.
 - We are part of [SULO](#) Finnish Nature and Program Service Entrepreneurs Association for a closer collaboration and understanding of the whole tourism sector in Finland
- **The establishment is committed to training its personnel in environmental and other sustainability issues relevant to their job description 2.3 (I)**
 - We visit local museums. We talk to locals to get to know more about the history and the culture. We ask politely and we are genuinely interested in others. We respect differences, and we explain how things work here, in comparison to other places, for example. We always ask for permission if not sure.
 - We stay updated regarding environmental and other sustainable issues, by visiting museums, talking to friends and colleagues from the same branch and follow relevant social media pages, on Instagram, for example.
 - As we want to offer the most professional service to our customers, we ask our personnel to have a qualification in the outdoor field, or similar.
- **The establishment takes inclusivity and accessibility into account in designing and marketing its facilities and services 4.5/4.6/4.7 (G)**
 - At Reset Holidays, we foster an environment where everyone is valued, respected, and included, welcoming and supporting every individual, ensuring equal access and opportunity for all
- **The establishment is committed to recruiting personnel regardless of age, ethnicity, gender or i.e. physical handicap in all positions 1.10 (G)**
 - Our personnel is hired regardless of age, ethnicity, gender or i.e. physical handicap in all positions.
- **The establishment is committed to promoting local culture through its purchases (e.g. in foodstuffs, interior decorations, items for sale as souvenirs) 4.13 (G)**
 - During our activities, we offer food and drinks and always make choices regarding local culture. For example, we can grill sausages or salmon on the open fire, can have vegetarian selection and local veggies. Chaga tea, Blueberry juice, Karelian pirogues, can also be offered.

ECOLOGICAL SUSTAINABILITY

- **The establishment is committed to combatting and adapting to climate change 1.6 (I)**
 - We limit our pickups by only one, in the city centre.
 - When making a fire, we only burn the necessary amount of firewood, with no excess.
 - We sort our waste accordingly and communicate with our guests, in hope that they will bring back new habits to their homes and countries.
 - We act as examples and always carry trash bags and collect trash that we find in the nature.

- **The establishment is aiming at minimising the negative impacts and maximising the benefits of its activities in its operating environment.**
 - **Nature and environment durability:**
 - > We follow the existing paths and trails and preferably walk in line, on the narrow trails. We make our best to leave nature as unchanged, after our visit. And as the slogan says "Take nothing but pictures. Leave nothing but footprints."
 - **Waste management, sorting plan:**
 - > We follow, and instruct our visitors, about the "Leave No Trace" (LNT) principle. Litter will be collected by the guide and sorted accordingly. The amount of litter is minimal.
 - > We always collect all the trash back to the storage where we can sort all the different materials. (5.14) (I)
 - **Cleaning:**
 - > We avoid cleaning tableware in the nature. If we really must do so, we use bio detergents and we dedicate a spot for the cleaning and rinsing, which is at least 10 meters far from a water source.
 - **Energy saving:**
 - > We minimize campfires impacts, by using only the necessary wood for grilling and keeping the fire as small as possible.
 - > Minimising the need for transport by only having one pick up location and the same for the drop off.
 - > Inform and recommend the HSL app for public transport to reach the pick-up location
 - > Minimising the environmental impacts of vehicles owned by the establishment with the aim of acquiring an EV (5.15) (I)
 - **Material saving:**
 - > We use exclusively outdoor eco-friendly dish sets (5.12) (I) that are made from natural fibre composite material. Both the biomaterial and the products are manufactured in Finland and carbon neutrally.
 - **Increase environmental positivity:**
 - > We offer to collect the trash if customers have some. We recommend our customers to bring their own bottle and not to buy several plastic bottles. We have extra fresh water to refill their own flasks and bottles.
 - **Something else?:**
 - > Always be an example and carry a trash bag with you.
 - > Explain about the recycling system for PET and glass bottles in Finland.

RESET HOLIDAYS

- **The establishment is committed to using locally produced, eco-labelled and/or FairTrade ingredients in the meals it serves. It refrains from using meat, fish or seafood that is derived from endangered or protected populations/species (5.24) (G)**
 - During our activities, we offer food and drinks and always make choices regarding locally produced ingredients.
- **If the establishment has tourism animals, it ensures their wellbeing (chapter 6) (I)**
 - No tourism animals used at Reset Holidays Oy
- **The establishment is committed to reducing food waste.**
 - First, we will order, buy and prepare less amount of food and make sure that everything is eaten during the tours
 - Any leftovers will be taken back into plastic/glass containers to be either saved for next day's tour or to be consumed by the staff
 - To make sure that everyone has had enough food, we will have additional energy bars, that have a long "best before" date.

Sustainability policy

Reset Holidays wants to offer its guests an experience where sustainable development forms an integral part of all activities. We are committed to preventing and reducing the environmental impacts of our activities, and work actively to promote sustainable development by continuously improving our processes and setting new goals.

Our company provides a safe working environment with risk and crisis management plans in place. We continuously educate our staff, to enhance their environmental awareness and commitment and inform both our guests and employees, about the sustainability measures we take. We are committed to treating all people equally and without discrimination, and fight corruption as well as all kinds of harassment and exploitation of vulnerable groups. We promote social sustainability in our area for both our staff and our guests.

Our most significant direct environmental impact is caused by our energy and water consumption. This is why we actively strive to reduce our use of these resources, as well diminishing the quantity of waste produced and improving sorting. We use 100 % renewable electricity and resource efficient technology. We keep track of our environmental efficiency by monitoring our energy and water consumption as well as the quantity of waste we produce.

Our purchases have a large indirect impact on the environment, for example through the foodstuffs and chemicals we consume. That is why we are committed to using organic, fair trade and locally produced as well as seasonal and eco-labelled ingredients as frequently as possible. We also promise not to use meat, fish or seafood products from endangered or protected populations or species. We strive to minimise the quantity of food waste generated, only use disposable tableware in exceptional cases, and are committed to using eco-labelled detergents and soft tissues.

Complying with laws and regulations forms the baseline for us, and we are committed to exceeding the requirements of the current dictates related to sustainable development.

Reset Holidays aims to be at the forefront of responsible tourism, inspiring its competitors, customers, and staff to participate in supporting sustainable development.

Espoo, 17th of September 2025



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