

SUSTAINABILITY POLICY

Our commitment

At Urban Tours Brisbane, we are committed to delivering exceptional tour experiences while actively reducing our environmental footprint and supporting the cultural, economic, and social sustainability of Brisbane and its surrounding regions.

Our tours—by bike, mini-bus, and on foot—are designed to be low-impact, educational, and enriching, with sustainability at the core of every decision we make.

Economic sustainability	Cultural and community sustainability	Continuous improvement	Environmental Sustainability
			



Economic sustainability

Local Employment

We hire local staff and invest in their training, development, and fair wages.

Sustainable sourcing

Any goods or services we use (e.g. food, merchandise, equipment) are sourced locally and sustainably where possible.

Long Term vision

We reinvest a portion of profits into sustainability initiatives, environmental education, and conservation efforts.



Cultural and community sustainability

Support local

We partner with local guides, small businesses, and food producers to ensure that tourism dollars stay in the Brisbane community.

Cultural respect

- We respectfully incorporate Aboriginal culture and history, ensuring content is accurate and shared.
- Staff are trained in cultural awareness and sensitivity.

Inclusive and accessible tourism

Our experiences are designed to be inclusive, offering accessibility options wherever possible and welcoming all guests regardless of ability, background, or identity.



Continuous improvement

We regularly assess our operations through sustainability audits and seek feedback from staff, guests, and community partners. We remain committed to:

- Reviewing this policy annually
- Aligning with EcoTourism Australia guidelines and Sustainable Tourism benchmarks
- Implementing innovations that further our sustainability mission



Environmental Sustainability

Small group experiences

We design our experiences to have the least amount of impact on the local environment.

Waste reduction




- Tours are designed to be litter-free. We provide reusable water bottles or encourage guests to bring their own.
- Printed materials are minimized; where necessary, we use recycled paper or offer digital alternatives.

Respect for wildlife and nature

- All tours follow 'Leave No Trace' principles.
- Wildlife is observed respectfully, from a distance, and never fed or disturbed.

Sustainability Initiatives

It is crucial to measure and monitor environmental impact to ensure that your company is operating sustainably. This section reports on any sustainability initiatives undertaken to ensure that the planet is not sacrificed in pursuit of profit.

<p>Care</p> 	<ul style="list-style-type: none">• Promote our litter initiative on each experience• Show guests on safe wildlife interaction
<p>Improvement</p> 	<ul style="list-style-type: none">• Taking public transport where we can• Investigate ways to ensure footprint is minimised
<p>Innovation</p> 	<ul style="list-style-type: none">• Donating a proportion of ticket sales to local charities• Review for a cause - for every review left online, Urban Tours donates to a local charity

Contact

Questions, suggestions, or feedback about our sustainability practices are always welcome. Please contact us at:

URBAN TOURS

Email: info@urbantours.com.au

Phone: +61 421 641 395

Brisbane City, QLD, Australia

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