

SUSTAINABILITY POLICY

EUROPA MUNDO VACACIONES S.L.U.



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1. INTRODUCTION

Sustainability consists of satisfying the needs of current generations without compromising the needs of future generations, while ensuring a balance between economic growth, respect for the environment and social welfare.

Therefore, aware that the activity of the Tourism sector has a very important role as an engine of economic development, representing 10.4% of the world GDP and social cohesion, a catalyst for peace, promoting the strengthening of local communities associated with common values and traditions of their territories, helping the development of the business fabric of the countries in which it operates.

Europamundo aims to ensure long-term sustainability by prioritizing the optimal use of environmental resources, respecting the socio-cultural authenticity of the host communities and ensuring long-term viable economic activities that bring well-distributed socio-economic benefits to all stakeholders, contributing to poverty reduction.

Europamundo as one of the companies of the JTB Group shares common ethics, social responsibility and sustainability policies with our parent company, which demonstrates our commitment to sustainability and to JTB.

<https://www.jtbcorp.jp/en/sustainability/guideline/policy/>

2. OBJECT

This Sustainability Policy is a reference framework, from which any Europamundo stakeholder can develop and promote sustainable and socially responsible behavior, regardless of the way in which the business is developed and the country in which it operates, adapting locally the actions that are necessary for its compliance.

3. SCOPE

This Policy, whose purpose and commitments are complemented and developed, constitutes a reference framework in sustainability matters for all Europamundo's stakeholders.

4. SUSTAINABILITY STRATEGY AND INTERNATIONAL COMMITMENTS

4.1. Strategy

Europamundo understands that being sustainable means acting in a balanced way in the three pillars of sustainability - environmental, social and governance - to contribute to sustainable development.

In addition to what we develop below, we have a [Sustainable Management System](#) in line with this sustainability policy.

Environmental Sustainability

Environmental sustainability is focused on preserving biodiversity without renouncing economic and social progress. The bases of environmental sustainability are: caring for water, saving energy, reducing waste, using recyclable packaging, limiting or eliminating the use of plastics, using sustainable transportation, reusing paper and caring for flora and fauna.

[GHG Emissions Report 2021](#)

2023

TRIPLE IMPACTO

Certificado de Compensación de Emisiones

ALLCOT Group, emitido a:

Europa Mundo Vacaciones S.L.U

Para la compensación de:

2.706 Toneladas correspondientes a las emisiones de alcance 1,2 y 3 del año 2022, por las actividades como operador turístico, autobuses fletados, viajes profesionales e impresión de catálogo de viajes que llevó a cabo Europa Mundo Vacaciones S.L.U.

Estándar:



CERCARBONO
Certified Carbon Standard

Nombre de proyecto

- Parque eólico Piedra Larga II, proyecto de energía eólica, país México
- Generación de electricidad a partir de fuentes renovables, parques eólicos Santa Clara & Eurus Windfarms, país Brasil
- Aire de vida "FIIVO JAAGAVA KOMUYA JAG+Y+" Monochoa REDD+, país Colombia



ALLCOT Group certifica que los derechos de emisión anteriores han sido marcados para su eliminación permanente del conjunto de créditos de compensación en el Registro Ambiental a nombre del beneficiario de este certificado. Bajo la custodia de Conservación Internacional Colombia, el 5% de nuestros ingresos netos se destina al Fondo Raphaël para proteger ecosistemas y comunidades vulnerables.

CARBON OFFSETTING CERTIFICATION 2022

Economic sustainability

When a company is created, a structure is generated in which there are costs and revenues. When a balance is reached between these two factors, the company receives a profit. Economic sustainability refers to the organization's ability to manage its resources and generate profitability in a responsible manner over the long term.

https://www.europamundo.com/eng/csr_docs_governance.aspx

Social Sustainability

In any community where economic activity takes place in a given environment we can find all three forms of sustainability connected: environmental, economic and social. However, social sustainability, in particular, aims to strengthen the cohesion and stability of specific social groups.

https://www.europamundo.com/eng/csr_docs_social.aspx

Therefore, its sustainability strategy is based on:

- Finding a medium- and long-term balance between environmental, social and governance (ESG) challenges and defining how these affect the company and the stakeholders with whom it interacts.
- Managing the company's impact on society and identifying opportunities for sustainable development, in order to create shared value with stakeholders and society in general.

4.2. International Commitments

Europamundo's strategy to achieve sustainable development has established commitments to the 2030 Agenda, linking priority SDGs to our core business. These SDGs are SDG 4 Quality Education, SDG 5 Gender Equality, SDG 8 Decent Work and Economic Growth, SDG 10 Reducing Inequalities, SDG 13 Climate Action, SDG 16 Peace, Justice and Strong Institutions and SDG 17 Partnerships to Achieve the Goals. We have had a commitment to sustainable development since 2011 with the creation of the Europamundo Foundation, and subsequently in 2012 we began to adhere as partners to the World Tourism Organization (UNWTO), United Nations Global Compact, World Travel & Tourism Council, ETOA; and initiatives such as: ST-EP in the fight against poverty with UNWTO, Target Gender Equality of Global Compact, Women's Empowerment Principles with UN Women, Global Tourism Plastics Initiative of UNWTO, Glasgow Declaration - Climate Action in Tourism with UNWTO, Business Ambition for 1.5°C of Global Compact, and the Standards of Conduct to address Discrimination against LGTBIQA+ people.

https://www.europamundo.com/eng/csr_certifications.aspx

<https://www.facebook.com/fundacioneuropamundo/videos/592042252156216/>

5. GENERAL PRINCIPES FOR ACTION

Europamundo has assumed the following principles of action, which are transversal to the entire organization and constitute the basis for building a global commitment to sustainability and sustainable development.

5.1. Respect

EMV respects the local cultures of each community and country in which it operates or countries of origin of the passengers, adopting a committed attitude trying to contribute to the socio-economic development of these places, and the knowledge of their cultures. EMV takes as a fundamental value the respect for people and their dignity, subscribing in its entirety to the declarations and agreements described in the performance criteria point a). EMV is committed to sustainability by preserving the environment and adopting procedures to reduce the environmental impact of its activities.

5.2. Transparency

Transparency is a fundamental principle for customers, shareholders, suppliers and

society in general, generating a climate of trust in EMV's business activity. The CODE OF ETHICS of EMV assumes the commitment to provide its customers with complete and accurate information to carry out its activities, to make relevant financial and corporate information available to shareholders, and to carry out the contracting of suppliers in a framework of free competition. In 2016, it signed the European Community's transparency register:

https://commission.europa.eu/about-european-commission/service-standards-and-principles/transparency/transparency-register_es

5.3. Professionalism

Excellence is one of the fundamental values for EMV, placing the satisfaction of customers, suppliers and employees at the center of our professional performance. EMV's performance with stakeholders in general and in particular with its workers is one of honesty and professional responsibility, creating value for the environment where it operates and its customers. EMV values the capacity and contribution of each of its employees and the values and principles that motivate them.

5.4. Confidentiality

EMV has the obligation to protect the personal and private information of each of its stakeholders, with special emphasis on customers, employees, shareholders and suppliers. The personal information requested must be adequate and relevant for the required purpose. The information received must be safeguarded and only used for the purpose for which it was transmitted, respecting the rights of access, rectification, cancellation and opposition, all in accordance with current regulations in this area and internal rules on the processing and confidentiality of personal data.

5.5. Social Responsibility

In our pursuit of sustainable development, we seek to comply with all laws, regulations and international standards on Social Responsibility. This involves incorporating the concerns and expectations of our company and stakeholders related to human rights, society and the environment into the decision-making processes of our organizations in order to proactively identify, mitigate and, where appropriate, offset potential negative impacts along the value chain.

https://www.europamundo.com/eng/csr_docs.aspx

5.6. Communication, dialogue with stakeholders and interculturality

For EMV, dialogue and the socio-cultural authenticity of the communities in which it operates and in the communities of origin of the passengers is a basic principle. Therefore, it will value very positively all those experiences, activities and projects that are carried out by the Europamundo Foundation and Europa Mundo Vacaciones to bring dialogue, their cultures, their customs, their uses to all stakeholders and especially to all EMV staff, guides and collaborators for their direct contact, with the aim of creating a more tolerant, diverse and sustainable world.

The building of stable relationships that generate trust is based on dialogue and the principle of good faith and, therefore, in its internal rules, Europamundo has established the criteria that should govern its actions with its employees, customers, shareholders, partners, suppliers and collaborating companies, competitors, governments and authorities.

5.7. Diversity e inclusion

EMV is a diverse company since its inception by the number of nationalities of its staff, 35, by the number of countries of passengers, 133, by nationalities of our tour operators, 63, by our destinations in our circuits 82 countries and by the integration of groups such as people with functional diversity. In addition, we are part of a DIVEM program of the NGO Accem on cultural diversity. At EMV, in our selection processes, we promote the inclusion of people with functional diversity, as it is a safe bet to normalize and contribute to the creation of a fairer and more humane society for all. In compliance with the General Law on the Rights of Persons with Disabilities and their Social Inclusion (LGD / Former LISMI).

5.8. Gender equality

EMV is committed to the principle of equal treatment and opportunities between women and men, applicable in the field of private employment and has therefore drafted this third Equality Plan 2023-2027, which is a faithful reflection of the Spanish State's equality regulations and the publication of Royal Decree 901/2020, of October 13, which regulates equality plans and their registration, as well as Royal Decree 902/2020, of October 13, on equal pay for women and men. This plan will guarantee, under the terms provided for in the applicable regulations, equal treatment and opportunities in access to employment, professional training, professional promotion, working conditions, including remuneration and dismissal. A difference of treatment based on a characteristic related to sex shall not constitute discrimination in access to employment, including the necessary training, where, by reason of the nature of the particular occupational activities or the context in which they are carried out, such a characteristic constitutes a genuine and determining occupational requirement, provided that the objective is legitimate and the requirement is proportionate.

https://www.europamundo.com/eng/csr_equality.aspx

5.9. Compliance with current legislation and prevention of corruption

Europamundo has developed a compliance management system that rejects any illegal or fraudulent practice to obtain business advantages and has mechanisms for the prevention, monitoring, reporting and sanctioning of any practice of this nature that becomes apparent in the company and in the personnel or companies linked to Europamundo.

https://www.europamundo.com/eng/csr_compliance.aspx

5.10. Good governance

Europamundo adopts corporate governance practices based on ethics, business transparency and diversity; respecting the rules of the free market and free competition, and rejecting any illegal or fraudulent practice, contrary to the rules of good corporate governance, as well as the rest of its internal rules and policies, to obtain business advantages.

Europamundo conceives and assumes transparency as a way of transmitting and generating trust and credibility to our stakeholders.

5.11. Commitment to Human Rights

Human rights due diligence is the process by which companies take the necessary and effective measures to identify, prevent, mitigate, account for and respond to the actual or potential negative impacts of their own activities or those of their value chain.

Ensuring respect for Human Rights throughout our value chain is one of Europamundo's priorities in terms of Social Responsibility. To this end, we take as a reference, among others, the Universal Declaration of Human Rights, the United Nations Guiding Principles, the Fundamental Principles and Rights of the International Labor Organization (ILO), the United Nations Binding Treaty on Business and Human Rights, the ILO Tripartite Declaration of Principles Concerning Multinational Enterprises and Social Policy, the OECD Guidelines for Multinational Enterprises, the European Parliament in March 2021 approved the legislative report of the Committee on Legal Affairs on Corporate Due Diligence and Corporate Responsibility.

Europamundo as well as JTB Group respects the rights and dignity of all its stakeholders. We do not tolerate forced labor or child labor. We strive to create a safe, healthy and inclusive work environment for our colleagues and our suppliers.

We are committed to eliminating commercial, sexual and other forms of exploitation and harassment from our value chain. We pay special attention to the rights and concerns of women, children and minorities.

We value diversity and inclusion, treating all stakeholders with integrity and fairness. We are committed to the health and quality of life of all members of our workforce.

5.12. Protection sustainable development in our community

People's health, lives and livelihoods, as well as property and critical infrastructure, including energy and transportation systems, are increasingly affected by the dangers of heat waves, storms, droughts and floods, as well as by slow-onset changes such as rising sea levels.

For this reason, Europamundo, every year since 2014, carries out a CO₂e emissions report and offsets these emissions, being CO₂e neutral.

We are committed to fighting climate change, protecting the environment and preserving biodiversity to ensure that the Earth's limited resources are available for future generations.

In our policies and practices, we take all possible measures to mitigate climate change, reduce our use of paper, plastics and other disposable goods, and promote the use of renewable energy sources and recycling.

We are committed to animal welfare and biodiversity conservation. We refuse to participate in the illegal trade of fauna and flora, as well as in any other activity that negatively affects endangered animals or plants on an international or local scale.

6. PRINCIPLES, COMMITMENTS, OBJECTIVES AND ACTION STRATEGY IN RELATION TO STAKEHOLDERS

Sustainability Report Section

6.1. Employees

Europamundo promotes a work environment based on an atmosphere of trust and mutual commitment, which implies:

- a) Consolidating a culture of respect for people and behaviors that are favorable and open to diversity.
- b) To guarantee the right to effective equality of opportunities and treatment for all employees, allowing them, without exception, to develop personally and professionally.
- c) To avoid any type of labor discrimination in the areas of access to employment, promotion, professional classification, training, remuneration, reconciliation of work, family and personal life and other working conditions.

https://www.europamundo.com/eng/csr_equality.aspx

d) Contribute to maintaining work environments free of harassment and violent or offensive behavior towards the rights and dignity of people, and ensure that, if they occur, the appropriate procedures are in place to address the problem and correct it.

Gender Violence Protocol

Sexual and gender-based harassment Protocol

Mobbing Protocol

- d) To achieve an optimum level of occupational safety and a working environment that allows Europamundo's personnel to carry out their work in the best physical, psychological and well-being conditions.
- e) Promote the establishment of remuneration conditions that guarantee a decent salary, recognizing the performance and contribution of employees to the company's results.
- f) To offer employees the opportunity to channel and develop their most supportive side through Corporate Volunteering activities carried out by the Europamundo Foundation and the HR and CSR departments.

6.2. Shareholders

Europa Mundo Vacaciones belongs to our partners as a private company, and therefore we are committed to be diligent, to put into practice our code of conduct and manual of good practices, and to transfer in a transparent way all the information that they demand from us.

Our shareholders are a reference for the company and therefore they must always receive honest and rigorous information from us.

Values such as trust, commitment, cooperation and responsibility are an important part of the relationship between EMV and our shareholders.

6.3. The Management

The company's management has a special role to play in the relationship with the company as it seeks to maximize the economic and social benefit of the company and its stakeholders, with special reference to shareholders and employees, safeguarding the health of the company and the balance with them.

Values such as responsibility, commitment, trust, shared responsibility, cooperation, mutual learning are part of EMV, management and stakeholders., aprendizaje mutuo forman parte de EMV, la dirección y los grupos de interés.

6.4. Clients

In EMV's structure, customers have a special relevance, with a clear differentiation between Operators (our direct customers and their wholesale travel agencies) and passengers (customers-users of the circuits).

By committing themselves to sustainable development, companies promote the advancement of corporate social responsibility through: the concerns and expectations of citizens and consumers, driven by globalization and social criteria, the growing concern about the environmental deterioration caused by economic activity, and the transparency of business activities. All this makes the customer, the civil society, have an important reference and trust in companies that follow the criteria of Social Responsibility and bring together social, environmental and economic aspects under the prism of ethics.

The values of responsibility, commitment, flexibility, sincerity, trust, mutual learning, exchange of information, shared responsibility, decision-making by consensus, cooperation, continuous improvement, verifiability are part of EMV and customers, bringing together all the values and indicating a full and diverse relationship.

We conduct regular customer satisfaction surveys, respond appropriately to customer complaints and use customer feedback to improve service and customer satisfaction.

6.5. Suppliers

EMV must base the relationship with its suppliers on mutual benefit and trust. A close

relationship should be maintained with continuous cooperation and mutual learning, in which the maxim is to achieve excellence and quality of service or product.

EMV will select suppliers taking into account social, ethical and environmental criteria, our suppliers and service providers must have business practices in a lawful and ethical manner, complying with the law, and respecting human dignity.

These selection processes will be confidential, as well as any information derived from their business relationship.

EMV will positively value those suppliers who express their commitment to the principles included in this manual.

We will endeavor to provide the information contained herein to all current and future suppliers.

We share and promote our sustainability policy with our suppliers to improve sustainability throughout the supply chain. We are willing to work with our suppliers committed to sustainability and actively recommend/promote their products and services to our customers.

6.6. Service providers

The service providers with whom EMV has relationships shall respect the protection of Human Rights within their business operations and shall comply with the regulations in force in their field.

EMV's relationship with these companies shall be based on legality, efficiency and transparency.

6.7. Regulators, authorities and institutional organizations

Europamundo carries out its business and institutional activities with full respect for the regulations and standards in force in all the countries in which it operates, developing a constructive and collaborative dialogue with regulatory and supervisory bodies, with the ultimate goal of developing its business model in an appropriate and sustainable manner, with respect for the environment and the social interest.

Europamundo also collaborates and participates in international organizations and business and industry associations that help it to form a more comprehensive and global vision of the environment in which it operates, its impacts, risks and opportunities, while at the same time allowing it to learn the keys to an increasingly complex and interconnected economic and social reality, respecting at all times the current legislation on competition.

This relationship with regulators, authorities and the institutional environment is also governed by the principles of ethical, transparent and socially committed action, promoting strict observance of Europamundo's Code of Ethics and Manual of Best Practices at all times.

6.8. Civil Society

For EMV, which provides its services in various geographical areas of the world, both in developing and developed countries in the South, it maintains its commitment to promote sustainable human development, improving the impact of sustainable and responsible tourism, as well as developing projects focused on promoting coexistence between cultures in search of a more tolerant and diverse world.

To this end, it works through its Foundation with NGOs, foundations, associations, religious groups, social cooperatives and, in general, with non-profit organizations in the development of social action programs, development cooperation, education, health and various sectors of action.

The values of responsibility, commitment, trust, cooperation, communication and integrity contribute to a stable and close relationship between EMV and our civil society.

We support diversity, equity and inclusion, and actively seek to contribute to the creation of a society in which everyone has the opportunity to develop their full potential, regardless of age, sex, sexual orientation, gender identity, nationality, creed, disability, etc.

We support local and indigenous communities and seek to nurture the unique tangible and intangible cultural heritage and local tradition of each community in which we operate.

[Foundation Activities Report 2022](#)

7 FOLLOW UP AND COMMITMENT.

Europamundo's Sustainability and Social Responsibility Department will monitor this policy on an annual basis, adapting it to the voluntary initiatives that are regularly carried out during the year through adhesions or other means, and to the regulatory requirements that affect us in terms of sustainability.

To fulfill our responsibility, we are committed to the highest standards of integrity, transparency and compliance with applicable laws and regulations, as well as the internal rules and regulations established by each of the JTB Group companies. We adhere to the JTB Group Code of Conduct and the UNWTO Code of Ethics..

[JTB Code of conduct](#)

[Global Code of Ethics for Tourism](#)

In line with our Sustainability Policy and The JTB Way, we continue our journey towards greater sustainability as an essential dimension of our company and business. Our sustainability efforts are guided by collaboration and dialogue with our stakeholders.

[The JTB Way](#)