



Sustainability Policy

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Sustainability entails a long-term commitment to our clients, suppliers, partners, employees, and the wider community, through practices that respect the environment and support the development of the communities in which our activities and services take place. We believe we are capable of contributing to sustainable development by generating satisfaction for our clients, ensuring fair trade for our suppliers, and leaving a positive legacy in economic, social, and environmental terms. By doing so, we aim to minimise any negative impact of our activities and to organise our services through clear and measurable processes.

PRINCIPLES:

1. Sustainable Management – General

Through the procedure for developing new products, we aim, whenever possible, to give preference to accommodation, local operators (activities & transport), and guides that follow our sustainability guidelines/policies and/or that hold a sustainability label or certification.

2. Sustainable management & legal compliance policy

- We uphold a sustainability policy, which we make accessible to all employees, suppliers and clients via our website or other means.

3. Internal management: social & human rights policy

- Providing a safe, healthy, and stimulating working environment with flexible working times for our employees, which promotes training, personal development, knowledge, and participation.
- Adhering to existing labour regulations regarding remuneration, working hours, payment of overtime, holidays, sick leave, and maternity leave, as well as ensuring the freedom of employees to join a trade union.
- Guaranteeing equal employment opportunities and non-discrimination based on skin colour, ethnicity, gender, religion, disability, age, or sexual orientation.
- Maintaining an effective reporting system for cases of social misconduct, such as physical or psychological violence, or harassment.
- We provide formal contracts and condemn forced labour

- We provide (financial) support for medical insurance, and additional benefits such as meal vouchers.
- We provide staff members with the opportunity to share their concerns and grievances via a RH department and/or staff satisfaction survey.
- We provide access to and are open to employment of interns and people with special needs.
- We strive to contract employees locally, whenever possible.
- Protecting children's rights, not allowing any form of forced child labour, and safeguarding children against sexual exploitation and prostitution.
- We seek to involve and stimulate all employees to adopt and embrace the company's sustainability ethos by means of trainings, our "inspector Travelife" program and assigning all of the Travelife criteria to specific responsible employees spread out across the company, in our task division document.

4. Internal management: environment & community relations

- We encourage employees and suppliers to adopt sustainable practices through communications and incentives, such as (public) transport allowances.
- We reduce printing and paper use by development of online versions of travel documents and promotional materials, and by encouraging double-sided printing in the office.

4.1 Energy policy

- We seek to utilise renewable/clean energy sources and maintain or reduce per-employee energy consumption in our offices from year to year, enforced in our action plan.
- Our offices are equipped with energy efficient lighting (LED). Lighting in corridors and toilets are equipped with movement sensors, and external lighting is off grid solar powered.
- We maintain a switch-off and sustainable use policy for air conditioning, monitors and lights during longer periods of absence by means of information signs, screen popups pop-ups and as contained in the digital documents that accompany our employee sustainability awareness training.
- We prioritize low energy equipment whenever possible (such as inverter A/C), as dictated in our sustainable purchasing manual.
- We minimise pollution by following a purchasing procedure that prioritises efficient, biodegradable, eco-friendly, and/or certified products.

4.2 Water policy

- We aim (goal) to maintain or reduce water use to below 50 litres per employee per day, through awareness campaigns, action plan, reduction measures, and the use of rainwater.
- Our water use reduction measures are externally assessed, and water use is measured and monitored (analysed) and internally communicated to all staff members annually.

- We implement reduction measures including flow restrictors, dual flush systems, hand fans to reduce laundry, timers, information signs, and environmental awareness training.

4.3 Waste, pollution and compensation policy

- We insert measurable goals regarding waste reduction into our action plan, always seeking to maintain or reduce per capita solid waste production compared to the previous year.
- We minimise pollution by following a sustainable purchasing procedure that prioritises efficient, biodegradable, and/or certified products such as eco-friendly cleaning products and water-based paint, that do not pose environmental or health risk.
- Pest control is conducted by an agency which upholds certified sustainability standards.
- Office carbon emissions are measured and mitigated via a certified compensation project.
- In accordance with our purchasing procedure, we purchase office supplies in volumes sufficient to reduce logistical demand, packaging, and waste, while avoiding excessive stockpiling.
- Reducing waste generation by raising employee awareness and adopting purchasing procedures that focus on waste reduction, minimising paper use, and avoiding disposable products.
- Ensuring correct separation (recyclable plastic, paper, metal and batteries, organic and non-recyclable waste), collection, and donation of printer cartridges and electronic waste for reuse.
- Giving preference to sustainable products when acquiring goods, supplies, or services for the office.
- By means of our internal sustainability campaign, we seek to create awareness amongst employees via informative e-mails related to sustainability, and whenever suitable, a sustainable gift, such as re-usable straws, reusable water bottles and textile shopping bags to reduce plastic waste.
- Wastewater, including grey water is collected and treated in accordance with local law.
- We do not produce noise, light or ozone pollution, or cause soil erosion, certified by means of an environmental risk analysis.

4.4 Mobility / staff home to work policy

- We promote commuting via shared / public transport by means of financial incentive (bus pass) to cover fees for travel between home and work.
- For staff members working from home, we encourage video conferencing.
- Carbon emissions related to staff home to work commuting are surveyed and compensated.
- In case of flights (inspections and travel shows), staff travel in economy class.

5. Transport policy

- Through our travel consulting and development of new services, we systematically evaluate the possibility of using sustainable forms of transport for all transfers and excursions throughout the itinerary or package that is less polluting such as Flex vehicles that do not require petrol, transport on foot, by bike, on horseback, canoe.
- Wherever possible and safe, we offer shared and public forms of transport
- Self-guided itineraries with rental vehicles come with a roadbook, with sustainability tips, and tips for stops along the self-drive routes to enhance interaction with the local economy via restaurants, community-based projects and markets.
- We match vehicle size with pax number.
- We strive to reduce flights in itineraries by giving preference to direct flights, longer stays in destinations, and overland transport between destinations.
- We only work with transport providers (aquatic and terrestrial) that have received our sustainability pledge and agree to adhere to our sustainability and health policy by signing our service contract.
- Carbon emissions attributed to staff travel are measured and mitigated via a certified compensation project.
- Transport company receive and are requested to share a code of conduct with drivers, including sustainable driving instructions.

6. Accommodation policy

- New accommodation partners receive a “commitment term”, which contains all relevant policies, and lodges (which also provide excursions) agree to adhere to our sustainability and health policy by signing our service contract.
- Via our sustainability awareness campaign and/or newsletters, all accommodations we work with and are active in our reservations system are stimulated to enhance their levels of sustainability such as solely offering locally and responsibly produced souvenirs, promote sustainable menus that favour local producers, use organic ingredients, orientation to counter the (sexual) exploitation of children, respect local history, architecture and culture.
- All accommodations published / actively promoted on our website are asked to fill out the survey 1 x per 2 years and those that demonstrate an equal or higher than average commitment to sustainability are indicated as doing so on our website by means of a Greenleaf icon (as an incentive).
- Through the procedure for developing new products, we aim, whenever possible, to give preference to accommodations which adopt sustainable practices and/or have a sustainability policy or are certified.
- Accommodations must not jeopardize the wellbeing of and/or deprive local communities of basic rights and resources. Our partnership can be terminated if they do not adhere to this policy.
- Accommodations comply with relevant laws protecting the rights of employees and collaborators, combating bribery and corruption, and promote staff development.
- Accommodations ensure that the rights of children and adolescents are fulfilled and respected, and that no practice of exploitation or violation of these rights is permitted.

- Where applicable, accommodations provide orientation to guests to avoid any negative environmental and/or cultural impacts.
- Where applicable, accommodations use native plants in their gardens.
- Accommodations implement a policy for solid waste reduction and recycling.
- Accommodations respect neighbouring communities, and do not deprive them of basic services such as water, sanitation, energy, health, safety, livelihood activities.
- Accommodations are open to receiving our environmental awareness campaign and are open to resolve any disputes or pending issues as a result of detected non-compliance.

7. Excursion and guide policy

- In line with our manual for the elaboration of new products, preference is given to excursion which utilize sustainable forms transport and follow the Travelife norms.
- All excursion providers must sign our service contract, implying agreement to the clause which states that they must adhere to local environmental law.
- All excursion providers receive a “commitment term”, once every two years, which contains all relevant sustainability policies they are to adhere to and share with their guides.
- Excursion providers that offer “high-risk” / environmentally or culturally sensitive excursions receive the sustainability codes of conduct / guidelines for conducting the respective activities.
- Excursions that demonstrate an equal or higher than average commitment to predefined sustainability criteria (such as those that support local communities or conservation projects), are indicated as doing so on our website by means of a Greenleaf icon (as an incentive).
- We provide all of our excursion providers and their guides with sustainability training, either in the form of online manuals, or in the form of on-site guide training workshops.
- We do not offer tours or attractions that involve wild animals in captivity, except in cases where such practices are regulated, carried out in suitable enclosures (allowing, as far as possible, the animal’s natural behaviour), and licensed in accordance with local, national, and international environmental legislation.
- Wild animals will not be captured, consumed, displayed, sold, or traded, except within the context of an activity that ensures sustainable use, in full compliance with local, national, and international environmental laws.
- Shops, restaurants, and bars that exploit child labour are not included in excursions.
- Excursion providers and their guides are committed to share information with guests about efforts to minimise the negative impacts of their activities in ecologically sensitive areas, protecting biodiversity, supporting local communities, and ensuring the responsible use of natural resources – and to stimulate guests to adhere to their codes of conduct.
- Excursion providers must comply with the most relevant laws protecting the rights of employees, combating bribery and corruption, and promoting knowledge. Assess

whether tour guides, tourism representatives, and other local employees hired understand the terms and conditions of their employment, including remuneration that is at least equivalent to the category's minimum wage and preferably above.

- Excursion providers ensure that the rights of children and adolescents are respected and that no exploitative practices or violations of these rights are permitted, with such actions being summarily reported to the competent authorities.
- In the office and during activities, excursion providers follow a waste management protocol and strive to reduce and recycle solid waste.
- Excursion providers do not use endangered or non-native species in gardens, decoration, or as an attraction for guests.
- Excursion providers respect neighbouring communities, and do not deprive them of basic services such as water, sanitation, energy, health, safety, livelihood activities.
- Whenever possible, excursion providers must give preference to contracting local guides and that have in depth destination knowledge and whenever necessary, provide training.
- Excursion providers are open to receiving our environmental awareness campaign and are open to resolve any disputes or pending issues as a result of detected non-compliance.
- Our partnership with excursion providers can be terminated in case of continued non-compliance to either one of the above policies.

8. Destination policy

- In line with our manual for the development of new products, we give preference to destinations where touristic activities are conducted sustainably and support/involve local communities.
- We promote destinations that excel in sustainable management and/or add historical, cultural or natural value to our portfolio.
- We do not promote destinations and/or dissuade travellers to visit destinations that have either suffered sanctions, where tourism leads to environmental, historical, or socio-cultural degradation, unless the specific product we offer has a counter-balancing effect.
- In line with our transport policy, and in so far accepted by the client, we always give preference to more sustainable forms of transport to destinations (shared, flex vehicles, self-drive, avoidance of flights and/or direct flights wherever possible).
- We seek to include remote and offbeat destinations (rural economies) in our portfolio, that fall outside of the main tourism routes.
- We join networks, communities and/or associations that support government to include sustainability in their development plans.
- Through our awareness programme we instruct our guides and travellers not to purchase souvenirs containing endangered flora or fauna, archaeological artefacts, illicit substances – and rather to follow national legislation, offering sustainable local handicrafts that reflect local history and culture of their destination.
- Through our awareness programme, we encourage guides, local operators, and accommodation providers to promote sustainable menus that favour the destination's local producers, use organic ingredients, and/or adopt sustainable production techniques.

- We instruct our staff members, suppliers and travellers to remain vigilant against and counter any form of witnessed exploitation (including sexual), particular of woman, children, and poor/vulnerable groups in the destinations we sell.

9. Customer communication policy

- Providing accurate and up-to-date product information, alongside honest and transparent communication about sustainable accommodation, excursions, and transport options prior to booking.
- We ensure that customer privacy is not compromised. Data is secured and only accessible by accredited staff. Confidential customer data received is solely used for purposes within the scope of a client reservation. Our local suppliers are contract bound and abide by globally recognized data protection laws (GDPR).
- After booking and during holidays, clients and travellers receive destination do's and don'ts regarding health and safety, emergencies, sexual exploitation, illegal souvenirs, as well as a sustainability code of conduct.
- During holidays and upon return, clients and travellers are invited to share their feedback and suggestions regarding the quality and sustainability of our services.