

Sustainability policy of





Purpose

The company is committed to minimizing its impacts on the environment and on society in general, keeping the activity economically viable. The purpose of this policy is to establish some principles that will guide us towards more sustainable options at the office, with our suppliers and our partners.

Scope

This policy applies to all operations, from management to the executive level of our company. Staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within prevailing budgets. All the employees are responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Turangra's 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

Turangra 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.

Turangra 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 regards 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). We have the following measures in place:

- Follow all local and national regulations concerning environmental law
- Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste and energy.
- 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.



- Waste is separated into the following categories: plastic and metal, organic, paper products, glass, e- waste, and is disposed of properly by the municipality.
- Noise, light, and air pollution is minimized.

Carbon management of office operations

Turangra is committed to reducing our carbon footprint and endeavors 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.
- Implementing procedures such as following proper maintenance for the vehicle fleet.
- Installing energy efficient equipment and appliances.

Land use

Turangra office is located in an urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favors sustainable architecture and design.

General suppliers policy

Turangra 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.

- Turangra 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.
- Turangra prefers to work with suppliers 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, Turangra prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Turangra expects its suppliers to adhere to a Code of Ethics, that includes the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labor 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 Turangra.
- Following a zero-tolerance policy, Turangra will immediately terminate any relationships with suppliers that violate our Code of Ethics, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- Turangra raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimize their carbon footprint.
- Turangra 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.
- Turangra maintains open lines of communication with our suppliers and partners and encourages feedback from our stakeholders at any time and on any topic, particularly sustainability.



Inbound partner agencies

- In the entire process of developing and operating our travel packages, Turangra expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- Turangra provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Transport

- When selecting transport for guests and business related travel, Turangra commits to choosing the most environmentally friendly options available for traveling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- Turangra has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Avoiding in-destination flights as much as possible
 - Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing the most efficient vehicles available.
 - Training drivers on eco-driving techniques.

Accommodations

- Turangra only works with accommodation providers that adhere to the company's Code of Conduct.
- In the accommodation selection process, Turangra considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Turangra favors the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions.



Activities & Excursions

- Turangra only works with excursion providers that adhere to the company's Code of Conduct/Code of Ethics.
- All excursions and activities run by or on behalf of Turangra respect local customs, traditions, cultural integrity, and natural resources.
- Turangra commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Turangra gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- Turangra 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.
- Turangra 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

- Turangra 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 Turangra.
- Turanra understands that guides are the intermediaries between the guests and the socio- cultural and environmental context of the destination, conveying the appropriate behavior to them. Therefore, we make sure that all guides hired by or leading tours on behalf of Turangra are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are aware of the critical issue of sexual exploitation of children in tourism.
- Turangra provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.



Destinations

Sustainable destinations

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

Contribution to local communities / local economic network

Turangra 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, labor rights, etc.) as well as land rights.

Environmental stewardship in destinations

Turangra 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 behavior.



Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, we maintain a clear privacy 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

- Turangra 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 honor our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavor 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

Turangra 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
- Turangra 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.

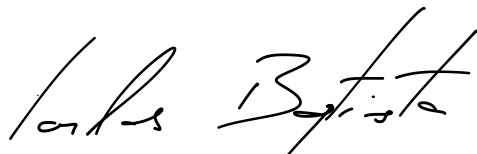
The implementation of this policy will be led by the Sustainability Coordinator, Ayla Harbich, who can be reached at sustentabilidade@turangra.pt.

Effective date

This policy is effective from 20th February 2023.

Revision history

This policy will be revised in February 2024.

A handwritten signature in black ink, appearing to read 'Ayla Harbich', is positioned at the bottom of the page.