

Sustainability policy of MTS GLOBE CYPRUS LIMITED



Sustainability management & legal compliance

Sustainability commitment

MTS Globe Cyprus Limited leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to publicly communicating our sustainability performance by means of the Travelife report every two years.

Sustainability management & legal compliance

MTS Globe Cyprus Limited commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

MTS Globe Cyprus Limited follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Employees

- MTS Globe Cyprus Limited supports both career-related and job-related professional development activities.
- MTS Globe Cyprus Limited is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.
- MTS Globe Cyprus Limited is committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.
- MTS Globe Cyprus Limited is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.
- MTS Globe Cyprus Limited further expects this commitment from all partners and suppliers.

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound

principles. We have the following measures in place:

- Follow all local and national regulations concerning environmental law
- Give preference to sustainable products for products bought especially in terms of water, waste, energy, and carbon
- Procure office supply. locally, seasonally, fair trade, in bulk to reduce the amount of packaging materials, sustainability certified whenever possible
- Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
- Energy saving measures are in place in all common areas
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Water saving measures are in place in all common areas and restrooms
- Waste is separated into the following categories: [plastic, organic, paper products, metal, hazardous) which is then collected by the municipality and transferred to recycling sites.

Carbon management of office operations

- MTS Globe Cyprus Limited is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible (Work from home when applicable, Online meetings, attend e-learning trainings instead of in person, travel for meeting and events only when necessary)
 - Installing energy efficient equipment and appliances (where appropriate and possible)

Land use

- MTS Globe Cyprus Limited offices are located in an urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- MTS Globe Cyprus Limited is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible.
- MTS Globe Cyprus Limited prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- MTS Globe Cyprus Limited prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, MTS Globe Cyprus Limited prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications.

- Following a zero-tolerance policy with suppliers that violate our policies specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- MTS Globe Cyprus Limited maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

- MTS Globe Cyprus Limited is an inbound / receptive partner agent in Cyprus. We do not have inbound or receptive partner agents.

Transport

- MTS Globe Cyprus Limited only works with transport providers that adhere to the company's policies and Ethics.
- When selecting transport for guests and business related travel, MTS Globe Cyprus Limited commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- MTS Globe Cyprus Limited has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Using public transportation options in the destinations when applicable
 - Local transport is done on minibuses and coaches where we maximise the vehicle size to reach an optimal occupancy level.
 - Training drivers on eco-driving techniques

Accommodations

- MTS Globe Cyprus Limited only works with accommodations that adhere to the company's policies and ethics.
- In the accommodation selection process, MTS Globe Cyprus Limited considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- MTS Globe Cyprus Limited favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Activities & Excursions

- MTS Globe Cyprus Limited only works with excursion providers that adhere to the company's policies and ethics.
- All excursions and activities run by or on behalf of MTS Globe Cyprus Limited respect local customs, traditions, cultural integrity, and natural resources.
- MTS Globe Cyprus Limited commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- MTS Globe Cyprus Limited gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- MTS Globe Cyprus Limited provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

- MTS Globe Cyprus Limited commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions.
- MTS Globe Cyprus Limited understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of MTS Globe Cyprus Limited are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- MTS Globe Cyprus Limited provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

- MTS Globe Cyprus Limited prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- MTS Globe Cyprus Limited aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- MTS Globe Cyprus Limited does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- MTS Globe Cyprus Limited commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- MTS Globe Cyprus Limited commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy [PRIVACY POLICY | mtsglobe \(https://mtsglobe.com/privacy-and-cookie-policy\)](https://mtsglobe.com/privacy-and-cookie-policy) to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- MTS Globe Cyprus Limited strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations (In our booking system hotels that have sustainability certification are clearly marked and visible to clients)
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping and illegal souvenirs

Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Greenhouse Gas emissions
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
 - Equality in the company
- MTS Globe Cyprus Limited maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Ioanna Epifaniou, who can be reached at ioanna.epifaniou@mtsglobe.com.

Effective date

This policy is effective from 24.01.2025.

Revision history

This policy was revised on 23.01.2025.

This policy will be revised by Ioanna.Epifaniou.