

Meja Travel
Sustainability Policy
2025-2027

As a travel company who engage with various stakeholders in tourism, namely consumers, tour guides, transport companies, restaurants, and attractions, Meja Travel understands our key role and influence in the sustainability development of tourism. Therefore, we are committed to promoting sustainability. We aim to follow, implement and promote good 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.

Our sustainability policy is divided into 8 parts. Each part consists of a set of principles and practical actions accordingly.

1. Sustainability Management & Legal compliance

We commit to sustainability management, practiced by these following actions:

- 1.1 To have an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities; and includes employee related health and safety aspects;
- 1.2 To collaborate and actively involved in external forums and working groups which are supportive to sustainability in tourism;
- 1.3 To have sustainability guidelines and assessment system in place to identify the sustainability performance of key suppliers/partners;
- 1.4 To have sustainability action plan with clear targets, actions, measures, responsibilities, and time planning;
- 1.5 To develop procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets;
- 1.6 To ensure company's transparency in sustainability by public reporting and communicating;
- 1.7 To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

2. Internal management: Social Policy & Human Rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- 2.1 To grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty;

- 2.2 To include labor conditions according to national labor law and a job description in the employment contract;
- 2.3 Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- 2.4 To determinate and compensate of overtime working hours based on agreement;
- 2.5 To provide medical and liability insurance according to the national law;
- 2.6 To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;
- 2.7 To have health and safety policy for employees which complies to national legal standards;
- 2.8 To have first aid sets and trained staff are available at all relevant locations;
- 2.9 To obey national concerning Minimum Age for Admission to Employment;
- 2.10 To have documented effective procedures in place for employees to voice out their complaints and expectations;
- 2.11 To have a clear disciplinary procedure that is effectively communicated with employees;
- 2.12 To have a measurement system for employee satisfaction on a regular basis;
- 2.13 To create opportunities for students in participating in traineeship/ internship/ apprenticeship.

We commit to practice human rights by ensure the enforcement of following practices:

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions;
- To prohibit discriminations, 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;
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education;

3. Internal Management: Environment and Community Relations

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

- 3.1 Actively reduce the use of disposable and consumer goods;
- 3.2 Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;

- 3.3 Set copy and printing machines by default to double-sided printing and/or other forms of paper saving modes;
- 3.4 Reduce brochure wastage and implement an 'internet only' policy;
- 3.5 Purchase green energy and energy efficient lighting for all areas, when available;
- 3.6 Switch off lights and equipment when not in use, use automatic switch on/off system with timers or movement sensors and set equipment by default in the energy saving mode, where this is feasible;
- 3.7 Prefer low energy equipment when buying new items, including considerations of cost and quality;
- 3.8 Comply with the national legislation concerning waste disposal;
- 3.9 Implement reusable water bottles for refilling drinking water for office use;
- 3.10 Separate all materials which can be recycled and organize collection and proper disposal;
- 3.11 Recycle or properly dispose of batteries;
- 3.12 Reduce transport related impacts by online work, phone/video meetings, work-at-home policies, or other means;
- 3.13 Maintain and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,
- 3.14 Provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;

4. Partner agency

Based on an inventory of our key partners, we have developed and implemented a policy to improve sustainability of our partners. Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- 4.1 Raising awareness among key partners on sustainable consumption by introducing to our sustainability policy;
- 4.2 Informing key partners on the Travelife and national tourism standards;
- 4.3 Informing key partners about our sustainability policy and that they are expected to comply with it and/or communicate it to final customers where relevant;
- 4.4 Ensuring that partner companies comply with all relevant national laws protecting the rights of employees.

5. Transport

We try to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- 5.1 Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
- 5.2 Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, considering price, comfort, and practical considerations;
- 5.3 Integrating and/or promoting one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport and sustainable activities.

6. Excursions and activities

We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by;

- 6.1 Having an inventory of environmentally or culturally sensitive excursions;
- 6.2 Advising guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
- 6.3 Communicating our sustainability objectives and requirements to our partners via email, discussions, and/or meetings, to minimise negative visitor impact and maximise enjoyment;
- 6.4 Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
- 6.5 Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- 6.6 Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law;
- 6.7 Having skilled and certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
- 6.8 Our company ensures that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under

deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease.

6.9 Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects;

6.10 Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;

7. Tour Leaders and Guides

We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

- Ensuring that all employees have a written employment contract, including labour conditions and a job description, and fully understand the terms and conditions;
- Ensuring that our partners comply with all applicable international, national, and local laws and regulations, industry minimum standards, and any other relevant statutory requirements;
- Paying tour guides and other staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- Ensuring that our tour guides, tour leaders, and other employees under contract are qualified and trained regularly;
- Ensuring that our employees are informed on relevant aspects of our sustainability policy and comply with it, by references or supplements to contracts, emails, or training and information sessions;
- Offering a special sustainable travel module in the trainings program for local tour guides, in which the main responsible tourism aspects are brought to attention followed by the role expected from the employees. This module will also include knowledge regarding the destination and its relevant sustainability aspects;
- Having our tour leaders and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);

8. Destination

We aim to maximize positive impacts and minimize negative impacts at destination, which we visit during our tours, to ensure the sustainable development of the places that we operate in.

We commit to this by:

- Consider selection of new destinations, which are reachable through more sustainable means of transport;
- Comply with legally based spatial planning, protected areas and heritage regulations. Also with destination management strategies of local, regional and national authorities;
- Influence and support local government (when possible) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues;
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers;
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);