Shana Travel de Panamá, S.A.
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Sustainability Policy & Handbook

Travelife Partner since 2020 · Version October 2026

Our Mission Statement

At Shana Travel, our mission is to share the Panama we love while protecting it for the people and wildlife who call it home. We design personal, responsible journeys with small, family-run accommodations and local guides, so that the income from tourism stays in local communities. We respect wildlife and nature, reduce our environmental footprint wherever we can, treat our team, partners and guests fairly and honestly, and keep learning and improving every year.

Our Sustainability Policy

Shana Travel de Panamá, S.A. is a small, personal travel company based in Panama. We design tailor-made journeys through Panama for individual travellers and for international tour operators. We have been a Travelife partner since 2020, and sustainability is part of every decision we make: the partners we choose, the trips we design, and how we run our own company. This policy describes our commitments and how we put them into practice.

1. Management and responsibility

- The owner of Shana Travel is responsible for this policy and for putting it into practice. The whole team knows the policy and helps carry it out.
- We comply with all national laws and regulations that apply to our business, including labour, environmental, consumer and tourism legislation.
- We review this policy, our sustainability actions and our results once a year, and we set new improvement goals.
- We communicate our sustainability commitment openly to our team, partners and travellers.

2. Our own office and team

- Our team works fully remotely. We have no physical office, which avoids daily commuting and office energy use.
- We work paperless: quotes, itineraries, contracts and invoices are digital.
- We use porcelain cups and cloth towels instead of disposable ones, and we reuse coffee and tea grounds for plants. Our office produces no garbage.
- We treat our employees fairly. We follow Panamanian labour law, pay fair wages, respect working hours, and do not tolerate discrimination of any kind.
- We invest in our team through training, workshops and team activities, and we create a personal, respectful working environment.

3. Our partners and suppliers

- We work mainly with small, family-run accommodations, local guides and local transport companies, so that the income from tourism stays in local communities.

- We prefer accommodations built in traditional Caribbean or colonial Panamanian style, which respects the local culture and landscape.
- We visit our accommodation partners in person twice a year to check the quality, environmental practices and working conditions of their staff.
- We ask our suppliers to complete our sustainability questionnaire and record the results, including sustainability certifications, in our Supplier Sustainability Overview. We use these results when selecting suppliers.
- We encourage our partners to reduce waste, water and energy use and single-use plastic, and to treat their staff fairly.
- We include only tours and excursions in our programs that we know are reliable, safe and responsibly run.

4. Animal welfare

- Animal welfare comes before entertainment. Wildlife is observed in its natural habitat and is never fed, touched or disturbed.
- We do not offer swimming with dolphins, horse riding, or any other activity where we cannot guarantee the animals' wellbeing.
- We do not offer ATV tours on beaches, because they damage nesting areas and fragile ecosystems.

5. Human rights, children and local cultures

- We respect human rights and stand against all forms of exploitation, including the sexual exploitation of children. We expect our partners to do the same.
- We respect the culture, traditions and self-governance of local and indigenous communities, such as the Guna in Guna Yala and the Afro-Panamanian communities of Portobelo. We give our travellers honest information about these communities so they can visit respectfully.

6. Our travellers

- Before booking, we give travellers honest and complete information about their trip, including realistic expectations about the accommodations, roads, the climate and local conditions.
- Our prices are net and transparent, with no hidden costs.
- We inform travellers about responsible behaviour in Panama: respecting nature and wildlife, reducing plastic, supporting local businesses and respecting local customs.
- Travellers are personally assisted by our team before and during their trip, and we welcome their feedback so we can keep improving.

7. Environment and climate

- We design journeys at a relaxed pace, with fewer transfers and longer stays, which reduces transport emissions.
- We encourage travellers to choose local food, reusable water bottles, and activities that protect nature.
- We keep learning about reducing our environmental impact and share what we learn with our partners.

Shana Dominique Daberkow
Owner – Shana Travel de Panamá, S.A.

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