

# Sustainability Report - 2024



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PARTNERS



# Sustainability Report - 2024



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PARTNERS

sloways

ITALIAN BIKE TOURS  
*Bike, Breathe & Discover*





## Organization Profile

**GRI 2-1 • GRI 2-2 • GRI 2-6**

S-Cape Partners is an active tourism tour operator specializing in walking, cycling, cultural, and foodie travel across Italy and Europe. The company organizes self-guided vacations, small guided group tours, family trips, and customized itineraries. Key elements of its programs include local gastronomy, high-quality hospitality, nature, and a slow-paced experience on foot or by bike. Destinations are carefully selected for their beauty and cultural heritage.

The company's mission is to offer unique, immersive, and enriching travel experiences through inspirational yet responsible and sustainable programs, promoting the protection and conservation of the natural and cultural resources of the destinations.

This report refers to the company's legal headquarters, located at Borgo Allegri 16R, 50122 - Florence.

The company operates offices and other facilities covering a total area of 180 square meters.



# Sustainability Report - 2024

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“

*Sustainability has always been at the core of what we do. For me, adopting sustainable practices is both ethically correct and strategically beneficial for the company, increasing our profitability, resilience and competitiveness in the international market.*

**Tullia Caballero**

Titolare S-Cape Countryside Travels Srl





## Reporting Information

### **GRI 2-3 • GRI 2-4 • GRI 2-5**

The company publishes its environmental and social sustainability results in a special report, starting in 2021 and on an annual basis. The Sustainability Report has been prepared in accordance with the GRI Sustainability Reporting Standards, defined in 2016 by the Global Reporting Initiative (GRI Standards) and updated to 2022, in association with the Sustainability Accounting Standards Board (SASB) for the definition of material issues. This sustainability report is prepared with reference to the GRI by ESG-VIEW ([www.esg-view.com](http://www.esg-view.com)).

✔ **GRI Sustainability Reporting Standards**

✔ **Sustainability Accounting Standards Board (SASB)**

This statement is published on the website of S-Cape Countryside Travels Srl at: [www.s-capepartners.eu](http://www.s-capepartners.eu). Information can be requested by emailing [sustainability@s-cape.it](mailto:sustainability@s-cape.it). The reporting was carried out on the basis of the questionnaire administered to S-Cape Countryside Travels Srl by Synesgy and covers the period 01/01/2024-31/12/2024.



The representation of the true value of companies is determined, thanks to ESG, by the integration of economic results and results related to environmental sustainability, social impact and governance. Specifically, ESG is primarily related to a set of operational procedures for measuring and benchmarking and best practices that enable the environmental, social and ethical impact of corporate governance to be known and managed. These criteria make it possible to generate evaluations that are used by employees, suppliers, citizens, institutions, investors, financial analysts, banks and insurance companies to know the commitment and results related to the sustainability of an organisation and its exposure to risks. The ESG score represents the evaluation of the level of adequacy to ESG factors of a company also considering the sector of operation and the geographical area to which it belongs.

The ESG score is divided into five classes:

- 1 **Classe A > Excellent Level of Sustainability**
- 2 **Classe B > Good Level of Sustainability**
- 3 **Classe C > Satisfied Level of Sustainability**
- 4 **Classe D > Sufficient Level of Sustainability**
- 5 **Classe E > Poor Level of Sustainability**

# Benchmark

## Statistiche benchmark

Macro-settore: 79-ATTIVITA' DEI SERVIZI DELLE AGENZIE DI VIAGGIO, D... Dimensione: 2: 10-49 dip. Area geografica: Italia Centro

Distribuzione delle aziende per settore e overall score



Il grafico mostra la distribuzione delle aziende per settore in base all'Overall score.

Distribuzione delle aziende per settore e Environmental score



Il grafico mostra la distribuzione delle aziende per settore in base all'Environmen...

Distribuzione delle aziende per settore e Social score



Il grafico mostra la distribuzione delle aziende per settore in base al Social score.

Distribuzione delle aziende per settore e Governance score



Il grafico mostra la distribuzione delle aziende per settore in base al Governance...

A photograph of two women walking through a vineyard. The woman on the left is wearing a red long-sleeved shirt, light-colored shorts, and a black backpack. The woman on the right is wearing a pink tank top, bright green pants with black knee patches, a blue backpack, and sunglasses. They are walking on a grassy path between rows of grapevines. The background shows more rows of vines and trees under a clear sky.

# Stakeholder Engagement

GRI 2-29

# The Goal of Stakeholder Engagement

The objective of strengthening a sustainable business model involves not only monitoring and improving environmental and social impacts, but also the need for dialogue and discussion with stakeholders. The ability to understand and assess the needs and expectations of stakeholders is particularly important with a view to sharing a common value aimed at improving the impact, quality and efficiency of corporate services and, at the same time, the well-being of stakeholders that directly or indirectly relate to the company. Thanks to the listening/comparison activity with various stakeholders and local actors, it is possible to create the conditions to orient the sustainability strategies of the company itself, defining objectives in the common interest. S-Cape Countryside Travels Srl has identified the stakeholders and the relative activities, defining the level of involvement in consideration of the functions and instruments of confrontation and dialogue. The system of relations of S-Cape Countryside Travels Srl with its stakeholders envisages activities, tools, channels and methods of involvement that take into account the different profiles and needs of the stakeholders and the overall structure of the institutional system.

Stakeholder	Funzioni coinvolte	Aspettative	Attività	Engagement strumenti	Risposta
<b>Company: Investitori e soci</b>	Direzioni, affari generali, area commerciale, comunicazione e Pr	Condivisione standard qualità, pianificazione servizi e attività, confronto su impatti e risultati	Diversi incontri durante l'anno	Assemblee, presentazioni, scambi di comunicazioni, survey su tematiche di sostenibilità ambientale	Presentazione progetti, piani, report e bilanci
<b>Dipendenti e rappresentanze sindacali</b>	Risorse umane	Condivisione valori, obiettivi	Incontri e attività, incontri con rappresentative sindacali programmati	Assemblee, momenti di formazione, incontri dedicati, aree ristoro, survey dedicate, osservatorio	Accordi sindacali
<b>Clienti</b>	Area commerciale	Maggiore conoscenza delle aspettative	Incontri e attività, programmati durante l'anno	Indagini di customer satisfaction, newsletter, incontri e survey a tema sostenibilità ambientale	Presentazione esito indagini
<b>Fornitori di beni e servizi</b>	Acquisti	Garanzia domanda ampia	Diversi incontri e contatti durante l'anno	Procedure di selezione, scambio di documentazione, incontri	Contrattualistica
<b>Istituzioni</b>	Direzioni	Rispetto norme e regole, rispetto contratti e aggiornamenti normativi	Incontri periodici	Incontri e scambio di comunicazioni anche in relazione a normative previste nei contratti	Report, indagini, bilanci
<b>Banche e finanziatori</b>	Direzione	Solidità e sostenibilità economica, finanziaria e patrimoniale	Non periodiche, ma finalizzate a specifici progetti	Incontri e scambio di comunicazioni	Report di analisi, accordi commerciali
<b>Comunità locali e collettività</b>	Comunicazione e pr	Creazione di valore condiviso	Diverse attività di analisi e confronto	Campagne di comunicazione e marketing	Eventi, spazi aperti, iniziative aperte al pubblico

# SDGs: UN Sustainable Development Goals



On 25 September 2015, the governments of 193 UN member states signed the 2030 Agenda for Sustainable Development.

A programme of action approved by the UN General Assembly, which includes 17 specific Sustainable Development Goals (SDGs), framed within a broader programme of action with a total of 169 targets or goals.

The 17 Goals commit governments and nations but also every single company. ESG principles are the declination of what companies must do.

# SDGs of S-Cape Countryside Travels Srl

The Synesgy questionnaire allowed S-Cape Countryside Travels Srl to map the materialities and themes in the field of sustainability, thus highlighting the most relevant facts realised in the reporting year in question and providing its stakeholders with an immediate, but above all certified picture - since it responds to internationally recognised parameters - of its activity. The path of awareness started has led to the highlighting of a virtuous path by S-Cape Countryside Travels Srl and witnessed by the concordance of its actions with 9 of the 17 SDGs (Sustainable Development Goals) parameters recognised by the United Nations.



## Health and Well-being

Ensuring health and well-being for all.



## Sustainable Cities and Communities

Making cities and human settlements inclusive, safe, durable and sustainable..



## Gender equality

Achieving gender equality and empowering all women and girls.



## Responsible Consumption and Production

Ensuring sustainable patterns of production and consumption.



## Clean and affordable energy

Ensuring access to affordable, reliable, sustainable and modern energy systems for all.



## Fighting climate change

Promoting actions, at all levels, to combat climate change.



## Decent work and economic growth

Promote full and productive employment, decent working conditions and sustained economic growth.



## Life on Earth

Protect, restore and promote the sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification and halt and reverse land degradation and halt biodiversity loss.



## Business, Innovation and Infrastructure

Building a resilient infrastructure and promoting innovation and fair, responsible and sustainable industrialisation.

The tracking of issues thanks to Synesgy and the 26 materialities, which can be traced back to the ESG areas, on the basis of this emergence, started a real path of awareness involving, through several communication channels, all stakeholders.







# Environment



## Managing Environmental Impacts

**GRI 305-5 • ESRS E1-1 • ESRS E1-2 • ESRS E1-4 • ESRS E2-3 • ESRS E3-3 • ESRS E4-4 • ESRS E5-3**

Organisations may be affected by impacts either through their own activities or because of their business relationships with other entities. It is therefore crucial for the company to identify the impacts it causes, but also those that it contributes to causing and that are directly related to its activities, products or services through a business relationship. In this context, the virtuous company is the one that highlights these impacts and identifies strategies to avoid, mitigate, remedy the negative impacts or further improve the positive ones.



S-Cape Partners Italy, as part of its active collaboration with Rete Clima, has been supporting renewable energy generation projects in various parts of the world since 2021, contributing to a reduced use of fossil fuels. In January 2024 in particular, thanks to the collaboration with Rete Clima, S-Cape Partners Italy supported the certified renewable energy generation project VCS 1461 ‘Grouped Connect Solar PV Power Generation Project in China’. The project includes 7 different solar sites in different areas throughout Northwest China, which will generate electricity using photovoltaic solar power.

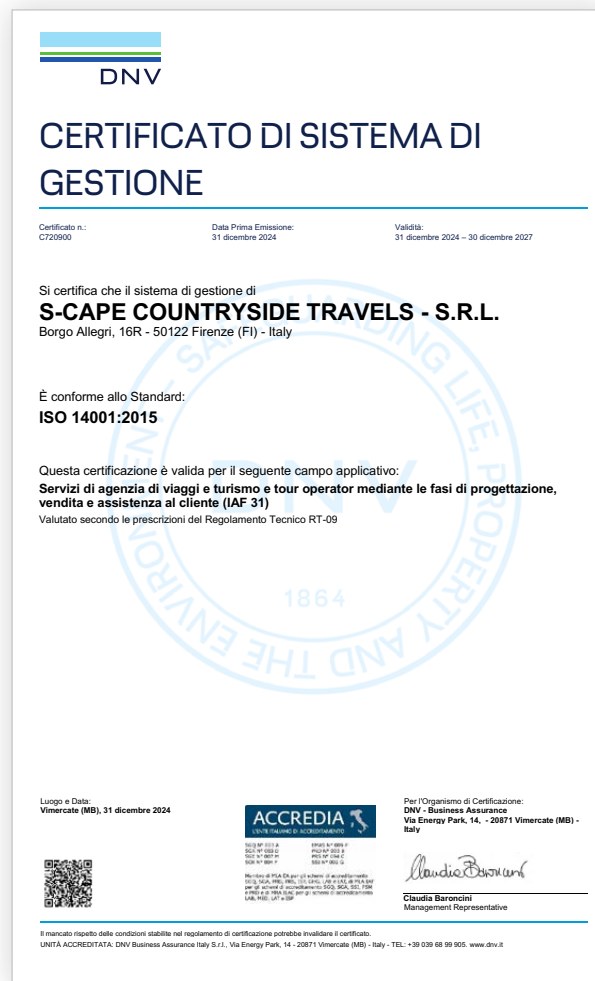
The estimated average annual reduction of greenhouse gas emissions from the seven project activities is 302.268 tco2e.

The project will bring environmental benefits, thanks to the generation of accessible and clean energy, and so- cial and economic benefits, thanks to customised training programmes for engineers and plant operators, as well as the creation of new jobs. The carbon offset project supported by S-Cape Partners Italy participates in the VCS (Verified Carbon Standard) Programme - Verra.

In addition, in spring 2024, in collaboration with Rete Clima and the Autonomous Province of Bolzano, S-Cape Partners Italy engaged in a reforestation activity in Sesto (BZ) in Val Pusteria where 60 trees and shrubs were planted to reforest an area affected by wind and snow crashes caused by storm Vaia in 2018, by heavy snowfall in 2019 and 2020, and later also by Bostrich (Ips typographus) damage, which felled thousands of trees. A high-value project on the Italian Alpine territory, which contributes to the renaturalisation objectives of an area affected by natural disasters.

The forestry interventions supported by S-Cape Partners Italy are part of Foresta Italia, the Climate Network's national forestation cam- paign that started in spring 2022 in partnership with Coldiretti and PEFC.

The company holds ISO 14001 (Environmental Management) certification.



The company has ongoing initiatives to reduce its environmental impact and has implemented investments over the past three years. For example, it has reduced the impact of the supply chain and trained accommodation facilities to the value of €3,500. This project represents the first step towards the creation of a sustainable accommodation network along the Via Francigena in Tuscany, with the future objective of replicating the model in other territories and routes for both pedestrians and cyclists. By supporting accommodation facilities in reducing their environmental footprint, the company is helping to build the future of sustainable tourism in Tuscany, with positive impacts on local communities as well as the travellers' experience. The initiative offers a training course that combines theory and practical tools, easily integrated into the day-to-day management of facilities. Each sustainable action contributes to improving the quality of hospitality and the customer experience, while also generating economic benefits for hospitality businesses. The project aims to involve facilities whether they are just starting out or are already implementing sustainable actions, to build a virtuous hospitality network along one of the most significant routes in Europe.

The company has medium (5 years) and long (10 years) term targets/targets for percentage reduction of environmental impact. Examples include BP3 and BP4.

The company is considering climate change adaptation initiatives through the implementation of a climate emergency risk plan.

## Energy

### GRI 302-1 • ESRS E1-5

Energy consumption for the company, associated with rationalisation, is a fundamental parameter to describe the impact it has not only in terms of efficiency, but also in terms of its impact on the environment. The monitoring system in terms of energy used/distributed/saved allows the company to identify the areas in which it is most necessary to intervene for a better rationalisation of resources, with a view to an ever-improving strategy for its efficiency. The electrical energy consumed in the company-owned premises in the last reporting period (e.g. 1 January - 31 December) amounted to 23000 kWh. This energy is certified 100% green.

## Emission

### GRI 305-1 • GRI 305-2 • GRI 305-3 • ESRS E1-6

Direct or indirect GHG emissions, emissions of other ozone depleting gases and their monitoring, as well as actions aimed at their reduction, confirm the organisation's attitude towards reducing its productive impact on the ecosystem. Also influencing the level of direct emissions are energy sources owned or controlled by the organisation, such as electricity generation, heating, cooling and steam, as a result of the combustion of energy sources.

Hence the importance of the company's monitoring of emissions. The company measures emissions related to air pollution. The company's total SCOPE 1 greenhouse gas emissions (direct emissions) is 0.1 t CO2 eq.

The company's total SCOPE 2 greenhouse gas emissions (indirect emissions from electricity generation/purchase) measured by the company is 7 t CO2 eq.

The total SCOPE 3 greenhouse gas emissions (indirect emissions related to the value chain) measured by the company is 250 t CO2 eq.



## Waste

### GRI 306-2 • ESRS E5-1 • ESRS E5-5

In the context of the GRI Standards, the environmental dimension of sustainability concerns the impacts of an organisation on living and non-living natural systems, including soil, air, water and ecosystems. This includes the issue of waste, which may be generated by the organisation's own activities, but may also be generated by upstream and downstream actors in the organisation's value chain. Waste, therefore, can have significant negative impacts on the environment and human health if poorly managed. The total amount of company waste produced in the last reporting year (e.g. 1 January - 31 December) is 100 kg. The company separates:

- Plastic;
- RAE;
- Glass;
- Paper;
- Organic Waste.





# People





## Employment

**GRI 2-7-a • GRI 2-7-b • GRI 401-2 • GRI 403-9 • GRI 405-1 • ESRS S1-6 • ESRS S1-9 • ESRS S1-11 • ESRS S1-14 • ESRS S1-15**

Fundamental is to understand the organisation's approach to employment and job creation, as well as to recruitment, selection and retention of personnel and related practices, including the working conditions it offers. The stability of its workforce from a contractual point of view, linked to internal welfare policies, is a fundamental element for the organisation to guarantee high productivity performance. A suitable working environment that promotes social inclusion and work-life balance of employees, values diversity and offers equal opportunities, accompanied by welfare tools, improves the company's performance and strengthens the organisation's ability to adapt to extraordinary events.

The company has adopted and made public on its website policies and procedures on the issue of respect for human rights (child, forced or compulsory labour).

The number of female employees, interns/trainees and self-employed women by professional category:

Quadri	1
Impiegati	11

The number of male employees, interns/trainees and self-employed workers by occupational category:

Quadri	1
Impiegati	8

The company is particularly active and sensitive to the issue of gender equality. As the tables above show, it encourages and supports female empowerment and employment.



The percentage of total employees by contract type:

Tempo Indeterminato	81
Tempo Determinato	19
Part-time	19

The number of accidents in the last five years was less than 3.

The hours worked during the last reporting period (e.g. 1 January - 31 December) by all employees are 30940.

The company with a view to corporate welfare:

- agrees to hourly flexibility/smart working;- grants productivity bonuses;
- provides agreements with local businesses (fuel vouchers/spending vouchers/discounts);
- provides RCA policies to employees.

There is a policy/procedure for regular consultations with key stakeholders/stakeholders, in particular with workers.

The company measures employee satisfaction with a regular, periodic survey.

## Training

### GRI 403-5 • GRI 404-1 • ESRS S1-13

The development and maintenance of professionalism and skills are conditions that allow companies to be able to pursue their strategic objectives of creating value for the organisation. There is a programme for appropriate training on the Code of Ethics, aimed at employees, consultants and suppliers. The main topics covered by the training provided during the last reporting period (e.g. 1 January - 31 December) concerned:

the field of sustainable development: new paradigm and UN Agenda 2030, main environmental, social and economic goals, totalling approx. 80 hrs. per employee

- predominantly environmental content (e.g. combating waste of materials and natural resources, waste management, water resource management, energy use efficiency, etc.);
- the area of privacy (e.g. GDPR);
- the area of occupational health and safety.
- tourism & experiential technology for the creation of more sustainable itineraries enhancing local production, art, culture, etc;
- fam trips, destination scouting;
- the area of sustainable transformation: what it consists of, opportunities and risks, what it means for a company;
- the area of digital innovation for sustainable transformation.





# Network & Local Community



## Customer relations

### GRI 418

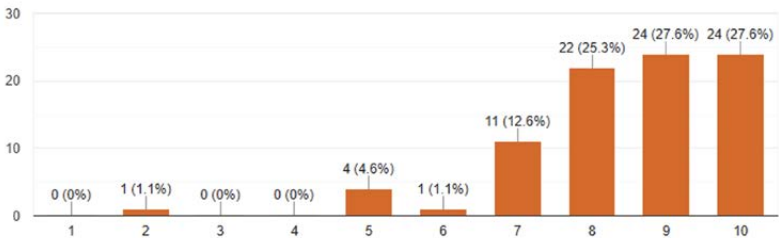
In terms of customer relations, it is of great importance how the company considers the impacts on the health and safety of its customers, starting with the products and services it produces, and how these impacts are assessed in the different phases of the life cycle of its business, from the development of the product concept, to the research and development phase and possible subsequent certification. The same impact is to be sought in the realisation phases, then manufacturing and production, but also in marketing, up to supply, use and the attention that the company pays afterwards, including an after-sales support phase up to the end-of-life cycle of the product or service. In this logic, the initiatives taken by the organisation to address the issue of security during the entire life cycle of a product or service and the assessments that relate to this issue, including the increasingly important privacy and data security, become relevant. The company has a policy/procedure on Privacy and Data Security.

In addition, the company monitors the feedback of its customers by means of a post-trip questionnaire. The most significant responses are included below:

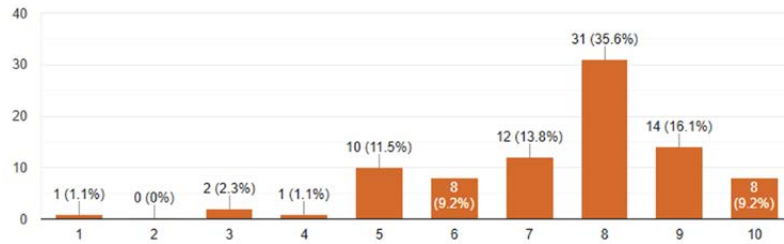
1) Do you prefer to receive your documentation in digital or printed form?

78% direct customers prefer digital. In addition, add the reduction of printed paper and travel documentation dispatches. **(2023, dispatches 755 out of 3298 bookings à 2024, dispatches 607 out of 3622 bookings).**

2) How would you rate the overall sustainability of the trip? (10 means great sustainability).



3) How would you rate the level of sustainability of the facilities you stayed in? (10 means great sustainability).



**4) What means of transport did you use to get to the first hotel? 48% customers went by train.**

The company's feedback can be seen through the use of the Feefo platform:  
[www.feefo.com/reviews/sloways](http://www.feefo.com/reviews/sloways).

## Infrastructure investments and funded services

### GRI 203-1 • ESRS S3-1 • ESRS S3-2

The economic dimension of sustainability concerns the impacts of an organisation on the economic conditions of its stakeholders. It also concerns the impacts of an organisation on local, national and global economic systems. Economic impact can be defined as a change in the productive potential of the economy, which has an influence on the well-being of a community or stakeholders, as well as on long-term development prospects. When we speak of indirect economic impacts, we refer to the consequences of financial transactions and the flow of money between an organisation and its stakeholders and they are particularly important when assessed in relation to improving the conditions of stakeholders, not only directly related to the company's own activities, but connected to the further impacts these may have. The investments made by the company respond to national and international sustainable development objectives. Investment, innovation, technology development and the pursuit of quality are fundamental elements of economic strategies, as they create a real multiplier effect that benefits a wide range of stakeholders.

## The company makes donations, sponsorships and donations to benefit the community in the area in which it operates.

The company also carries out projects in schools or the community on sustainability issues. In particular, the main actions with an impact on the territory can be summarised as follows:

- Deseasonalisation of tourist flows;
- Distribution of economic benefits in the local communities crossed;
- Reduction of direct CO2 emissions through the purchase of company electric vehicles.





# Business Model & Innovation





## Suppliers and procurement practices

**GRI 2-22 • GRI 2-23 • ESRS 2 GOV-1**

Within the framework of the organisation's relations with its suppliers, an extremely important chapter concerns their environmental assessment, by which is meant the commitments that suppliers make in terms of sustainability and behaviour consistent with these issues.

With a view to constant improvement of impacts and mitigation of negative ones, the organisation is increasingly inclined to assess compliant supplier behaviour in terms of social, economic and environmental impacts as these impacts are directly and indirectly reflected on the company's own value chain.

Therefore, on the one hand, the organisation is driven to monitor the behaviour of suppliers and, on the other hand, to define strategies and actions to limit the scope of those with negative impacts.

The company has revised its strategy to seize the opportunities of the new development model focused on sustainability: in particular, it has implemented a change to its product catalogue and made investments aimed at technological improvement.

The policy on respect for human rights was also extended to the supply chain.

The company provides an assessment of suppliers on ESG areas, in particular on the possession of environmental certifications.

Through a pilot project, the company supports accommodation facilities in reducing their environmental footprint, helping to build the future of sustainable tourism in Tuscany, with positive impacts on local communities as well as improving the travellers' experience.



The initiative offers a training course that combines theory and practical tools that can be easily integrated into the day-to-day management of facilities. Each sustainable action contributes to improving the quality of hospitality and the customer experience, while also generating economic benefits for the accommodation business. The project aims to involve facilities whether they are just starting out or are already implementing sustainable actions, to build a virtuous hospitality network along one of the most significant routes in Europe.







# Leadership & Governance



## Governance

**GRI 2-22 • GRI 2-23 • ESRS 2 GOV-1**

The organisation's governance structure, composition, knowledge and roles are important to understand how the management of the organisation's impacts on the economy, the environment and people, including the impact on their human rights, is integrated into the organisation's strategy and operations, and how well the company itself is 'equipped' to oversee the management of impacts.

The company has revised its strategy by giving even more weight to sustainability: in particular, it has implemented a process for assessing ESG impacts and has appointed a dedicated sustainability figure, the management system manager, to carry out the planned processes. The company is insured against physical risks. In addition to its profit-making purpose, the company also has one or more common good purposes (e.g. charitable company). Translated with DeepL.com (free version)

## Business ethics

**GRI 1 • GRI 2-22 • GRI 2-23 • ESRS 2 SBM-3 • ESRS 2 MDR-P • ESRS 2 IRO-1**

The organisation's political commitments must be aimed at responsible business conduct, including a commitment to respect human and gender rights. These commitments constitute the company's values, principles and norms of behaviour and mission embedded within its business objectives. The human rights enshrined in national and international standards, coupled with the organisation's actions to prevent or mitigate potential negative impacts for each material issue, are the grid through which the company's activities must pass, with political commitment as an integral part of the company's strategy.

It is therefore appropriate for the company to identify its risk factors and equip itself with strategic tools to address them. The company conducted an analysis of its sustainability impacts on the E and S factors. On a scale of 1 to 10, the accuracy of this analysis is 8.

The company has adopted a Code of Conduct.

## Legal compliance

**GRI 2-22 • GRI 2-23 • ESRS 2 MDR-P**

The compliance of an organisation indicates the ability of the governing bodies to ensure that operations comply with certain performance parameters or universally recognised standards. In this context, obtaining certifications attesting to the high degree of compliance of a company's activity, sector or procedure becomes a guarantee in the eyes of stakeholders and those directly or indirectly involved in the company's value chain, with a view to reducing or mitigating negative impacts on particular sustainability-related issues, thus in the social, environmental and economic spheres. The company holds certifications such as Travelife certified (recognised GSTC) and ISO 14001.



The company adheres to one or more international initiatives/protocols, frameworks and standards, such as the GRI. The company has a Code of Ethics and a Legality Rating, for which it has obtained 2 stars.



# Suggested Actions



## Business and corporate governance

- Strengthening Governance Principles.
- Identify a person responsible for the whistleblowing function.
- Strengthening its strategy to seize the opportunities of the sustainable development model.
- Prepare a materiality analysis to identify the main impacts related to environmental and social factors.



## Water, energy and waste

- Offer their employees incentives (e.g. season tickets/conventions) to encourage the use of public transport or eco-friendly vehicles to get to work.

## Environmental Certifications

- Adopt ISO 50001 certification on energy management systems. (The company is already fully supplied by 100% certified green energy).



## Personnel Management, Certifications and Standards

- Evaluate the possibility of adopting the guidelines of ISO 45001 on worker health and safety management.
- Publish your company policy on Equality, Diversity and Inclusion issues on your website.
- Strengthen regular consultations with key stakeholders.
- Broaden the topics of training to include, for example, anti-corruption.



## Regulatory Certifications

- Adopt ISO 9001 quality management system certification.
- Adopt ISO 37001 certification on the management system for the prevention of corruption.

# GRI Index

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	305-5	Riduzione di emissioni di gas a effetto serra (GHG)	Gestione degli impatti ambientali	18
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GRI 404: Formazione e istruzione 2016	404-1	Numero medio di ore di formazione all'anno per dipendente	Formazione	25
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