

Sustainability policy of MTS Globe Greece

Purpose

The company is committed to the development, application and promotion of a Sustainability Policy that will be compliant with the Sustainability Criteria of Travelife organization, that will be compliant with Human Rights, and that will be continuously improved, in order to be able to serve the purposes, it will be created and nurtured for.

The purpose of this policy is to serve as the ultimate set of guiding principles, that will be followed by our Stakeholders, Employees, and will be promoted to our Cooperatives, so that our Company can achieve its ultimate goals, being, Creating more Sustainable and Entertaining Experiences for our Customers, while providing best quality of service, Supporting local communities and promoting the Economy of our country, while in the same time, protecting our homeland's Environment, and its natural treasures and assets.

Scope

This policy applies to all Employees, Shareholders, Stakeholders and Cooperatives of any kind that are related and do business with our Company. This Policy does not apply to any other social counterparties that have their own policies or strategies, or predefined decisions on the sustainability concept.

Regarding geographical terms and scope, this policy applies to all our Offices, Infrastructure premises and Destinations, that the company is present to, and is acting in, all around Greece.

Regarding operational terms and scope, this policy applies to all services provided by our Company, and to all processes executed by the Company, to the most possible and applicable extent of application. Such an aspect of the application of this policy, is de facto considered a Continuous Process of Improvement and its benefits and changes can only be acknowledged gradually and not instantly.

Sustainability management & legal compliance

Sustainability commitment

[MTS Globe Greece - Incoming SA] 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 both publicly and privately communicating our sustainability performance, by means of the Travelife reporting framework, every two years, in addition to other forms of communication, towards Stakeholders, Employees and Cooperatives.

Sustainability management & legal compliance

[MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] 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
 - Participation in the sustainability planning activities
 - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.

Which means that, all the above aforementioned recognitions are translated to the following statements:

- [MTS Globe Greece - Incoming SA] supports both career-related and job-related professional development activities.
- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] 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 Greece - Incoming SA] 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 Greece - Incoming SA] further expects this commitment from all partners and suppliers.

Internal management: environment

- [MTS Globe Greece - Incoming SA] is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:
 - Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.
 - Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
 - Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
 - Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

Carbon management of office operations

- [MTS Globe Greece - Incoming SA] 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
 - Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encouraging 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.
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via carbon offsetting solutions, if and whenever available.
 - Implementing procedures such as [e.g. following proper maintenance for vehicle fleet, offering incentives such as bike rental stipend and showers.
 - Installing energy efficient equipment and appliances, where appropriate and / or possible.

Land use

- [MTS Globe Greece - Incoming SA] offices are located in a mostly urban or suburban areas and abide by all local land use laws, respect local cultural and natural resources in our business operations, and favour sustainable architecture and design.

General suppliers policy

- [MTS Globe Greece - Incoming SA] is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- [MTS Globe Greece - Incoming SA] 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, whenever this is possible.
- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] 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 Greece - Incoming SA] offers incentives for partners that are actively engaged in sustainable operations.
- [MTS Globe Greece - Incoming SA] expects its suppliers to adhere to the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of [MTS Globe Greece - Incoming SA]

- Following a zero-tolerance policy, [MTS Globe Greece - Incoming SA] will immediately terminate any relationships with suppliers that violate our policies, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- [MTS Globe Greece - Incoming SA] raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- [MTS Globe Greece - Incoming SA] actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] only works with partner agencies that adhere to the company's policies and ethics.
- In the entire process of developing and operating our travel packages, [MTS Globe Greece - Incoming SA] expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- [MTS Globe Greece - Incoming SA] provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Transport

- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] 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 Greece - Incoming SA] 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
 - Offering rail-and-fly transport to and from the airport
 - 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
- [MTS Globe Greece - Incoming SA] endeavours – to measure and compensate for the unavoidable GHG emissions produced from transportation to the best possible extent. Compensation costs are either included by default in the package price or compensation is actively promoted to the clients as a booking option.

Accommodations

- [MTS Globe Greece - Incoming SA] only works with accommodations that adhere to the company's policies

and Ethics.

- In the accommodation selection process, [MTS Globe Greece - Incoming SA] considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] 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 Greece - Incoming SA] respect local customs, traditions, cultural integrity, and natural resources.
- [MTS Globe Greece - Incoming SA] commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- [MTS Globe Greece - Incoming SA] gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- [MTS Globe Greece - Incoming SA] has clear guidelines/Codes of Conduct in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.
- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of [MTS Globe Greece - Incoming SA].
- [MTS Globe Greece - Incoming SA] 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 Greece - Incoming SA] 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 Greece - Incoming SA] provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

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

Contribution to local communities / local economic network

- [MTS Globe Greece - Incoming SA] 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
 - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
 - 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 Greece - Incoming SA] 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 [add link] 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 Greece - Incoming SA] 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
 - Compensation of their trips CO2 emissions
 - 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 and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
- [MTS Globe Greece - Incoming SA] 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, Ilias T. Vlachos, who can be reached at ilias.vlachos@mtsglobe.com.

Effective date

This policy is effective from [20/12/2024].

Revision history

This policy will be revised by [Ilias Vlachos on 20/12/2026]