

## **Sustainability policy of MTS Globe Egypt**



## **Sustainability management & legal compliance**

### Sustainability commitment

MTS Globe Egypt 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 Egypt 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 Egypt 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 have 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.

## **Internal management: environment**

### Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible. We have the following measures in place:
  - Follow all local and national regulations concerning environmental law
  - Measure and monitor use of commodities and products purchased, especially in terms of water
  - 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.

- 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, glass, e-waste, waste to landfill] and is disposed of properly by municipality
- Noise, light, and air pollution is minimised

### Carbon management of office operations

- MTS Globe Egypt 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
  - Encouraging remote work whenever possible, and when it is not possible
  - Implementing procedures such as following proper maintenance for vehicle fleet
  - Installing energy efficient equipment and appliances (where appropriate/possible)

### Land use

- MTS Globe Egypt 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.

### **General suppliers policy**

- MTS Globe Egypt 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 Egypt 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 Egypt 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 Egypt 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 Egypt expects its suppliers to:
  - 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 Egypt
- Following a zero-tolerance policy, MTS Globe Egypt will immediately terminate any relationships with suppliers that violate our policies and guidelines, specifically through acts of bribery, corruption, discrimination, and violation of human rights.

### **Inbound partner agencies**

- MTS Globe Egypt is an inbound / receptive partner agent in Egypt and therefore does not work with inbound key partner agencies.

### **Transport**

- MTS Globe Egypt is an inbound/receptive partner agent in Egypt and thus all transportation decisions to the destination are made by our customers independently.
- MTS Globe Egypt
  - Prefers ground transport over air transport for short-haul travel destinations
  - Avoids 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

### **Accommodations**

- In the accommodation selection process, MTS Globe Egypt considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- MTS Globe Egypt offer customers a choice of hotels and clearly mark the hotels that have any Sustainable certifications. Ultimately, it is the B2B customer who selects the accommodation. However, the company has labels within its system such that whenever B2B customers search for an accommodation provider they know which provider has sustainability certifications.

## **Activities & Excursions**

- MTS Globe Egypt offers a number of activities to TO's partners , whether it is operated directed by the company or by other local partners. MTS Globe Egypt also gives the travellers further details during a welcome meeting in the destination or they can also opt to book their preferred activity online via MTS Myholiday app.  
Currently, the company is developing a "Sensitive Excursion" tag in the system for it to be searchable and filterable by internal staff and by clients alike, however, the description does highlight sensitive areas, where applicable.
- All excursions and activities run by or on behalf of MTS Globe Egypt respect local customs, traditions, cultural integrity, and natural resources.
- MTS Globe Egypt commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- MTS Globe Egypt clearly marks excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- MTS Globe Egypt has clear guidelines 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 Egypt will provide excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform, starting from 2025.

## **Tour leaders, local representatives, and guides**

- MTS Globe Egypt 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 Egypt.
- MTS Globe Egypt 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 Egypt are trained regularly and knowledgeable in the sustainability topics of the destination.

- MTS Globe Egypt will provide guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform, starting from 2025.

## **Destinations**

### Sustainable destinations

- MTS Globe Egypt is an incoming / receptive tourism agent in Egypt and therefore does not take part in the selection process for new destinations. MTS Globe 4 Services S.L.U. (which is the headquarter of all MTS Globe offices) prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.

### Contribution to local communities / local economic network

- MTS Globe Egypt 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 Egypt 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

- 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 Egypt 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
  - 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:
  - Health and safety
  - Emergency procedures
  - Privacy
  - Group numbers
  - Greenhouse Gas emissions and offsetting
  - Transport
  - Shopping
  - Sexual exploitation
  - Children in tourism

- Satisfaction and complaints

### **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, Rana Samir, who can be reached at [rana.samir@mtsglobe.com](mailto:rana.samir@mtsglobe.com)

### **Effective date**

This policy is effective from 25.01.2025.

### **Revision history**

This policy was revised on 24.01.2025

This policy will be revised by 24.01.2027