

SUSTAINABILITY

Policy



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EUROFUN SUSTAINABILITY POLICY

As a travel company collaborating with diverse stakeholders in the tourism sector—particularly consumers, destination sales representatives, travel agencies, accommodation providers, and other service entities—Eurofun Tourismus GmbH recognizes its pivotal role and influence in fostering sustainable tourism development. Consequently, we are dedicated to promoting sustainability. Our objective is to implement sustainable practices that amplify positive impacts while mitigating negative effects within the realm of our operations, and to actively encourage our guests and partners to adopt similar practices.

01. SUSTAINABLE MANAGEMENT AND LEGAL COMPLIANCE

We are committed to sustainable management, which is implemented through the following measures:

- We designate an employee responsible for sustainability coordination tasks.
- Our sustainability mission statement, which we share with our guests, partners, and suppliers, is publicly accessible on our company website.
- We have an accessible, written sustainability policy aimed at reducing the negative social, cultural, economic, and environmental impacts of our business activities, while also considering the health and safety of our employees.
- Conducting a baseline assessment of our company's performance in relation to sustainable practices is the foundation for all subsequent measures.
- We develop a sustainability action plan with clear goals, actions, responsibilities, and a timeline.
- We create procedures to monitor and evaluate the implementation of our sustainability policy, objectives, and targets.
- Transparent reporting and communication regarding sustainability to the public are ensured.
- All employees are fully informed about our sustainability policy and are encouraged to implement and continuously improve it.
- We commit to complying with all national laws, regulations, and codes of conduct.

02. INTERNAL MANAGEMENT: SOCIAL POLICY AND HUMAN RIGHTS

We are committed to sustainable internal management by pursuing a clear, written, and well-communicated social policy that includes the following principles:

- Employees are guaranteed freedom of employment and can terminate their contract with notice and without penalty.
- Working conditions, in accordance with national labor laws, and a job description are included in the employment contract.
- The salary that corresponds to or exceeds the national statutory minimum wage is stated in the contract.
- Overtime is determined and compensated based on agreements.
- We provide health and liability insurance in accordance with national law.
- Employees are granted paid annual leave and sick leave, as well as unpaid annual leave.
- We have a health and safety policy for employees that complies with national legal standards.
- First aid kits and trained personnel are available at all relevant locations.
- National regulations regarding the minimum age for employment are observed.
- We provide documented and effective procedures for employees to express their complaints and expectations.

- We have a clear disciplinary procedure that is effectively communicated to employees.
- We regularly provide our employees with guidance and training on tasks, rights, and responsibilities related to health and safety, including fire protection and relevant natural disasters.
- We offer opportunities for students to participate in internships or training programs.

We are committed to ensuring human rights by enforcing the following practices:

- We do not hinder union membership, collective bargaining, or the representation of members by unions.
- We participate in an industry-wide collective bargaining structure and adhere to it (if available locally).
- Discrimination based on gender, race, age, disability, ethnicity, religion/belief, or sexual orientation in hiring, employment conditions, access to training, and leadership positions or promotions is strictly prohibited.
- We ensure that all employees have equal access to resources and opportunities for personal development through regular training and further education.

03. INTERNAL MANAGEMENT: ENVIRONMENT AND COMMUNITY RELATIONS

We commit to practicing environmental protection and strengthening community relations by enforcing the following practices:

- We actively reduce the use of disposable and consumable items.
- Preference is given to purchasing sustainable goods and services, office and catering supplies, promotional gifts, and merchandise.
- Our products are purchased in larger quantities to reduce the amount of packaging material.
- Copiers and printers are set by default to duplex printing or other forms of paper-saving measures.
- We use cleaning products that are non-hazardous, non-eutrophic, biodegradable, and certified with an environmental label, if available locally.
- Our brochures are printed on environmentally friendly paper, with a printer that operates with a certified environmental management system, if feasible at reasonable costs locally.
- We take measures to reduce brochure waste or adopt an "online-only" policy.
- We are actively committed to measuring, monitoring, and reducing energy consumption.
- Our CO2 emissions are calculated, offset, and compared over various time periods.
- We procure green energy and energy-efficient lighting for all areas to the extent possible.
- Lights and devices are turned off when not in use, and we utilize automatic on/off switches with timers or motion sensors. Devices are set to energy-saving mode by default where possible.
- When purchasing new equipment, we consider energy-efficient options, taking into account cost and quality.
- We have an active policy to reduce water consumption.
- We utilize sustainable water extraction methods that do not negatively impact environmental flows.
- Water-saving fixtures are installed in our toilets.
- We comply with national regulations regarding waste disposal.
- We develop and implement a policy for reducing and recycling solid waste.
- We take measures to reduce the amount of packaging material and avoid using non-recyclable or non-biodegradable packaging materials.

- We take measures to reduce the number of (non-reusable) plastic water bottles in the office.
- All recyclable materials are separated, collected, and disposed of properly.
- We employ methods to reduce waste when using ink and toner cartridges for printing and copying operations.
- We recycle and dispose of batteries properly.
- We adhere to national regulations for wastewater treatment, ensuring that wastewater is either reused or safely discharged.
- We minimize the use of harmful substances and, when necessary, replace them with safe alternatives. Additionally, the storage, handling, and disposal of chemicals are managed properly.
- We use lead-free and water-based paints for both interior and exterior applications, where available locally.
- We take measures to minimize environmental pollution from our office buildings (to the extent controlled by the company).
- We reduce the impact of transportation through telecommuting, video conferencing, home office policies, or other measures.
- Our motorized company vehicles undergo regular maintenance and checks to reduce emissions and energy consumption, ensuring they comply with legal emission standards.
- Our employees receive regular guidance, training, and/or information on their roles and responsibilities related to internal environmental practices.
- We adhere to regulations and laws regarding land use, zoning, and protected or heritage areas when planning, designing, constructing, renovating, or demolishing company buildings and infrastructure.
- The planning, design, and construction of new buildings or renovations are based on locally appropriate and sustainable practices and materials.
- We contribute to the protection and preservation of locally significant historical, archaeological, cultural, and spiritual sites and practices and do not impede local access to them.
- We minimize the office's ecological footprint by primarily using public transportation, working as paperless as possible, segregating waste, and using certified recycled paper.

04. DISTRIBUTION PARTNERS

Based on an assessment of our key distribution partners, we have developed and implemented a policy to enhance the sustainability of our distribution network. Our objective is to concretely implement sustainable development practices for each of our distribution partners within our business relationships.

- We have a written contract with our distribution partners.
- Part of this contract is a partner policy outlining compliance with our sustainability principles.
- We encourage our distribution partners to strive for the best possible compliance with our sustainability standards.
- We terminate partnerships with distribution partners if clear evidence emerges that fundamental sustainability principles (such as human rights violations, severe environmental pollution, etc.) are being violated.

05. TRANSPORT

We endeavor to ensure that the vehicles used in our travels do not exceed the average level of environmental pollution. We believe that transportation is a crucial aspect of sustainable tourism, and we strive to reduce the average pollution level to the best of our ability.

- We incorporate sustainable (public) transportation for international travel by providing information to our guests about public transportation options.
- When handling luggage transfers, we meticulously plan journeys to minimize unnecessary kilometers, promoting efficiency and reducing environmental impact.
- When selecting transportation options for necessary transfers and excursions at the destination, we prioritize sustainable alternatives without overlooking factors such as price, comfort, and practical considerations.
- Our drivers are instructed to adhere to environmentally friendly practices such as fuel-efficient driving and turning off the engine when loading and unloading the vehicle.

06. ACCOMMODATIONS

We strive to achieve a fully sustainable tourism supply chain. Partner accommodations play an important role in this and are encouraged and motivated to adopt sustainable practices. Our principles are summarized below:

- We prioritize and select accommodation that is locally owned and managed.
- We prioritize accommodations that employ regional staff.
- We prefer to work with accommodations that integrate regional architecture, art and cultural heritage.
- We terminate partnerships with accommodations if clear evidence emerges that the provision or integrity of essential services such as food, water, energy, healthcare, or land for neighboring businesses is compromised.
- Efficient waste separation is important to us - that's why we also pay attention to sensible waste management in our accommodations.
- We strive to avoid single-use plastics - and we encourage our accommodation partners to do the same.
- Saving energy helps reduce CO2 emissions - the use of energy-efficient appliances and the careful use of electrical devices are also important to us when it comes to our accommodations.

- We recommend water-saving measures and the use of refillable containers to our guests - and we also expect this from our accommodations.
- We neither directly nor indirectly enter into contracts with accommodations that involve forced labor or employ children to perform tasks typically carried out by adults. For children (<14 years) working in the business, special working hours and conditions are applied in accordance with the UN Convention on the Rights of the Child and/or ILO Convention 138.
- Not all work performed by children should be classified as "child labor," such as helping parents with household chores, assisting in a family business, or earning money outside of school hours and during school holidays. "Child labor" refers to work that: 1) is mentally, physically, socially, or morally dangerous and harmful to children; and 2) interferes with their schooling. In its most extreme forms, child labor involves children being enslaved, exposed to serious hazards and illnesses, or employed as child soldiers.

07. EXCURSIONS AND ACTIVITIES

We place great importance on the welfare of animals and communities, striving for excursions and activities that leave only a minimal footprint. We prioritize the preservation of the authenticity of communities and natural environments, vehemently opposing environmental pollution and harm to wildlife.

- Our offerings do not include excursions that harm people, animals, plants, natural resources such as water and energy, or are socially and culturally unacceptable.
- We also do not offer excursions that involve keeping animals in captivity.
- We do not engage in business relationships with companies that hunt, consume, exhibit, sell, or trade wild animal species unless it is a regulated activity that ensures their use is sustainable and complies with local, national, and international laws.
- We promote and advise our guests on excursions and activities that support the local environment and biodiversity, such as visiting protected areas or environmental conservation projects.

08. LOCAL REPRESENTATIVES AND STATIONS

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

- We ensure that all employees have a written employment contract outlining the terms of employment and a job description, and that they fully understand the conditions.
- We prefer to work with local representatives, drivers, and other local staff, provided their skills are equivalent. Training is provided as needed.
- We ensure that our local partners comply with all applicable international, national, and local laws and regulations, industry-wide minimum standards, and any other relevant legal requirements, regardless of which requirements are stricter.
- Compliance with all relevant national laws protecting the rights of employees by our local representatives/partner companies is ensured.
- Local representatives, such as luggage handlers, station managers, and other field staff, are paid at least the legal minimum wage or the relevant industry standard, ensuring a living wage.
- We ensure that our luggage handlers, station managers, and other field staff are qualified and receive regular training.
- We ensure that our local employees are informed about relevant aspects of our sustainability policy and adhere to it through emails and training sessions.

- Our station managers and other field staff inform guests about relevant sustainability issues at the destination (e.g., protection of flora, fauna, and cultural heritage, resource utilization).

09. DESTINATIONS

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

- We do not select destinations where tourism leads to structurally negative local impacts, unless the involvement of the company has clear offsetting effects.
- When selecting new travel destinations, we consider those that are accessible by more sustainable means of transportation, particularly public transportation.
- We adhere to legally regulated spatial planning, protected areas, and monument protection regulations.
- We do not promote souvenirs that include endangered plant and animal species (as listed in the CITES agreement and the IUCN "Red List") or historical and archaeological artifacts (except as legally permitted).

10. COMMUNICATION AND CONSUMER PROTECTION

At Eurofun, the well-being and information of our guests are of utmost importance to us. We ensure clear and continuous communication as well as high protection for our guests.

Before booking:

- Our travel specialists follow the provided guidelines for customer consultation.
- We ensure that the privacy of guests is not compromised.
- We adhere to applicable standards and voluntary codes of conduct in marketing and advertising messages and do not promise more than can be delivered.
- The product and price information regarding our company and the products and services, including sustainability statements, are provided clearly, completely, and accurately.
- We provide destination information - including sustainability aspects - that are factually correct, balanced, and comprehensive.
- Our guests are informed about various transportation options to the destination (if not included in the package), and we offer them sustainable alternatives where available.
- We clearly inform potential customers about our sustainability commitments and actions.

After booking and during the vacation:

- We inform our guests about important sustainability aspects and issues at the destination and provide recommendations on how they can make a positive contribution.
- We inform guests about risks and precautionary measures relating to health and safety at their destination.
- We provide a dedicated contact person and a telephone number in the event of emergencies.
- Our staff knows how to handle emergency situations, and all necessary guidelines are provided.
- We encourage our guests to support local restaurants and shops (where appropriate).
- Our guests are informed about possible sustainable transportation options at the destination.

After the vacation:

- We measure customer satisfaction and analyze the feedback to make service and product improvements.
- Sustainability is included as an integral part of our customer satisfaction survey.
- We have clear procedures for handling guest grievances.

