



Europamund[®]

vacaciones

2016 SUSTAINABILITY REPORT





Contents

INTRODUCTORY LETTER

1. Who we are and what we do

2. Our principles and values

3.

CSR

- **Stakeholders**
EMPLOYEES
CUSTOMERS
SUPPLIERS
SHAREHOLDERS
OTHER STAKEHOLDERS
- **Social commitments**
TRAINING AND PROFESSIONAL DEVELOPMENT
FOUNDATION
- **Environmental commitments**
ENERGY EFFICIENCY ENERGY AUDIT
WASTE MANAGEMENT
SYSTEM CO₂ EMISSIONS
- **Economic commitment**
ECONOMIC GROWTH
INNOVATION
- **Our Strategic partnerships**

4. Working towards Sustainable Development

- SDG

Introductory Letter

At the North Korean embassy, I attended the first presentation in Spain where the country presented itself as a "tourist destination". The closed North Korean society is taking its first steps towards developing as a tourist destination. For my part, I am pleased that this is the case because, regardless of whether Europamundo features the destination, it gives me great joy to see that our planet continues to open up to the 21-st century phenomenon that is tourism.

The Secretary-General of the World Tourism Organization, Taleb Rifai's opening remarks at the 22nd UNWTO General Assembly were particularly inspiring.

This year, 1.2 billion travellers are expected to cross international borders! Twice as many people as 20 years ago! In 20 years, Asia has gone from 82 million to 309 million tourists! The figures are incredible... and the growth curve suggests that, over the coming years, we can expect to see even sharper increases (in percentage terms) compared to 20 years ago!

I have sometimes said that we human beings are perhaps not aware of the huge change this phenomenon has brought about in the global mentality. There is much talk of globalisation, we associate it with economics... but the globalisation of minds driven by the Internet and the hundreds of thousands of people who travel has a huge impact on our global perception of the planet...and unites millions of individuals in the conviction that we need to take care of it, preserve it, pamper it and love it.

Taleb Rifai has said that this century may well be remembered as the "Era of Travel" (just as the 19th century has been dubbed the era of the "Industrial Revolution").

There is nothing like travel to broaden the mind; visiting a country affords a unique opportunity to understand that country's circumstances, reality, mentality, culture and people. Travel makes us "citizens of the world"; through travel, we lose our fear of "differences", we become more tolerant and have a greater appreciation of diversity.

Very often, our perceptions, our "way of seeing things", is shaped by the media. What do we think of North Korea? Through what media have we formed this opinion? Tourism undeniably promotes peace. When I returned from my trip to Iran (like many other destinations I have visited), I rejected the picture that the media had painted of this country.

We must, peacefully, and all of us together, set about improving our planet. We must, each to the best of their ability, contribute to reducing the "deficits" of our world... we speak of "economic deficits", but there are other deficits: "deficits in equality""deficits in education""deficits in healthcare", "deficits in ethics", etc. However, the greatest deficit of all, the one that makes the world a dangerous place and prevents us from advancing towards a better world, is quite possibly the "deficit in tolerance, respect and understanding between peoples".

Well-designed tourism is, and should be, one of the remedies for healing this deficit.

Everything is changing every day, sometimes at a dizzying speed, the world is changing...we are afraid of change, but we accept that change is necessary for a better world...

Fear of the unknown should not stop us from embracing change.

The goal should not be to "watch change" or "adapt to change", but to BE PART OF CHANGE! All of us, each in their own place, have a responsibility to be part of this change.

It is exciting to run a company and feel the need to discover new paths, set an example, create, show the way... and, therefore, and I say this with humility and conscious of our insignificance as human beings, steer society towards this change.

Indeed, it is partly due to this change that our organisation is an affiliate member of the World Tourism Organization, in the Spanish chapter of the UN Global Compact, on the World Travel & Tourism Council, in the JTB Group, and that Sustainability and Corporate Social Responsibility are the values that underpin our day-to-day work, together with our humanitarian, social and environmental projects. Projects which, through the Europamundo Foundation, have comprised 80 initiatives and directly benefited 158,000 people. Some examples include our carbon offset projects in Nicaragua and Spain, our work to promote social harmony, labour mediation and good business practices through the Good Practices Committee and the Conflict Mediation Protocol, as well as through our CSR Department, which is responsible for the implementation and general coordination of our sustainability and social responsibility policy under the umbrella of our Code of Ethics and Good Practices Manual.

I encourage all of you to read our Report and learn about our organisation, our team and everything we represent.

We are all Europa Mundo!

Thank you very much.
Yours faithfully,



Luis García Codron
CEO, Europa Mundo Vacaciones





3. WHO WE ARE AND WHAT WE DO

Europa Mundo Vacaciones (EMV) is part of the JTB Group, one of the world's largest travel groups, which was founded in Japan over 100 years ago. It is currently comprised of more than 150 companies and has over 900 offices worldwide. Although Europa Mundo was originally a family-owned company, in the last 10 years it has experienced average annual sales growth of 13.97%. It is now the Spanish American leader in European circuits and it also has its own circuits in the USA, Canada, Mexico, Costa Rica, India and Japan, with 1,000 different tours and 130,000 passengers a year from 33 different countries on the 5 continents, South America, Spain and Portugal taking the circuits. In 2016, circuits were added in India, Thailand, the Philippines, Malaysia, the USA, Jordan and Australia.

EMV employs 151 people at its Madrid office, and has additional staff based in Brazil, Argentina, India, Thailand, Peru and Europe's main cities, as well as 204 year-round tour guides and as many as 250 during the high season. It has experienced an annual increase in staff of 12% over the past 6 years, with an average length of service of 6.4 years and an average age of 39; 78% of office staff have permanent contracts.

The company's policy for the integration of women in the workforce deserves special mention, given that 60% of middle management positions are held by women and women account for 57% of the workforce.

OUR DIVERSITY

DIVERSITY AT EUROPA MUNDO VACACIONES

When we think of diversity, we think of the many aspects that make us different as human beings; however, we could say that we all have something in common: our humanity and our commitment to respect.

We would like to begin with a quote from our CEO, "we believe in encounters with people who are 'different', in discovery and respect for their values".

Our company is different because of its diversity: our workforce spanning the 5 continents is comprised of 32 different nationalities, of ages ranging from 23 to 68 years, with women accounting for 57% of the workforce and 60% of middle management, of diverse ethnicities, different sexual orientations and employing more persons with disabilities than the minimum 2% requirement set by the Spanish Act for Social Integration of Disabled People (LISMI).

Our team at the Madrid office is comprised of 16 different nationalities, namely Brazil, Chile, Argentina, Mexico, Peru, Venezuela, Colombia, Paraguay, France, Spain, Romania, Bulgaria, Armenia, India, Japan and Morocco, and our tour guides and field staff come from Spain, Portugal, France, Italy, Sweden, the United Kingdom, Greece, Serbia, Croatia, Bulgaria, Albania, Lithuania, Turkey, Jordan, Russia, Brazil, Uruguay, Mexico, Argentina, Colombia, Cuba, Venezuela, the U.S. and Australia, thus making ours a diverse and multicultural workplace.

Since entering the Asian continent in 2016, our customers represent 50 different nationalities from a variety of cultures, ethnic groups, races, beliefs and languages.

We therefore believe that diversity is one of the cornerstones of our company and we seek equality for everyone, for our stakeholders, and for us all to feel equal and included.

Diversity should be founded on respect and Europa Mundo fosters this through:

- An **Equal Opportunities Plan** that aims to achieve equal treatment and opportunities for men and women and eliminate sexual discrimination in the company.
- In a bid to create an environment completely free of discrimination and harassment, Europa Mundo created the Protocol for the **Prevention of Harassment at Work**.
- In addition, our company must look for and **develop talent**, which is why it has implemented a **Multidisciplinary Training Plan** whereby any employee can receive training in another department for a specific period of time, in addition to specific training workshops on company operations, international training in related-companies, training vacations, international volunteer work in some of our cooperation projects and corporate volunteering.
- Our **wide variety of cultures** allows us to organise **Talleres Alas** ('Wings' workshops), which afford each employee the opportunity to demonstrate their unique skills and provide training in something that makes them special.
- Our customers and their cultures receive **special, different and unique treatment**.
- Our **Annual convention**: meeting with stakeholders to exchange opinions, foster social interaction between groups, strengthen channels, ties, products, services and develop a common strategy that unites us.
- The **value we attach to our identity** and diversity is evident from our circuits; our tours are places for learning, opportunities to live with a host and experience their cultures, customs and traditions.

- The Europa Mundo Vacaciones (EMV) remuneration plan, which we call the "emotional salary", is a set of social, environmental and quasi-financial benefits that the company is under no obligation to provide, but does so voluntarily for a specific period of time. Approximately 40 measures.

http://www.europamundo.com/rsc_docs_sociales.aspx

When we think about our industry, tourism - to quote our CEO - "promotes peace, as it allows us to meet people who speak, pray and live differently in distant countries, but who nevertheless smile, cry, love and interact like we do and, who, at the end of the day, share the same simple desire as us: to live and have happiness for themselves and their loved ones. Through encounters with people who are "different" and discovery and respect for their values.

Tourism has made it possible for communities that may have felt marginalised or different to regain a "pride in their own" (traditions, handicrafts, gastronomy, etc.).

Our Code of Ethics points the way and guides our actions in adherence to the founding principles of: **Respect**:

EMV respects the local cultures of the communities and countries in which it operates and those of its passengers, and is committed to contributing to the socio-economic development of these destinations and knowledge of their cultures.

Dialogue and Interculturalism:

For EMV, dialogue and the socio-cultural authenticity of the communities in which it operates, as well as those of its passengers, is a core principle; therefore, it highly values the experiences, activities and projects that the Europamundo Foundation and Europa Mundo Vacaciones carry out in a bid to promote dialogue, and these countries' cultures, customs and traditions among all stakeholders and, most especially, the EMV staff, tour guides and collaborators who have direct contact with them, in order to create a more tolerant, diverse and sustainable world.

<http://www.europamundo.com/files/rsc/CODIGO%20ETICO%20DE%20EUROPA%20MUNDO%20VACACIO-NES.pdf>

Our Good Practices Manual reminds us of the importance of ethics in our organisation and underscores the principles of **equal opportunities and non-discrimination**:

EMV will ensure non-discrimination.

EMV will promote equal treatment of men and women.

EMV rejects all forms of violence and physical, sexual, psychological, moral and other kinds of harassment. Respect and responsibility:

EMV will maintain a pleasant atmosphere at work and EMV employees will foster and treat others with respect, professionalism and courtesy in order to create a comfortable and safe work environment that encourages people to perform to the best of their ability.

<http://www.europamundo.com/files/rsc/MANUAL%20DE%20BUENAS%20PRACTICAS%20DE%20EUROPA%20MUNDO%20VACACIO.pdf>

And our responsible travel guide, *Porqué viajar es soñar* (to travel is to dream), contains 30 guidelines on how to behave:

- Appreciate your hosts and their common heritage.
- Be tolerant and sensible.
- Be a committed and charitable traveller.
- Learn from the destination.
- Get along with the locals.

http://www.cloud-europamundo.com/fi-les/2016_11/GUIA_DEL_VIAJERO_RESPONSABLE_DE_EUROPA_MUNDO_VACACIONES.pdf



4. Our Principles and Values

OUR PRINCIPLES

The company's stated principles are as follows:

- a) We are all Europamundo and, hence, each of us is the company's biggest asset.
- b) We do our work effectively, responsibly and quickly, and adapt to change.
- c) We strive for personal and customer satisfaction.
- b) Our behaviour and image should reflect the seriousness and professionalism of the team we belong to.

And those contained in our Code of Ethics: <http://www.europamundo.com/files/rsc/CODIGO%20ETICO%20DE%20EUROPA%20MUNDO%20VACACIONES.pdf>

And in our Good Practices Manual: <http://www.europamundo.com/files/rsc/MANUAL%20DE%20BUENAS%20PRACTICAS%20DE%20EUROPA%20MUNDO%20VACACIONES.pdf>

Respect.

EMV respects local cultures and embraces the core value of respect for people and their dignity. It is committed to sustainability through the conservation of the environment.

Transparency.

Transparency is a core principle for our stakeholders.

EMV undertakes to provide its customers with complete and accurate information for the performance of their activities, make significant financial and business information available to its shareholders, and engage suppliers on a free competition basis.

Professionalism.

Excellence is a core value of EMV, and customer, supplier and employee satisfaction is the focus of our business operations.

Relations between EMV and its stakeholders and, in particular, its employees are characterised by honesty and professional responsibility.

Confidentiality.

EMV is obligated to protect the personal and private information of all stakeholders.

Social Responsibility.

When conducting our business, we not only take economic gains into account, but also social and environmental benefits.

Dialogue and Interculturalism.

For EMV, dialogue and the socio-cultural authenticity of the communities in which it operates, as well as those of its passengers, is a core principle in order to create a more tolerant, diverse and sustainable world.

OUR VALUES

We would like to inform you of the values that are ever-present in Europamundo:

Customer orientation. We meet our customers' needs and, therefore, their expectations.

Responsibility. The company directors are responsible for leading their teams, engaging them in the Europamundo undertaking and conveying the company's values.

Creativity. Europamundo is highly capable of identifying, developing and implementing innovative approaches to customer and employee care.

Commitment. At Europamundo, enthusiasm is what drives us to do our best for others. This entails listening, sharing, helping others and actively working to effectively contribute to the organisation's goals and results.

Flexibility. We take a practical and positive approach to new processes, situations, trends and resources in order to adapt to different situations, peoples and cultures.

Listening. We must highlight our willingness and ability to receive and understand any information provided by our stakeholders. Europamundo creates a sense of "community"; we like to listen.

OUR GOALS

EMV's philosophy and goal is to combine efforts and work as a team, recognising the importance of each individual's contribution. There is a clear need to work hand in hand with our stakeholders. It is essential to form close bonds with our travellers so that we can share their impressions, photographs and travel experiences through their emails, our blog and the social media.

The key to success lies in our employees' level of commitment and engagement to achieve the goals and perform their tasks, working as a team but also using their creativity while going that extra mile and assimilating the company's values in their day-to-day work.

At EMV, we believe that this can be achieved by taking our employees' needs, both personal and professional, into account in what we call the "emotional salary".

http://www.europamundo.com/rsc_docs_sociales.aspx



THE BIG FAMILY THAT IS EUROPA MUNDO VACACIONES: Emotional salary

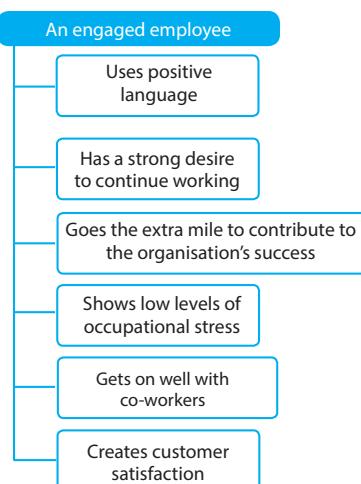
1. DESCRIPTION.

We would like to provide you with a detailed description and verifiable statistical data on the social, financial and environmental fringe benefits that Europa Mundo Vacaciones provides free of charge to employees, including office staff, coordinators and tour guides. The company is under no obligation to provide these, but does so voluntarily as part of what we call the **emotional salary**.

2. PROJECT OBJECTIVES.

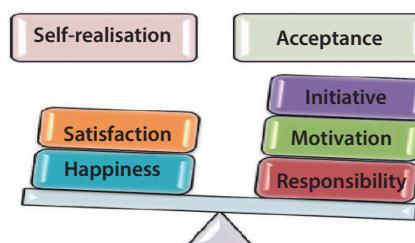
EMV's philosophy and goal is to combine efforts and work as a team, recognising the importance of each individual's contribution; accordingly, we are happy to receive and discuss their ideas and suggestions. There is a clear need to work hand in hand with our stakeholders, distributors, suppliers, travel agents and employees. It is essential to form close bonds with our travellers so that we can share their impressions, photographs and travel experiences through their emails, our blog and the social media.

The key to success lies in our employees' level of commitment and **engagement** to achieve the goals and perform their tasks, working as a team but also using their creativity while going that extra mile and assimilating the company's values in their day-to-day work.



Currently, EMV's teams are comprised of different generations and the real challenge is to keep everyone motivated and engaged.

Different generations value different things, therefore, we have fewer and fewer general incentives and focus more on the employee's generation and profile.



At EMV, we believe that this can be achieved by taking our employees' needs, both personal and professional, into account in what we call the emotional salary.

The **emotional salary** is a concept associated with the employee's salary that includes NON-CASH items to promote work-life balance, accommodate different values, adapt processes to the different generations and capitalise on this diversity.

The emotional salary consists of intangible, non-cash benefits that the organisation provides to workers simply because they are employed by the company. While these benefits do not make it into the workers' pockets as such, they are credited to their 'emotional accounts'.

The more enriching the work environment, the greater the employee's commitment to the company, which increases employee commitment fourfold, improves productivity and employee relations, and creates a positive and pleasant atmosphere at work.

3. THE BENEFICIARIES.

The direct beneficiaries are EMV employees, including office workers, coordinators in the main European cities and circuit tourist guides.

Number of direct beneficiaries:

- 151 office employees
- 204 tour guides
- 7 coordinators in the main cities.
- Indirect beneficiaries: more than 350 families

And, consequently, the whole company

4. EMOTIONAL REMUNERATION PLAN.

The emotional remuneration plan focuses on 7 lines of action: flexible working arrangements, the workplace, work-life balance, professional development, integration and sense of belonging, the promotion of volunteer work and socially-responsible investment, among other benefits.

The Europa Mundo Vacaciones (EMV) remuneration plan, which we call the "emotional salary", is a set of social, environmental and quasi-financial benefits that the company is under no obligation to provide, but does so voluntarily for a specific period of time. It is described below, and may be changed, extended or reduced according to the company's needs.

A) FLEXIBLE WORKING HOURS.

Professionals are attaching increasing importance to their work-life balance, i.e., jobs that allow them to reconcile their personal and work life and, hence, devote more time to their loved ones or personal projects.

- Flexible start and finish times and throughout the day.
- All administration/finance staff finish at 4 p.m. on Fridays.
- Certain departments can work online from home.
- Reduced hours upon return from maternity leave.
- Compensation for overtime: employees are allowed up to 5 days a year as compensation for overtime.

B) WORKPLACE.

The company provides amenities in the workplace for the employees' convenience, as well as at break times, when they are allowed to use the facilities for this purpose.

- Relaxation, rest and leisure areas.
- 2 rooms for training and social purposes.
- Foundation and Europamundo Vacaciones library.
- Kitchen-dining room with electrical appliances, such as a fridge, microwave oven and tableware.
- Vending machines with food, fair trade coffee, tea and refrigerated products.
- Bicycle parking.
- Space for yoga classes.
- Ergonomic equipment at workstations: seats, wrist rests, computer monitor stands and footrests.

C) WORK-LIFE BALANCE

- Permission for family medical appointments and private doctor: 14 permits of up to 4 hours to accompany family members on medical appointments and private doctor.
- Maternity and paternity leave.
- Remunerated leave: days off for moving home, to sit official examinations, renew ID card, or passport, etc.
- 4 hours at the company's expense for public medical appointments.

D) PROFESSIONAL DEVELOPMENT

- Training programmes: office software (Excel, Word, Access, Powerpoint), Finance (Accounting, VAT, PIT), Skills (time and stress management, teamwork), Languages (Portuguese and English).
- On-the-job training: multidisciplinary programmes whereby all office staff and tour guides can get to know other company departments.
- Temporary work programmes in some JTB companies around the world.
- Long-term training courses: employees who wish to take long-term training courses are allowed flexible working hours.

- Internal mobility programme: opportunity to change job and department once a year, before the high season begins.
- Opportunity to apply for new jobs within the company.
- New projects. Employees may propose that the company create a new department or business area to accommodate new company operations.
- Free prospecting, training and itinerary review trips of up to 15 days for employees, with a 50% discount for companions. Trips organised by other travel companies at cost price.
- Practical workshops on first aid and emergencies.
- Stress management programmes.

E) INTEGRATION AND SENSE OF BELONGING.

It is very enriching for the company to have a working environment that is calm, relaxed, motivating and where co-workers get on well. For this purpose, the company and Foundation carry out the following activities:

- Hug day.
- Weekend get-togethers.
- Cake and cocktail competitions at Christmas.

Recognising a job well done enhances employees' sense of belonging and personal satisfaction.

When somebody has done a good job, recognising this during a meeting or corporate event is an excellent incentive not only for the department or person concerned to keep up the good work, but also to enhance competition and, hence, the performance of all associates in the organisation.

- Annual convention.* Annual business and leisure meeting for customers, South American and Asian tour operators and their families, Europa Mundo and its employees, at which representatives of the EMV team present their work and engage tour operators with the company.
- Post-tour:* Prospecting trip of new circuits for South American tour operators and their families as well as EMV employees.
- Fam trip:* Affords EMV staff the opportunity to go on trips where they learn about destinations and cultures.
- Annual meeting* of the CEO to present the company to all new EMV employees.
- Regular meetings at which the CEO* presents the company's results, revenue figures and outlook for the future to all EMV staff.
- Europamagazine:* twice-yearly newsletter in which office staff, tour guides and tour operators participate voluntarily.
- EMV Employee Handbook.*
- Recognition for length of service:* : greeting card extra holidays and a cash contribution as part of the JTB length of service programme..

+ EMOTIONAL SALARY BENEFITS

FLEXIBLE WORKING HRS.	WORKPLACE	WORK-LIFE BALANCE	PROFESSIONAL DEVELOPMENT	INTEGRATION SENSE OF BELONGING	PROMOTE VOLUNTEER WORK & CSR	OTHER BENEFITS
Flexible working hours	Rest room	Permission for family medical appointments	Training programme	Convention & Post-tour	Europamundo Foundation	Birthday present
Telecommuting for some jobs	Vending machines	Maternity/paternity leave	Multidisciplinary plan	Employee Handbook	Good Practices Manual	Gift for birth of child
Reduced working hours	Area for doing yoga	Permits private doctors	Internal	Europamagazine	Code of Ethics	
				Mobility programme		Christmas Hamper & lottery ticket
				Annual & Induction meeting	Corporate volunteering	
Early finish on Fridays	Ergonomic material & equipment	Compensation for overtime	Opportunity to apply for new jobs or projects within the company	Regular meetings to report how the company is performing	Talks & social & environmental activities	Discount for medical insurance
For office staff	2 kitchen-dining rooms	4-hour allowance for	Business trips			Salary advance & loans

- Opportunity to set up working groups to address different issues, not just by senior and middle-management, but all employees.
- Business meetings with some stakeholders, such as employees and drivers, in order to explain EMV's operational structure and how it envisages their day-to-day work.

F) PROMOTION OF VOLUNTEER WORK AND SOCIAL-RESPONSIBLE INVESTMENT.

- As a socially responsible company, EMV has set up a Foundation to allow it to carry out social, environmental and Responsible Tourism projects with NGOs and the World Tourism Organization, thus enabling:
 - Participation in the Foundation's Valuation Committee, which is comprised solely of EMV employees who handle the Foundation's day-to-day operations.
 - Visits to NGO projects funded by EMV.
- As part of its Corporate Social Responsibility policy, EMV supervised the drafting of a Good Practices Manual and a Code of Ethics, which all employees adhere to, as well as the creation of a Supervisory Committee so that all employees can:
 - Participate in the Good Practices and Code of Ethics Committee. Participate in the drafting of the Good Practices Manual and Code of Ethics, which were agreed by all EMV employees.
- Corporate volunteer work, whereby employees can volunteer for a variety of activities such as:
 - Helping the homeless.
 - Collecting non-perishable food at Christmas.
 - Collecting toys for children in need.
 - Visiting an animal shelter.
- Social and Environmental Awareness Week.
- Inter-company trophies and charity runs.
- Talks by NGOs, where the latter speak about their experiences, work and projects..
- Debates-talks, with employee participation, on social, current and lifestyle affairs.
- Social and environmental awareness programmes: training workshops are provided to raise awareness of responsible consumption and recycling, as well as the effects of CO2 emissions and how to reduce them. Talks are also given so that the staff can learn about other destinations and people through projects funded by the Europamundo Foundation.

G) OTHER BENEFITS.

- In the case of sick leave, the first 3 days are paid in full by the company.
- Deferred payment of travel and/or transport (air, train tickets, etc.) for family members against the worker's payslip.
- Birthday card and present on the employee's birthday.
- Gift when children are born and on wedding.
- Every year, in December, the company gives all employees at the Madrid office the gift of a lottery ticket, a Christmas hamper and entry into a prize draw that includes fair trade gifts purchased from NGOs.
- Discounts on private medical insurance
- Salary advances and loans.
- Annual bonus based on company profits..
- Stable employment. Review of permanent contracts before the statutory period and some jobs maintained during low season.



6. CSR Europamund[®]

Responsabilidad Social Empresarial RSE

A graphic element showing a hand holding a small, stylized Earth globe, symbolizing the global reach and responsibility of the organization.



Stakeholders

CUSTOMERS
EMPLOYEES
SUPPLIERS
SHAREHOLDERS
OTHER STAKEHOLDERS

CUSTOMERS

Europa Mundo's customers are the passengers or tourists who take our circuits, our representatives in South America and Asia, our operators and our network of retail travel agents, primarily in Spain.

Access to products and services

EMV makes the products in its catalogue and the services offered in circuits available via an easy-to-use system available via its website, through the distribution of its catalogue throughout South America, the U.S., the Iberian Peninsula and Asia, and via a functional and cutting-edge online system for operators and travel agents.

EMV has a personalised catalogue that is easily accessible and provides complete and transparent information on more than 1,000 different tours and over 500 circuits (more than 350 in Europe, 80 in the Middle East, Asia, Africa and Oceania, 60 in the Iberian Peninsula and Morocco and over 50 in the Americas (U.S., Canada, Mexico and Costa Rica).

In addition, passengers can contact our emergency telephone service 24 hours a day, 365 days a year should they need to.

To make travel more affordable for families, EMV offers discounts of between 10% and 80% for children under the age of 15 years, even for single-parent families sharing a double room, something which is quite unusual in the market. It also makes travel more affordable for people travelling on their own by offering the possibility of a "shared double room" for a small fee, thus enabling considerable savings in single room supplements.



Customer satisfaction and lasting relationships.

At Europa Mundo, we know we are the leader: the leader in supply, leader in creativity, leader in technology, leader in human values, and the leader in making the travel experience as enjoyable as possible for our travellers.

Customer satisfaction is a priority at EMV, which is why we take a self-critical approach and strive to continuously improve our quality control techniques.

We provide online questionnaires to collect feedback from our customers/passengers on the services we provide, thus allowing us to assess whether we need to improve them. We also actively listen to and thoroughly investigate any complaints we receive.

For the last 5 years, EMV has achieved a very high score (4.5 out of 5) in customer/passenger travel satisfaction surveys.

We provide customer care 24 hours a day, 365 days a year through our emergency telephone service. In addition, we offer assistance to passengers before, during and after their trip through a Customer Services and Quality Department that is staffed by 11 people and has an unusually high budget for the industry.

Promotion of quality at all levels of the organisation.

Europa Mundo Vacaciones strives to deliver excellence to all stakeholders, particularly, its customers, through a commitment to continuously improve its processes and activities, the quality of its itineraries, transport, hotels, restaurants and tour guides and the information and care provided to passengers.

We are committed to our customers through our Foundation and as a member the ST-EP programme, an affiliate member of the World Tourism Organization (UNWTO), the Global Compact, World Travel & Tourism Council (WTTC); through our Good Practices Manual, Code of Ethics, Conflict Mediation Protocol and the JTB Group's Code of Conduct; the CO2 emissions report and our two carbon offset projects in Nicaragua and Valencia (Mediterranean Green Corridor in Cañada Real de San Juan in Requena), our Energy Audit and the Equality Plan we will be drafting in 2017.

Transparent labelling and information for customers.

EMV maintains open communication and provides transparent information to customers at all times through social media, its website, catalogue, 24/7 emergency telephone service, the "Mi Viaje" (My Trip) platform, which provides detailed and complete information to customers/passengers and passenger data (in strict compliance with the Spanish data protection act), photos and videos of their trip, itineraries featured in the catalogue, details of each stage of the itinerary, bus times, time available at each stop, contact telephone numbers (emergencies, office, coordinators in the cities, transfer agents), tour guides, hotel list, optional excursions, general information, recommendations for the trip and additional information.

The "My Trip" platform also contains a quality questionnaire and a link to "Compañeros de Viaje" (My travel companions) so that passengers can contact and get to know one another before the trip.

Training for customers.

Our quest for excellence and continuous improvement has led us to provide continuous support and training to our tour operator and travel agent customers. Each year, from November to April, a group of specialised tour guides and sales executives from EMV travels throughout South America, the U.S., Asia and Spain providing information and training on our products and the services offered in circuits, in addition to informing them about new developments in the company and the new technologies we are using.

To train customers, we make use of social media such as Facebook, twitter, our blog, and our EMV TV channel. We use these channels to encourage participation by inviting travellers to submit their ideas and recommendations on how to improve our circuits based on their experience, which is not only useful to EMV, but also to future travellers.

We also provide training in Spanish and English to our representatives and travel agents and, through Facebook, we interview tour guides, office staff, managers and representatives, and provide training material on our circuits.

Customers can use our online platform to access "My Trip", a web page we create and personalise for each customer as soon as they confirm their trip with us. This web page provides ALL the information the end customer needs to access EMV so that they can see the product they have purchased and know what to expect. Accordingly, customers get an insight into the EMV philosophy as they begin to get to know us.

2016 SUSTAINABILITY REPORT

Transparency in customer relations.

Relations are based on trust, honesty and transparency, which is why the company provides the most comprehensive and clear information directly to the customer and via all channels. It is only through understanding and trusting in the professionalism and the relations we have established with customers that we can manage and create realistic expectations.

When we encounter difficult situations, we aim for approachability, mutual understanding and agreement.

EMPLOYEES

Good atmosphere at work.

Our Good Practices Manual advocates responsible, ethical and clear actions in order to create a pleasant atmosphere at work and avoid conflict.

A Good Practices Committee, comprised of 9 members employed by EMV, regulates, supervises and monitors compliance with the Good Practices Manual and Code of Ethics.

See point A.c) Interpersonal relations at EMV of the Good Practices Manual.

http://www.europamundo.com/rsc_docs_economicos.aspx

In accordance with EMV's new CSR policy, anonymous and confidential employee satisfaction surveys are carried out to assess the atmosphere at work. These are subsequently disseminated in a quantitative and qualitative report.

In 2016, the company implemented a Conflict Mediation Protocol which is overseen by a working group that ensures the implementation of good practices and is the internal advisory body and authority for the investigation of complaints; it is a completely neutral and impartial body and guarantees strict confidentiality.

http://www.europamundo.com/rsc_acoso.aspx

Training as a means of improving employee competence.

In our quest for excellence and the continuous improvement of our employees, EMV makes the necessary resources available for employee learning, development and updating of skills in order to promote their professional development.



As EMV employees, they may actively participate in the training the company provides each year in the form of courses, workshops, etc., committing to take full advantage of them.

In 2016, EMV provided 8,448 hours of training, which represented an increase of 15% over 2015, and 22 courses were attended by 684 employees, which means that each employee completed 2 training courses; female participation in courses accounted for 69%.

2016 COURSES	WOMEN	MEN	HOURS
EXCEL BEGINNER FEEF 2016	5	2	140
EXCEL ADVANCED FEEF 2016	7	4	220
FREMAP 2016	200	58	1290
ENGLISH BEGINNER A2 CONTINUATION	9	1	130
ENGLISH INTERMEDIATE 1 B1 CONTINUATION	8	5	169
ENGLISH INTERMEDIATE 2 B1 CONTINUATION	8	3	143
ENGLISH BEGINNER A2	9	1	180
ENGLISH INTERMEDIATE 1 B1	6	7	234
ENGLISH INTERMEDIATE 2 B1	7	3	180
ENGLISH INTERMEDIATE ADVANCED B2	9	3	216
E-LEARNING JTB 2016	4	6	550
TOUR GUIDE COURSES	35	36	1917
PORTUGUESE 2016	28	21	2352
HARASSMENT PROTOCOL	72	36	432
FREMAP YEAR 2016	8	7	30
LAUGHTER THERAPY 2016	5	4	13.5
BREAST CANCER PREVENTION	9	0	9
EXPATRIATION OF FOREIGNERS	1	0	42
'WINGS' WORKSHOPS 2016: PINTXOS	15	7	33
'WINGS' WORKSHOPS 2016: COACHING	12	2	21
'WINGS' WORKSHOPS 2016: MAKE-UP SESSION	11	0	16.5
TOTAL	474	210	8448

The company has a very specific training programme called "Multidisciplinary Training" whereby any employee can obtain practical experience in other departments during the low season, thus getting to know departments and jobs other than their own, providing them with a better understanding of internal company procedures and affording them the opportunity to get to know other areas with a view to a possible internal transfer.

Since the company joined the JTB Group, employees have the opportunity to receive on-the-job training in other companies of the Group, even abroad. In 2016, training was provided in several countries in South-east Asia, Japan, Russia and India, and colleagues from Thailand, India and Australia received training in our offices.

Employee engagement with the company.

One of EMV's goals and a key to its success is employee commitment and engagement to achieve the goals and perform their tasks, working as a team but also using their creativity while going that extra mile and assimilating the company's values in their day-to-day work.

There is a policy in place to enhance employee engagement with EMV through the performance of regular activities, such as training courses at home and abroad, multidisciplinary training and practical work experience in other departments, internal promotion and mobility, regular meetings where information is provided on how the company is performing, social and environmental workshops provided by the Foundation, the twice-yearly "Europamagazine" newsletter produced by employees, the "emotional salary" providing employee benefits to EMV staff, social get-togethers inside and outside the company, corporate volunteer work as part of a team and abroad, and social campaigns to support people at risk of social exclusion or socially excluded.

Accidents in the workplace. Health and safety in the workplace.

EMV has an occupational health and safety system in place to protect the health and safety of its workers and third persons working on the company's premises.

EMV's priority is to safeguard the health and integrity of all its workers; therefore, it has implemented the preventive measures required under Spanish law and provided employees with the resources needed to perform their duties in a healthy and safe work environment.

For prevention, health surveillance and the drafting of an occupational risk prevention plan, EMV engaged the services of the FREMAP company, an expert on standards and regulations in this area, to keep the company up to date on occupational safety regulations and legislation.

Employees are ultimately responsible for knowing and complying with occupational health and safety standards in their workplace, and for the activities they carry out that can affect third parties.

In addition, employees shall use the following items responsibly, in accordance with the current Occupational Risk Prevention Act:

- The equipment assigned to them.
- The facilities (lighting, air-conditioning, furniture, electrical connections, etc.).

Gender equality and non-discrimination.

Our Code of Ethics highlights three important points in relation to gender equality and non-discrimination:

1. Respect for the law, human rights and ethical values.
2. Respect for people.
3. Equal opportunities and professional development.

Our Good Practices Manual reminds us of the importance of ethics in our organisation and underscores the principles of **Equal opportunities and Non-discrimination:**

EMV guarantees non-discrimination on the basis of race, colour, nationality, social background, age, marital status, sexual orientation, ideology, political opinions, religion and all other personal, physical and social conditions, as well as equal opportunities for all staff.

EMV will promote equal treatment for men and women with regard to access to employment, training and work conditions. Moreover, promotion and personal development will be based on candidates' academic qualifications, personal traits, professional merits and the company's needs.

EMV rejects all forms of violence and physical, sexual, psychological, moral and other kinds of harassment, abuse of power at work and any other conduct that creates an intimidating or offensive environment or violates workers' individual rights.

Respect and responsibility:

EMV will maintain a pleasant atmosphere at work, based on mutual respect and trust.

EMV employees will foster and treat others with respect, professionalism and courtesy in order to create a comfortable and safe work environment that encourages people to perform to the best of their ability.

Each employee is personally responsible for the way they cooperate with others, whether as the team leader or colleague.

Our Good Practices Committee and the Conflict Mediation Protocol working group will ensure equal and non-discriminatory treatment within Europa Mundo Vacaciones.

Observance of employees' contract clauses.

Europa Mundo Vacaciones undertakes to abide, at all times, by the legislation in force and international ethics standards, and in observance of human rights. EMV conducts its business in accordance with the company's Good Practices Manual and Code of Ethics, the Code of Ethics of the World Tourism Organization, the principles of the UN Global Compact, the Universal Declaration of Human Rights and the International Labour Organisation (ILO) Declaration.

CSR improvements over labour regulations.

The CSR, labour management and HR departments shall ensure that labour regulations are implemented in accordance with current national legislation.

Information about work conditions during hiring.

Transparency is a core principle of our Code of Ethics and Good Practices Manual.

Each new EMV employee receives training on the company or group they belong to directly from the CEO or HR department, in

addition to a copy of the Employee Handbook setting out EMV employees' rights and obligations.

Spanish Act for Social Integration of Disabled People (LISMI).

EMV complies with current legislation in the area and is committed to complying with its legal commitments and obligations.

EMV has a partnership agreement with the Randstad Foundation for the employment of persons with different disabilities.

The company's LISMI percentage is 2.2%.

Work-life balance.

EMV recognises the importance of reconciling work and personal life and, therefore, has flexible measures in place to help its employees achieve an appropriate work-life balance.

In 2015, the Good Practices Committee implemented a procedure to improve employees' working hours and, since then, considerable progress has been made in attaining an appropriate work-life balance, particularly during low season (October to March).

Improvement in workforce diversity.

This is reflected in the company's policy for LGBT and the integration of women in the workforce, given that 60% of middle management positions are held by women and women account for 57% of the workforce.

Our workforce is comprised of 32 different nationalities, spanning five generations, thus making EMV a diverse and multicultural enterprise.

Study and harnessing of employees' skills.

EMV works continuously to further all employees' professional development and to provide equal opportunities, without distinction of gender, ethnicity, creed or sexual orientation. All employees are entitled to actively participate and make the most of the training opportunities EMV offers each year. Managers are required to mentor and promote the professional development of their employees and collaborators.

http://www.europamundo.com/rsc_docs_economicos.aspx

Our tour guides.

Due to the exclusive nature of EMV's operations, we regard tour guides as our stakeholders due to the important and special role they play in our business and the circuits we provide.

This stakeholder plays a very specific and key role and we ensure their engagement and integration with the company and sustainable development through the Code of Ethics and Good Practices Manual.

http://www.europamundo.com/rsc_docs_economicos.aspx

Our tour guides are an integral part of the EMV team, and the company believes they are of special interest to the organisation because of the specific and special role they play within the company and the activities they perform.

Their role in CSR will be set out in a specific Good Practices Manual which will describe their characteristics, experiences, rights and obligations. While the manual is currently being drawn up, in the meantime, there is a Tour Guide Suggestion Committee in place which aims to resolve any incidents that arise in their day-to-day work.

SUPPLIERS

Building stable relations with suppliers.

Through its CSR policy, EMV pledges to provide maximum value to its suppliers, and build stable relations through the signing of agreements to regulate and manage relations, while drawing on the general principles and procedures set out in our Code of Ethics and Good Practices Manual.

http://www.europamundo.com/rsc_docs_economicos.aspx

EMV pursues an equal opportunities policy when engaging the services of suppliers in order to promote balance, collaboration and a win-win partnership, thus ensuring maximum collaboration at critical times due to forces beyond the market's control.

Compliance with regulations.

EMV complies with the commitments and obligations laid down by law at the local, regional, national and international level. All our departments have more than 20 years of proven experience and the appropriate qualifications and experience to allow EMV to conduct its business efficiently and in compliance with the rules and regulations..

Audits.

EMV's internal audit department is in constant contact with all areas of the organisation in order to add value and assess and improve the efficiency of management and control processes.

Satisfaction surveys and management of incidents.

Through its Customer Services and Quality department, EMV conducts online satisfaction surveys with customers and passengers on the quality of the service provision, thus enabling it to identify any shortcomings and non-compliance with contracted services.

Non-compliances can be reported to our tour guide while on the circuit for immediate resolution, as indeed can congratulatory messages by satisfied customers.

In 2017, a new passenger satisfaction control system will be implemented, consisting of an intuitive and efficient survey that can be completed in just 20 seconds.

SHAREHOLDERS

Meeting expectations.

EMV is obliged to provide maximum value to its shareholders and forge relations based on respect and mutual benefit. EMV works diligently with its shareholders, given that they share our principles, values, standards and business vision.

Our Code of Ethics regulates our actions with shareholders.



Shareholder relations.

Strive, through our day-to-day work, to create added value and forge relations based on respect and mutual benefit.

EMV will ensure that there are no bad practices that contravene the company's principles, standards or Code of Ethics.

And in our Good Practices Manual e) List of Stakeholders. Shareholders.

Europa Mundo Vacaciones is a private company that belongs to our shareholders and we therefore pledge to be diligent, abide by our Code of Ethics and Good Practices Manual and provide all the information they request in a transparent manner.

Our shareholders are a standard-bearer for our company and, as such, should always receive honest and rigorous information from us.

Values such as trust, commitment, cooperation and responsibility are important components of the relationship between EMV and its shareholders.

http://www.europamundo.com/rsc_docs_economicos.aspx

Our shareholder structure is currently as follows:

http://www.europamundo.com/info_organigrama.aspx

OTHER STAKEHOLDERS

Due to the exclusive nature of EMV's operations, we regard drivers as our stakeholders on account of the important, special and general role they play in our business and the circuits we provide.

This stakeholder plays a very specific role and we ensure their engagement and integration with the company through the Code of Ethics and Good Practices Manual.

http://www.europamundo.com/rsc_docs_economicos.aspx

DRIVERS

Although this stakeholder is not part of the EMV workforce, but is employed by the companies we engage to perform the circuits, drivers nevertheless enjoy a privileged status within the company, similar in many ways to our own employees, on account of the trust we place in them.

Consequently, drivers are supervised by the Good Practices Committee and regulated by our Code of Ethics, Good Practices Manual and Conflict Mediation Protocol working group. In addition, specific provisions will be made for them in our Equal Opportunities Plan.



Social Commitments

EMPLOYMENT, TRAINING AND PROFESSIONAL DEVELOPMENT, FOUNDATION, NGO-COMPANY PARTNERSHIPS

EMPLOYMENT, TRAINING AND PROFESSIONAL DEVELOPMENT

We are a team of professionals and the force behind EMV's success. Given that our philosophy is "We are all Europamundo", every worker plays an important role within the organisation; the different views, ways of thinking and personalities of the people working for EMV give us a competitive advantage that allows us to achieve our goals and conquer new challenges.

TRAINING AND PROFESSIONAL DEVELOPMENT.

EMV sees training and internal promotion as a means of creating potential and creativity.

With our ongoing training initiatives and programmes, we seek to contribute to the development of our staff and ensure we have the profiles that are essential to the company's sustainability.

- **Multidisciplinary Programme:** whereby office staff and tour guides can get to know all departments in the company.



- **On-the-job training programme:** whereby employees can obtain international and multidisciplinary experience in other companies of the group.
- **Alas Workshops:** practical workshops provided by EMV staff (administration, tour guides, etc.) for the purpose of sharing knowledge and skills, trades and arts, thus providing us with the tools we need to be more competent, happier, and in a position to improve any aspect of our lives.



REMUNERATION POLICY.

Our remuneration policy aims to attract, retain and motivate professionals so that, all together, we can meet the challenges that the transformation of the industry poses.



While EMV employees receive financial remuneration for their work, we at EMV believe that account should also be taken of their needs and personal and professional circumstances in what we call the "Emotional Salary". The emotional remuneration plan provides staff with other benefits, such as flexible working hours and locations, work-life balance, integration and a sense of be-

longing, volunteer work and other advantages that improve the atmosphere at work, employee engagement and satisfaction and improve staff initiative and creativity.

SAFETY AND PREVENTION.

EMV wishes to ensure that all employees have healthy work spaces and incentives to adopt a healthy lifestyle inside and outside the workplace. Health, well-being and safety at work are a primary focus which we implement through an occupational risk prevention system that ensures the integration of health, safety and prevention measures in all processes and services.

Different initiatives have been implemented to promote healthy habits among employees, such as smoking cessation, useful tips for having a heart-healthy diet, prevention of diseases such as cancer, the promotion of exercise and training in first aid, all as part of our "Health and Prevention Week".

Join the Europamundo team!

EMPLOYMENT.

As EMV strives for excellence and continuous improvement, we hire individuals with initiative, who are capable of taking responsibility, are proactive and able to solve problems, like working as a team and who wish to carve out a long-term career for themselves in our company.

Send us your CV:

rrhh@europamundo.com

or follow us on LinkedIn:

<https://www.linkedin.com/company/europa-mundo-vacaciones-sl>

FOUNDATION. PARTNERSHIPS BETWEEN NGOS AND THE COMPANY

The Europamundo Foundation was set up on 29 April 2011 with the aim of carrying out social action and development cooperation activities in regions and population groups that are particularly vulnerable, both in Spain and other countries, primarily in Europa, Africa, Asia and South America. It also aims to promote sustainable human development, actions that contribute to promoting and improving the impact of sustainable and responsible tourism, and carry out projects to promote peaceful coexistence between different cultures; in short, create a more tolerant and diverse world.



The Europamundo Foundation

GOVERNING BODY:

Executive Committee or Board of Trustees: the Board is comprised of 14 members from 6 countries: 2 European countries (10 members), 3 South American countries (3 members) and 1 Asian country (1 member).

2016 SUSTAINABILITY REPORT

Operational or Valuation committee: comprised of 21 members (16 employees from the Madrid office and 5 tourist guides), all employed by the parent company, Europa Mundo Vacaciones, and working on a voluntary basis.

MISSION.

The Europamundo Foundation's (FEM) mission is to develop Responsible Tourism to ensure long-term sustainability by prioritising optimal use of environmental resources, respecting the socio-cultural authenticity of host communities, and to ensure economic activities that are viable in the long term, have socio-economic benefits for all agents and are fairly distributed to contribute to reducing poverty.

It also aims to carry out social action and development cooperation activities in regions and population groups that are particularly vulnerable, both in Spain and other countries, primarily in Europa, the Middle East, South-east Asia, North and South America, and promote sustainable human development and peaceful coexistence between different cultures; in short, create a more tolerant and diverse world.

Why was the Foundation created?

In 2011, the Europamundo Foundation's parent company, **Europa Mundo Vacaciones**, decided to create a foundation and donate 2 euros for every passenger that uses Europa Mundo Vacaciones' circuits worldwide, particularly in Europe, the Middle East, Asia, Africa, North America and Costa Rica.

The Europamundo Foundation was created to:

- a) Fund or promote the social action projects of other organisations.
 - Fund or promote tourism projects that improve the living conditions of local communities.
 - Fund or promote projects for the preservation of minority cultures and peaceful coexistence between different communities.
- b) Fund or promote international cooperation projects developed by other organisations.
- c) Fund and promote conditions that bring about social equality between men and women and female participation in political, economic, cultural and social life.
- d) Promote activities and programmes that foster the integration of groups at risk of social exclusion or socially excluded.
- e) Fund and promote peaceful coexistence through activities, programmes and projects between different cultures to create a more diverse and tolerant world.
- f) Conduct studies and produce publications.
- g) Participate in the networks and activities of other organisations that share the Foundation's goals.
- h) Promote research, seminars, training and any other activity that fosters sustainable and responsible tourism.

And, since then, the Foundation has funded 80 projects and provided financial aid in more than 20 emergency situations worldwide, mainly through UNHCR and Action Against Hunger.

FOUNDATION. PARTNERSHIPS BETWEEN NGOs AND THE COMPANY

The Europamundo Foundation receives a donation from the parent company, Europa Mundo Vacaciones (EMV), which is raised by donating 2 euros for every passenger that uses Europa Mundo's services. Since the Foundation was created six years ago, it has received 1.5 million euros from EMV, which represents more than 3% of the company's annual net profit.

Number of beneficiaries.

Between 2011 and 2016, eighty projects were carried out, which directly benefited 158,083 people.

Geographical scope of the Foundation's activity.

The Foundation's geographical scope with these 80 projects is the whole world, and primarily South America, Spain, Africa and Asia, distributed as follows:

South America: 54.19%, with 35 projects; Asia: 21.47%, with 13 projects; Africa 9.72%, with 16 projects; Europe: 9.82%, with 13 projects; Middle East: 4.80%, with 3 projects.

Please visit the following link for more information about the projects carried out between 2011 and 2016:

<http://www.europamundo.com/fundacion/ProyectosEjecutados.aspx>

The Europamundo Foundation in Spain also carries out social and environmental activities to raise awareness among Europa Mundo Vacaciones employees, its collaborators and main stakeholders.

The Foundation's strategic development lines are the following:

1. PROJECT FUNDING.

In 2016, the Europamundo Foundation funded and carried out the following projects, PROJECTS APPROVED AND FUNDED BY THE EUROPAMUNDO FOUNDATION IN 2015.

CIDEN: ASSISTANCE PROGRAMME FOR MINORITY REFUGEES

GROUPS in Dolpa (Nepal). Direct beneficiaries: 28 elderly people and 140 of their family members.

<https://ciden-nepal.org/>

GOTA DE LECHE: NUTRICIÓN, BASE DEL DESARROLLO INTEGRAL

(free milk for children) in Medellín (Colombia). Direct beneficiaries: 214 boys and 216 girls

Jardín Salas Cunas Medellín Gota de Leche

www.gotadeleche.blogspot.com
<http://www.gotadeleche.blogspot.com.es/>

SOLIDARIDAD MÉDICA: PROVISION OF HEALTHCARE TO INDIGENOUS COMMUNITIES IN BENI DEPARTMENT in Beni (Bolivia). Direct beneficiaries: 18,000 people

www.solidaridadmedica.org

SEGUNDO Y SANTIAGO MONTES FOUNDATION: PADRE SEGUNDO MONTES TECHNOLOGY INSTITUTE in Morazán (El Salvador). Direct beneficiaries: 160 students each academic year.

www.sysmontes.webcindario.com

RANDSTAD FOUNDATION: MEREZCO UNA OPORTUNIDAD (I deserve a chance) In Madrid (Spain). Direct beneficiaries: 75 people

[https://www.randstad.es/fundacion_randstad/Pages/FundacionRandstad.aspx](http://www.randstad.es/fundacion_randstad/Pages/FundacionRandstad.aspx)



DAN ZASS: DANCE – THEATRE & DIVERSITY in Madrid (Spain). Direct beneficiaries: 65 people
<http://www.danzass.com/>

MISSIONARY SISTERS OF JESUS, MARY AND JOSEPH: HELPING CHILDREN IN RWANDA in Kayenzi (Rwanda). Direct beneficiaries: 250 young people

<http://www.misionerasjmj.org/>

UNHCR SPAIN: IMPROVEMENT OF THE NUTRITIONAL SITUATION in the Benishangul region (Ethiopia).

Direct beneficiaries: 11,323 children aged 6 to 59 months.

<http://www.acnur.es/>

WTO: COMMUNITY-BASED ECOTOURISM IN THALA BARIVAT in Cambodia.

Direct beneficiaries: 200 people [www.step.unwto.org](http://step.unwto.org)

GRANITO A GRANITO: HOMELESS PEOPLE in Madrid (Spain)

Direct beneficiaries: 60 people <http://www.granitoagranito.org/>

EMALAIKAT FOUNDATION: MOBILE CLINIC in Turkana (Kenya).

Direct beneficiaries: 12,740 people (6,370 women and 3,920 children <15 years and 2,450 elderly people).

<http://www.fundacionemalaikat.es/>

SANTA RITA DE CASTILLA PARISH CHURCH: SUPPORT FOR SECONDARY-LEVEL STUDENTS in Loreto (Peru). Direct beneficiaries: 6 students per year.

Parroquia Santa Rita de Castilla <http://santaritadecastilla.blogspot.com.es/>
CRUZ BLANCA FOUNDATION: SHELTER FOR PEOPLE AT RISK OF SOCIAL EXCLUSION in Algeciras (Spain). Direct beneficiaries by gender: 62 women (26%) and 178 men (74%) – Total 240

<http://www.cruzblanca.org/>

BARRÓ ASSOCIATION: "CHAPO-TEA" LEISURE-EDUCATIONAL CENTRE in Madrid (Spain).

Direct beneficiaries: 151 (73 boys and 78 girls)

<http://www.asociacionbarro.org.es/>

SMILES FOR NEPAL: DONATION OF SCHOOL MATERIAL in Bode, Baktapur, Kathmandu (Nepal). Direct beneficiaries: 1,500 children

<http://www.smiles4theworld.org/>

PASOS COOPERACIÓN: ACAHALU HEALTH CARE & PROMOTION CENTRE in Managua (Nicaragua). Direct beneficiaries: 3,000 women and children

<http://pasoscooperacion.webcindario.com>

PASOS COOPERACIÓN: HEALTH VOLUNTEERS IN THE ATLAS MOUNTAINS in Morocco.

Direct beneficiaries: 800 people

<http://pasoscooperacion.webcindario.com>

AIDA: DEVELOPMENT OF SUSTAINABLE TOURISM in Taanayel, Beqaa region (Lebanon). Direct beneficiaries: 75 women

<http://www.ong-aida.org/>

DEVELOPMENT OF SUSTAINABLE TOURISM THROUGH AGRO-ECOLOGICAL PLOTS in the Santa Julia Community in El Cruce-ro, Managua Department (Nicaragua). Direct beneficiaries: 16 cooperative members' families

2.RELATIONS WITH STAKEHOLDERS

It is in the Foundation's interest that the company and its different stakeholders, such as EMV employees, collaborators, customers, suppliers and partners, collaborate in the funding of projects and volunteer work.

3. VOLUNTEER WORK.

CORPORATE VOLUNTEER TRAINING.

A group of 6 colleagues from Europa Mundo Vacaciones (EMV) is carrying out corporate volunteer training and workshops in the Randstad Foundation's "Merezco una Oportunidad" (I deserve a chance) programme, which aims to find employment for long-term unemployed people over the age of 45.



COLLABORATIVE VOLUNTEER WORK.

Since 2015, a group of Europa Mundo employees has been volunteering with the NGO *Solidarios para el Desarrollo* which works with homeless people in Madrid city. Family members, friends and EMV colleagues often help out on the rounds.



In addition, a group of 3 colleagues volunteer with the NGO *Dan Zass*, where they help boys and girls with disabilities during their theatre and dance classes.



DAN ZASS (MADRID-SPAIN) DANCE & THEATRE PERSONS WITH DISABILITIES

INTERNATIONAL VOLUNTEER WORK

Expedition to Maniquí River. The Europamundo Foundation, through its project financing fund, has been supporting *Solidaridad Médica* for four consecutive years with a project in Maniquí River in Beni (Bolivia) in the heart of the Amazon rainforest in the Chimane region.

2016 SUSTAINABILITY REPORT

The company also has international cooperation projects in Kenya, Senegal, India, Nepal and Honduras.



SOLIDARIDAD MÉDICA (RÍO MANIQUÍ - BOLIVIA) - PROYECTO SANITARIO

<http://www.europamundo.com/fundacion/Voluntariado.aspx>

4.4. OTHER SOCIAL AND ENVIRONMENTAL ACTIVITIES.

Activities to raise awareness of social and environmental issues among Europa Mundo employees and collaborators, some of whom are stakeholders.

PHOTOGRAPHY EXHIBITION OF PROJECTS CARRIED OUT IN 2016.



PASOS COOPERACIÓN (ATLAS MEDIO) - PROYECTO VOLUNTARIOS SANITARIOS



FUNDACIÓN EMALAIKAT (TURKANA - KENIA) - CLÍNICA MÓVIL



CIDEN (POKHARA - NEPAL) - PROGRAMA REFUGIADOS



AIDA (LIBANO) - TURISMO SOSTENIBLE EN BEKAÁ



AGRO - ETIOPÍA

BOTTLE TOP COLLECTION CAMPAIGN.

Every year, the Europamundo Foundation collects plastic bottle tops at the Europa Mundo Vacaciones headquarters from employees, with the special collaboration of some tour guide colleagues. The money raised is used to finance the treatment of diseases or costly operations.

COLLABORATION with the NGO Action Against Hunger.)

Charity Race In October 2016, an Action Against Hunger charity race was held to raise funds for the fight against malnutrition in children under 5 years.



CAMPAIGN TO COLLECT FOOD, TOYS AND CLOTHING.

During December, a campaign was held to collect food, toys and baby clothes at the Europa Mundo office and donated to:

- Fundación Madrina, which provides assistance to 4,000 mothers in need each year:
<http://madrina.org/>

- Angeles Urbanos, which works with persons with disabilities in extreme poverty with very little resources:
<http://www.angelesurbanos.org.es/>

- San Ramón Nonato Parish Church in Puente de Vallecas (Madrid) feeds 270 families every day in its soup kitchen.

EUROPAMUNDO FOUNDATION SUSTAINABILITY WEEK.

From 21 to 25 November 2016, the Europamundo Foundation and the Corporate Social Responsibility (CSR) Department organised a Sustainability Week at Europa Mundo Vacaciones (EMV) to showcase some of the CSR policies that EMV is pursuing.

An **UNHCR travelling exhibition** was held about refugees and what each one takes on the journey when they leave home, entitled "**The most important things**".

Economists without Borders (EWB) gave a course on CSR.

In addition, in a talk, the Project manager at **UNHCR** provided a broad overview of the situation of refugees and refugee camps in the world today.

BLOOD DONATION.

In December, a blood donation campaign was organised with the participation of 25 colleagues from the Europamundo office in Madrid, as well as some of the tour guides. The blood was collected by the Spanish Red Cross's field team.

CO-SPONSORSHIP OF A FILM.

The **Europamundo Foundation and Europa Mundo Vacaciones** sponsored, in conjunction with Save the Children and Atresmedia, Pascal Plisson's film, "El Gran Día", which was released in January.

https://www.youtube.com/watch?v=VussEzSokR8&feature=player_embedded

TALKS AND ROUNDTABLE DISCUSSIONS CONDUCTED IN 2016:

HOMELESS PEOPLE.

In January 2016, a roundtable discussion was held in the offices of Europa Mundo Vacaciones in conjunction with two charities: *Solidarios para el Desarrollo* and *Realidades*, and with the participation of two homeless people.

ENVIRONMENTAL PROJECTS.

Each year, Europa Mundo Vacaciones and its Foundation engage the services of the ECODES and ARBOREAL environmental organisations to calculate the company's carbon footprint and greenhouse gas (GHG) emissions. ECODES conducted a study of GHG and the company's two carbon offset projects in Nicaragua and Requena (Spain) through ARBOREAL.

http://www.cloud-europamundo.com/files/2016_10/161025_Informe_EuropaMundo_2015.pdf

ONE YEAR, 12 CAUSES.

In 2016, the Europamundo Foundation launched an initiative known as "One year, 12 causes", where each month it focused on an issue and raised awareness through videos, documents, reports, talks and debates, etc.

January. No to the invisibility of homeless people.

February. No to gender violence and inequality.

March. Not to climate change and its consequences.

April. No to child exploitation.

May. No to traffic in human beings.

June. No to war.

July. No to the lack of support for rare diseases.

August. No to animal cruelty and abandonment.

September. Sustainable Development Goals.

October. No to substance dependence.

November. No to a sedentary lifestyle.

December. No to the lack of promotion of Sustainable Tourism.

ADHERENCE TO THE STATE PACT FOR CHILDHOOD.

Europa Mundo Vacaciones and the Europamundo Foundation have adhered to the Spanish Committee for UNICEF's State Pact for Childhood.

COLLABORATION WITH NUESTROS PEQUEÑOS HERMANOS (NPH).

The Europamundo Foundation collaborated with *Nuestros Pequeños Hermanos* (NPH) to provide aid to victims of Hurricane Matthew in Haiti.

FUND-RAISING CAMPAIGN FOR VICTIMS OF THE EARTHQUAKE IN ECUADOR, "WE ARE ALL ECUADOR".

The **Europamundo Foundation's** fund-raising campaign for victims of the earthquake in Ecuador was extremely successful, raising €43,006.15, thanks to the participation of 40 Europa Mundo colleagues, friends and passengers, in addition to 30 suppliers, tour operators and partners.

http://www.cloud-europamundo.com/fundacion/files/2016-11/_VIDEO_Reporte_Campana_Terremoto_de_Ecuador_short.mp4

DONATION OF COMPUTERS.

The Europamundo Foundation, with the collaboration of its parent company, Europa Mundo Vacaciones, donated 10

computers to Asociación Victoria and Ángeles Urbanos.



UN DIA PARA DAR.
#GIVINGTUESDAY
UNDÍAPARADAR

November 29 is international day of GIVING, and the Madrid office marked the occasion with an **improvised appetiser**.

Below is a link to the Europamundo Foundation's Activities and Financial report:

<http://www.europamundo.com/fundacion/Memoria.aspx>

CAMPAIGN TO SUPPORT SYRIAN CHILDREN IN GREECE (ATHENS AND RITSONA).

Our tour guide colleagues, Ánibal and Saúl, are supporting Syrian refugees in Ritsona and Athens, and the Europamundo Foundation provides aid through its Emergency Fund.



We also carried out a campaign to collect gifts for Syrian children in Athens, including lollipops and balloons.

MOBILE PHONE COLLECTION CAMPAIGN.

Each year, Europa Mundo collects around 50 mobile telephones and donates them to NGOs that recycle them to raise money

for a specific project or as extra income.



ENERGY EFFICIENCY.
ENERGY AUDIT.
SUSTAINABLE MANAGEMENT SYSTEM (SMS).
CO2 EMISSIONS.

**ENERGY EFFICIENCY.
ENERGY AUDIT.****ENERGY EFFICIENCY.****Commitment to sustainability at Europa Mundo**

Since July 2016, Europa Mundo Vacaciones uses 100% green, clean, renewable electricity, supplied by **Gesternova**.





<http://www.gesternova.com/>

In 2016 Europa Mundo's office in Madrid was equipped with LED light bulbs which reduce energy consumption by 70%. Toilet facilities have been fitted with motion-activated light switches.

In addition, an energy audit was performed in 2016.

http://www.cloud-europamundo.com/files/2016_11/Auditoria_Europamundo.pdf



SUSTAINABLE MANAGEMENT SYSTEM.

The Sustainable Management System implemented by Europa Mundo is geared towards improving sustainability.

For this purpose, a planning schedule was drawn up to address environmental issues.

As a first step, all documents relating to measures for which EMV has already obtained approval were collected:

- Code of Ethics.
- Good Practices Manual.
- Declaration of intent regarding the role of CSR in the company.

CODE OF ETHICS:

As of June 2014, Europa Mundo Vacaciones establishes as its frame of reference the **code of conduct of JTB Group**, as well as its philosophy and commitments and its **Environmental Statement**.

http://www.europamundo.com/files/rsc/JTB_Code_of_conduct.pdf

Since November 2014, Europa Mundo Vacaciones has a **Good Practices Manual and a Code of Ethics** setting out the ethical standards for business practice and the organisation's direct and close relationship with stakeholders, the environment and internal relations in the organisation.

The Code of ethics in section **g) Respecting the environment**. Environmental sustainability is fundamental to EMV's functioning and for this purpose a series of measures have been implemented to make the company's activity compatible with environmental protection.

GOOD PRACTICES MANUAL:

B) GOOD ENVIRONMENTAL PRACTICES MANUAL

Good Environmental Practice involves simple and useful measures that can be adopted both by employees and by EMV with the aim of reducing the negative environmental impact of our everyday business. In most cases, this relates to simple changes that are easy to implement and widely accepted within the company, with zero or low financial cost of implementation.

http://www.europamundo.com/files/rsc/MANUAL%20DE%20_BUENAS%20PRACTICAS%20DE%20EUROPA%20MUNDO%20VA-CACIO.pdf

- **RATIONAL CONSUMPTION OF ENERGY.** (Lighting, air-conditioning, computers and other data processing equipment).

LOWER MATERIAL REQUIREMENTS.

(Office material and various consumables, paper saving).

- **MAINTENANCE AND CLEANING OF FACILITIES.** (Maintenance, cleaning and kitchen-canteen area).
- **WASTE MANAGEMENT.** (Mobile phones mainly from our tour guides, recycling of electric material, paper, toner, plastic, batteries and electronic material).
- **HEALTHY OFFICE HABITS.**
- **CO2 EMISSIONS.**

DECLARATION OF INTENT REGARDING THE ROLE OF CSR IN THE COMPANY

Environmental dimension:

Comprehensive plan for selective collection of waste, environmental training, awareness-raising among employees, reduction of CO2 emissions through use of non-polluting alternative means of transport, and projects for offsetting CO2 emissions caused by the company's activity, energy efficiency through use of power from renewable energy sources and replacement of lighting by LED light bulbs.

The Euro5 and Euro6 class coaches used by Europa Mundo to transport its tour passengers are the most efficient on the market.

The Sustainable Management System sets out the following recommendations:

1. Awareness building
2. Sustainable mobility
3. Efficient energy use
4. Efficient water use
5. Rational use of paper
6. Waste management
7. Responsible consumption

The recommendations set out in this report are easy to implement both in terms of their simplicity and their low cost; they are also useful because of the rapid and surprising results obtained.

1. Awareness building:

Information and training campaigns for employees to promote savings in energy, water and paper.

2. Sustainable mobility:

Encourage car sharing among employees. Provide incentives for use of public transport.



EMV encourages sustainable transport using public transport, cycling through the provision of in-house bike-parking facilities, and walking in some cases.

3. Efficient use of water:

Install devices for the reduction of water usage, such as water pressure-reducing valves or diffusers and timers or self-closing push taps.

Fit low-flush systems.

4. Rational use of paper:

The IT department has reconfigured the company printers so as to reuse paper whenever possible and to use double-sided printing.

The environmentally-friendly font-type Ryman Eco has been installed (which uses less ink) for non-official and internal documents.



5. Waste management:

It is important to separate waste and to provide a container allowing the disposal of each type of waste according to its management possibilities and requirements.

EMV handles waste efficiently, providing bins for plastic, glass, batteries, mobiles, bottle tops, toner and paper, and electronic devices.

6. Responsible consumption:

Choosing, whenever possible, environmentally-friendly office materials and products, approved and with certificates guaranteeing adequate environmental management, as well as suppliers who hold some type of official environmental certification.

The printers used at Europa Mundo use double-sided printing.

The vending machines on Europa Mundo's premises use products that are manufactured in special employment centres.

Using search engines such as ecosia which sponsor tree planting as you search on the Internet.

<https://www.ecosia.org/>

The recommendations put into practice by Europa Mundo will give rise to:

IMPROVEMENTS FOR THE ENVIRONMENT.

By adopting the proposed measures we will be able to reduce the volume and load of waste, which - along with optimised use of natural resources - will favour sustainable development. This will become apparent in the:

- Reduction of pollution.
- Reduction of waste output and improved management.
- Reduction of energy consumption.
- Replacement of fossil energy by renewable energies.
- Savings and optimisation of water management.
- Use of biodegradable cleaning products.
- Planting of trees as CO₂ sinks.

IMPROVEMENTS FOR THE COMPANY.

The company could lower costs if it reduces the consumption of products, materials, water and energy to the strict minimum, and lowers the output of discharges, emissions and waste.

This will be viewed positively by the public, enhance its image and bring commercial advantages and market opportunities.

IMPROVEMENTS FOR SOCIETY.

The current model of development is unsustainable, unviable, and does not respect the rights of future generations. The suggested changes are geared towards all-encompassing and lasting development, aiming for our planet's sustainability.

http://www.europamundo.com/rsc_docs_medioambiente-les.aspx



CO₂ emissions and offsetting of emissions

Europa Mundo Vacaciones, Zero CO₂ Travel Agents



Europa Mundo Vacaciones (EMV), one of the world's largest tour operators and the leader in Europe, has, for the second year running, been

awarded the **Zero CO₂ label** after calculating and offsetting the greenhouse gas emissions produced by its activity. Moreover, it has made a commitment to reduce its emissions.

In view of their impact on the climate, EMV has decided to put in place measures to reduce and minimise greenhouse gas emissions. These include specific measures such as replacing traditional light bulbs by LED lights, sourcing a 100% renewable electricity company and reducing emissions due to paper consumption by recycling 1,500 kg of paper consumed at its Madrid office every year.

Furthermore, in its commitment to go all the way, EMV has decided to **offset the emissions** that it is unable to reduce, especially indirect emissions resulting from chartered buses and from paper used mainly for its brochures which are necessary for running its business, through the **CeroCO₂ platform**.

The offsetting of emissions is achieved through the project "ComuniTree-Reforestación comunitaria en Nicaragua" (ComuniTree - communal reforestation in Nicaragua), a communal initiative in Nicaragua which engages small-scale farmers in reforesting parts of their unused land. The project, which is promoted by the NGO Taking Root, is run in a watershed that contributes directly to the Estero Real, one of the richest areas of Central America in terms of biodiversity, in the vicinity of San Juan de Limay (Nicaragua).

This project generates **high-quality carbon credits** in accordance with the demanding Plan Vivo standard, which takes into account the conditions of the area and the wealth of the reforested ecosystems.

Since 2015, Europa Mundo has been carrying out another CO₂ emissions compensation project in Requena (Autonomous Community of Valencia, Spain) in the Mediterranean Green Corridor in Cañada Real de San Juan.

To offset CO₂ emissions, a total of 29,449 trees have been planted in Limay (Nicaragua) and 974 in Requena (Spain) in the period spanning 2015 and 2016.

Europa Mundo Vacaciones has been awarded the label which certifies a zero CO₂-status during the period analysed, based on the calculation and offsetting of greenhouse gas emissions resulting from its activity and the commitment to continue developing measures to curb greenhouse gas emissions.



This carbon offset project is co-financed by **Europa Mundo Vacaciones** and the **Europamundo Foundation**, as well as the following 40 coach companies that run tours for Europa Mundo all around Europe: **Busvision S.L., M. Y A. Vicioso S.L., Sanchez Turicar**

S.A., Bus Sigüenza S.L., Autocares Rios Alicante S.L., Autocares Quijada S.L., Autos Pelotón S.L., Julián Cano S.L., Autocares Juanfran S.L., Autobuses Gurbindo S.L., Transportes Gil San S.L., Félix Gastón S.L., Eurotrans Vacaciones S.L., Eurobus S. XXI S.L., Autocares Cristobal E Hijos S.L., Autocares Bibiano Juanes S.L., Abascal Caro S.L., E. Bermudez E Hijos S.L., Gran Turismo Araba S.L., ALS Autocares S.L., Alompe Autocares S.L., Alabus S.L., Autocares Agrupabas S.L., Autocares Europa Bus S.L., Jesús M^a Villar
- Autocares Villar, Autocares Barrera Moya S.L. Autocares Hermanos Cubero, S.A., Autocares Izaskun, S.L., Autobuses Lata-sa, S.L., Moya Autos, S.L., Fonseca Bus, S.L., Individual Tours, Rental Bus, Mundimaroc Buses S.L., Hispalis Bus, Orma Tiscali, Autos Rozas, Turismo Internacional Rodoviario Lda. and Autocares Oyarzun Oroz S.L.





Economic commitments.

**ECONOMIC GROWTH.
INNOVATION.**

Economic Growth

Our company's annual revenue growth of 13.97% over the last 10 years is unprecedented both in South America, our original and natural market, and in our own country.

And the sales forecast for 2017 points to a further 30% increase in revenues.

The year 2016, with a record high of 116.28 million euros in net revenues, represented slight growth of 0.88% compared to 2015, well above the growth trend in South America of -0.9%. Our growth was based on the new markets in Asia and North America, with passengers from India, the Philippines, Jordan and South-east Asia.

Innovation

Technological tools can contribute more to the development of sustainable tourism.

The technological tools used by Europa Mundo include:

- The Euro 6 class coaches used on our tours are the most efficient on the market in terms of CO2 emissions.
- Thanks to the environmental development initiatives in our company, we use green power, all our lighting is LED-based, we calculate our CO2 emissions and offset them, and we use a waste management system where everything is recycled.
- We use Facebook or the social media for our initiative "A compartir" (Let's share). This travel option allows persons who travel alone to share rooms, thereby reducing costs.
- We use Facebook or the social media for "My travel companion". This allows passengers to contact and get to know one another before the trip.
- We have a platform called "My trip" offering complete information about the trip and including a responsible tourism guide.
- Our online system is one of the newest and most advanced on the market and in the tourism industry, comprising innovative proprietary technology, developed by our in-house IT team.
- The development and use of the online system encompasses various stakeholders, i.e., our customers, wholesale travel agents, providers such as hotels, shuttle service providers, coach companies, hotel groups and tour-guide operators, staff, our Madrid office personnel, our representatives in India, Brazil, Peru, USA, Argentina and Thailand and our guides who offer essential 24-hour support to our passengers.
- There is also an internal feature area covering statistical processing of sensitive data, e.g. prices, travel, itineraries, supplements, multimedia and everything related to company management.
- Our online system is used by over 1,000 users every day, caters for 7,000 potential users and handles 3,000 quote entries daily, calling for complex technological innovation.
- The development of the online system has made digitisation a permanent feature of the company which, in turn, has eliminated a significant proportion of paper printouts.
- Our .com allows time-saving, reliability and diversity, and instant online quotations.
- Our tours stand out from the rest because they offer the flexibility to include en route-stops, tailored tours and

part-booking or rotating tours.

- Our company takes into account the diversity and social distribution of countries, offering discounts for single-parent families.
- We use multiple channels to sell our trips via social media, our website, apps and travel agents.
- Our tours can be booked and all relating data can be managed through multiple electronic devices.



Our Strategic Partnerships

- **World Tourism Organization (UNWTO).** Affiliate member since 2012.
- **UNWTO's ST-EP programme.** International member since 2012.
- **Spanish chapter of the UN Global Compact.** Affiliate member since 2014.
- **Working Group comprising** Global Compact, UNWTO and 13 Spanish tourism businesses, 2016.
- **World Travel & Tourism Council, (WTTC).** Members since 2015.
- **Transparency Register of the EU.** Since 2016.
- **Randstad Core Values.** Since 2016.
- **Diversity Charter.** Since 2016.
- **Pact for Childhood of the Spanish UNICEF committee.** Since 2016.
- **Signing of UNWTO's Code of Ethics and signing of Adherence to the Global Compact at FITUR 2016.**
- **Signing of UNWTO's Code of Ethics by 10 of Europa Mundo's operators at FITUR 2017**

Environmental partnership agreements.

- **ECODES.** Yearly partnership agreement since 2015.
- **ARBOREAL.** Yearly partnership agreement since 2015.

Partnership agreement on International Cooperation.

- **PASOS COOPERACIÓN.** Partnership agreement since 2012.
- **Cooperation Programme UNWTO.** Since 2012.
- **Since 2012, we have been international members of the ST-EP programme.**

Future partnership agreements:

- **European Anti-Poverty Network (EAPN)**
- **Federation of rare diseases of Spain (FEDER)**
- **UNWTO Working group, Global Compact Latin America, operators from 14 Europa Mundo (EMV) countries.**





7. *Working towards Sustainable Development*

OUR WORLD: A FUTURE FILLED WITH HOPE

Injustice, violence, corruption, wars, hate and intolerance are rife. All too often, the news and pictures that reach us make us feel powerless, frustrated and anxious. Too often, they fill us with pessimism and anger.

Nevertheless, the facts –despite this feeling– tell us that the future offers hope.

THERE IS HOPE ... although it might still take generations before we can live in this sustainable and more just world.

THERE IS HOPE, and it depends, to a much larger extent than we sometimes believe, on humankind as a whole (7.3 billion YOUS to be precise) becoming aware of the fact that we have to preserve our precious blue planet and that life will be more beautiful if we can somehow all enjoy it in a more just and more tolerant world.

Luis García Codron
CEO, Europa Mundo Vacaciones



Sustainable Development Goals (SDGs). Opportunities and challenges.

The implementation of the 17 SDGs and 169 targets gives businesses an important role and offer a double opportunity. On the one hand, the opportunity to move from being mere financing agents or donors to being considered indispensable partners, key agents for achieving development both on an international and a local level. On the other hand, sustainable development offers new business opportunities that businesses have to identify and exploit.

The goals make up a global agenda which will tackle and solve the most pressing problems of our planet, placing people at the centre, improving their well-being as well as the planet's.

At Europa Mundo, we are committed to sustainable development and to the opportunities and challenges that the 17 SDGs offer and pose, while playing an immediate and active role in some of them.



END OF POVERTY.

The number one sustainable development goal is to eradicate poverty in all its forms by 2030.



The NGO Asociación Sonrisas del Nepal:

Europa Mundo Foundation is a partner in the ST-EP programme of the World Tourism Organisation (UNWTO) which aims to eradicate poverty through sustainable tourism projects.

<http://step.unwto.org/es/content/la-iniciativa-st-ep-0>
Through UNHCR, we have supported projects to empower Somalian and South Sudanese refugees in the refugee camps of Kakuma in Kenya and, through NGOs, we carried out 80 projects between 2011 and 2016.



ZERO HUNGER.

The Sustainable Development Goals are targeted at ending all forms of hunger and malnutrition by 2030. These problems currently affect 800 million people. All people – children in particular – must be assured sufficient and nutritious food all year round.



Amavida's food programme (Calcutta – India).

Through the Foundation, Europa Mundo takes an active part in there are projects in collaboration with NGOs which fight malnutrition and food shortage, such as Acción contra el Hambre in its emergency campaigns in the Sahel, Mali, the Horn of Africa; the Missionary Sisters of Jesus, Mary and Joseph in Kayenzi (Rwanda); Amavida in Calcutta; SOS Children's Villages in Spain with free school meal grants; Jardín Salas Cuna Gota de Leche in Medellín, and in San Vicente de Cañete in Peru with the NGO NPH.



HEALTH AND WELL-BEING.

Reducing maternal and child mortality remains a priority challenge which is achievable through universal healthcare and safe and affordable drugs and vaccines. Currently, six million children die every year before reaching the age of 5.

Since it was established 5 years ago, the Europa Mundo Foundation has actively participated in 20 projects aimed at improving health and well-being, e.g. in the Central Atlas region of Morocco, with a volunteer programme for health workers run by Pasos Cooperación, in the Bolivian rainforest with Solidaridad Médica, in North Kenya with the Emalaikat Foundation, in Managua with Pasos Cooperación, and in the refugee camps of Beneshangul Humus in Ethiopia with UNHCR. Around 23,000 people per year benefit from our projects.



SOLIDARIDAD MÉDICA (MANIQUI RIVER – BOLIVIA) - HEALTHCARE PROJECT



Parroquia Santa Rita – Iquitos (Peru).

QUALITY EDUCATION.

Towards inclusive and high-quality education for all. The aim is to enable all children to complete free primary and secondary education by

EUROPAMUNDO | 2016 SUSTAINABILITY REPORT

2030. Through the Foundation, Europa Mundo is contributing to sexes, as well as access for young people to higher education. Examples of collaboration include projects in Morazan, El Salvador, in a university college directed by Fundación Segundo y Santiago Montes; in Calcutta in a school with remedial classes for 400 children aged 3 to 14 through the NGO Amavida; through grants for university students in Loreto (Iquitos) through the NGO Parroquia Santa Rita; in Calcutta with vocational training in tourism to enable young people to gain access to the job market through the NGO Lights of hope; or in Dolpa, Nepal, with the NGO CIDEN.

In total, Fundación Europamundo has collaborated in 15 projects, offering training to over 700 people a year.

Europa Mundo and the Foundation also co-sponsored the film "Camino a la escuela" ("On the way to school") by Pascal Plisson, together with the UNESCO, La Caixa's charitable programme and Atresmedia.

<https://www.youtube.com/watch?v=k4s7u4RtLrM>



GENDER EQUALITY.

Gender equality is not only a basic human right, but also the necessary basis for a peaceful, prosperous and sustainable world.

By giving women and girls equal access to education, healthcare, decent work and representation in political and economic decision-making processes, all areas of development are boosted.

Europa Mundo has set itself the goal of achieving gender equality and is therefore developing clear policies against discrimination such as its Protocol for the Prevention of Harassment at Work, its Equality Plan (currently under development), its Good Practices Committee and its Code of Ethics.

Europa Mundo has 60% women in middle management positions and 57% of its staff are women.



CLEAN WATER AND SANITATION.

For the purpose of guaranteeing universal access to safe and affordable drinking water for all people by 2030.

Through a partnership with the Europamundo Foundation, our NGO CIDEN has provided access to water in the rough lands of Komang in the Dolpa region northeast of Nepal, which has lightened the daily burden of more than 400 people.

The Europamundo Foundation has also backed a project which will contribute to improving sanitation and hygiene facilities in the Lebanese town of Bebnine which hosts a large population of Syrian refugees. This has not only improved its 16,709 inhabitants' health, but also created the basis for peaceful coexistence.



ACNUR (LIBANO-CAMPO SIRIO REFUGIADOS)
MEJORA DE LOS SISTEMAS DE SANEAMIENTOS
CAMION DE BASURAS



AFFORDABLE AND CLEAN ENERGY.

To guarantee universal access to affordable electricity by 2030.

Fully aware of the importance of sustainability, Europa Mundo is immersed in a process of reducing CO₂ emissions, efficient waste management, use of alternative energies and a complete programme of resource optimisation.

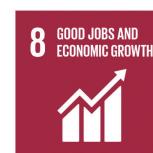
It calculates its annual CO₂ emissions output and offsets it through two reforestation projects in Requena (Spain) and Limay (Nicaragua), having planted 15,251 trees in 2016.

There is an environmental management plan at the Madrid office with recycling containers for paper, batteries, toners, mobiles, plastic, glass and electronic equipment.

Use of electricity from renewable energy sources, green energy and use of LED lights.

In line with its environmental awareness, Europa Mundo holds an environmental week every year, including workshops and talks about current issues such as Zero CO₂, alargascencia (prolonged product life), zero waste, calculate your waste, etc.

And in 2016 the first energy audit was performed.



DECENT WORK AND ECONOMIC GROWTH.

The sustainable development goals are designed to stimulate sustainable economic growth by increasing the levels of productivity and technological innovation.



UNHCR: Tailor Shop in Dadaab (Kenya)

Under Europa Mundo's Code of Conduct, a core company principle is respect for the local cultures of the communities and countries in which it operates and those of its passengers, and it is committed to contributing to the socio-economic development of these destinations and knowledge of their cultures.

Furthermore, EMV's Good Practices Manual establishes the principle of equality and non-discrimination. "EMV will promote equal treatment for men and women with regard to access to employment, training and work conditions. Moreover, promotion and personal development will be based on candidates' academic qualifications, personal traits, professional merits and the company's needs".

2016 SUSTAINABILITY REPORT

In 2016, Europa Mundo provided 2.1% employment under the LISMI Act, and through the Foundation, it is working on projects for persons at risk of social exclusion, e.g. homeless people, immigrants, unemployed people over the age of 45 and women who have endured gender-based violence.



INDUSTRY, INNOVATION AND INFRASTRUCTURE.

Investment in infrastructure and innovation are key drivers for growth and economic development.



Instituto Tecnológico, Turismo – Morazan (El Salvador)

Europa Mundo is a tour operator and uses the latest Euro 6-class coaches with the lowest CO₂ emissions, in addition to using LED lighting at its Madrid headquarters. It has also switched from fossil fuel-based electricity to renewable and clean energy sources.

EMV circuits use the "travel companion" system, allowing persons who are travelling on their own to reduce their costs by sharing a room with another passenger.

The development and use of our online system encompasses various stakeholders.



REDUCING INEQUALITY.

To curb the growing income disparity, solid policies in favour of people on the lower rungs of the income ladder need to be adopted. These policies need to promote economic inclusion of all people regardless of their gender, race or ethnicity.



Fundación Madrina, Madrid

Fundación Europamundo is actively involved in social action and development aid for highly vulnerable areas and population segments. Reducing inequality is of crucial importance to the Europa-

mundo Foundation and, since its establishment, 80 projects have been carried out between 2011 and 2016, benefiting 158,000 people in areas such as education, health, social action, sustainable tourism, infrastructures and business development.



SUSTAINABLE CITIES AND COMMUNITIES.

Extreme poverty tends to be concentrated in urban areas, and national and local governments are struggling to absorb the population increase in these areas. Improving the safety and sustainability of cities involves guaranteeing access to safe and affordable housing and improving informal or slum settlements.

At Europa Mundo (EMV), we try to manage the sustainability of our communities by raising awareness among our staff and stakeholders. Other channels we use include our information capsules about environmental issues, workshops and talks, our foundation and some of its projects which have a bearing on improving the sustainability of the communities we support through the ST-EP programme of the World Tourism Organization.



RESPONSIBLE PRODUCTION AND CONSUMPTION.

To achieve sustainable economic growth and development, the environmental footprint urgently needs to be reduced through a change in the patterns of production and consumption of goods and resources.

Efficient management of shared natural resources and the way toxic waste and pollutants are disposed of are vital in order to achieve this goal.

In 2015, Europa Mundo started implementing a comprehensive management system based on sustainability.

A **Sustainable Management System (SMS)** geared towards improving environmental efforts through recycling of all waste produced in the office, e.g. paper, toner, batteries, plastic, mobile phones and electronic equipment. All waste receives a certificate of adequate use of recycled materials.

Also, since 2015, the company has been measuring its CO₂ emissions and subsequently offsetting its CO₂ output through two reforestation projects in Limay (Nicaragua) and Requena (Spain). 15,251 trees were planted in 2016.

In addition, 2016 saw the replacement of all light bulbs by LED lights, a switch to a new electricity provider supplying renewable, green and clean energy, and an energy audit which was submitted to the Spanish Ministry of Industry and Energy.



CLIMATE ACTION.

All countries around the world have experienced the dramatic effects of climate change. Greenhouse gas emissions continue increasing and are now 50% higher than in 1990. Additionally,

global warming is causing permanent changes to the climate system, whose consequences could be irreversible if emergency measures are not taken immediately.

In line with its awareness of climate change and its consequences, Europa Mundo holds an environmental week at its Madrid office every year, which includes talks and workshops relating to climate action.

Alternative forms of transport, such as cycling, are actively encouraged. Europa Mundo reserves special parking spaces for employees who come to work by bicycle.

Our Euro 5 and Euro 6 class coaches are the most efficient on the market with the lowest emissions in road transport.



Fondo Verde (OAXACA-MEXICO)



UNDERWATER LIFE.

The Sustainable Development Goals establish a framework to order and sustainably protect marine and coastal ecosystems from land-based pollution as well as addressing the impacts deriving from ocean acidification.

Europa Mundo is generally concerned about the environment and sustainability, which is why one of its policies for the development of social responsibility is to advocate policies to reduce negative environmental effects or to offset them.



LIFE IN TERRESTRIAL ECOSYSTEMS.

The Sustainable Development Goals are geared towards preserving and recovering the use of terrestrial ecosystems such as forests, wetlands, drylands and mountains by 2020. Halting deforestation is also of vital importance to mitigate the impact of climate change.

In 2015 and 2016, Europa Mundo planted a total of 29,449 trees in Limay (Nicaragua) and 974 trees in Requena (Spain) at a cost of €7.5 per ton, in line with its policy of offsetting 3,200 tons of CO₂ produced as a result of its activity.

Every year 1,500 kg of paper, 380 toner units, 70 mobile phones and 21,146 litres of packaging are recycled.



PEACE, JUSTICE AND SOLID INSTITUTIONS.

Without peace, stability, human rights and effective governance based on the rule of law, it is not possible to achieve sustainable development.

Europa Mundo is the leading provider of circuits in Europe, with circuits in the Middle East, Asia and North America. Tourism allows us to discover, understand and learn from other cultures. We believe in diversity, we believe tourism contributes to peace, peaceful coexistence, tolerance and respect for the different people who live on the planet. Our coaches and tours offer a space where different nations and cultures share experiences; they are also a vehicle for peace, diversity and peaceful co-existence. Our passengers are of 33 different nationalities and from all five continents, and our destinations cover 46 countries across the five continents.

A Responsible Traveller's Guide has been produced which lays down 8 general principles and 35 specific patterns of behaviour for travellers and tourists taking our tours or visiting other regions and countries of the world.

[Responsible Traveller's Guide](#)



PARTNERSHIPS TO ACHIEVE THE GOALS.

The Sustainable Development Goals can only be achieved through a decisive commitment in favour of global partnerships and cooperation.

The purpose of the goals is to improve North-South and South-South cooperation, backing national plans in compliance with all the objectives.

Over the past few years, Europa Mundo Vacaciones has developed a network of associations with international bodies and entities such as the World Tourism Organization within its area of social and ethical responsibility and international cooperation, the Spanish chapter of the UN Global Compact, the World Travel & Tourism Council and the signing of the WTO's Code of Ethics.

Through the Europamundo Foundation, the company has signed partnership agreements with various non-profit organisations such as ECODES, Pasos Cooperación and Arboreal, and the signing of agreements with FEDER (Federation of rare diseases of Spain) and the European Anti-Poverty Network (EAPN) in Madrid are under consideration. It has also signed partnership agreements with the WTO as part of its ST-EP programme.

In 2016, a strategic alliance comprising the UN-WTO, Global Compact and 13 Spanish tourism businesses led to the "Responsible tourism, a commitment for all" project:
<http://www.turismoy-ods.org>

CIDEN (POKHARA-NE-PAL) refugee programme for Tibetan minorities





When we are dreaming alone it is only a dream.
When we are dreaming with others,
it is the beginning of reality.

-Hélder Câmara-

Europamundo vacaciones

