

Sustainability policy of S-Cape Countryside Travels srl



Purpose

S-Cape Partners Italy is committed to designs active (walking and cycling), cultural and food & wine tours in Italy and Croatia. We are specialists in organizing self-guided programs, small-group tours, family holidays and tailor-made experiences. Our unique programs combine hiking and cycling with gourmet food, excellent accommodations, natural parks and destinations of great beauty as well as cultural interest.

More than anything, we want to create lifelong memories: indelible fragments of unique moments, flickering through your mind when you most need them, bringing back those unparalleled emotions; and there you are, longing for the next adventure.

Our mission is to offer unique, immersive and enriching travel experiences by providing exceptional and inspiring trips in a responsibly sustainable way, which promotes the conservation of both natural and human communities.

Scope

This policy will apply 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. This policy applies to all brands operating under the organization of S-Cape Partners Italy.

S-Cape Partners Italy

- Sells holiday packages to B2B clients, mainly abroad;
- Destinations: Italy, Croatia;
- Markets: Holland, Belgium, Austria, UK, Ireland, Germany, Switzerland, Norway, Sweden, Australia, New Zealand, USA, Canada, Japan, Israel;

SloWays

- Sells holiday packages to direct clients, mainly Italian;
- Specialized on long distance trails and Caminos, such as the Via Francigena or the Camino di Santiago;
- Destinations: mainly Italy (directly developed packages); Europe in general via intermediation of packages by other tour operators;
- Main markets: Italy, UK, Europe, Switzerland, USA, Australia

Italian-Biketours

- Sells holiday packages to direct clients;
- Specialized in bike tours throughout Italy;
- Destinations: Italy (directly developed);
- Main markets: UK, Europe, USA, Australia

SlowBikes

- Sells holiday cycling packages to direct clients, mainly Italian;
- Destinations: mainly Italy (directly developed packages); Europe in general via intermediation of packages by other tour operators;
- Main markets: Italy

The internal Sustainability coordinator is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

S-Cape Partners Italy 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 communicating our sustainability performance publishing a sustainability report every year.

Sustainability management & legal compliance

S-Cape Partners Italy 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.

S-Cape Partners Italy 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 regard to compensation, promotion, distribution of benefits, and professional development opportunities.

Furthermore:

- S-Cape Partners Italy is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.
- S-Cape Partners Italy is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

- S-Cape Partners Italy further expects this commitment from all partners and suppliers.

Internal management: environment

Greenhouse gas emissions are categorised into three groups or 'Scopes' by the most widely-used international accounting tool, the Greenhouse Gas (GHG) Protocol. So in our case this equates to:

- **Scope 1:** Our vehicles used to customers' luggage. (*S-Partners Italy does not have a flights department*)
- **Scope 2:** The electricity we purchase for company operations and office heating/cooling.
- **Scope 3:** The accommodation we use, meals purchased, documentation produced to support a trip.

Environmental management of office operations:

- In order to implement the above principles, with specific reference to environmental issues, S-CAPE PARTNERS outlines guidelines for the definition and implementation of objectives to be shared with all parties
- Definition, application and maintenance of an Environmental Management System in accordance with the requirements of the UNI EN ISO 14001:2015 standard;
- Promotion of the continuous improvement of the Environmental Management System
- Planning of business processes on the basis of internal and external contextual factors, stakeholder expectations and the associated environmental risks
- Compliance with legal requirements (with particular regard to environmental requirements) and contractual regulations;
- Ensuring appropriate information and training of human resources on environmental aspects related to the activities performed and communication of the principles of company policy through periodic meetings and gatherings in order to also stimulate suggestions and new methods;
- Development of methods that meet the needs and expectations of its customers in terms of environmental quality and that are in line with the principles of environmental sustainability
- Implementation of appropriate systems for monitoring the quality of the organisation's environmental performance
- Promotion of corporate development while safeguarding the company's environmental performance
- Selection of suppliers on the basis of objective assessments of their environmental performance
- Maintaining a system of risk analysis, emergency preparedness and response;

-
- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow circularity/the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound principles. 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, energy, and carbon
 - 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. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
 - Digitalizing all the documents (operation, administration, management)

- 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, including water filters for drinking fountain
- Waste is separated into the following categories: [plastic, organic, paper products, hazardous] and is disposed of properly by [a private company or municipality depending on the item]
- Noise, light, and air pollution is minimised as our office runs 100% on green electricity
- Single-use plastic is banned unless unavoidable situation. All member of the staff have a water bottle

S-Cape Partners Italy undertakes to continuously monitor the pursuit of these commitments, through scheduled audit cycles, review of objectives and targets, and review of this policy annually, and whenever necessary.

Management is committed to disseminating its Policy to all stakeholders and to training, sensitising and empowering its employees to ensure that business processes are managed appropriately to achieve the best results.

Carbon management of office operations

- S-Cape Partners Italy is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - 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.
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via ReteClima projects.
 - Installing energy efficient equipment and appliances [where appropriate/possible]

Land use

- S-Cape Partners Italy office is located in a urban 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

- S-Cape Partners Italy 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.
- S-Cape Partners Italy 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.
- S-Cape Partners Italy 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, S-Cape Partners Italy prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications.
- S-Cape Partners Italy expects its suppliers to adhere to a Code of Conduct, that includes the following responsible business practices:
 - 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 S-Cape Partners Italy
- Following a zero-tolerance policy, S-Cape Partners Italy will immediately terminate any relationships with suppliers that violate the Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- S-Cape Partners Italy raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- S-Cape Partners Italy 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.
- S-Cape Partners Italy maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

- S-Cape Partners Italy only works with partner agencies that adhere to the company's Code of Conduct.
- In the entire process of developing and operating our travel packages, S-Cape Travel expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.

- S-Cape Partners Italy provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.
- S-Cape Partners Italy only works with company partners that are state/fiscally registered, as this proves their legality and ensures they pay their taxes in the country in which they operate.

Transport

- S-Cape Partners Italy only works with transport providers that adhere to the company's Code of Conduct.
- When selecting transport for guests and business related travel, S-Cape Partners Italy commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- S-Cape Partners Italy has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Avoiding in-destination flights as much as possible
 - Suggesting the use of public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
- S-Cape Partners Italy endeavours – and has a system in place – to measure and compensate for the unavoidable GHG emissions produced from transportation via Rete Clima projects. Compensation costs are included by default in the package price.

Accommodations

- S-Cape Partners Italy only works with accommodations that adhere to the company's Code of Conduct.
- In the accommodation selection process, S-Cape Partners Italy considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- S-Cape Partners Italy favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions
- S-Cape Partners Italy select suppliers and accommodation that are locally owned and managed
- S-Cape Partners Italy shares the knowledge and best practices for sustainability accommodation

Activities & Excursions

- S-Cape Partners Italy only works with excursion providers that adhere to the company's Code of Conduct.

- All excursions and activities run by or on behalf of S-Cape Partners Italy respect local customs, traditions, cultural integrity, and natural resources.
- S-Cape Partners Italy commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- S-Cape Partners Italy gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- S-Cape Partners Italy 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.
- S-Cape Partners Italy 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

- S-Cape Partners Italy 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 S-Cape Travel.
- S-Cape Partners Italy 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.
- S-Cape Partners Italy provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

- S-Cape Partners Italy prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- S-Cape Partners Italy aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- S-Cape Partners Italy **exclude destinations** that are experiencing excessive negative impacts from tourism.

Contribution to local communities / local economic network

- S-Cape Partners Italy 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
- Collaborating with other local tourism stakeholders (including local government, other tourism businesses) to further the sustainable tourism development of the destination
- Supporting local project via Reteclima certified company

Environmental stewardship in destinations

- S-Cape Partners Italy 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

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy [\[online\]](#) to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- S-Cape Travel 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

- Communication of the CO2e emissions of the trip
- Activities and excursions that benefit the local communities and environmental protection
- Responsible way of travelling

Customer experience

- S-Cape Partners Italy 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
- S-Cape Partners Italy 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 lead by the Sustainability Coordinator, who can be reached at sustainability@s-cape.it

Definitions

“S-Cape Countryside Travels S.R.L.” is defined as “S-Cape Partners Italy”

Effective date

This policy is effective from [26/08/2024].

Revision history

This policy was revised on [31/12/2021]

This policy will be revised by [01/01/2025]