



Europamundo
vacaciones

ESTADO DE
INFORMACIÓN
NO FINANCIERA
2023 *de corazón*



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This Report includes the Non-Financial Information Statements of EUROPA MUNDO VACACIONES S.L.U. and forms part of the Management Report of the Company's Financial Statements and is verified by the audit firm OCA GLOBAL.

Period covered by the information: 1 January to 31 December 2023

Reporting Framework

The Report covers the social, environmental and economic issues that are material to EUROPA MUNDO VACACIONES S.L.U. and was prepared in accordance with the contents of the international reporting framework Global Reporting Initiative (GRI) in its guide in accordance with the GRI Standards updated to 1 January 2023 and Spanish Law 11/2018, of 28 December [*Ley 11/2018*], on non-financial information and diversity approved on 13 December 2018 by Spanish Parliament.

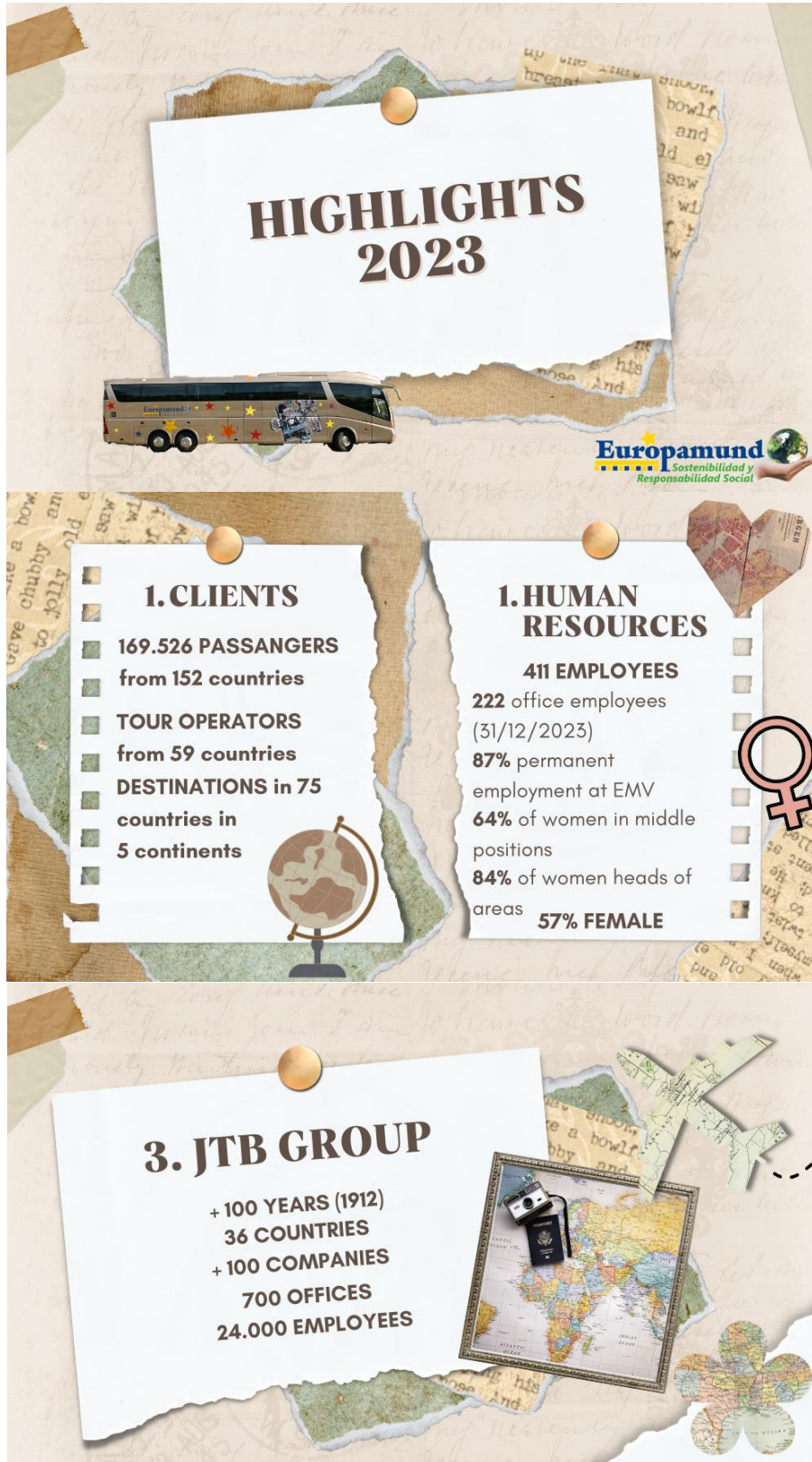
Scope and Coverage of the Report

The Report presents the yearly economic, environmental and social performance of EUROPA MUNDO VACACIONES S.L.U. throughout 2023.

Date of the NFIS Report: 27.03.24

1.WHO WE ARE

1.1 Highlights of 2023



HIGHLIGHTS 2023

1. CLIENTS

- 169.526 PASSANGERS from 152 countries
- TOUR OPERATORS from 59 countries
- DESTINATIONS in 75 countries in 5 continents


1.HUMAN RESOURCES

411 EMPLOYEES

- 222 office employees (31/12/2023)
- 87% permanent employment at EMV
- 64% of women in middle positions
- 84% of women heads of areas
- 57% FEMALE**

3. JTB GROUP

- + 100 YEARS (1912)
- 36 COUNTRIES
- + 100 COMPANIES
- 700 OFFICES
- 24.000 EMPLOYEES

Europamund 
Sostenibilidad y Responsabilidad Social

4. SUPPLIERS

HOTELS: 1.555

TOUR COMPANIES: 179
FERRY COMPANIES: 36

RESTAURANTS: 148

OTHERS (OPTIONALS, LOCAL
GUIDES, FLIGHTS): 316

TRANSFER AND BUS
COMPANIES: 226

TOTAL SUPPLIERS: 2.460

5. SUSTAINABILITY

CO2 OFFSETTING
2023: 4.193 tCO2

1.000 tCO2 LANDFILL GAS, PANAMÁ
1.000 tCO2 N2O CATALYTIC
DESTRUCTION, EGYPT
1.000 tCO2 REDD+, PREVENTION OF
DEFORESTATION, BRAZIL
1.000 tCO2 REDD+, SEIMA,
PROTECTION FOREST, CAMBODIA
1.000 tCO2 KARIBA REDD+,
DEFORESTATION REDUCTION,
ZIMBABWE

**WASTE
MANAGEMENT**

PAPER: 3.830 KGS
PLASTICS: 31.319 KGS
TONERS: 66 UDS
DEVICES: 131 UDS
SCREENS: 6 UDS

**348 TREES IN THE
EUROPAMUNDO FOREST**
100% GREEN ENERGY

6. EUROPAMUNDO FOUNDATION



2023:
19 PROJECTS
19 NGOs
13 COUNTRIES
6 EMERGENCY
RESPONSES
57.576 BENEFICIARIES

2011-2023:
196 PROJECTS
50 NGOs
30 COUNTRIES
46 EMERGENCY
RESPONSES
317.028
BENEFICIARIES

**EUROPAMUNDO DONATIONS
FOR PROJECTS: 2,19 MME**



ASOCIACION VICTORIA	PROGRAMA DE ACCION, DEFENSA Y REACCION CONTRA LA VIOLENCIA DE GENERO	ESPAÑA
ACRIBIR	PROTECCION REFUGIADOS VENEZOLANOS EN COLOMBIA	COLOMBIA
AFRIKABLE VACACIONES SOLIDARIAS	USAWA, VIAJES QUE CAMBIAN VIDAS	KENIA
ASEM	SEMANA DE RESPIRO FAMILIAR	ESPAÑA
Asociación de Mujeres Waorani de la Amazonia Ecuatoriana	OMNEE	ECUADOR
CLUB BAMESO	ESCUELA VOCACIONAL CLUB BAMESO	R. DOMINICANA
DAN ZASS	DANZA TEATRO Y DIVERSIDAD	ESPAÑA
FONDO VERDE	TURISMO SOSTENIBLE GASTRONOMICO EN LA CIUDAD DE COCHABAMBA	BOLIVIA
FUNDACION CASA RARA	CASA RARA ASISTENCIA	COSTA RICA
FUNDACION CORE	AYUDA A LA INCORPORACION SOCIO LABORAL DE INMIGRANTES	ESPAÑA
FUNDACION DALMA	CONTODARTE Y SU VISION DE VIAJE	ESPAÑA
FUNDACION IMAGINARI	NUESTRA CIUDAD, NUESTRO MANEJAR	PANAMA
FUNDACION NUESTROS PEQUEÑOS HERMANOS	PROTEINAS, VITAMINAS Y MINERALES	PERU
FUNDACION PANACETCEA	PROGRAMA DE MONITOREO DE CETACEOS	PANAMA
GOTA DE LECHE	PROGRAMA SOCIAL DE INICIAION ARTISTICA	COLOMBIA
ONGAWA	APOYO A LA INICIATIVA COMUNITARIA	TANZANIA
PROJECT PEARLS	OPPORTUNITITS FOR WOMAN	FILIPINAS
PROYECTO VISION	PROYECTO DE SALUDAS OCULAR	ETIOPIA
SOLIDARIDAD MEDICA	ASISTENCIA SANITARIA	BOLIVIA

1.2. The Tourism sector.

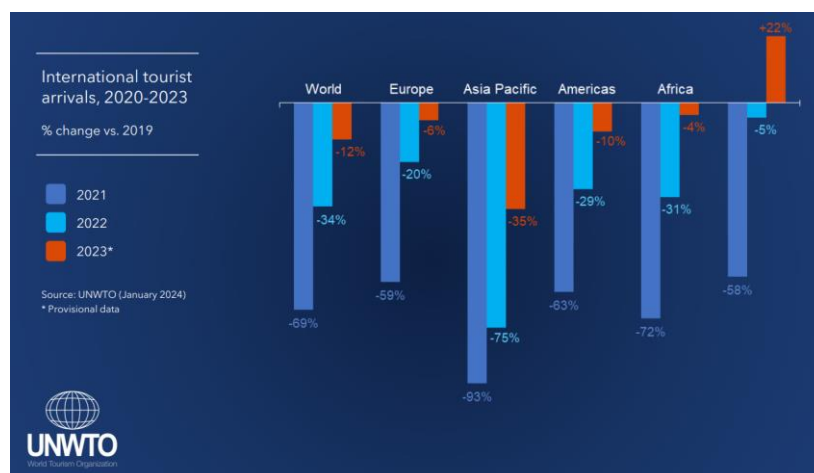
According to the first issue of the UNWTO World Tourism Barometer of the year, in 2023 international tourism reached 88% of pre-pandemic levels, with an estimated 1.3 billion international arrivals. The release of remaining pent-up demand, increased air connectivity and further recovery of Asian markets and destinations are expected to support a full recovery by the end of 2024.



Middle East, Europe and Africa were the best performers in 2023

The last issue of the UNWTO World Tourism Barometer provides a comprehensive global overview of the sector's performance in 2023, tracking recovery by global region, sub-region and destination. The main conclusions are:

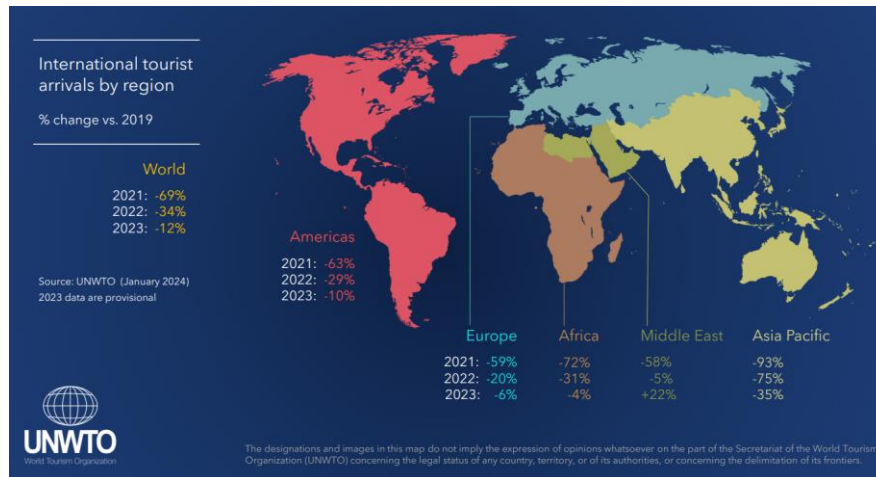
- The Middle East led the recovery in relative terms, as the only region to exceed pre-pandemic levels, with arrivals 22% above the levels reached in 2019.
- Europe, the world's most visited region, reached 94% of the levels achieved in 2019, supported by intra-regional demand and travel from the United States.
- Africa recovered 96% of pre-pandemic visitors, and the Americas 90%.
- Asia and the Pacific reached 65% of pre-pandemic levels, following the reopening of several markets and destinations. However, the results are mixed, with South Asia having already recovered 87% of the levels reached in 2019 and Northeast Asia close to 55%.



Source: UN Tourism | World Tourism Organization © - % change over 2019 | *Preliminary figures
Data as collected by UN Tourism, January 2024. Published: 19/01/2024

Available data shows that several destinations, including large and established destinations, as well as small and emerging destinations, showed double-digit growth in international arrivals in 2023 compared to 2019.

Four sub-regions exceeded their arrival levels reached in 2019: South Mediterranean Europe, the Caribbean, Central America and North Africa.



UNWTO Secretary-General Zurab Pololikashvili points out: ‘The latest UNWTO data highlight the resilience and rapid recovery of tourism, and all indications are that by the end of 2024 the pre-pandemic figures will be achieved. The recovery is already having a strong impact on economies, jobs, growth and opportunities for communities around the world. These figures are also a reminder of the fundamental task of promoting sustainability and inclusiveness in tourist development’.

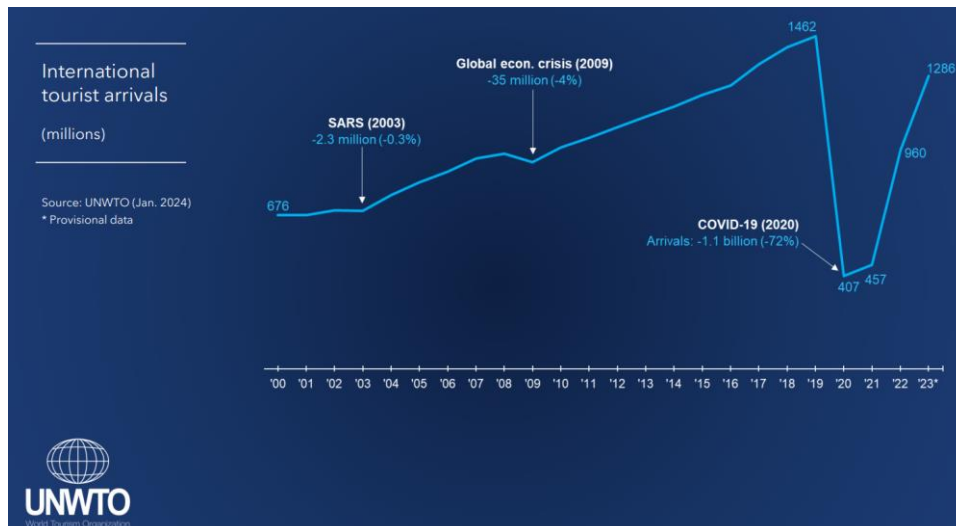
International tourism reached USD 1.4 trillion in 2023.

The latest UNWTO data also highlight the economic impact of the recovery.

- In 2023, according to preliminary estimates, international tourism receipts reached USD 1.4 trillion, approximately 93% of the USD 1.5 trillion earned by destinations in 2019.
- In 2023, total export earnings from tourism (including passenger transport) were estimated at USD 1.6 trillion, almost 95% of the USD 1.7 trillion recorded in 2019.
- Preliminary estimates of tourism's economic contribution, measured in terms of direct tourism gross domestic product (GDP), point to USD 3.3 trillion in 2023, or 3% of the global GDP. This indicates a recovery of the direct tourism GDP reached before the pandemic, driven by strong growth in domestic and international tourism.

Several destinations reported strong growth in international tourism receipts during the first ten or twelve months of 2023, in some cases exceeding the growth in arrivals. Some major outbound markets also indicated strong outbound tourism demand during this period, in many cases surpassing the levels reached in 2019.

The sustained recovery is also reflected in the performance of industry indicators. According to the UNWTO Tourism Recovery Tracker, both air capacity and international passenger demand have recovered to approximately 90% of pre-pandemic levels by October 2023 (IATA). Global occupancy rates in tourist lodging establishments reached 65% in November, slightly higher than the 62% recorded in November 2022.



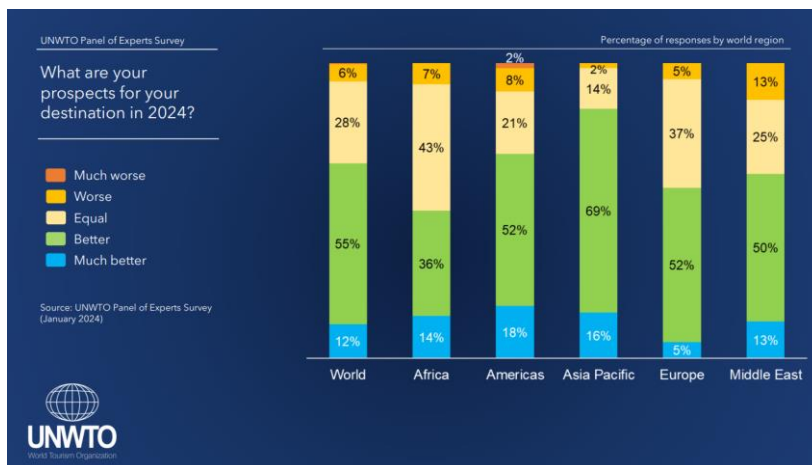
Outlook for 2024

International tourism is expected to fully recover to pre-pandemic levels by 2024, with initial estimates pointing to a 2% growth compared to 2019 levels. These central UNWTO forecasts remain subject to the pace of recovery in Asia, and to the evolution of the current economic and geopolitical downturn.

The positive outlook is reflected in the latest UNWTO Tourism Confidence Index survey, according to which 67% of tourism professionals indicate a better or much better outlook for 2024 compared to 2023. About 28% expect similar results, while only 6% believe that tourism performance will be worse in 2024 than last year. The main considerations are:

- There is still plenty of margin for recovery across Asia. The reopening of several source markets and destinations will boost recovery in the region and globally.
- Outbound and inbound tourism is expected to accelerate in 2024, due to visa facilitation and improved air capacity. China is implementing a visa-free travel policy for citizens of Germany, Spain, France, Italy, Malaysia and the Netherlands for one year until 30 November 2024.
- Visa and travel facilitation measures will promote travel to and around the Middle East and Africa, and Gulf Cooperation Council (GCC) countries will implement unified tourist visas, similar to the Schengen visa, and measures to facilitate intra-African travel in Kenya and Rwanda.
- All indications are that Europe will again improve its performance in 2024. In March, Romania and Bulgaria will join the Schengen free movement zone, and Paris will host the Summer Olympics in July and August.
- Growth in tourism from the United States, supported by a strong US dollar, will continue to benefit destinations in the Americas and beyond. As in 2023, strong outbound markets in Europe, the Americas and the Middle East will continue to drive tourism flows and spending worldwide.
- The unfavourable economic and geopolitical situation will continue to pose considerable challenges to the sustained recovery of international tourism and confidence levels. Persistent inflation, high interest rates, volatile oil prices and disruptions to trade flows may continue to impact transport and lodging costs in 2024.
- In this context, it is expected that tourists will try to get the most for their money and will travel to destinations closer to home. Sustainable practices and adaptability will also play an increasing role in consumer choices.

- Staff shortages continue to be a critical issue, as tourism businesses face a shortage of workers with which to respond to high demand.
- Developments in the Hamas-Israel conflict may disrupt travel in the Middle East and impact traveller confidence. Uncertainty stemming from Russia's aggression against Ukraine, as well as other growing geopolitical tensions, continue to have an impact on confidence.¹



Tourism in Spain.

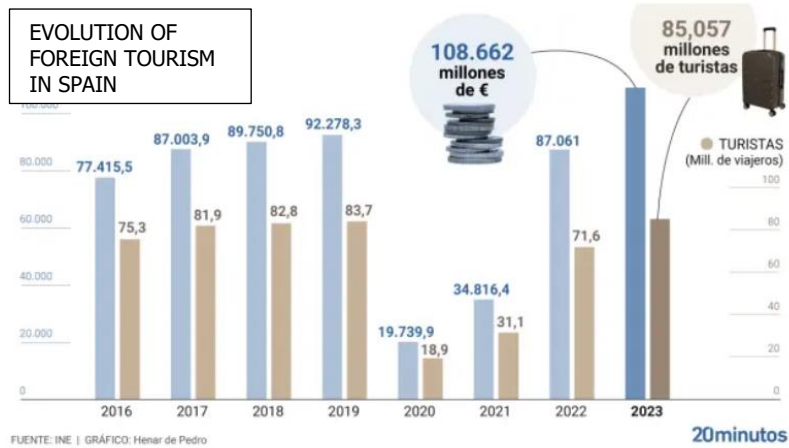
2023 was a record year for the tourism sector. Spain welcomed 85.1 million foreign visitors, a record number in the historical series. Never before have so many international tourists arrived in a single year, demonstrating not only the recovery of the sector after the pandemic, but its strength as well. Arrival growth shot up especially in the final stretch of the year. During the summer Spain received scarcely 0.68% more foreign tourists than in 2019, while in the last three months of the year the volume of travellers increased by 11.96% compared to pre-pandemic levels. This push outside tourist season outlines the deseasonalisation of the activity to which the sector aspires to gain stability and guarantee its sustainability.

According to data published this Friday by the Spanish National Institute of Statistics (INE), the arrival in Spain of international tourists in 2023 increased by 18.7% over the previous year. The impact of COVID restrictions made it impossible to exceed 71.7 million visitors in 2022, so it took another year for the sector to fully recover. In 2019, 83.5 million arrivals were recorded, a record number that was surpassed last year by an increase of 1.85%.

The 85.1 million tourists received in 2023 were concentrated, as usual, in the summer months. 34.13% of foreign visitors chose the months of July, August and September to come to Spain, compared to 27.95% who arrived between April and June, 21.78% between October and December and 16.14% between January and April. The preference for the summer combined with Spain's traditional appeal as a sun and beach destination.²

¹ World Tourism Barometer. Volume 22 - Issue 1 - January 2024

² 20 MINUTOS. ISABEL FUENTESNEWS04.02.2024 - 08:02H



Commemoration of the SDGs in Europamundo

1.3. EFFECTS ON EUROPA MUNDO VACACIONES (EUROPAMUNDO).

In 2019 Europamundo presented its best results since its inception in 1997 with sales of EUR 163.48 billion and 142,776 passengers that year from 83 countries. Its staff consisted of 412 individuals, 195 of whom are office staff and 217 tour guides in our circuits, with a percentage of permanent employment in the office of 82.8%.

2023 was the best year in Europamundo's history, with sales of EUR 208.66 billion, an increase of 27.64% compared to 2019, and 169,526 passengers from 152 countries, an increase of 18.74% compared to 2019. In 2023, the team consisted of 411 individuals, 222 office staff and 189 guides, 57% of whom were women.

EVOLUTION 2019 - 2022	2019	2020	2021	2022	2023	
	(millions €)	(millions €)	(millions €)	(millions €)		% S/ 2019
SALES	163,48	10,16	7,65	97,55	208,66	27,64%
NUMBER OF PASSENGERS	(thousands) 142.776	(thousand) 11.217	(thousands) 8.971	(thousands) 88.252	(thousands) 169.526	18,74%
PASSENGER COUNTRIES	83	46	37	133	152	83,13%
STAFF	412	218	237	315	411	-0,24%

Our company is characterised by long and multinational circuits, so the impact on our company's sales has a multiplier effect, as was the case with the pandemic and is currently the case with the recovery of the sector. Our company experienced a growth of 27.64% compared to 2019, and 113.90% compared to 2022, far from the evolution of the sector which showed very positive development in 2023 but has not fully recovered with respect to 2019, reaching 88% of pre-pandemic levels. Our country, however, has experienced a full recovery with an increase of 1.62% compared to 2019 and 18.79% compared to 2022, reaching 85,056 MM visitors in 2023.

Staff numbers remained the same as they were in 2019, but with a significant increase of 30.48% over 2022, reaching 411 individuals on average.

The number of passengers on our circuits is noteworthy, with an increase of 18.74% compared to 2019 and 92.09% compared to 2022.



Europamundo Office

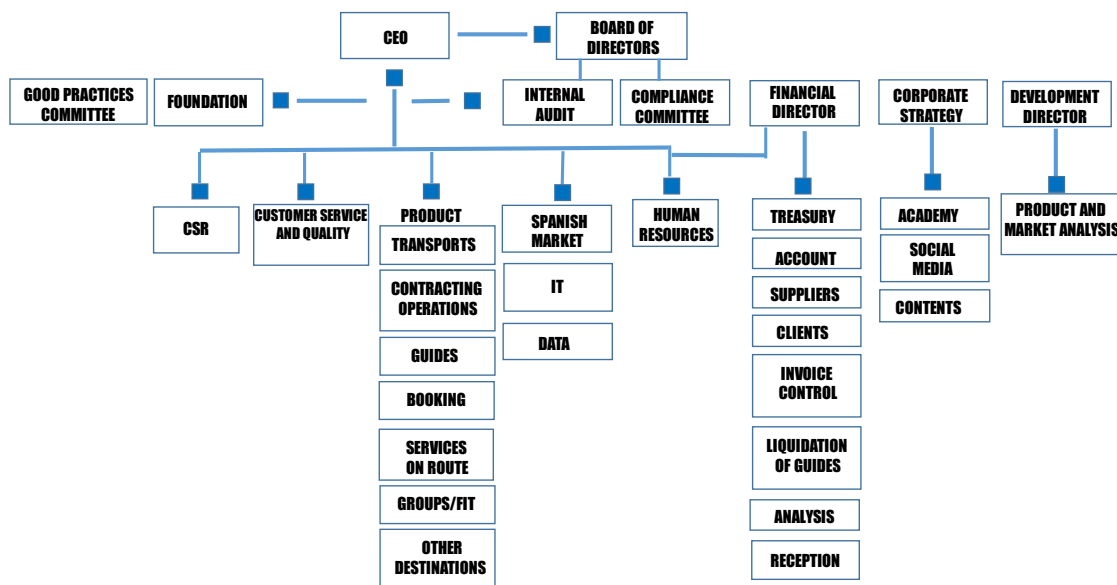
1.4. Organisational structure.

Throughout 2023, EUROPAMUNDO had 507 individuals, 222 in the office and 285 guides, 57.20% of whom were women and 42.80% were men, with a yearly average of 411 individuals, 222 in the office and 189 guides. It should be noted that 64.86% of the office staff and 51.23% of the guides are women. In addition, the average length of staff service is 8.5 years, with an average age of 43.90 years, and 86.79% of permanent jobs in the company and 95.95% of office staff.

Worthy of note is the policy of women’s integration in the workplace, whose hierarchical distribution in the company's organisation chart includes 64% in middle management, 73% in second in charge positions, 84% in area manager positions and 57% female employees in the company.

Within its workforce, its staff comprises 35 nationalities, 25 different nationalities in the Madrid office such as: ARGENTINA, BRAZIL, CHILE, CHINA, COLOMBIA, CUBA, DENMARK, ECUADOR, SPAIN, UNITED STATES, INDIA, IRAN, ITALY, JAPAN, MOROCCO, MEXICO, PANAMA, PARAGUAY, PERU, PORTUGAL, DOMINICAN REPUBLIC, ROMANIA, RUSSIA, UKRAINE, VENEZUELA, which provides that perspective of diversity and multiculturalism, in addition to guides of 28 nationalities such as GERMANY, BULGARIA, EGYPT, GREECE, INDONESIA, PORTUGAL, SERBIA, SOUTH AFRICA, SWITZERLAND, URUGUAY.

ORGANIZATION CHART



Europamundo 2023 Organisational Chart

1.5. Governing and implementing body.

The supreme governing body, EUROPAMUNDO's Board of Directors, meets quarterly and will meet if an exceptional situation or conflict is considered to exist between the corporate and individual interests of each of its members, or even if these arise among some of its Stakeholders.

MANAGEMENT BOARD			
NAME	POSITION	POSITION IN THE COMPANY	APPOINTMENT DATE
BEREND LUNCH CHRISTIAN	CHAIRMAN	CORPORATE PLANNING DIRECTOR	01.07.14
GABRIEL SANCHEZ DE LAMADRID	SECRETARY	CFO OF EUROPAMUNDO	01.07.14
LUIS GARCIA CODRON	COUNSELOR	FOUNDER OF EUROPAMUNDO	01.07.14
ALEJANDRO DE LA OSA CASTRO	COUNSELOR	CEO OF EUROPAMUNDO	16.02.21
TAKAYUKI FUJIWARA	COUNSELOR	HEAD OF PROCUREMENT&PRODUCT DVLPMNT. DIV., JTB CORP	19.05.21
HIDETOSHI KASHIHARA	COUNSELOR	HEAD OF CEO OFFICE JTB EUROPE GROUP	09.06.23
HIRONOSUKE SUZUKI	COUNSELOR	HEAD OF MYBUS AND SIC JAPAN	02.02.23
SHINJI KAMIO	COUNSELOR	GENERAL MANAGER OF JTB EUROPE GROUP	25.06.18

1.6. Awards.

22 June - Traveling for Happiness Awards Gala.

Europamundo Vacaciones attended the third [#TravelingforHappiness](https://www.travelingforhappiness.com/premiados-2023) awards ceremony at the Mandarin Oriental Ritz Hotel in Madrid, organised *inter alia* by the Madrid Hotel Business Association.

At the Gala it was the recipient of the award in the International Award category for the work of our Foundation, working for the development of vulnerable areas and sectors, and promoting responsible tourism internationally.

<https://www.travelingforhappiness.com/premiados-2023>



<https://fb.watch/lidRI9Est/>

JTBGBU Award Ceremony

On 21 July the 'JTBGBU Awards' ceremony was held, where Luis García Codron, founder of EMV, received the JTB Excellence Award in the 'Excellence of Internal Communication' category for his handling of EURO-PAMUNDO during the pandemic under the slogan 'we enter the crisis together, we shall leave the crisis together'.



Commitment to cultural diversity and the DIVEM project

On Friday 17 November, the business encounter entitled 'Companies and SDGs: good practices #DIVEM' was held, organised by the NGO Accem

In this space, special emphasis was placed on the enormous hidden talent that companies are able to attract thanks to the implementation of inclusive and diversity-friendly policies.

During this encounter, the NGO also presented the DIVEM awards to 19 companies that, throughout 2023, have demonstrated their commitment to the management of cultural diversity through the DIVEM project. Among these companies, Europamundo also received the DIVEM award for our commitment to cultural diversity and involvement in the project from its inception.



1.7. INSTITUTIONAL PRESENCE AND THE MEDIA

Throughout 2023 we were present in the following media:

[MEDIA 2023](#)

2. STRATEGY AND GOALS



El equipo de Europamundo festeja con mariachis y directivos de Europamundo su primer puesto en ventas.

el farero

Europamundo 2023 Convention - Évora (Portugal)

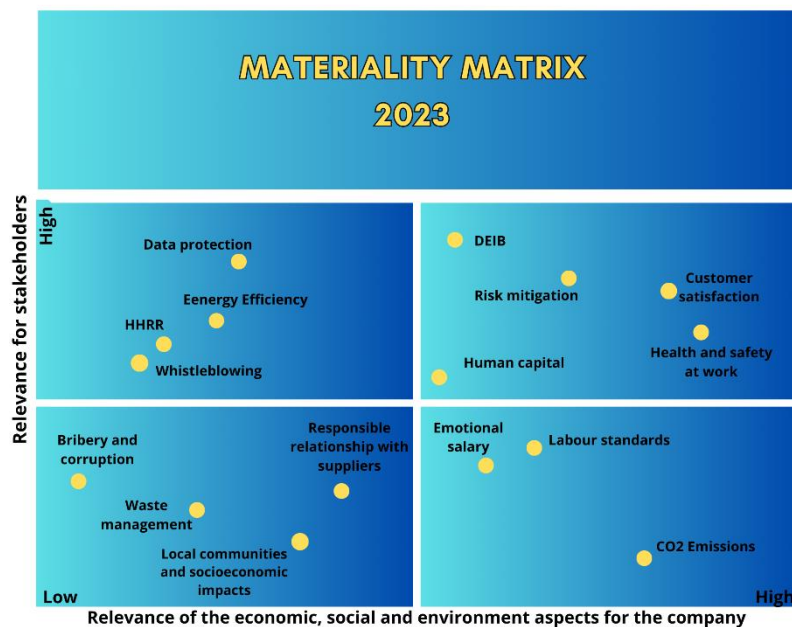
2.1 Materiality.

EUROPAMUNDO sets priorities in the materiality analysis to ensure our company's sustainable strategy, and the result is a matrix with 16 relevant issues that are developed throughout the NFIS Report.

The list of material topics that EUROPAMUNDO has prioritised for inclusion in this report are:

- Occupational health and safety
- Customer satisfaction
- CO2 emissions and their offsetting
- Risk mitigation
- Labour standards
- Emotional wage
- Diversity and equality policy
- Human capital development
- Responsible supplier relations
- Relations with local communities and NGOs
- Data protection and privacy
- Energy efficiency
- Waste management
- Human Rights
- Whistle-blowing
- Bribery and corruption

Cross-referencing the relevance of economic, social and environmental aspects for stakeholders and for the company, the materiality matrix is as follows:



2.2. Sustainable Development Goals.

The 2030 Agenda with its 17 Sustainable Development Goals is the most ambitious agenda created to combat the social and environmental problems that historically and more recently afflict humanity. Since 2020, we have also had the added effect of a pandemic that affects public

health and the world economy, which has unfortunately hit our tourism sector hard.

Our commitment extends to all stakeholders and throughout our value chain: our workforce, customer-operators, business partners and suppliers with whom we work.

EUROPAMUNDO believes in diversity, and in tourism as a way of getting to know, understand and learn from other cultures. We also promote tourism as a contribution to peace, justice, coexistence, tolerance and respect for the different individuals who inhabit the planet and therefore as a contribution to the 2030 Agenda. Our coaches and circuits are in places where people of different nationalities and cultures share experiences, and are simultaneously a vehicle for peace, diversity and coexistence.

#COMPANIES4SDGs



2.3. SDGs ALIGNED WITH EUROPAMUNDO'S CORE BUSINESS.

Europamundo's Sustainability and Social Responsibility department conducts awareness and dissemination campaigns on the Sustainable Development Goals, the so-called SDGs, among our stakeholders such as staff, customers and civil society.

The 2030 Agenda SDGs is an international commitment to address social, economic and environmental challenges with 5 main lines of action: Planet, Prosperity, Peace, People and Partnerships, with 17 Goals and 169 Targets, and Europamundo works primarily on 6 of them:

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.

In 2023, for the anniversary of the 2030 Agenda and its 17 SDGs, on 25 September we hung the SDG banner for our commitment to the UN Global Compact and the Agenda:



As we have already indicated, there are 6 priority SDGs, for which we work directly and actively, and for which we measure the evolution over time and the impact we have:

5 IGUALDAD DE GÉNERO	GENDER EQUALITY: PRIORITY GOALS	ACTIONS	KPIs (Indicators)
	5.1 End all forms of discrimination against all women and girls worldwide	Promote a culture of equality by ensuring the principle of equal treatment and equal opportunities between men and women.	Maintain a 40%-60% gender balance in the workforce. In 2023, 57% women were on the team.
	5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other forms of exploitation	Through the Europamundo Foundation we collaborate with Asociación Victoria, which works directly with women who are victims of gender violence.	300 women were cared for through Asociación Victoria.
	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all decision-making levels in political, economic and public life	<ul style="list-style-type: none"> >Gender analysis of our company through the WEP (Women's Empowerment Principles) Gender Enterprise Tool over several consecutive years, 2021, 2022, 2023. >Accession to the Global Compact's Target Gender Equality programme. 	<ul style="list-style-type: none"> >In 2023 we achieved a higher score of 61%, advanced level, with a future target of 75%, leader. > 64% of women in middle management. > 84% of women in area management positions.
	5.c Adopt and strengthen sound policies and enforceable laws to promote gender equality and the empowerment of all women and girls at all levels	<ul style="list-style-type: none"> >Raise awareness of gender issues in the organisation by empowering women's development. >Launch of the III Equality Plan pursuant to Spanish Royal Decree 901 and 902 of 13 October 2020 [<i>Real Decreto 901 and 902</i>]. >Promote procedures aimed at protecting and empowering women, such as the Protocol to Support Female Workers who are Victims of Gender Violence, Protocol for Sexual and Gender-based Harassment. >Express declaration from EUROPAMUNDO General Management on the commitment to equal treatment and opportunities. >Inclusive language manual. 	<ul style="list-style-type: none"> > 100% of the staff sensitised by means of gender equality computer graphics. > An awareness workshop was held for the Day for the Elimination of Violence against Women, in which 30 people took part. > Ensure at least 40% representation of women in areas where women are under-represented



**DECENT WORK AND ECONOMIC GROWTH:
PRIORITY GOALS**

ACTIONS

KPIs (Indicators)

8.3 Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation, and encourage the formalisation and growth of micro, small and medium-sized enterprises, including using access to financial services

>Our Code of Ethics, Best Practices Manual and other internal policies and procedures reflect the values and principles of the company's ethical business culture, which is accepted and respected by staff and management.
>We have a work compensation plan, **EMOTIONAL WAGE** and a personal accompaniment programme, **EUROPAMUNDO CONTIGO** with a large number of social benefits and measures to promote professional and personal conciliation, employee integration, teleworking and much more.

411 individuals form part of the team
9,268 hours of training
578 individuals trained
100% of new recruits receive training in the Code of Ethics
50 actions under the emotional wage and
100% of the workforce with access to the DOCTORi app

8.5 Achieve full and productive employment and decent work for all women and men by 2030, including young and disabled individuals, as well as equal pay for equal work

Through the Europamundo Foundation we collaborate with different entities that work with groups with varying capabilities to include these individuals: **Oxiria Foundation, Dan-Zass and Dalma Foundation.**

2 workshops were held with the Oxiria Foundation to create floral centres with their functional diversity students in the Europamundo offices.

8.8 Protect labour rights and promote a safe and secure working environment for all workers, including migrant workers, particularly migrant women and those in precarious employment


>We have a **Best Practices Committee**, in charge of ensuring compliance with the Best Practices Manual and the Code of Ethics, labour rights and the promotion of a safe and respectful environment.


> **12 meetings** were held during 2023 to address possible proposals for improvements for the workforce and company.
>**100% of the workforce** is covered by a collective bargaining agreement and/or relevant labour law.
>**100%** of the workforce is covered by an Occupational Risk Prevention Programme.

8.9 By 2030, develop and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products

> We have a **sustainability policy and a sustainable management system** to promote best sustainability practices in our company and our industry.
>Through the Europamundo Foundation we promote the **development of sustainable tourism projects** that will favour vulnerable populations.

>**3 sustainable tourism projects** in Bolivia, Kenya and Panama.

	REDUCING INEQUALITIES: PRIORITY GOALS	ACTIONS	KPIs (Indicators)
	<p>10.2 By 2030, enhance and promote the social, economic and political inclusion of all people, irrespective of age, gender, disability, race, ethnicity, origin, religion, economic or other status</p>	<p>>Alliances with entities and programmes that promote diversity, inclusion and equal opportunities, such as ACCEM under its DIVEM programme for the management of cultural diversity.</p>	<p>>35 nationalities on staff. >57% women. >Staff aged between 20 and 70. >169,526 passengers from 152 countries. >Destinations in 75 countries.</p>
	<p>10.3 Ensure equal opportunities and reduce inequality of outcomes, even by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and measures in that regard</p>	<p>>Financing international development cooperation and local social action projects, promotion of sustainable tourism and attention to vulnerable population groups, particularly migrants.</p>	<p>>In 2023: 19 projects carried out in 13 countries, 57,576 individuals benefited and 6 emergency actions. >From 2011 to 2023: 196 projects, 50 NGOs, in 30 countries, 317,028 individuals, 46 emergency interventions.</p>

	CLIMATE ACTION: PRIORITY GOALS	ACTIONS	KPIs (Indicators)
	<p>13.2 Include climate change measures in national policies, strategies and plans</p>	<p>> The risks and opportunities arising from climate change are part of the company's current risk map. >Participation in and accession to environmental and climate action initiatives: 1.5°C Business Ambition, Climate Ambition Accelerator Programme (UN Global Compact); Glasgow Declaration on Climate Action in Tourism (UN Tourism); Global Initiative on Tourism and Plastics (UN Tourism). >We have a Sustainability Policy and a Sustainable Management System.</p>	<p>>Carbon neutral since 2014. >100% green energy consumption in our offices. >100% waste management in our offices. >90% Euro6 coach fleet on our circuits in Europe. > 4,193tCO2eq scope 1, 2 and 3 in 2023. >100 trees planted with Treedom in 2023, totalling 348.</p>
	<p>13.3 Improve education, awareness and human and institutional capacity for climate change mitigation, adaptation to it, its mitigation and early warning.</p>	<p>We raise awareness among our stakeholders, especially staff and our tour operator customers in other countries, through training, thematic workshops, webinars and volunteer days.</p>	<p>> 1 online webinar on Europamundo's 2022 carbon footprint, hosted by ALLCOT. >1 online workshop for World Environment Day, hosted by Treedom. >1 ecological footprint workshop, during JTB's sustainability month. >1 day of environmental volunteering, with Vida Sostenible Foundation and GNO Rescate.</p>

16 <small>PAZ, JUSTICIA E INSTITUCIONES SOLIDAS</small> 	PEACE, JUSTICE AND STRONG INSTITUTIONS: PRIORITY GOALS	ACTIONS	KPIs (Indicators)
	16.5 Significantly reduce all forms of corruption and bribery	> We are a company committed to the fight against fraud, corruption, bribery and money laundering. To ensure transparency and combat practices and behaviours lacking in ethics and integrity, the company has several procedures, measures and controls in place.	> 100% of new recruits receive the Welcome Manual which includes: Code of Ethics, Best Practices Manual, and compliance policies and procedures (gift policy, disciplinary regime and criminal compliance policy). > Creation of a whistle-blowing channel , available to internal and external stakeholders, which ensures whistle-blower protection. > 1 compliance programme training to the Compliance Committee, and subsequently to the workforce.
	16.6 Creation of effective and transparent and accountable institutions at all levels	>Our ethical principles are set out in the Code of Ethics, Best Practices Manual which, together with our compliance system, demand a commitment to ethical action and strict compliance with the law in the development of our activity, rejecting any unlawful business practice, in the workplace as well as by any individual linked to Europamundo and acting on behalf of the company.	> 100% of policies shared on the web and with our key stakeholders.
17 <small>ALIANZAS PARA LOS OBJETIVOS</small> 	PARTNERSHIPS TO ACHIEVE THE GOALS: PRIORITY GOALS	ACTIONS	KPIs (Indicators)
	17.9 Increase international support for effective and targeted capacity-building activities in developing countries to support national implementation plans for all Sustainable Development Goals, including through North-South, South-South and triangular cooperation	> Through the Europamundo Foundation we have been financing international development cooperation entities and projects since 2011, in order to implement the 2030 Agenda and the 17 SDGs and promote cooperation among our various stakeholders.	>In 2023 we financed 14 international development cooperation projects . > EUR 125,860 earmarked for the 14 international cooperation projects .
	17.16 Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources to support the attainment of the Sustainable Development Goals in all countries, particularly developing countries	>In addition to the work of our Foundation, we materialise our contribution to the SDGs through collaboration with other entities to promote networking, innovation and talent management, contributing to bettering society.	> 2 alliances formalised in 2023: Entity Network Towards Sustainability, Business Leaders Open Call to Accelerate Water Action . >We highlight 4 major international alliances since 2012: UN Global Compact, UN Tourism, WTTC, ETOA.

3. ETHICS AND GOOD GOVERNANCE



Compliance and conduct policies.

3.1.1. EUROPAMUNDO'S CRIMINAL COMPLIANCE MODEL

Europamundo conducts its activities and operations in compliance with applicable laws and regulations, and implements internal guidelines, policies and procedures to ensure compliance with these laws and regulations.

Europamundo identifies, manages and informs its Board of Directors and Management of any risk of criminal breach that must be prevented.

Inappropriate behaviour by a single individual in a managerial, employee position or staff who perform functions for the Company can potentially damage our image and reputation in a very short time. We must therefore actively prevent and avert this possibility. To this end, all individuals who form part of Europamundo, including the Directors, staff in management positions, other employees and people linked to Europamundo by any type of employment or commercial relationship, are required to carry out our activities with a firm commitment to comply with current legislation, our ethical standards, our Compliance Manual and our internal policies, as well as with the procedures and controls established in the Company.

The Compliance Management System is implemented through:

Chief Compliance Officer (CCO). The CCO is the single-person body in charge of overseeing the operation and compliance of the Criminal Compliance Management System or Compliance Programme.

The Compliance Programme Officer or CCO is the individual appointed by the Board of Directors. The candidate has the necessary technical, professional and personal qualities.

The **Compliance Committee** is the collegiate body of an executive and decision-oriented nature that is entrusted with the task of advising the Chief Compliance Officer on all aspects considered relevant in the performance of its duties, and is also appointed by the Board of Directors.

Email: comitecumplimiento@europamundo.com

Compliance Committee



Europamundo Photos: Lugano - Marcelainev

COMPLIANCE POLICIES AND PROCEDURES:

- Criminal compliance policy: [Criminal compliance policy](#)
- Code of Ethics [Europamundo's Code of Ethics](#)
- Prevention of money laundering. [Money laundering policy](#)
- Gift policy: [Gift policy](#)
- Disciplinary regime. Internal control.
- Whistle-blowing channel regulation: [Whistle-blowing channel](#)

Europamundo also has a series of internal protocols or procedures that complement the Compliance Management System, such as the Compliance Management Manual Special Edition with all possible offences that may affect the company, the Management Manual General Edition with the implementation of the Compliance Management Procedure, Staff Selection Protocol and Remuneration, Data Protection Protocol, Corporate Image and Reputation Protocol, Supplier Selection and Approval and IT Security Policies.

In addition to the Compliance Policy, Europamundo has several Committees that ensure compliance and the proper functioning of the company's activity, in accordance with national and international laws, and the protocols and codes established within the company.

- **Equality Plan Monitoring Committee.** https://www.europamundo.com/rse_igualdad_2023.aspx
- **Monitoring Committee for the Protocol on Sexual and Gender-Based Harassment.** https://www.europamundo.com/rse_igualdad_2023.aspx
- **Good Practices Committee.** https://www.europamundo.com/rsc_comite.aspx
- **Compliance Committee and Compliance Officer.** https://www.europamundo.com/rsc_cumplimiento.aspx

- **Workplace Harassment Committee.** https://www.europamundo.com/rse_mediacion.aspx

https://www.cloud-europamundo.com/files/2023_06/comites-europamundo.mp4

Since 2018 Europamundo forms part of the JTB Group, and therefore the following procedures created ad hoc by JTB with the approval of the Board of Directors are available for compliance:

- EHQ Anti-fraud policy and response
- EHQ Competition Law Regulation
- EHQ Record Retention Regulation
- EHQ Anti-Corruption Regulation
- EHQ Code of Conduct
- Global Anti-slavery and Human Trafficking
- Acceptable Use Policy v1.3
- EHQ Data Protection Policy v3.5
- EHQ Information Security Policy v5.2



Europamundo Photos: Alisah (Morocco) - Alicia Garello

3.1.2. WHISTLE-BLOWING CHANNEL

Europamundo's whistle-blowing channel is the internal communication channel through which the company receives and manages reports made by the company's own staff, or by other individuals linked to it, on possible irregular or unlawful conducts that they may have witnessed or about which they are aware, and that are contrary to the company's rules, both internal and external.

The whistle-blowing channel in Spain is regulated by Spanish Law 2/2023 [*Ley 2/2023*], of 20 February, Regulating the Protection of Persons Reporting Regulatory Infringements and the Fight against Corruption, which transposes Directive (EU) 2019/1937(Whistle-blowers Directive), approved in 2019 by the European Commission and the European Parliament, and whose objective is to regulate the protection of persons who report infringements of Union law.

In case of any irregularity, you may contact or send the complaint form as follows:

- Email: canaldedenuncias@europamundo.com
- Telephone: 673463531 (Pedro Damián Cano Borrego as Chief Compliance Officer)
- Physical mailbox of the Whistle-blowing channel: Located in the Europamundo dining hall

- Postal Address:

EUROPA MUNDO VACACIONES, S.L.U.
Att: Canal de Denuncias [Whistle-blowing channel]
C/ GARCIA DE PAREDES, 55
28010 – MADRID

[Whistle-blowing Channel Regulations](#)

3.1.3. INTERNAL COMPLIANCE AUDITS

For years, Europamundo has had its own internal audit and regulatory monitoring department, which is responsible for internal audits and regular controls, among other matters. These audits also include verification of regulatory compliance requirements not only in EMV but as JTB Group as well.

Europamundo's Internal Audit department maintains an ongoing relationship with all areas of the organisation, for the purpose of adding value, as well as assessing and improving the effectiveness of management and control processes.

3.1.4. ANTI-CORRUPTION, ETHICS AND COMPLIANCE PROGRAMME

In addition to the programme described above, and for the purpose of preventing money laundering, a clear rule has been drawn up on [Money laundering policy](#), and cash acceptance, known procedures for supplier approval and registration and a system to continuously monitor cash flows through weekly on-site audits with the Treasury department, since due to its daily operations with more than 2,000 circuits worldwide, primarily in Europe, cash in Euros and foreign currency are needed for its 285 guides in 2023.

We have a non-gift acceptance policy, and any that are received are donated to charitable causes. This policy is known by all Europamundo professionals, regardless of whether they are executives, department heads or core staff, and forms part of the regulatory compliance system.

[Europamundo Gift Policy](#)

3.2 Value generation and financial obligations.

3.2.1 Tax compliance

EUROPAMUNDO's basic principle of action is regulatory compliance in all those countries in which it operates. This area includes compliance with tax obligations and cooperation with the Tax Authorities.

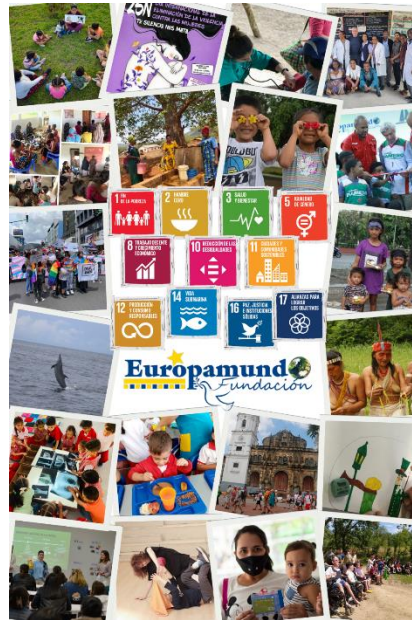
The following table shows the contributions to the Spanish General State Administration as regards Corporate Income Tax.

PROFIT/LOSS FOR THE YEAR 2023: EUR 9,583,821.50
CORPORATE INCOME TAX PAID (CASH CRITERIA) 2023: EUR 537,978.62
TAX ON CORPORATE INCOME ACCRUED IN 2023: EUR 1,627,327.50

3.2.2 Activities of the EUROPAMUNDO Foundation

EUROPAMUNDO FOUNDATION (FEM) is a private, non-profit organisation with its own legal personality and full capacity to operate as such. The will of its founders, EUROPAMUNDO Vacaciones (EUROPAMUNDO), is the realisation of the general interest purposes included in its articles of association.

The contributions to this Foundation come mainly from its parent company EUROPAMUNDO and from Europamundo Vacaciones collaborators via its Operators, Suppliers, Travel Agents, Partners, friends of the Foundation and Company employees, and indirectly via all of the passengers destined for EUROPAMUNDO Vacaciones (EUROPAMUNDO) circuits. EUROPAMUNDO donates a percentage of its earnings to the Europamundo Foundation



EUR 2 per passenger, to support the projects of the NGOs submitted during its annual call for proposals.

2012-2023 DATA		
Area of Action	Number of Projects	Amount of Aid
Education	25	EUR 260,003.40
Humanitarian aid	8	EUR 106,244.50
Health	34	EUR 403,214.45
Infrastructure	13	EUR 199,454.71
Social Action	60	EUR 488,659.85
Tourism	29	EUR 635,334.34
Environment	9	EUR 83,877.71
Rare disease research	6	EUR 10,093.70
One-off project support	12	EUR 35,815.00
Total	196	EUR 2,222,697.66

However, throughout 2022 with the recovery of the Tourism sector and our company in the last half of 2022, reaching 61.2% of 2019, Europamundo has decided to again contribute to the Foundation for the development of its projects with an amount of EUR 2 per passenger, EUR 176,500, and to reactivate the projects from the 2019 call that were not undertaken in 2020, and that were executed in 2023.

These are the projects carried out in 2023 for an amount of EUR 153,072.

NGO'S NAME	PROJECT	COUNTRY
ACNUR	PROTECTION FOR VENEZUELAN REFUGEES IN COLOMBIA	COLOMBIA
AFRIKABLE VACACIONES SOLIDARIAS	USAWA, LIFE-CHANGING JOURNEYS	KENYA
AMWAE	WAORANI, HANDMADE: THE COLOURS OF THE FOREST FOR THE WORLD	ECUADOR
ASEM	FAMILY RESPITE WEEK	SPAIN
ASOCIACION JOVENES INKAS VIVIENTES	COMMUNITY-BASED RURAL TOURISM	PERU
ASOCIACION VICTORIA	PROGRAMME FOR ACTION, DEFENCE AND REACTION AGAINST GENDER-BASED VIOLENCE	SPAIN
CLUB BAMESO	VOCATIONAL SCHOOL CLUB BAMESO	DOMINICAN REPUBLIC
DAN ZASS	DANCE-THEATRE AND DIVERSITY	SPAIN
FONDO VERDE	SUSTAINABLE GASTRONOMIC TOURISM IN THE CITY OF COCHABAMBA	BOLIVIA
FUNDACION CASA RARA	RARE HOUSE ACCOMPANIMENT AND SHELTER	COSTA RICA
FUNDACION CORE	AID FOR THE SOCIO-OCCUPATIONAL INTEGRATION OF IMMIGRANTS	SPAIN
FUNDACIÓN DALMA	CONTODOARTE AND ITS VISION OF TRAVEL	SPAIN
FUNDACION IMAGINARI	CONTRIBUTING TO THE LOCAL DEVELOPMENT OF THE CITY OF COLÓN	PANAMA
FUNDACION NUESTROS PEQUEÑOS HERMANOS	NUTRITION, FOOD SECURITY AND SUSTAINABLE AGRICULTURE	PERU
FUNDACION PANACETCEA	CETACEAN MONITORING PROGRAMME	PANAMA
GOTA DE LECHE	THE SEED OF HOPE	COLOMBIA
HOGAR INFANTIL MANOS DIVINAS	REPAIR OF TOILETS AND RECREATION AREAS	DOMINICAN REPUBLIC
ONGAWA	SUPPORT TO THE COMMUNITY CULTURAL AND ECOTOURISM INITIATIVE. PHASE II	TANZANIA
PROJECT PEARLS	OUTSIDE THE BOX HOSPITALITY	PHILIPPINES
PROYECTO VISION	EYE HEALTH PROJECT	ETHIOPIA
SOLIDARIDAD MÉDICA	HEALTH CARE	BOLIVIA

[Projects of the Europamundo Foundation 2023](#)

4. RESPONSIBILITY IN OUR ACTIVITY



[Traveling for Happiness Awards](#)

4.1. Quality certifications.

Q Mark for Spanish Tourism Quality, a quality mark granted by the Institute for Spanish Tourism Quality (ICTE), is a Spanish mark of renowned prestige aimed at the voluntary certification of tourist services.

In October 2023, Europamundo Vacaciones received the Q Mark for Tourism Quality certification for the sixth consecutive year, with a score of outstanding, which guarantees the quality of the products and services offered by Europamundo, after passing an audit of Standard UNE189001:2011 Intermediation Tourism Services .



**Q[®] QUALITY
CERTIFICATE**

The certificate, which is good for a period of three years and is therefore valid until October 2023, has been renewed and recognises the tour operator's focus on quality as one of the cornerstones of its business. Although the ICTE requires an annual audit every year, EUROPAMUNDO passed the audit in October 2023 with OCA Global without incident.

4.2. Product/service safety and consumer protection.

Quality is the responsibility of all EUROPAMUNDO's staff, and particularly of its management who, as leaders, prioritise the concern for customer satisfaction, together with the commitment for maximum quality and safety of the service provided. These objectives form the background of all decisions and actions that we carry out.

At EUROPAMUNDO our Clientèle are taken to mean the passengers or travellers on our circuits, to whom we refer as customers, our representatives in Latin America, the USA, Europe, the Middle East, Africa, Asia and Oceania, our Operators and our network, mainly in Spain, of Retail Travel Agencies.

As part of the quality system, a Quality Policy has been implemented, where indices and monitoring targets for detected non-conformities are set annually. These are reviewed periodically and any deviations lead to their analysis and the implementation of corrective actions.

In addition, a complaints system is established in the quality system. For the most part, the complaints received deal with one-off service defects, which in no case endanger the health or safety of the consumer.

Europamundo furthermore offers and promotes:

- Accessibility of products and services.
- Transparent information to the customer.
- Clientèle training.
- Customer satisfaction.
- Promote quality in the organisation at all levels.
- Passenger protection.

4.3. Suppliers and supply chain control.

EUROPAMUNDO's procurement policy is verified, monitored and checked essentially through our Contracting department, which constantly monitors compliance with current regulations, as well as the contractual relationship with suppliers, verifying the service, with the support of the Billing Control

department.

The Billing Control department, with the support of the financial area within its Suppliers department, defines two types of suppliers:

- Supplier companies for the implementation of our circuits, which come to 2,460 in the year 2023 and whose highlights may be found in p. 7. These suppliers are hotels, restaurants, transfers, tours, ferries, optional services and coaches. The relationship with them and their suitability is based on basic criteria, quality, service, price, mutual trust, social responsibility, equality, sustainability and professionalism.
- This second group of suppliers are the standard suppliers of services for the company's office and general services.

As for the drivers, while they are not part of the staff, they are part of companies contracted to carry out our circuits, with a privileged status similar in many aspects to EUROPAMUNDO's staff, due to the great trust and integration in the company.

Due to their integration in EUROPAMUNDO, they are monitored by the Good Practices Committee and regulated by our Code of Ethics and Good Practices Manual, as well as by the Conflict Mediation Protocol Working Group.

As part of the requirements specified in the Tourism Quality Certification, the P05 SERVICE PROVISION PROCESSES include the management and monitoring of suppliers and the entire supply chain, including their periodic evaluation in the service quality segments, environmental respect and social commitment to the activity carried out by EUROPAMUNDO, including adherence to the company's code of ethics and its ancillary documents. The periodic assessment will be complemented next year by the integration of the compliance system to which EUROPAMUNDO's entire supplier portfolio will have to adhere.

In addition, at EUROPAMUNDO we are committed to contracting local small and medium-sized companies (maintenance subcontractors) and national carriers with international transport capacity, which allows the creation of indirect jobs and the maintenance of our country's business fabric of our country, composed mostly of SMEs.

In monitoring suppliers and the supply chain, clauses will be included in the contracts that regulate relations with suppliers, which conveys this compliance management system, the Europamundo and JTB Group Code of Ethics, as well as Sustainability and Corporate Social Responsibility policies that in turn notify the obligation of all parties to abide by these principles, codes and policies, and which, in the event of breach, allow Europamundo to disassociate itself from the contractual relationship with the other party.



4.4. Information security and cybersecurity.

Cybersecurity is the practice of protecting computers, servers, mobile devices, electronic systems, networks and data from malicious attacks. It is also known as information technology security or

electronic information security. The term is applied in different contexts, from business to mobile computing, and can be divided into some common categories.

EUROPAMUNDO has integrated specific criteria to prevent risks regarding information security into the Code of Good Practices:



5. STAFF AND COMPANY



Europamundo 2023 Convention - Évora (Portugal)

5.1. Sustainable employment.

Our philosophy 'We are all Europamundo', allows us to see the importance of each individual within the organisation. The different perspectives, thoughts and ways of being of the EUROPAMUNDO team become a competitive advantage that leads us to achieve our goals and overcome new challenges.

EUROPAMUNDO is committed to acting at all times in accordance with current legislation, international standards and respect for human rights. EUROPAMUNDO's activities are carried out in accordance with the EUROPAMUNDO Best Practices Manual and Code of Ethics, the JTB Group's Code of Conduct, the World Tourism Organisation's Code of Ethics, the principles of the United Nations Global Compact, the Universal Declaration of Human Rights and the International Labour Organization Declaration.

Above all, and without prejudice to the provisions of the specific policies mentioned above, there is a Code of Ethics and Best Practices Manual that aims to guarantee not just the ethical and responsible

behaviour of EUROPAMUNDO professionals in the development of their activity, but also serves as a reference to define the minimum objectives of employment policy and guarantees, which are:

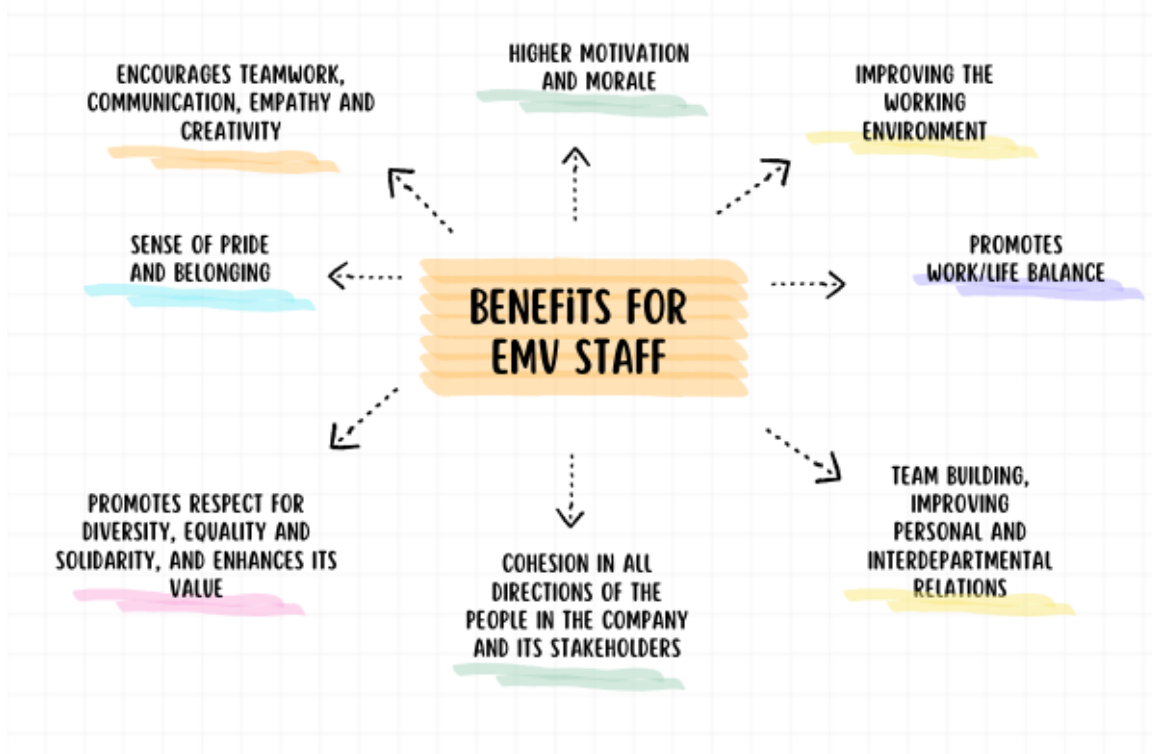
- Occupational health and safety
- Training and professional development of all employees.
- Non-discrimination and diversity and equal opportunities in access to employment (including gender equality, integration of people with disabilities and promotion of multiculturalism).
- Freedom of association.
- And the enforcement of collective rights.

5.1.1. Remuneration Policy.

Our remuneration policy aims to attract, retain and motivate professionals so that together we can meet the challenges of the sector's transformation.

The salary bands of our human capital are based on experience, degree of responsibility and seniority in the company, with a policy of being 9% above the average, according to the categories of the travel agency collective bargaining agreement, for staff with more than 3 years of seniority.

In 2023 there was a 4% wage increase across the board.



The internal mechanisms for monitoring, verification and evaluation are the Human Resources Department (HR) and General Management to a greater extent, and to a lesser extent through the Good Practices Committee, the Equality Commission and its protocols, the Compliance Committee, the CSR Department and, ultimately, each of the company's departments.



Europamundo Padel Tournament

5.2. Welfare and health and safety protection

Significant operational changes that may affect the organisational structure of the company and that may significantly affect staff members are made under the supervision of Management, HR and the Good Practices Committee.

There is an Emergency and First Aid team in EUROPAMUNDO composed of 10 women and 2 men, whose purpose is to continue to work and improve over time in addressing health and safety issues in the company.

At EUROPAMUNDO there are two types of staff, office staff and guides, who carry out the circuits designed by the company, and their main workplace is the coach.

The types of accidents, and the rate of lost work days (LWD) due to occupational accidents or occupational diseases for all employees, broken down by gender and location:

	DISEASES AND ACCIDENTS											
	2021				2022				2023			
	DISEASE		ACCIDENT		DISEASE		ACCIDENT		DISEASE		ACCIDENT	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
OFFICE	9	4	0	0	15	6	6	4	35	14	2	1
GUIDES	0	1	0	0	3	2	5	2	14	6	6	2
TOTAL	9	5	0	0	18	8	11	6	49	20	8	3

In 2023 there was a significant increase in illness in women and men compared to 2022, due to the normalisation of the company's activity following the Covid19 pandemic that took us almost 3 years, from 2020 to 2022. As far as accidents are concerned, there is a normal number of cases.

Occupational disease:

Sum of lost work days: 2,894

Average number of lost work days: 41.94

2022 work days: 249

% of lost work days: 16.84%

Occupational Accident:

Sum of lost work days: 372

Average number of lost work days: 33.81

2022 work days: 249

% of lost work days: 13.58%



Europamundo 2023 Convention - Évora (Portugal)

5.3. Access to training

During 2023, a lot of free or subsidised training courses were held. In total, 9,268 hours, with a decrease of -22.92% compared to 2022 owing to the high increase in the company's activity and its recovery compared to 2022. However, the significant increase in the number of employees who have taken the courses is worth noting, with an increase of more than 200% compared to 2022, from 176 people to 578, 63% of whom were women. There was also a decrease in the number of hours per employee from 30.75 hours to 16.03 hours in 2022.

Training in 2023 by posts:

TRAINING COURSES						
	TOP MANAGEMENT	DEPARTMENT HEAD	2ND RESPONSIBLE	AREA HEAD	BASE	GUIDES
WOMEN	1	15	17	20	260	52
MEN	4	28	3	4	144	30
TOTAL	5	43	20	24	404	82

Training courses in the last 4 years:

TRAINING COURSES				
	2020	2021	2022	2023
WOMEN	524	215	125	365
MEN	246	41	51	213
TOTAL	770	256	176	578
WOMEN	123	113	201	37
MEN	13.272	9.125	11.753	6.675

5.4. Principle of equality and non-discrimination. Functional diversity.

In terms of diversity, EUROPAMUNDO is part of the JTB Group, one of the world's largest tourism groups, which was founded in Japan over 100 years ago and today has more than 100 companies and over 700 offices in 36 countries around the world. Although EUROPAMUNDO was originally a family business, its

average sales growth over the last 27 years was 22.76%. EUROPAMUNDO is the leader in Latin America in European circuits, and also has its own circuits in USA, Canada, Mexico, Jordan, Egypt, Morocco, India and Japan, with more than 2,000 tours, and with 169,562 passengers in 2023, an increase of +18.74% compared to 2019 and +92.09% compared to 2022. Our circuits carry passengers from 152 countries on 5 continents.

Throughout 2023, EUROPAMUNDO had 507 individuals, 222 in the office and 285 guides, of whom 57.20% were women and 42.80% were men, with an average of 411 for the year, of which 222 individuals were in the office and 189 guides. It should be noted that 64.86% of the office staff and 51.23% of the guides are women. In addition, the average length of staff service is 8.5 years, with an average age of 43.90 years, and 86.79% of permanent jobs in the company and 95.95% of office staff.

Worthy of note is the policy of women’s integration in the workplace, whose hierarchical distribution in the company’s organisation chart includes 64% in middle management, 73% in second in charge positions, 84% in area manager positions and 57% female employees in the company.

Within its workforce, its staff comprises 35 nationalities, 25 different nationalities in the Madrid office such as: ARGENTINA, BRAZIL, CHILE, CHINA, COLOMBIA, CUBA, DENMARK, ECUADOR, SPAIN, UNITED STATES, INDIA, IRAN, ITALY, JAPAN, MOROCCO, MEXICO, PANAMA, PARAGUAY, PERU, PORTUGAL, DOMINICAN REPUBLIC, ROMANIA, RUSSIA, UKRAINE, VENEZUELA, which provides that perspective of diversity and multiculturalism, in addition to guides of 28 nationalities such as GERMANY, BULGARIA, EGYPT, GREECE, INDONESIA, PORTUGAL, SERBIA, SOUTH AFRICA, SWITZERLAND, URUGUAY.

Gender equality in the company’s governing bodies requires deputy directors, department heads or department directors, which EUROPAMUNDO refers to as ‘deputy managers’, and in some departments as ‘area managers’.

DISTRIBUTION OF DEPUTIES AND AREA MANAGERS						
SECOND	2021		2022		2023	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
UNDER 30	0	0	0	0	0	0
BETWEEN 30 AND 50	6	3	6	2	8	3
OVER 50	3	0	3	0	3	1
TOTAL	9	3	9	2	11	4
HEAD	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
UNDER 30	0	0	0	0	0	0
BETWEEN 30 AND 50	9	2	7	1	11	3
OVER 50	1	0	2	0	5	0
TOTAL	10	2	9	1	16	3

According to the 2023-2027 Equality Plan Report, men and women have equal pay at Europamundo:

[Europamundo Equality Plan](#)

The total number of hires and terminations in the company is as follows:

DISCHARGES BY AGE				
	2022		2023	
UNDER 30	1	3	13	14
BETWEEN 30 AND 50	3	6	21	13
OVER 50	0	0	4	2
TOTAL	4	9	38	29

Note: No data available for 2021

AGE-RELATED DEPARTURES						
	2021		2022		2023	
UNDER 30	1	0	2	2	4	4
BETWEEN 30 AND 50	8	5	7	2	9	5
OVER 50	0	3	0	0	1	0
TOTAL	9	8	9	4	14	9

The total number of employees who have taken parental leave by gender and age, and the number of employees on leave by gender and location is as follows:

MATERNITY AND PATERNITY LEAVE						
	2021		2022		2023	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
UNDER 30	0	0	0	0	0	0
BETWEEN 30 AND 50	4	3	4	1	5	3
OVER 50	0	0	0	0	0	0
TOTAL	4	3	4	1	5	3

EXCEDENCES						
	2021		2022		2023	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
OFFICE	7	1	16	6	16	5
GUIDES	0	0	0	0	1	0
TOTAL	7	1	16	6	17	5

We follow a policy of equal opportunities for all staff when recruiting, promoting or training, taking only their skills and potential into account.

	ROTATION	PROMOTION
	2023	2023
WOMEN	9	5
MEN	5	1
TOTAL	14	6

5.5. Respect for Human Rights - Due diligence.

Ensuring respect for human rights throughout our value chain is one of EUROPAMUNDO's priorities in terms of social responsibility. For this purpose we refer, among others, to the Universal Declaration of Human Rights, the UN Guiding Principles, the ILO Declaration on Fundamental Principles and Rights, the UN 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,

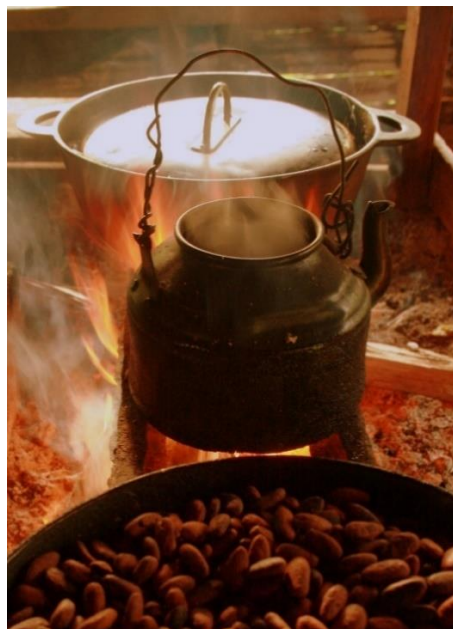
the European Parliament in March 2021 approved the legislative report of the Legal Affairs Committee on Corporate Due Diligence and Corporate Responsibility. In addition, there is the Proposed Directive on corporate sustainability due diligence.

Employee training on human rights policies or procedures is currently centred in the Sustainability and Social Responsibility Department, although no Human Rights training took place during 2023. The CSR Department is trained through Global Compact seminars and we are in a Global Compact Business & Human Rights Accelerator programme.

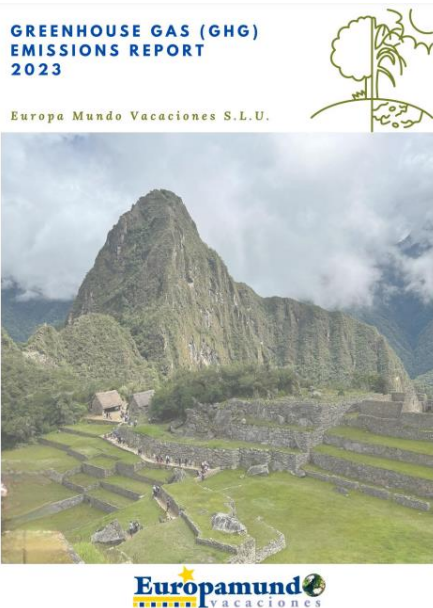


Although EUROPAMUNDO has a shortage of this type of training in 2023, the CSR department has participated in digital meetings organised by the NGO ACCEM, as well as lectures with CEAR with a dual topic, Refugee Day and LGBTBI Pride Day, lectures for our main stakeholders, such as Europamundo Staff and Customers.

6. ENVIRONMENT



WTO (COSTA RICA) - ACTUAR NETWORK RURAL COMMUNITY-BASED TOURISM PROJECT



CO2 EMISSIONS REPORT 2023

6.1. Pollution, emissions and climate change.

2023, the hottest year in history.

The National Aeronautics and Space Administration (NASA) the National Oceanic and Atmospheric Administration (NOAA) and the World Meteorological Organisation (WMO) confirmed last Friday that 2023 saw the highest temperatures since global climate records began in 1880. They exceeded the temperatures reached in 2016 and 2020 by a wide margin.

These three major international bodies support the claim that, when analysing six databases used to monitor global temperatures, the average annual temperature was 1.45°C warmer compared to the pre-industrial era (1850-1900). In addition, last year also saw record-breaking ocean temperatures.

Experts again stress that global climate change manifests itself not only as an absolute increase in temperature, but as a significant increase in the likelihood of more extreme weather events as well.

Rising temperatures as a result of climate change

Between June and December, global temperature records were broken every month. Both July and August marked the highest temperatures ever recorded, coming alarmingly close to the 1.5°C limit set in the Paris Agreement. Heat waves severely affected various regions of the Earth such as South America, the United States, Europe and Japan. In particular, Phoenix (Arizona), located in the Southwestern United States, experienced 31 consecutive days with temperatures above 43.33° C.

Long-term monitoring of global temperatures is just one of the indicators of how the climate is changing, with historical records being set in several areas. Other key indicators of this change include ocean acidification, rising sea levels, heat, atmospheric concentrations of greenhouse gases (GHGs) and melting of both glaciers and sea ice, among others.³

The next five years will be the hottest on record

A report by the UN weather agency says global temperatures will reach record levels driven by greenhouse gases and the El Niño climate pattern, with implications on health, food security and the environment. They also warn of a warming Arctic and changing global precipitation patterns.

The World Meteorological Organisation published its annual to decennial global climate update in May, a report that warns of a 66% chance that the annual average near-surface temperature between 2023 and 2027 will exceed pre-industrial levels by more than 1.5°C for at least one year. Moreover, there is a 98% chance that at least one of the next five years, and the five-year period as a whole, will be the hottest on record.

GHG Protocol divides the emission sources of any activity into three 'Scopes', which differentiate between direct emissions (Scope 1), produced from sources owned, controlled by an entity and for which it is directly responsible, and indirect emissions (Scopes 2 and 3), which are emissions from sources owned by another entity, or not directly under the control of the company performing the analysis.

The three scopes are as follows:

- Direct Scope 1 GHG emissions (Category 1): These are GHG emissions generated in the processes and activities within the facilities of EUROPA MUNDO VACACIONES S.L.U, owing to the use of fixed or mobile sources and which are used in the facilities or are the property of EUROPA MUNDO VACACIONES S.L.U. for development of its activities
- Indirect Scope 2 GHG emissions (Category 2): These are GHG emissions generated from electric energy consumption within the EUROPA MUNDO VACACIONES S.L.U. facilities.
- Indirect Scope 3 GHG emissions (Scope 3b or Category 3): These are GHG emissions from out-of-boundary sources of the organisation due to mobile sources and are mainly owing to fuel burned in transport equipment. It can include passenger and freight transport and all transport means (rail, air and road). Note: This category includes transport equipment not owned by EUROPA MUNDO VACACIONES S.L.U.
- Indirect Scope 3 GHG emissions (Scope 3a or Category 4): These are GHG emissions generated outside the facilities of EUROPA MUNDO VACACIONES S.L.U., due to the processes and activities of the organisation's value chain, such as emissions generated by the purchase of goods and services (water, paper and plastic consumption, waste generation and management, *inter alia*).

Following the categorisation proposed by GHG Protocol and ISO 14064-1:2018 we can determine emissions according to the 3 scopes as follows:

Category	t CO2e	Percentage
Category 1 (Scope 1)	0	0%
Category 2 (Scope 2)	0	0%
Category 3 (Scope 3b)	4,056.95	96.77%
Category 4 (Scope 3a)	135.27	3.23%
Total Emissions	4192.22	100%

The annual record of CO₂e emission sources makes it possible to compare the impact of EUROPAMUNDO's activity over the years.

	2019	2020	2021	2022	2023
Headquarters number for which this study is done	1	1	1	1	1
Number of workers	412	218	237	315	411
Total surface in m ²	2.664	2.664	2.664	2.664	2.664
Consumed electricity in Kwh	130.748	51.698	32.982	78.591	202.349
Consumed paper in Kgs	381.599	54.580	655	114.248	23.380
Kms traveled by plane travel	4.701.724	872.213	320.123	1.799.917	3.472.665
Kms traveled by train travel	139.550	20.620	16.743	72.745	159.176
Kms traveled by intercity buses	19.340	2.211	3.028	8.826	6.512
M ³ water consume	1.267	460	97	886	1.028
Kgs waste production (paper and paperboard)	1.600	533	200	1.640	3.830
Kgs waste production (plastics)	26.751	8.917	5.944	15.000	31.339
Kgs waste production (toners)	139	44	33	58	66
Waste units (PCs and printers)	71	3	2	3	6
Kms bus routes	8.980.509	1.204.681	952.044	6.477.034	11.890.669
Team and Zoom meetings			6.564	1.578	2.092
E-mails issued			1.344.240	1.603.807	2.725.052

The indicators chosen were:

- Total annual emissions in tCO₂e/year,
- Emissions per EUROPAMUNDO employee (offices) in tCO₂e/employee,
- Emissions per EUROPAMUNDO employee (offices and guides) in tCO₂e/employee,
- Emissions per m² EUROPAMUNDO offices in kgCO₂e/m².

For emissions per employee, two different indicators are calculated, as some of the employees (guides) are not physically located in the EUROPAMUNDO offices. The first indicator includes office staff only and the second additionally includes the guides employed by EUROPAMUNDO.

The values calculated since 2014 are shown in the following table:

INDICATORS	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
tCO ₂ e / year	3.123,13	3.235,65	3.190,83	3.901	3.937,41	3.768,37	543,00	333,00	2.705,00	4.192,22
tCO ₂ e / office staff	24,02	22,32	21,13	21,67	19,79	19,32	3	2	15	18,97
tCO ₂ e / total people (office staff + guides)	9,46	9,96	8,99	11,34	10,36	9,92	2	1,41	9	10,20
tCO ₂ e / m ²	1,45	1,50	1,48	1,81	1,83	1,41	0,20	0,13	1,02	1,57
Summary table with the values of GHG emissions indicators (including all sources)										

In order to better compare the evolution of EUROPAMUNDO's emissions to its activity, we decided to add a series of indicators relating to the km travelled by EUROPAMUNDO's chartered coaches.

INDICATORS	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Km routes in bus	7.455.586	7.771.299	7.798.863	9.622.695	9.046.605	8.980.509	1.204.681	952.044	6.477.034	11.890.669
tCO ₂ e / km route	0,42	0,42	0,41	0,41	0,44	0,42	0,42	0,42	0,42	0,35
Table of new indicators										

In 2023 there was a significant increase in CO₂e emissions of 55% and 11% compared to 2022 and 2019, in line with the increase in the company's activity and the increase in its sales which were 113.90% and 27.64% compared to 2022 and 2019.

All emission sources analysed in 2023 had a decrease or were equal to zero compared to 2019 and 2022, mainly those due to 2 of the 3 most important items of Europamundo's emissions, paper, professional air and land travel, except for coach routes, which increased by 53% and 33% compared to 2022 and 2019.

A new item has been included, digital usage from Zoom meetings, Team and company emails. The data must be verified every six months due to the poor information provided by IT service companies, of which the most realistic approximation possible was made.

Emission source	Emissions 2019 (tCO2e)	Emissions 2022 (tCO2e)	Emissions 2023 (tCO2e)	Variation 2023/2019	%	Variation 2023/2022	%
Electricity	21,101	4,99	0	-21,101	-100%	-4,99	0%
paper consumed	363,54	218,35	20,75	-342,79	-94%	-197,6	-90%
Km travelled by plane	736,69	330,5	548,95	-187,74	-25%	218,45	8%
Km travelled by train	4,37	0,49	0,71	-3,66	-84%	0,22	0%
Km travelled by bus	0,56	0,08	0,18	-0,38	-68%	0,1	0%
water consumption	1,33	0,19	1,23	-0,1	-8%	1,04	0%
Kg of waste production	3,19	64,95	102,07	98,88	3100%	37,12	1%
KM bus routes	2.637,58	2079,12	3.507,12	869,54	33%	1428	53%
Digital use		6,52	11,21	11,21	0%	4,69	0%
Total	3.768,36	2.705,19	4.192,22	423,86	11%	1.487,03	55%

Variation by emission source for the last few years

Emission Source	Quantity	t CO2e
Water consumption	1,028 m3	0.15
Water treatment	1,028 m3	1.08
Paper and Cardboard Consumption	23,380 tonnes	20.67
Paper and Cardboard Disposal	3,830	0.08
Plastic Consumption	31.33 tonnes	97.66
Plastic Disposal	31.33 tonnes	0.67
Electronic Devices Disposal	137 unit	2.93
Commercial Waste Disposal	66 unit	0.81
Emails	2,725,052 emails	10.90
Video conferences	2,092 hours	0.31
Total Category 4 emissions		135.27



6.2. Protection of biodiversity Neutral Europamundo.

Carbon neutrality, or zero carbon footprint, is about minimising greenhouse gas emissions and offsetting all emissions. For example, an activity can achieve carbon neutrality by financing an environmental project that absorbs or decreases an amount of CO₂ equivalent to the amount of CO₂ produced by that activity.

Global warming is the cause of many droughts, torrential rains and many other catastrophic climate changes around the world. This is a direct threat to biodiversity and disrupts economic activities.

The main cause of global warming is the concentration of CO₂ in the atmosphere. That is why decreasing and offsetting its greenhouse gas emissions is so important for the environment. Carbon offsetting is therefore an essential step towards achieving carbon neutrality and the 2°C set by the Paris Agreement for the year 2100.

Europamundo began offsetting its CO₂ emissions in 2014.

CO2e EMISSIONS											
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	TOTAL
TONS CO2e (TNC02e)	3.123,13	3.235,65	3.190,83	3.901,19	3.937,41	3.768,37	542,62	332,21	2.705,19	4.192,22	28.928,82
MAIN EMISSIONS:											
BUS TRANSPORTATION	2.312,35	2.337,96	2.294,62	2.861,00	2.659,78	2.637,58	354,18	279,91	2.079,13	3.507,11	
PROFESSIONAL DISPLACEMENT	427,53	477,75	507,79	665,23	768,88	736,69	134,82	50,27	330,50	549,84	
PAPER	316,42	341,29	345,72	363,90	443,77	363,54	50,36	0,62	218,35	20,75	
TREES PLANTED	14.556	14.893	14.687	17.956	18.123	17.345					97.560
COMPENSATION	2014 - 2019										
	From 2014 to 2019, CO2 emissions have been offset in a project in Limay (Nicaragua) under the standard of certification Plan Vivo https://www.planvivo.org/ and the developed the project to through the entity Takin Root https://takingroot.org/					See 2020-2023 offset projects					
OTHER EMISSIONS TNC02e	CO2 emissions offsetting project travel Convention in EVORA total 265 persons										315

2020-2023 Offset projects

PROJECT	CERTIFICATION	VERIFICATION
2020		
Wind power generation in Hami City - China Avoided deforestation of the Amazon rainfore VCU (Verified Carbon Unit) under VCS (Verified Carbon Standard).	CER (Certified Emission Reduction) accredited under the UNFCCC (United Nations Framework Convention on Climate Change).	
2021		
Hydroelectric generation in San Antonio - Bra Wind power generation in Oaxaca - Mexico	CER (Certified Emission Reduction) accredited under the UNFCCC (United Nations Framework Convention on Climate Change). CER (Certified Emission Reduction) accredited under the UNFCCC (United Nations Framework Convention on Climate Change).	
2022		
Oaxaca wind energy project - Mexico Wind farms in Santa Clara - Brazil Avoiding deforestation in Solano - Colombia	CER (Certified Emission Reduction) accredited under the UNFCCC (United Nations Framework Convention on Climate Change). CER (Certified Emission Reduction) accredited under the UNFCCC (United Nations Framework Convention on Climate Change). Certified Carbon Standard - Cercarbono	
2022 Europamundo Forest		
2023 (Convention)		
Solar forests - Colombia Forest protection - Brazil	Certified Carbon Standard - Cercarbon Verified Carbon Standard - VERRA	
2023 Europamundo Forest		
2023		
Landfill gas conversion - Panama N2O destruction avoided emissions-Egypt REDD+ deforestation-Brazil REDD+ deforestation - Cambodia REDD+ deforestation-Zimbabwe	Certified Carbon Standard - Cercarbon CER (Certified Emission Reduction) accredited under the UNFCCC (United Nations Framework Convention on Climate Change). Verified Carbon Standard - VERRA Verified Carbon Standard - VERR. y Climate Community & Biodiversity Standards Verified Carbon Standard - VERR. y Climate Community & Biodiversity Standards	



In 2022 we created the Europamundo Forest, planting 244 trees and 100 more trees in 2023 through

Treedom, in African and Latin American countries and various types of trees. Treedom projects are beneficial for the environment and biodiversity, they combat desertification, provide economic opportunities for local farming communities, as well as training and employment.

[Europamundo Forest](#)



6.3. EUROPEAN TAXONOMY.

The European Green Pact is an ambitious European Union (EU) initiative that seeks to address environmental and social challenges while driving the transition to a more sustainable economy. Within this strategy, the Sustainable Finance Action Plan plays a crucial role in establishing guidelines for channelling financial resources towards investments that support the objectives of the Green Deal. Here is a brief explanation of the three main goal of the Sustainable Finance Action Plan:

ACKNOWLEDGEMENTS

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As well as the support of International Organisations such as the World Tourism Organisation, Spanish Global Compact Network and WTTC, International Agencies such as UNHCR or NGOs like ACCEM and Ach.