

Sustainability policy of MTS Globe 4 Services S.L.U

Sustainability management & legal compliance

Sustainability commitment

MTS Globe 4 Services S.L.U. 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 4 Services S.L.U. 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 4 Services S.L.U. 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

- We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
 - Legal compliance in all regards
 - A safe, healthy, and welcoming workplace
 - Fair contract conditions including fair compensation
 - Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
 - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.

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 purchased, especially in terms of water, waste, energy, and carbon
 - Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, 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, including water capture in external areas
- Waste is separated into the following categories: (plastic, organic, paper products, metal, hazardous, glass, e-waste, waste to landfill) and is disposed of properly by municipality

Carbon management of office operations

- MTS Globe 4 Services S.L.U. 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 (Home office options, Online meetings, travel for meetings and events only when necessary)
 - Encourage remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
 - Installing energy efficient equipment and appliances (where appropriate and possible)

Land use

- MTS 4 Services S.L.U. offices are located in a suburban 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. Currently we are in the process of installing Solar cells on our headquarter in Palma de Mallorca.

General suppliers policy

- MTS Globe 4 Services S.L.U. is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible.
- MTS Globe 4 Services S.L.U. 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 4 Services S.L.U. 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 4 Services S.L.U. prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.

- MTS Globe 4 Services S.L.U. 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

- We in Shared Service Center do not use any other suppliers or agencies to provide services to our clients.

Transport

- In SSC we do not contract transfers as we are the Shared Service Center, supporting all destinations. The inbound agencies are the ones that contract transfers.

SSC only contracts transfer companies whenever we organize big events such as fairs that we organize on a group level and therefore book the services via the Shared Service Center. In this case we always try to use the full capacity of seats.

- When selecting transport for guests and business related travel, we commit 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 4 Services S.L.U. has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Avoiding in-destination flights as much as possible
 - Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
 - Training drivers on eco-driving techniques
 - Grouping transfers to use buses on full capacity

Accommodations

- We as Shared Service center do not contract any hotels directly.

Activities & Excursions

- We do not offer Activities and Excursions directly from Shared Service center

Tour leaders, local representatives, and guides

- MTS Globe 4 Services S.L.U. is a Shared Service Center. The partners in the countries use our specialized knowledge for specific tasks they do not have in their country. In the Shared Service center we do not directly work with tour leaders, local representatives and guides. This happens on destination level.

Destinations

Sustainable destinations

- MTS Globe 4 Services S.L.U. prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- MTS Globe 4 Services S.L.U. does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- MTS Globe 4 Services S.L.U. commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - 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 4 Services S.L.U. 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 <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 4 Services S.L.U. 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 4 Services S.L.U. 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, Swantje Hansen, who can be reached at swantje.hansen@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 Swantje Hansen.