

SUSTAINABILITY POLICY

Europe Go Tour Operator is committed to pursuing sustainability in all its forms. This is why it has decided to equip itself with a code of ethics, which guides all its activities.

This code is also the basis for the choices of suppliers of tourist services used to offer proposals and tourist packages to its B2B and B2C customers.

Below are the fundamental principles of this code derived from the 10 Principles of the UN Global Compact

HUMAN RIGHTS

1 Our company respects human rights and employees are encouraged to report human rights issues.

2 Exploitation of human beings in any form, and in particular sexual exploitation, especially of children, is contrary to the fundamental objectives of tourism and constitutes a negation of it. As such, in accordance with international law, it is strictly opposed.

3 Our company rejects all forms of forced labour and the confiscation of the employee's original or similar identity documents. Workers are granted freedom of movement.

4 Child labour is never permitted. The minimum age of employees is 16 only within the framework of any school-to-work projects. Employees under the age of 18 are not allowed to work the night shift or perform risky or heavy work.

5 Our company ensures that no employee is discriminated against or mistreated against because of gender, nationality, sexual identity, skin colour, ethnicity or religious belief, disability or sexual orientation. Diversity and equal opportunities are encouraged, including in career advancement.

6 No one shall be subjected to corporal punishment, unlawful deprivation of liberty or physical, sexual, psychological or verbal abuse. Salary deductions used as a disciplinary measure are not permitted.

7 Our company respects the freedom of association of all employees and their right to collective bargaining. All employees have full freedom to join a trade union and to appoint representatives to express their professional interests without fear of punishment, persecution or other forms of retaliation.

WORKING CONDITIONS

EUROPE GO TOUR OPERATOR
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1. A written contract shall be concluded for each employee, regardless of whether the employment relationship is temporary or permanent. The written contract shall at least contain information on working hours, notice period, salary, salary range and overtime compensation.
2. All employees receive a fair wage that covers a reasonable standard of living for the employee. This standard of living includes food, clothing, housing, medical care, social services and insurance. An allowance is paid for overtime.
3. All employees shall receive a pay slip showing their salary, the number of hours worked and any statutory deductions, as well as the overtime allowance, if applicable.
4. The number of working hours and hours of rest shall comply with national legislation.
5. All employees are entitled to holiday pay, sick pay and paid parental leave.
6. Our organisation creates a healthy and safe working environment. Any accidents at work are recorded, reduced and prevented.
7. Hazardous work is documented and our facility pays for and provides employees with appropriate protective equipment. Work areas and all relevant surfaces are well lit, ventilated and an acceptable temperature and noise level is maintained.
8. Any accommodation offered to staff on duty at the facility shall be suitable and decent so as to ensure comfortable accommodation.
9. Our facility and suppliers have satisfactory fire safety and evacuation procedures in place. All sites are equipped with clearly marked and easily accessible fire alarms, fire extinguishers and evacuation routes and emergency exits. Fire drills are carried out regularly.
10. All products and services provided comply with all legal standards for consumer health and safety. We provide clear information on the content, safe use, maintenance, storage and disposal of products and services.

ENVIRONMENT

- 1 Our company together with our suppliers is committed to reducing its impact on the environment and public health and safety.
2. Our partners, providers of tourism services that characterise our offer, commit to undertake an environmental sustainability programme with measurable targets to improve environmental levels of public health and safety. The programme includes information on the management of chemicals and hazardous materials, waste management, energy consumption, water consumption, transport and travel, and emissions to air, water and soil.

3. Our company has a risk management plan that prevents, reduces and controls serious damage to the environment.

COMBATING CORRUPTION

1 Corruption in all its forms, including but not limited to extortion, abuse of office, nepotism, fraud, money laundering, are strictly prohibited.

2 No person shall offer, promise, give or accept, directly or indirectly, any payment, gift or benefit in exchange for special treatment with the intention of facilitating a sale or receiving a personal or commercial advantage.

2. Our establishment rejects any form of favouring mafia associations and respects the Code of Anti-Mafia Laws and Measures of Prevention.

3. All potential conflicts of interest are avoided. Business decisions are not influenced by personal relationships and/or interests.

4. Fair competition is respected. Market sharing, bid rigging and production restrictions are strictly forbidden.

5. Our organisation complies with anti-corruption laws. The adoption and reporting of internal control measures is encouraged.

6. Our organisation is committed to transparency. Systems are fostered that ensure accurate, regular, reliable and relevant information on the Partner's activities, structure, financial situation and business transactions.

7. Employees and guests are invited to report any problems to the management. Any incidents relating to the above will be punished by the application of the law and the exclusion of the employee.

Sustainability Policy - Office and Supplies

Below are the policies regarding the sustainability management of our company with regard to the office and the resources used in it.

The office located in Via Lucana, 199 - 75100 Matera is characterised by the following policies regarding:

GAS management policy:

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The company has a contract with Enel Energia for the supply of natural gas under contract no. SH6535521 (ENEL FLEX GAS).

The boiler in the office flat is a Junkers type mod. JC24-2FSNI with a thermostat that allows it to be switched on and off independently set in "permanent economy" mode.

The switch-on and switch-off times are during office hours 3 h in the morning and 2 h in the afternoon.

Electricity consumption reduction policy

Electricity is supplied by the operator ENEL ENERGIA contract POD no. IT001E04927068 (open energy mono offer).

Currently, the operator guarantees the supply of energy produced 45.82% from renewable sources.

It is intended in the next two years to evaluate 100% supply from renewable sources, also by changing the current supplier, based on current market rules.

With regard to the sustainability practices adopted, aimed at reducing and

The use of company electricity is limited to office-related uses.

- all electrical equipment is switched off after office hours (not on 'stand-by') by the relevant on/off buttons.
- lighting is switched on/off when entering and leaving the office. In any case, office lighting is switched off after office hours. Sunlight from office windows is used as much as possible.
- LED and energy-saving lamps are used.

Water consumption reduction policies

The water supply is given as per contract with Acquedotto Lucano in the name of one of the condominiums who is the contact person.

Consumption is linked to the toilets in the office.

A sign in the toilet compartment reminds of the correct use of water and recommends turning off the tap and using it responsibly.

The system, with particular reference to the toilet flush, is monitored on a monthly basis to avoid water leakage.

Waste reduction, management and recycling policies

Company waste is related to the management of office activities.

According to the contract in place with the municipal waste collection company COSPTECNOSERVICE, waste is sorted and collected in the appropriate containers in the office and delivered according to the established municipal collection schedule.

Our company also practices a solid waste reduction and recycling policy, with quantitative targets to reduce waste that cannot be reused or recycled:

- Use of glass cups and bottles;
- Use of ECOLABEL-labelled printer paper and recycling of unusable printed sheets as note paper
- Duplex printing
- INK CARTRIDGE toners (remanufactured cartridges for printers) disposed of in the ecological island, while paper containers are recyclable

Privacy rules

The company ensures that customers' privacy is respected by means of the privacy policy drawn up on the basis of multiple legislative orders, including Articles 13 and 14 of Regulation (EU) 2016/679, and published on the website at the following link:

<http://www.europego.it/index.php/it/informativa-privacy>

Marketing and advertising

Marketing messages and advertisements comply with standards and do not promise things that are not real, but promote exactly the product sold through indicative packages of what the offer includes.

Contact person at the destination

A contact person and a telephone number that can always be reached is available for emergency situations and is communicated to the customer when issuing vouchers.

Emergency situations

Guidelines are available and relevant personnel are instructed on how to deal with emergency situations at the destination.

Illegal souvenirs

Customers are informed about current legislation on purchase, sale, in- and export of historical and/or religious artefacts and objects containing parts of threatened flora and/or fauna in the destination (e.g. CITES).

Complaints

The company has clear procedures in case of complaints from customers, through communication by e-mail or pec.