

## Sustainability Policy



*Figure 1: Greenny: Travel One's mascot*



## **Purpose**

Travel One is a Destination Management Company (DMC) operating exclusively in inbound tourism in Portugal, with offices in Lisbon, Portimão and Madeira.

As a tourism company working directly with local communities, suppliers, guides, accommodation providers, transport companies and international clients, we recognize our responsibility to preserve, protect and enhance the destinations in which we operate. Natural ecosystems, cultural heritage and the well-being of local communities are essential to the sustainability of our business.

Travel One is committed to following, implementing and promoting good sustainability practices with the aim of maximizing the positive impacts of tourism and minimizing the negative impacts of its operations, while also encouraging partners and clients to adopt responsible behavior.



## **Scope**

This Sustainability Policy applies to all Travel One activities as a DMC and covers its three offices in Portugal:

Lisbon, Parque das Nações

Portimão, Portimão

Madeira, Funchal

It applies to all company employees and guides relationships with suppliers, local partners and other stakeholders involved in the provision of tourism services.



## **Structure of the Sustainability Policy**

Travel One's commitments are organized into the following ten main thematic areas:

1. Sustainability management and legal compliance
2. Internal management: social policy and human rights
3. Internal management: environment
4. General supplier policy
5. Transport
6. Accommodation
7. Activities and excursions
8. Excursion leaders, local representatives and guides
9. Destinations/Regions/Localities
10. Communication and customer protection



## 1. Sustainability Management and Legal Compliance

### Sustainable Commitment:

Travel One management is fully committed to the company's sustainability performance and supports the company's mission statement and sustainability policy.

We will use the Travelife platform to report and communicate our sustainability progress and to monitor and evaluate our performance. We are committed to publicly reporting our sustainability performance through the Travelife report every two years.

### Sustainability Management and Legal Compliance:

Travel One is committed to the continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated staff and resources to achieve our sustainability objectives.

Travel One complies with all local, regional, national and international regulations relating to human resources, human rights, children's rights, land rights, environmental management, wildlife and land use. We maintain a zero-tolerance policy regarding corruption, bribery, forced labor and discrimination.

- Have a designated employee responsible for coordinating sustainability efforts;
- Have a mission statement, vision, and sustainability values, and communicate them to customers, partners, and suppliers;
- Have an accessible, written sustainability policy aimed at reducing the negative social, cultural, economic, and environmental impacts of the company's activities; and that includes aspects related to employee health and safety;
- Collaborate and actively participate in external forums and working groups that support sustainability in tourism;
- Conduct a baseline assessment of the company's performance regarding sustainable practices;
- Have sustainability guidelines and an evaluation system in place to assess the sustainability performance of key suppliers/partners;
- Have a sustainability action plan with clear objectives, actions, measures, responsibilities, and timelines;
- Develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives, and targets;
- Ensure the company's transparency regarding sustainability through public reporting and communication;
- Ensure that all employees are fully aware of our Sustainability Policy and are committed to implementing and improving it.



## 2. Internal Management: Social policy and human rights

### Employees:

We recognize that our employees are our greatest asset in providing meaningful travel experiences for our customers. That is why we maintain a clear human resources policy to ensure:

- Employees are granted the freedom to accept or terminate their employment with advance notice (ideally, at least one month) and without penalties;
- Including in the employment contract working conditions in accordance with national labor laws and a job description;
- The salary must be specified in the contract and be equal to or higher than the national minimum wage;
- Determining and compensating for overtime based on an agreement;
- Provide health and liability insurance in accordance with national legislation;
- Grant workers paid annual leave, sick leave, and unpaid annual leave;
- Have first-aid kits and trained personnel available at all relevant locations;
- Comply with national provisions regarding the minimum age for employment;
- Provide a digital platform, which may be anonymous, for workers to express their complaints and expectations;
- Provide periodic guidance and training to workers on health and safety duties, rights, and responsibilities. This includes fire safety and first aid;
- Create opportunities for students to participate in internships/apprenticeships.

We are committed to upholding human rights by ensuring the implementation of the following practices:

- Declare that we will not prevent union membership, collective bargaining, or the representation of members by unions;
- Prohibit discrimination in recruitment, employment conditions, access to training and senior positions, or promotion based on gender, race, age, disability, ethnicity, religion/beliefs, or sexual orientation;
- Ensure that all workers have equal opportunities and access to resources and opportunities for personal development through regular training and education.



### 3. Internal management: environment

#### Environmental management of office operations:

We are committed to keeping the direct environmental footprint of our business operations as small as possible and actively follow the principles of the circular economy, the 5Rs (refuse, reduce, reuse, repurpose, recycle), and sustainability. We have the following measures in place:

- Comply with all local and national regulations regarding environmental legislation;
- Measure, monitor, and evaluate the use of water, waste, energy, and carbon;
- Purchase office supplies locally, seasonally, through fair trade, in bulk, with minimal packaging, and with sustainability certification whenever possible;
- Paper must always be FSC-certified or equivalent, with a preference for post-consumer materials with the highest percentage;
- Energy-saving measures are implemented in all common areas;
- All equipment and lighting are energy-efficient and turned off/unplugged/set to standby when not in use;
- Water-saving measures are in place in the break rooms and restroom;
- Energy-saving rules are in place for the use of air conditioners, and annual preventive maintenance is performed, with both the equipment and the technician obtaining certification;
- Waste is sorted into the following categories: plastic, organic, paper products, glass, and electronic waste, and is properly disposed of by the municipality;
- Requiring cleaning companies to use non-hazardous, non-eutrophic, biodegradable cleaning materials certified with an eco-label;
- Minimize pollution, including light and noise, and avoid the use of any toxic or hazardous substances.
- Implement measures to reduce brochure waste or adopt a “web-only” policy;
- Print brochures on environmentally friendly paper at a printing company that operates under a certified environmental management system, if available locally at a reasonable cost;
- Set copiers and printers to default to double-sided printing or other paper-saving settings;
- Take steps to reduce the number of (non-refillable) plastic water bottles used in the office;
- Implement methods to reduce waste from ink and toner cartridges for printing and copying, whenever possible;
- Recycle or properly dispose of batteries;
- Use high-quality, durable, and easily repairable products;
- We avoid paper cups, bottles, and cans, and provide glass cups, mugs, stainless steel cutlery, and distribute (reusable) bottles to employees;
- We sell old furniture or equipment (to employees) at a discount and/or donate it to

charitable organizations with recycling programs;

- We take old or damaged equipment to a facility that disposes of it properly (Worten);
- We hand over old cell phones, cables, and other sensitive electronic waste to reputable organizations.

Carbon Management of Office Operations:

Travel One is committed to reducing its carbon footprint and strives to minimize the amount of travel it undertakes as much as possible:

- Minimize the amount of travel we undertake as much as possible;
- Monitor and measure our carbon footprint with the goal of reducing it as much as possible and offsetting the remaining emissions;
- Encourage remote work whenever possible, and when this is not possible, help employees limit their carbon footprint by using eco-friendly modes of transportation;
- Implement procedures such as proper maintenance of the vehicle fleet;
- Install energy-efficient equipment and appliances whenever possible.



#### 4. General Supplier Policy

- Travel One is committed to sourcing its products and services responsibly, avoiding, as much as possible, harmful impacts on society, culture, and nature. We expect the same level of engagement and commitment from our suppliers;
- Travel One prefers to work with partners who share the company's commitment to sustainability;
- Travel One prefers to work with suppliers that are locally managed, use local and seasonal products and services, and benefit the local community by hiring locally and equitably and providing fair working conditions;
- Travel One expects its suppliers to adhere to a Code of Conduct, which includes the following responsible business practices:
  - ❖ Comply with all local, regional, national, and international regulations;
  - ❖ Respect all human rights, including labor rights, children's rights, and women's rights;
  - ❖ Commit to fair employment conditions;
  - ❖ Follow anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies;
  - ❖ Protect children from (sexual) exploitation through tourism;
  - ❖ Protect the environment and natural resources;
  - ❖ Act in the best interests of local communities;
  - ❖ Protect the interests of Travel One.

Travel One will immediately terminate any relationship with suppliers who violate our policies, specifically through acts of bribery, corruption, discrimination, and human rights violations.



## 5. Transport

We strive to ensure that the vehicles used on our tours do not cause more pollution than average. We believe that transportation is an important aspect of sustainable tourism and do our best to reduce the average level of pollution. We are committed to doing so by:

- Integrating and/or promoting one or more sustainable vacation products/packages based on a recognized methodology, including sustainable transportation, sustainable accommodation, and sustainable activities;
- When selecting transportation for clients and business trips, Travel One commits to choosing the most environmentally friendly options available—considering distance, price, route, and comfort—by implementing clear guidelines to reduce GHG emissions from transportation and selecting the most environmentally friendly transportation options, including the following measures:
  - ❖ Use public transportation options at destinations (subway, bus, and tram);
  - ❖ Use vehicles of a size appropriate for the group size.



## 6. Accommodations

We strive to create a sustainable tourism supply chain. Our partner accommodations play a key role in this goal and are encouraged and motivated to adopt sustainable practices.

- Prioritize and select accommodations that are locally owned and managed— Portuguese chains;
- Select accommodations that employ local communities;
- Require accommodations to provide evidence clarifying their sustainability goals and strategies;
- Encourage accommodations to follow best practices and training on responsible tourism;
- Offer customers the option of accommodations that hold internationally recognized certifications (e.g., recognized by the GSTC) and/or Travelife;
- Include standard sustainability clauses in all contracts with accommodation providers that focus on child labor, anti-corruption and bribery, waste management, and biodiversity protection;
- Ensure that children’s rights are respected and safeguarded;
- Support, collaborate with, and engage stakeholders in preventing the sexual exploitation of children;
- Work with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage, while respecting the intellectual property rights of local communities;
- Cease cooperation with accommodations in the event of clear evidence that the contracted accommodations jeopardize the integrity of basic services, such as food, water, energy, healthcare, or land.



## 7. Activities and excursions

We place a high value on the well-being of animals and the community, and our goal is to offer tours that leave only a small footprint. We are committed to preserving the authenticity of communities and the natural environment, and we are strongly opposed to harming wildlife or polluting the environment. We commit to this through:

- Tours and activities conducted by Travel One or on its behalf respect local customs, traditions, cultural integrity, and natural resources;
- Travel One commits to not offering tours that harm humans, wildlife, the environment, or natural resources such as water and energy;
- Travel One prioritizes tours and activities that benefit local communities, humans, animals, plants, and natural resources such as water and energy, or that are socially and culturally acceptable;
- Communicate our sustainability goals and requirements to contracted tour providers and other relevant suppliers, disseminating this information through codes of conduct, representatives, social media, email, discussions, and/or meetings, to minimize negative impacts on visitors and maximize enjoyment;
- Travel One aims to provide tour and attraction suppliers with learning opportunities, such as free access to the Travelife learning and communication platform;
- We do not engage with companies that harvest, consume, display, sell, or trade in wildlife species, unless they are part of a regulated activity that ensures their use is sustainable and complies with local, national, and international laws;
- Promote and advise our customers on tours and activities that directly involve and support local communities, through the purchase of services or goods, traditional crafts, and local production methods (food), or by visiting social projects;
- Promote and advise our customers on tours and activities that support the local environment and biodiversity, such as visits to protected areas or environmental conservation projects.



## 8. Tour leaders, local representatives and guides

Our goal is to involve as many residents as possible by employing them in the tourism industry. We advocate for a fair and safe work environment that supports and respects local communities.

- Travel One is committed to hiring qualified local guides, local tour leaders, local representatives, local tour guides, drivers, and other local staff when qualifications are equal, and to providing training as needed. We expect the same from our suppliers who are hiring local staff on our behalf;
- Ensure that all workers are informed, including regarding working conditions and a job description, and that they fully understand the terms and conditions;
- Pay tour leaders, local representatives, guides, porters, and other local staff hired by us at least a living wage that is equal to or higher than the legal minimum wage or the relevant industry standard;
- Ensure that our local partners comply with all applicable international, national, and local laws and regulations, minimum industry standards, and any other relevant statutory requirements, whichever is stricter;
- Travel One understands that guides serve as intermediaries between customers and the destination's socio-cultural and environmental context, teaching them appropriate behavior;
- Travel One recognizes that tour guides serve as intermediaries between customers and the destination's sociocultural and environmental context, helping them understand appropriate behavior;
- Our tour guides, local representatives, and guides inform customers about relevant sustainability issues at the destination (e.g., protection of flora, fauna, and cultural heritage; resource use), social norms and values (e.g., tips, dress code, and photography), and human rights (e.g., sexual exploitation);
- We do not permit the purchase of souvenirs containing endangered flora and fauna, any illegally obtained historical or archaeological artifacts, drugs, or illegal substances, and we comply with applicable local and international laws to prevent such practices;
- Travel One aims to educate our tour guides and local representatives on how to prevent the sexual exploitation of children;
- Travel One aims to provide guides with learning opportunities on sustainability topics, such as free access to the Travelife online learning platform.



## 9. Destinations/Regions/Locations

### Sustainable destinations:

- Travel One prefers to work with destinations that are committed to sustainability as an integral part of community and destination development;
- Travel One aims to direct customers to secondary or lesser-known tourist areas to avoid overtourism;
- Travel One does not support destinations with a questionable human rights record;
- When selecting new destinations, accessibility via more sustainable modes of transportation is taken into account.

### Contribution to Local Communities / Local Economy

- Travel One is committed to making a positive contribution to the destinations where it operates by:
  - ❖ Sourcing locally and responsibly, and supporting local and traditional arts and culture;
  - ❖ Encouraging customers to shop responsibly and informing them about illegal/prohibited souvenirs;
  - ❖ Collaborating with other local tourism stakeholders, including local government, other tourism companies, universities, and community groups to promote the development of sustainable tourism in the destination;
  - ❖ Respecting and defending all human rights (i.e., children's rights, women's rights, labor rights, etc.), as well as land rights.

### Environmental Management in Destinations

- Travel One is committed to environmental management in the destinations where it operates:
  - ❖ Ensuring that natural resources remain intact;
  - ❖ Educating customers on the principles of responsible travel and responsible visitor behavior.



## 10. Communication and Consumer Protection

Our customers' well-being and information are very important to us. At Travel One, we ensure clear and consistent communication and a high level of protection for our customers.

### Privacy

- Protecting our customers is our priority. Therefore, we maintain a clear privacy policy to ensure:
  - ❖ Full legal compliance in all aspects;
  - ❖ That customers and their data are protected;
  - ❖ That customers know how their information is being used.

### Marketing and Communication

- Provide clear, complete, and accurate information about the product and price regarding the company and its products and services, including sustainability claims;
- Provide information about the destination, including sustainability aspects, that is factually correct, balanced, and complete;
- Inform customers about the environmental impact of different transportation options to reach the destination (if not included in the package) and offer sustainable alternatives, when available;
- Promote sustainable (certified) accommodations, excursions, packages, and/or transportation options using logos or other messaging, ensuring they are recognizable to the consumer and presented as the "best" option;
- Inform the customer about sustainable alternatives regarding accommodations, excursions, vacation packages, and transportation options, if available;
- Clearly inform customers about sustainability commitments and actions.

### Customer Experience

- The company strives to ensure that all customer experiences are positive and adheres to strict health and safety, marketing, and tour policies to guarantee customer satisfaction. After the vacation, we are committed to doing so by:
  - ❖ Systematically measuring customer satisfaction and taking the results into account to improve services and products;
  - ❖ Including sustainability as an integral part of customer satisfaction research;
  - ❖ Having clear procedures in place for handling customer complaints.



## Monitoring, Continuous Improvement, and Review

Travel One is committed to the continuous improvement of its sustainability performance through:

- Periodic assessments of its practices;
- Implementation and regular updating of a Sustainability Action Plan;
- Monitoring of environmental, social, and operational indicators;
- Transparent communication of progress, including through the Travelife platform;
- This policy is reviewed periodically and whenever there are significant changes in the company's operations.

## Contact/Person in Charge



All staff members are responsible for adopting and implementing this policy. All staff members are responsible for promoting and implementing this sustainability policy within their departments.

The implementation of this policy will be led by the Sustainability Coordinator, Catarina Abrantes, who can be contacted at [catarina.abrantes@travelone.pt](mailto:catarina.abrantes@travelone.pt).

## Effective Date



This policy is effective as of April 10, 2026.

## Revision history



This policy will be reviewed by April 10, 2028.

**Public document – approved and signed by Management.**