

Travel Specialist Group – Sustainability Policy

Travel Specialist Group Ltd is a privately owned, well-established Finnish tour operator and a travel agency. The company was founded in 1992. Our motivated and dedicated team consists of around 15 travel experts based in Helsinki, Stockholm and Copenhagen. Our head-office is situated in Helsinki, Finland.

As a travel company who engage with various stakeholders in tourism, namely consumers, cruise lines, hotels, transport companies and activity providers, we understand our key role and influence in the sustainable development of tourism. Therefore, we are committed to promoting sustainability. Our mission is to support our customers in achieving more sustainable holiday dreams, without forgetting the joy and positive impact of tourism. Our values include honesty, transparency and expertise. We want to improve our own sustainability operations and raise awareness of tourism's impact on the environment and communities. We aim to constantly improve our actions to follow, implement and promote sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

The company's sustainability policy consists of the principles and practical actions, which are presented below. The aim of the policy is to increase the company's sustainability transition also in the long term.

Sustainability Management & Legal compliance

Travel Specialist Group (TSG) commits to sustainability management, practiced by these following actions:

- TSG's management is committed to the company's Sustainability Policy and fully supports it.
- TSG commits to comply with all national legislation, regulations and codes of practice.
- TSG has an appointed employee who is responsible for sustainability coordinator tasks.
- TSG has a sustainability mission statement that is communicated to customers, partners and suppliers together with the company's Sustainability Policy.
- TSG has sustainability guidelines to identify the sustainability performance of key suppliers/partners.
- TSG has a sustainability action plan with clear targets, actions, measures, responsibilities and time planning.
- TSG ensures the company's transparency in sustainability by Travelife reporting and communicating and marketing.

- TSG ensures that all staff are fully aware of the company's Sustainability Policy and are committed to implementing and improving it.

Internal Management: social policy & human rights

TSG commits to sustainable internal management related to social policy & human rights with the following principles:

- TSG includes labor conditions according to national labor law and a job description in the employment contract.
- Wage rate is to be mentioned in the contract and equals or above the collective agreement wage.
- TSG determinates and compensates for overtime working hours based on agreement.
- TSG provides medical and liability insurance for all employees.
- TSG prohibits discrimination, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.
- TSG ensures all employees have an equal chance and access to resources and opportunities for personal development through regular training, education.

Internal Management: Environment and community relations

TSG commits to practice environmental protection and enhance community relations by ensuring the enforcement of following practices:

- TSG's sustainability coordinator and team will regularly monitor the progress with the sustainability actions and targets. In the long term, the company aims to improve their monitoring so that for example energy usage can be clearly monitored.
- Actively reduce the use of disposable and consumer goods. Producing and sharing giveaways or consumer goods is avoided.
- Purchase products in bulk, to reduce the amount of packaging materials.
- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes.
- Change all the cleaning materials to ones which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label.
- Print marketing material on environmentally friendly paper, with a printing company that works with a certified environmental management system.
- Purchase green energy.
- Switch off Lights and equipment when not in use.

- Prefer low energy equipment when buying new items.
- TSG has a solid waste reduction and recycling policy. All the waste is aimed to be recycled.
- TSG aims to reduce the emissions of corporate travel by choosing direct flights instead of flights with stopovers and by preferring video meetings.
- Provide regular guidance, training and/or information to all employees, about their roles and responsibilities with respect to internal environmental practices.

Accommodations & Cruise lines

The partner accommodations and cruise lines have an important role in achieving a more sustainable tourism supply chain. These are taken into account with the partnerships:

- TSG will primarily work with hotels/hotel chains/cruise lines, which have social and environmental sustainability implemented into their business model and have set sustainability related targets and goals (e.g. human care, waste management, energy efficiency, biodiversity care).
 - o Especially partners with sustainability certification(s) are preferred.
- TSG does not contract partners, directly or indirectly that are involved in compulsory labour, or that employ children to complete work that is normally undertaken by adults. There are special working times and conditions for children (< 14 years old) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138.
- TSG expects that the supplier condemns the exploitation of children at the premises and facilities of subcontracted accommodations. Travel Specialist Group Oy will terminate the contract, if the supplier does not take adequate measures to prevent and/or stop the sexual exploitation of children within the direct supply chain (e.g. excursions).
- If a contracted supplier has been found to jeopardise the integrity of and the local community's access to essential resources, essential services, access to livelihood, and access to important sites, TSG reserves the right to terminate the contract without warning.

Excursions and activities

TSG values animal and community welfare high and aims at excursions that TSG directly offers only leave a minor footprint.

- TSG will primarily make contracts with excursion providers who have taken sustainability into account in their actions and have plans to improve their sustainability. Following points are considered while choosing partners:
 - o Activity providers are locally-owned and based in the community.

- Activity providers with internationally recognised sustainability certification(s) are preferred.
 - Activity providers provide a fair working environment for their employees (including licensed tour guides).
 - Activity providers offer educational/training/professional development opportunities to their employees and tour guides (topics may include sustainability, child protection, first aid, etc.).
 - Activity providers ensure that children's rights are respected and persons under the age of 16 are not employed.
 - Activity providers do not impede on the provision of basic services for local communities, and do not impact locals' access to natural/cultural resources.
 - Activity providers limit their negative effects on local and global biodiversity.
 - Activity providers give preference to local guides that are appropriately trained and qualified, especially in culturally sensitive sites, heritage sites, and ecologically sensitive destinations.
- TSG will not make contracts with excursion providers who offer products or services that harm humans, animals, plants, natural resources (e.g., water/energy), or products that are socially/culturally unacceptable. No activities where captive wildlife is held are offered except for properly regulated activities in compliance with local, national, and international law. Excursions, which include interactions with wildlife, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.
 - TSG aims to encourage clients to choose excursions and use services which support local communities as well as local environment and biodiversity.

Customer communication and protection

Customer welfare is very important to us. TSG ensures clear and constant communication and high protection to our clients. TSG commits to this by:

- TSG ensures that customer privacy is not compromised.
- TSG complies with relevant standards and voluntary codes of conduct in marketing and advertising messages, and does not promise more than is delivered.
- TSG makes product and price information clear, complete and accurate, with regard to the company and its products and services, including sustainability claims.
- TSG provides clients information to make more sustainable travel choices.
 - The available information and practices for sharing it are constantly developed.
- TSG informs consumers about key sustainability aspects and issues in the destination and receives recommendations on how to make a positive contribution.

- TSG informs customers about risks and precautions related to health and safety matters in the destination.
- TSG informs clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination.
- TSG motivates clients to use local restaurants and shops (where appropriate).
- TSG informs clients on sustainable transport options in destinations, when feasible.
- TSG measures systematically client satisfaction and takes into account the results, for service and product improvements.
- TSG does not allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local and international laws in place to prevent this.