

Sustainability policy

As a travel company that interacts with various stakeholders in the tourism industry (consumers, guides, travel agencies, hotels, transport companies, restaurants and attractions), Travel Land understands its key role and impact on the sustainable development of tourism. Therefore, we are committed to sustainability. We are committed to following, implementing and promoting best practices in sustainable development to maximize the positive impact and minimize the negative impact of our operations on tourism, and to encourage our customers and partners to do the same.

Our sustainability policy is divided into 9 themes. Each topic consists of a set of principles and related practices:

1. Sustainability management and legal compliance

We commit to implementing sustainability management using the following methods:

- Have a designated employee responsible for the tasks of the Sustainability Coordinator;
- Have a sustainability mission statement that is communicated to customers, partners, and suppliers;
- Have a readily available and written sustainability policy aimed at reducing the negative social, cultural, economic, and environmental impacts of the company's activities, and that includes employee health and safety aspects;
- Have a sustainability action plan with clear goals, actions, measures, responsibilities, and timelines;
- Ensure company transparency on sustainability issues through public reporting and information sharing;
- Ensure that all employees are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national laws, rules, and regulations.

2. Internal governance: social policy and human rights

We strive for sustainable internal governance with a clearly stated social policy, which includes the following principles:

- Provide employees with freedom of employment and termination of contracts without penalty in case of mutual agreement, preferably with prior notice.
- Include working conditions in accordance with national labor laws in the employment contract;
- Pay a wage rate higher than the statutory wage;
- Compensate overtime hours by individual agreement;
- Provide employees with fixed annual paid leave, sick leave, and unpaid annual leave, or compensate them with a cash bonus in the event of employees refusing leave.
- Have an occupational health and safety policy for employees that complies with national legal standards;
- Have first aid kits and trained personnel in all relevant locations;
- Adhere to the national minimum age for admission to work;
- Maintain a common WhatsApp group where employees can voice their complaints and expectations.
- Provide periodic training to employees on roles, rights, and responsibilities regarding health and safety issues. This includes fires and related natural disasters.

We are committed to upholding human rights by ensuring compliance with the following rules:

- Declare that we do not interfere with trade union membership, collective bargaining, or union representation;
- Prohibit discrimination in hiring, terms and conditions of employment, access to training, senior positions, or promotion based on gender, race, age, disability, ethnicity, religion/belief, or sexual orientation;
- Ensure all employees have equal opportunities and access to resources and opportunities for personal development through regular training and education.

3. Internal governance: environment and public relations

We are committed to protecting the environment and strengthening our community relations by ensuring the following policies are followed:

- Actively reduce the use of disposable and consumer goods;
- Support the purchase of eco-friendly goods and services, office supplies and catering, free gifts and merchandise;
- Buy products in bulk to reduce packaging;
- Set copy and printing machines to double-sided printing or other paper-saving modes by default;
- Use cleaning materials that are non-hazardous and eco-labeled when available;
- Implement measurements to reduce brochure loss or an "online only" policy;
- Purchase green energy and energy-efficient lighting for all areas, where available;
- Turn off lighting and equipment when not in use;
- When purchasing new products, prioritize energy-efficient equipment, considering cost and quality;
- Comply with national waste disposal legislation;
- Take steps to reduce packaging materials and do not provide non-recyclable or biodegradable packaging materials;
- Take steps to reduce the number of (single-use) plastic drinking water bottles for office use;
- Reduce reliance on plastic bags in the office and at work by 60%; our goal is 100% double-sided printing; reduce brochure circulation by 50% or to 5,000 copies per year; increase our bulk purchasing to 25%;
- Separate all materials that can be recycled and arrange for collection and proper disposal;
- Apply waste reduction methods when using ink and toner cartridges for printing and copying, whenever possible;
- Install a water-saving tap in the toilet;
- Use water sparingly and promote water conservation in every possible way;
- Dispose of batteries properly;
- Provide financial incentives to employees to use public transportation or environmentally friendly modes of transport;
- Reduce the impact of transportation through online working, tele/video meetings, work-from-home policies, or other means;
- Maintain and properly inspect company motorized vehicles to reduce emissions and energy consumption and ensure they comply with legal emission standards;
- Provide periodic guidance, training, and/or information to all employees on their roles and responsibilities regarding internal environmental practices;

- Base the planning, design, and construction of new buildings or renovations on acceptable and feasible environmentally sound methods and materials;
- Promote the protection and preservation of local historical, archaeological, cultural, and spiritually significant values and sites and do not impede access to them by local residents;
- Complete transition to electronic document management.

4. Transport

We strive to ensure that the vehicles used on tours do not generate more than average pollution. We believe that transportation is an important aspect of sustainable tourism and do everything possible to reduce average pollution levels.

This is achieved through:

- Selecting the most environmentally friendly options, taking into account price and comfort when choosing transportation options to the destination, including public transportation to the departure point for international/long-distance travel;
- Considering and preferring more environmentally friendly alternatives when choosing transportation for transfers and excursions at the destination, taking into account price, comfort, and practical considerations;

With regard to employee travel and transportation, the company adheres to the following policy:

- Encouraging remote work
- Commuting to/from the office in a single vehicle. Employees with a car share transportation with colleagues living in the same area.
- Encouraging employees to use public transportation by offering convenient work schedules that avoid traffic congestion.
- Management sets an example for the team by using bicycles as a mode of transportation to work.
- Employees travel on business trips for international organizations when necessary. Airplanes are the only accessible and convenient means of transportation for us to travel abroad.

5. Accommodation

We are committed to building a sustainable tourism supply chain. Partner accommodations play a vital role in achieving this, encouraging and motivating the adoption of sustainable practices.

Prioritize accommodation that meets sustainability and quality standards, with a particular focus on the following:

- Preferring and selecting accommodation that is locally owned and managed;
- Selecting accommodation that employs local communities;
- Preferring accommodation that offers locally sourced, fair trade, and organic food;
- Clearly and proactively communicating our sustainability objectives and requirements in contractual and other relevant terms;
- Preferring accommodation that holds internationally recognized (e.g., GSTC-recognized) and/or Travelife certifications;
- Ensuring that children's rights are respected and protected within our accommodation supply chain;
- Working with spaces and restaurants that incorporate elements of local art, architecture, or cultural heritage, while respecting the intellectual property rights of local communities;
- Terminating partnerships with residential spaces if there is clear evidence that the contracted space compromises the integrity of the provision of essential services, such as food, water, energy, health care, or soil, to local communities.

6. Tours and activities

We value animal and community welfare highly and focus on tours that leave only a small footprint. We protect the authenticity of communities and the environment and are categorically opposed to harming wildlife and polluting the environment.

- Advise guests on standards of conduct during tours and activities, with an emphasis on respecting local culture, nature, and the environment;
- Do not offer tours that directly harm people, animals, plants, natural resources such as water and energy, or that are socially and culturally unacceptable;
- Do not offer any tours involving captive wild animals, except for properly regulated activities in accordance with local, national, and international laws;
- Do not have any affiliation with companies that harvest, consume, exhibit, sell, or trade wild species, unless it is part of a regulated activity that ensures their use is sustainable and complies with local, national, and international laws;
- Availability of qualified guides to accompany our guests to sensitive cultural, heritage, or environmentally sensitive destinations;

- Promoting and advising our guests on excursions and activities that directly engage and support local communities by purchasing services or goods, traditional crafts and local production methods, or visiting social projects.

7. Tour leaders, local representatives and guides

We strive to employ as many local people as possible in our tourism businesses. We advocate for a fair and safe work environment that supports and respects local communities.

We commit to doing this by:

- Ensuring that all employees have a written employment contract, including working conditions and a job description, and that they fully understand the terms and conditions;
- Giving preference to local tour leaders, local representatives, local guides, porters, drivers, cooks, and other local staff where they are equally capable, and providing training as needed;
- Ensuring our local partners comply with all applicable international, national, and local laws and regulations, minimum industry standards, and any other relevant legal requirements, whichever is more stringent;
- Paying our tour leaders, local representatives, guides, porters, and other local staff contracted by us at least a living wage that is equal to or higher than the legal minimum or the relevant industry standard;
- Keeping our tour leaders, local representatives, and guides informed about current destination sustainability issues (e.g., protecting flora, fauna, and cultural heritage, resource use), social norms and values (e.g., advice, dress code, and photography), and human rights (e.g., sexual exploitation);
- Raising awareness and warning against commercial, sexual, or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities, and other vulnerable groups, and combating child prostitution and any form of exploitation.

8. Destination

We strive to maximize positive impacts and minimize negative impacts on destinations to ensure the sustainable development of the places where we operate.

We commit to doing this by:

- Considering sustainability aspects when selecting new destinations and, potentially, offering alternative, off-the-beaten-path destinations;
- Considering new destinations that can be reached by more environmentally friendly means of transport;

- Complying with spatial planning, protected area, and heritage legislation, as well as with the destination management strategies of local, regional, and national authorities;
- Supporting initiatives that improve relationships between accommodations and local producers;
- Supporting biodiversity conservation, including protected areas and high-biodiversity areas, through financial contributions, policy support, and integration into product offerings;
- Do not promote souvenirs containing species of flora and fauna that are endangered as specified in the CITES treaty and the IUCN Red List; or historical and archaeological artifacts (except as permitted by law).

9. Communication with clients and protection

Customer well-being and information are extremely important to us. At Travel Land, we ensure clear and consistent communication and high levels of customer protection.

Before booking, we commit to:

- Ensure customer privacy is not breached;
- Adhere to relevant standards and voluntary codes of conduct in marketing and advertising communications and not over-promise;
- Provide clear, complete, and accurate product and pricing information about the company, its products, and services, including sustainability claims;
- Provide destination information, including sustainability aspects, that is accurate, balanced, and complete;

After booking and during the holiday, we commit to:

- Provide information to consumers about the environment, local culture, and cultural heritage at the destination;
- Inform consumers about key sustainability aspects and issues at the destination and receive recommendations on how to make a positive contribution;
- Inform customers about health and safety risks and precautions at their destination;
- Ensure a contact person and phone number are always available for emergencies;
- Train staff on how to respond to emergencies;
- Encourage customers to visit local restaurants and shops (if necessary);
- Where possible, inform customers about sustainable transportation options at their destinations;
- Encourage customers to donate to local charities and sustainable initiatives;

After the trip, we commit to:

- Systematically assess customer satisfaction and take the results into account to improve services and products;
- Have clear procedures in place for handling customer complaints.