

Europamund Vacaciones

Sustainability Report 2017 *summary*



NOSOTROS SOMOS

Europamundo



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Europa Mundo Vacaciones, 20 years, our history, (1997 – 2017).

Europa Mundo's beginnings in May 1997 were modest, with a small office or agency in Calle Fernando el Católico in Madrid from the separation of the staff and offices of Mundo Joven, with 10 people and 3 facing the public, and the logo of the Grupo Mundo; but in May, Europa Mundo Vacaciones appeared with its Logo, Europa Mundo.

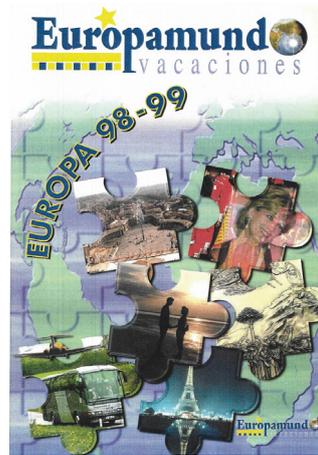
At the beginning of 1998, the company began to grow and moved to larger offices in Calle Guzmán el Bueno in Madrid, and from here in the year 2000 the company went to the offices on the Gran Vía.

Since then, the company has grown from its first leaflet in 1997, inherited from Mundo Joven with the name of Grupo Mundo and 21 circuits and 40 pages. In 1998 Europa Mundo launched its first leaflet as such, which we attach here, with 24 circuits and 48 pages, and the company brochure now, in 2017, boasts more than 500 circuits and 567 pages, the company making its final move to the offices in Calle Garcia de Paredes in the year 2011.

Brochure 1998:

<http://www.cloud-europamundo.com/files/FOLLETO DE EUROPA MUNDO DEL ANO 98.pdf>

Brochure 2017: http://www.europamundo.com/Catalogo_sp.aspx



Letter from our CEO

We all want a better world! How can we not add to this purpose?

A fairer world, a more sustainable world, a world in which humanity as a whole can feel proud to form part of this planet.

This is a challenge that cannot be a mere desire; it is an imperious need if we want to survive as a species and an essential need to protect our planet and to pass it on to future generations, and a need if we want there to be appropriate coexistence and respect among the millions of human beings who share the same home: our Earth.

We all want to add to this! But what contribution does each of us make each day? The immense majority of humanity believes that a more sustainable and fairer world is necessary and desirable, but do not feel involved in the responsibility of making this possible. It is the sum of the individual efforts of each and every one of us; it is the need that all of us should be aware of our responsibility for the future of the planet that will slowly lead us towards this objective.

What is our responsibility as people, as companies, what do we do? The easiest thing is to look away; human beings feel too small to be able to do something in such an infinitely immense objective, and this is maybe why we believe that it is "the international institutions", "the politicians" that must act. It is easier to concede our will and hope that others will do what we are ALL responsible for doing.

In Europa Mundo as a company, each of its workers, we all have our part of responsibility. As the CEO of Europa Mundo, as a human being aware that a better world is necessary and possible, I must, we all must pursue this objective to the full extent of our ability.

In this period in which I am coming to the end of my term as CEO of the company, I believe that we must show what we do, and not in order to be recognised or praised; we must show in order to demonstrate that many things can be done from private enterprise; to show in order to reveal a path; to show to make others follow an example; to show to try to pass on the intimate pride that is felt as companies and as human beings when we act for purposes that we believe to be necessary.

To do, but also to show the path. To do, but also to lead and raise awareness with our example on the measures that can be driven by other people and companies. To collaborate in slowly raising the awareness of society as a whole to the fact that a social responsibility must be required of businesses, that as consumers we have to ask for quality, but not only the quality of the product we acquire, but also the quality of the companies we choose.

Let's seek to be proud of our society; in doing so we must start by being able to be proud of our companies. Let's walk towards what this world of free enterprise must be in the 21st-century, a world in which everyone, and even more so the political, social and economic leaders, are responsible for moving forward towards the most ambitious of the goals that humanity as a whole can have: to build a sustainable world that allows all human beings on the planet to have a life with the dignity that should correspond to them. "Look closely at the present you are building, it should look like the future you are dreaming of" (Alice Walker).

One year more, our commitment is to present our work through this Sustainability Report and the commitment we signed in 2016 to the Global Compact and to the UNWTO we have been members of since 2014 and 2012. We renew our commitment and support to the Global Compact, to its 10 principles and to the Sustainable Development Goals, and we also renew our commitment to the Code of Ethics of Tourism of the United Nations World Tourism Organisation, observing and promoting its principles, and we encourage everyone to read our Report to get to know our organisation, our team, everything we do and all that we represent.



Luis Garcia Codron
CEO Europa Mundo Vacaciones



UNWTO Ethics award

On 27 November 2017, the UNWTO announces that the UNITED NATIONS WORLD TOURISM ORGANISATION'S ETHICS AWARD 2018 is to go to EUROPA MUNDO VACACIONES.

The jury of the WTO Ethics Award, formed by members of the World Committee on Tourism Ethics, has chosen Europa Mundo Vacaciones as the winner of the second edition of these Awards, for its "Europa Mundo Foundation" initiative.

WTO Ethics Award: This is an award given by the World Committee on Tourism Ethics to companies and associations that have achieved excellence in implementing the principle of the Global Code of Ethics for Tourism in their businesses and corporate responsibility activities.

Europa Mundo Vacaciones is a Spanish tour operator firmly committed to the principles of the environment and social responsibility, which has achieved significant results in applying the WTO Global Code of Ethics for Tourism, and particularly with regard to its contribution to the well-being of the community and the sustainable development of tourism.

In 2011, it created the Europa Mundo Foundation, devoted to carrying out social activities and to fostering cooperation for development in different areas and for specific segments of the population, as well as to promoting sustainable tourism in many countries of Africa, Asia, Europe and Latin America.



<http://ethics.unwto.org/content/unwto-ethics-award>



Presentation

As in previous years, Europa Mundo Vacaciones presents its Sustainability Report for 2017, which was approved by its Board of Directors in its meeting held on 25.06.18 following the report of the Corporate Social Responsibility Department to said board and with the consensus of the departments of Europa Mundo Vacaciones and of its General Management.

The Sustainability Report has been made following the recommendations of the Global Reporting Initiative (GRI) and using the GRI Standards reporter, in its exhaustive option. However, this Report is a shortened option and the extended report will be published on the Europa Mundo website, in the Spanish Network of the Global Compact, in the Global Compact and in the UNWTO.

The full Sustainability Report in the exhaustive option of the GRI Standards can be seen on the link:
https://www.europamundo.com/interactivo2018/Memoria_asostenibilidad_2017_07/index.html

DATA HIGHLIGHTS 2017

Europamundo

1 CUSTOMERS

+ 140.000 PASSENGERS A YEAR, FROM 81 PAISES COUNTRIES
Distribution Company from 41 countries
DESTINATIONS: 44 COUNTRIES AND 5 CONTINENTS



2 TEAM 344 PEOPLE

57% women

35 NATIONALITIES

181 people in office
77% STEADY JOB

59% WOMEN IN MIDDLE MANAGEMENT

3 ECONOMY.

NET SALES: 162,39 MM €

EBITDA: 16,33 MM €

OWN RESOURCES: 31,67 MM €

4 JTB GROUP

+ 100 YEARS
150 COMPANIES
900 AGENCIES
26.000 PEOPLE



5 SUPPLIER COMPANIES

HOTELS: 1198

RESTAURANTS: 167

OTHERS (OPTIONAL, LOCAL GUIDES, AERIALS): 299

COMPANIES TOURS AND Y FERRYS: 137

TRANSPORT COMPANY AND TRANSFERS: 120

TOTAL SUPPLIER COMPANIES: 1.921

6 FOUNDATION AND SUSTAINABILITY

Foundation

2017

28.766 BENEFICIARIES
20 PROJECTS
16 COUNTRIES

2011-2017

104 PROJECTS
186.849 BENEFICIARIES
27 COUNTRIES

Sustainability

CO2 EMISSIONS: 3.901 TONNES

LED BULBS
Green electricity
100% Renewable

Reciclado
13.010 KILOGRAMS OF PAPER
102 TONERS
26.796 LITRES YELLOW CONTAINER

Compensation:
15.000 TREES PLANTED



GRI ***General and*** ***specific contents***

GRI 102: General Contents

Profile of the organisation

GRI 102-1 Name

Europa Mundo Vacaciones, S.L.

Trademark or brand, **Europamundo**.

GRI 102-2 Activities, brands, products and services

Our company specialises in circuits, marketing its products in 41 countries of Latin America, the United States, Asia, Africa, Europe and the Near East.

We are the main European circuit operator in the Latin American market with over 700 circuits: more than 450 in Europe, 120 in the Middle East, Asia, Africa and Oceania, 70 in the Iberian peninsula and Morocco, and more than 60 in America (the United States and Mexico).

Departures guaranteed all year round with the characteristic principle of flexibility that allows for Stops on Route, Rotating Circuits and Tailored Sectors.

GRI 102-3 Headquarters Location

C/García de Paredes, 55 28010 – Madrid (Spain)

GRI 102-4 Location of the Operations

The destinations offered by Europa Mundo cover all of the continents, Europe, Latin America, North America, Africa, Asia, the Near East and Oceania.

GRI 102-5 Partners as of 31 December 2017:

Partners as of 31 december 2017:

- Travel Plaza Europe B.V. (100% JTB Holding): 70%
- Luis Juan García Codron 19.2%
- Lorenzo Ballesteros Lucas 3.6%
- Francisco Román Reyes 3.6%
- Ángel Ojembarrena Ojembarrena 1.8%
- Raúl Hernández Redondo 1.8%

Legal form:

From 2014 to June 2018, Europa Mundo Vacaciones, S.L. was in a process of integration with the JTB Group Corporation.

GRI 102-6 Markets served

Europa Mundo Vacaciones has 1,000 different tours, representing more than 700 circuits in the 5 continents:

- More than 450 in Europe
- More than 120 in the Middle East, Africa, Asia and Oceania.
- More than 70 in the Iberian Peninsula and Morocco.
- More than 60 in America (the United States and Mexico).

It markets its products in 41 countries, with 106 distributors and a total of 14,000 registered retail agencies.

It also has 367 customers in Spain, and Retail Travel Agencies with 2,500 agencies registered.

It has 44 destinations:

- North America: 3
- Europe: 22
- Africa: 3
- Middle East: 3
- Asia: 12
- Oceania: 1

During 2017 more than 140,000 passengers did all of the circuits of Europa Mundo Vacaciones.

GRI 102-7 Size of the organisation

Europa Mundo has 181 in its offices in Madrid and outstanding personnel in Brazil, Argentina, India, Thailand, Peru, Japan and in the main cities of Europe, as well as 254 guides. The average company payroll is of 344 people, with an annual increase in the same in the last 5 years of 9.5%, and an average seniority of 5.7 years, with an average age of 39.40 years and 77% of permanent staff posts in the office.

Particular mention must be made of the policy of integrating women among the staff, giving them a hierarchical distribution in the company organisation chart of 59% in middle management and 57% of the company employees.

Our company stands out in diversity, with 35 nationalities amongst its professionals over the 5 continents in age ranges of 22 to 69 years, a wealth of religious beliefs and ethnic origins, sexual orientations and disabilities.

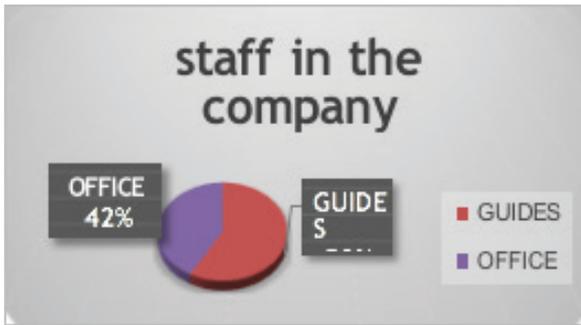
Its work team comprises personnel of 17 different nationalities in the Madrid office and in Brazil, Chile, Argentina, Mexico, Peru, Venezuela, Colombia, Paraguay, Cuba, Puerto Rico, France, Spain, Romania, Bulgaria, India, Russia and Japan, and 30 nationalities amongst its guides and travelling staff, such as Spain, Portugal, France, Italy, Sweden, United Kingdom, Greece, Serbia, Croatia, Bulgaria, Albania, Turkey, Jordan, Russia, Brazil, Uruguay, Mexico, Argentina, Colombia, Cuba, Venezuela, United States, Morocco, South Africa, Iran, Japan, Colombia, India, Guinea and Syria, which gives it this focus of diversity and multiculturalism.

The total number of operations and circuits was 54,820 corresponding to the Classic, Tourist and Premier, USA and Canada, Middle East, Costa Rica, Combined, More Included and English Market series.

The net sales were €162,390,842, with an average increase of the last 8 years of 15.4%

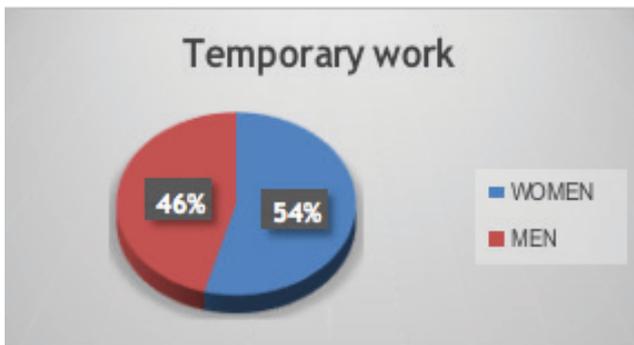
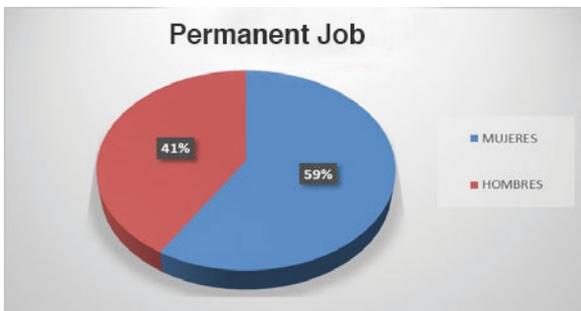
The EBITDA is €16,330,303, and the company's Treasury Stock amounts to €31,673,743.

GRI 102-8 Information on employees and workers



Europa Mundo Vacaciones had a total of 435 employees in 2017, 254 of these, or 58%, being guides and 181, 42%, office employees, giving an average throughout the year of 344 people.

The total number of permanent staff is 214, 62% of the year average, 126 women and 88 men, representing 59% and 41%, respectively.



The total number of temporary staff is 221, including 120 women and 101 men, representing 54% and 46%, respectively

The number of permanent staff in the office is 140, with the percentage of women of 65% and 41 temporaries, with the percentage of women of 85%.

The office working day is full-time in 97% of cases and the average time of temporary work contracts amongst guides is 129 days.

GRI 102-9 Supply chain

Our supply chain includes a total of 1,921 supplier companies, distributed as follows:

- Hotels: 1,198
- Restaurants: 167
- Bus and transfer companies: 120
- Companies for visits and ferries: 137
- Others (optional, local guides, airlines): 299

By geographic location:

- Europe: 86.11%
- Africa: 1.10%
- Asia: 7.29%
- America: 5.50%

GRI 102-12 External initiatives

Europa Mundo is an associate member of the UN World Tourism Organisation, and in 2016 signed its Global Code of Ethics for Tourism:

<http://ethics.unwto.org/es/content/codigo-etico-mundial-para-el-turismo>

As a result of its work in this field, in 2017 Europa Mundo supported and organised the signing of 8 of its Operators, Latin American clientele, and of the European supply company, Tumlare, of the Code of Ethics before the General Secretary of the UNWTO, Taleb Rifai at Fitur 2017, and the commitment of another 3 in 2018.

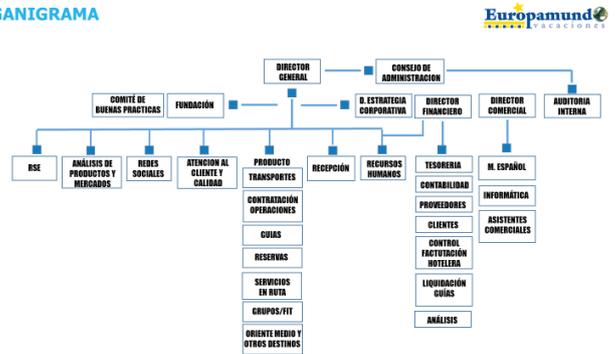


Europa Mundo is a partner of the Spanish Network of the Global Compact, signing its adherence in 2016 and fulfilling its 10 Principles:

<http://www.pactomundial.org/category/aprendizaje/10-principios/>



ORGANIGRAMA



Europa Mundo has been a partner of the World Travel & Tourism Council since 2015:

<https://sp.wttc.org/about/>

Europa Mundo along with the programme of Ethics and Social Responsibility of the UN World Tourism Organisation and Minube is carrying out a joint work “Responsible companies for sustainable tourism” to report the good practices of several companies related to tourism, through videos that will be made at Fitur in 2018 and which will be hung on the platform that the WTO is making on the SDGs.

https://www.youtube.com/watch?v=6bX6iah_4Ec

The work will also be disseminated via

- An interviewed video each month on the website of the Minube School <http://minubeschool.com/>
- In the section on Ethics and Social Responsibility of the UNWTO <http://www2.unwto.org/>

Some of the participant companies are operators of Europa Mundo such as Cielos Abiertos (Colombia), Destinos R.I. (Costa Rica), Tradewings Tours & Travel Corp. (Philippines), Suplitr (Dominican Republic), Schultz Operadora (Brazil) and Contactos Panamá (Panama).

Governance.

GRI 102-18 Governance structure

The Governance structure of Europa Mundo lies with its maximum body of authority, the Board of Directors, formed by 3 of the main executives of Europa Mundo, plus another executive brought into the Board who can express opinions but not vote, and by the two top representatives of Travel Plaza Europe, which is the 70% owner of de Europa Mundo as of 31 December 2017, and the 100% owner of the JTB Group.

There is another specific body that does not meet periodically, but only when incidents occurring over the financial year of the company require it to do so, which is the Emergency Committee. The Emergency Committee is a board formed by the two top executives of the company and the operative and communication departments, to analyse, take decisions and carry them out in extraordinary situations that affect the normal activities of the company, such as natural disasters.

The process of delegating authority follows the layout of the company organisation chart.

Europa Mundo has a structure of directors and empowered middle managers to implement the basic management directives of the activities of the organisation.

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

GRI 102-22 Composition of the Board of Directors and its committees.

The top body of government of Europa Mundo, the Board of Directors, is formed by three of the top executives of Europa Mundo and two of the top executives of Travel Plaza Europe.

CONSEJO DE ADMINISTRACION				
NOMBRE	CARGO EN EL CONSEJO DE ADMINISTRACION	CARGO EN LA EMPRESA	CONDICION	FECHA NOMBRAMIENTO
BEREND LUND CHRISTIAN	PRESIDENTE	DIRECTOR DE PLANIFICACION CORPORATIVA	EJECUTIVO	01.07.14
GABRIEL SANCHEZ DE LAMADRID	SECRETARIO CONSEJERO	DIRECTOR FINANCIERO	EJECUTIVO	01.07.14
LUIS GARCIA CODRON	CONSEJERO	CONSEJERO-DIRECTOR GENERAL	EJECUTIVO	01.07.14
ELIJO YAMAKITA	CONSEJERO	PRESIDENTE DE TRAVEL PLAZA EUROPE	EJECUTIVO	21.03.17
TAKESHI MUNEMURA	CONSEJERO	DIRECTOR DE ESTRATEGIA DE TRAVEL PLAZA EUROPE	EJECUTIVO	29.11.16

There are no other management committees in the company.

GRI 102-23 Chairman of the Board of Directors

The Chairman of the Board of Directors is Berend Lund Christian, Director of Corporate Planning in Europa Mundo and responsible for Europa Mundo’s integration in the JTB Group. His main function in JTB is to assure that the Europa Mundo operation follows the criteria’s and policies of the JTB Group.

The current chairman exercises a high degree of professional commitment, leadership and involvement in the post, which bear witness to his capacity and suitability for the same.

GRI 102-36 Process for determining the pay scale

The salary bands of our staff are based on experience, responsibility and seniority in the company, and the policy is to maintain an average salary band for staff with over 3 years of seniority of 9% to 14% above the categories of the collective covenant for travel agencies.

The pay policy is not determined by external agents as specialised consultants, but is rather an attribute of the General Management with technical support of the Human Resource Department.

GRI 102-38 Ratio of total annual compensation

The average total annual compensation of all staff in Europa Mundo, without considering the best paid executives of the company, is €22,585.99

GRI 102-39 Ratio of the percentage increase of the total annual composition

The average ratio of the annual increase of all staff in Europa Mundo without considering the company executives was 5%.

GRI 102-40 List of stakeholders

Europa Mundo Vacaciones renders accounts to the following Stakeholders:

- **Our people.**
- **Clientele.**
- **Supplier companies.**
- **Shareholders.**
- **Drivers.**
- **Community.**
- **Environment.**

5.- Participation of the stakeholders.

The stakeholders are defined as entities or individuals who may be significantly affected by the activities, products and services of the informing organisation, of Europa Mundo, or whose actions might be expected to affect the organisation's capacity to successfully carry out its strategies and achieve its objectives.

OUR PEOPLE.



Our philosophy "We are all Europa Mundo", shows the importance of each person within the organisation. The different views, thoughts and forms of being of the team making up Europa Mundo become a competitive edge that drives us to achieve our objectives and to overcome new challenges.

To attract, retain and develop our employees, EMV seeks excellence as its goal.

Training.

The EMV team improves its qualifications through training and experience, via different in-house training programmes such as "Functional polyvalence" in which any person in the low season

may get to know other departments.

In 2017, we developed the Coach Leader project with our team of middle managers, focusing on the development of skills and abilities to improve their management and their relationship with their teams.

Specific training was also given to the Conflict Mediation group in order to identify and deal with harassment in the work environment.

A total of 8,352 hours of training were given to 448 people in 28 training actions, without including between 5 and 7 people doing training in other companies of other countries of the JTB Group, such as Thailand, India, Holland, Switzerland and Russia.

Pay Policy.

Our pay policy is intended to attract, retain and motivate professionals to face the challenges of the sector's transformation together.

Occupational welfare – Emotional Salary.

We understand the importance of striking a balance between personal and professional life. Therefore, and as one of our values, we promote flexible measures that help the staff to achieve conciliation, and EMV also offers a package of social benefits that we call "Emotional Salary".

Preventive Culture.

Every year, we carry out preventive actions to continuously improve the working conditions and reduce the number of accidents and the amount of absenteeism.

From risk prevention and health vigilance courses through the company Quirón Prevención, to internal initiatives such as the "Health Week" which in 2017 focused on back care, the prevention of cancer of the colon and the technique of mindfulness.

Furthermore, in our commitment to safety, Europamundo now has a cardio protected office, as it has installed a defibrillator.

Staff feeling of belonging in the company.

In our annual convention, Europa Mundo gives prizes to workers of the office staff, commercial team and guides, to distinguish the person in the company who has best incarnated its values.

Gender quality, no to discrimination.

We pursue a policy of equal opportunities for the whole team in contracting, promoting or training, considering only their capacity and potential.

We treat everyone as equals without considering whether they are men or women, their civil status, sexual orientation, race, age or religion.

We have therefore formed our equality committee with 12 volunteers to implement our Equality Plan and to monitor and assess it.

Functional Diversity.

EMV participates in a collaboration agreement with the Randstad Foundation for the professional inclusion of people in exclusion groups, and with the Federation of Associations of Physically and Organically Disabled of Madrid.

In our selection processes, we promote the inclusion of people of functional diversity, as this is a firm wager on standardising and contributing to the creation of a fairer and more humanitarian society for one and all.

Internal Communication.

We consider communication a key aspect in achieving the support of the people on the team and in creating shared values in all.

In order to create fluid communication between the Management, the Department and the staff, the company provides different channels of communication, such as the Employee Portal, Online System and Bitrix (internal tool of communication between the companies of the JTB Group in Europe), as well as the habitual points of contact, such as email, telephone and website. In this sense, for several years periodic and annual meetings have been held to report on the situation of the company and the evolution of the sector and markets.

Through our Europamagazine, an internal digital production also presented in an external printed format, we promote information on Europa Mundo, our tour operators and the tourist sector, gathering Manuals of leisure and general culture in a magazine produced voluntarily

THE CLIENTELE.



Accessibility of the products and services.

A highlight of EMV is the system of accessibility to the product of our catalogue and to the services offered by our circuits, through detailed and simple access to our website, through the dissemination of the catalogue throughout Latin America, the United States, Europe, Africa, the Near East and Asia, as well as a functional and technologically advanced online system for our operators and Travel Agencies.

We are also accessible 24/365 via our emergency telephone for passengers in need.

To provide families with the economic possibility of travelling, EMV offers children's discounts uncommon on the market and which range between 80% and 10% up to 15 years of age, and even for single-parent families sharing a double room. It also facilitates travel for individuals with the optional "double to share" offer, allowing a considerable supplement for a single room to be avoided at a symbolic price.

Satisfaction and lasting relationship of the customers.

In EMV, we know we are a leading company, leaders in offer, leaders in creativity, leaders in technology, leaders in human values, leaders in always seeking the greatest possible happiness for our travellers. The faithfulness of our customers with 20 years' experience.

We have online questionnaires on what our customers and travellers think of the services they have had with us, allowing us to consider the convenience of improving our services. We also perform active listening by analysing every claim or complaint in detail.

EMV has been given a very high score in our customer/passenger satisfaction surveys in the last 5 years: 4.4 out of 5.

We offer customer attention 24/365 through our emergency telephone. We offer passengers assistance before, during and after the trip via our Customer Attention and Quality Control department, with a team of 11 people devoting an amount of resources uncommon for the sector.

EMV in 2017 carried out the new project of making random surveys on two customers via email, halfway through the trip, with a graphic answer of very smiling, smiling, indifferent, angry or very angry emoticons.

Our customer attention department's philosophy is to monitor and act during the passengers' time on the circuit.



Labelling and transparent information to customers.

EMV maintains communication and transparent information with customers at all times through its social networks, website, catalogue, 24/365 emergency telephone, through the "My Trip" platform where customers/passengers are given all the details: passenger data (always under the strict control of the European data protection act), photos and videos of the trip, itineraries from the catalogue and stage details, bus timetables, time available at every stop, contact telephones (emergencies, office, coordinators in the cities, transferists), travel guides, list of hotels, optional excursions and general information with recommendations on the trip or additional information.

On the "My Trip" platform, there is also a quality questionnaire and a link to "travel companions" for passengers to get to know each other before the trip.

Training for customers.

Our excellence and our will to continuously improve encourage us to continually support and train our customers, tour operators and travel agents. Each year a group of specialised guides and salespeople from EMV visits different markets, informing and training on the products and services of our circuits, on the new developments and technologies we are applying.

In the training for our customers, we use our social networks like Facebook, Twitter, our blog and our EMV TV channel. Through these channels, we foster reciprocal participation by inviting our travellers to give their ideas on how to improve our circuits from their own perspective, based on their experience, which may be useful not only for EMV but also for future travellers.

We also give training for our Representatives and Travel Agencies in Spanish and English, and through Facebook, interviews are made with guides, with office workers, and with directors and representatives, using training material on our circuits.

From our online platform, customers can access "My Trip", a web page created and customised for each of our customers when they confirm the trip with us. This page offers ALL necessary information for our end customers to access EMV and see and feel the correct expectations on the purchased product. Customers therefore acquire part of EMV's philosophy and begin to know us.

Transparency in the exercise of activity with the customers.

Trust, honesty and transparency as a corporate value, by giving all direct information, always seeking the most complete and clear information through all channels. Only by understanding the situations and trusting professionalism and the established relationships can we handle them and create the correct expectations.

In the face of complicated situations, to seek understanding, closeness and agreement.

SUPPLIER COMPANIES.

Creating stable relationships with the suppliers.

In its CSR policy, EMV agrees to give the maximum possible value to its stakeholders, to its supplier companies through stable relationships by signing contracts regulating and controlling this relationship, based on our general principles and the criteria of action of our Code of Ethics and our Manual of Good Practices.

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

EMV always seeks equality when contracting services with suppliers in order to foster a balance. The financial area seeks collaboration and mutual benefit between EMV and its suppliers, and fosters this collaboration at times that are critical due to external market causes.

Fulfilment of regulations.

EMV meets the commitments and legal obligations established in our local, autonomic, national and international legal ordinance. All of our departments have experienced proven over 20 years, and sufficient training to allow us to do our work efficiently and correctly within our regulations.

Purchasing policy.

EMV's purchasing policy is verified, supervised and fundamentally checked through our Contracting department, the department that constantly follows up on the fulfilment of current regulations and the contractual relationship with the suppliers, verifying the service with the support of the Invoicing Control department.

The Invoicing Control department, with the support of the financial area, defines two kinds of suppliers in its Supply department:

1.- In 2017, there were 1,921 supplier companies for the development of our circuits. See the details under indicator 102-9. These supplier companies are hotels, restaurants, transfers, visits, ferries, options and buses.

The relationship of these and their suitability is based on 5 basic criteria: quality

2.- This second group of supplier companies are those habitual of the services given for the office installations, and important services such as the development of the annual catalogue with 350,000 copies, which needs a long process involving typesetting, printing and sending to our clientele from countries of the 5 continents.

Audits.

EMV's Internal Auditing department maintains a constant relationship with all areas of the organisation in order to add value and to evaluate and improve the efficiency of the management and control processes.

SHAREHOLDING.

Meeting expectations.

EMV has a commitment to provide maximum value to its shareholders, a relationship of respect and mutual benefit, working diligently with our shareholders as they share our principles, values, criteria and the business view of EMV.

In our Code of Ethics and Manual of Good Practices, we develop the general principles and criteria of action of our CSR policy and our relationship of respect, transparency, professionalism, confidentiality, corporate social responsibility and dialogue with our shareholders, as the stakeholders they are.

In our Code of Ethics, our action with the shareholders is regulated in the criteria of action.

Relations with the shareholders.

Seeking the creation of added value in the daily work, as well as a relationship of respect and mutual benefit.

EMV will ensure that there are no bad practices that go against the principles, the criteria of action and the Code of Ethics of the company.

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

Europa Mundo Vacaciones belongs to our partners as a private company and we therefore promise to be diligent, to put into

practice our Code of Ethics and Manual of Good Practices and to transparently transfer all information they ask of us.

Our shareholders are a reference of the company and must therefore always receive honest and rigorous information from us. The values such as trust, commitment, cooperation and responsibility form an important part of the relationship between EMV and our shareholders.

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

Our shareholding currently breaks down as follows: Indicator GRI 102-5. Page 5

OTHER STAKEHOLDERS

EMV's exclusive operation means that among our stakeholders, we include an important, special and very general group in the development of our business, and therefore in the circuits we make.

This group is of very particular importance and guarantees the commitment and integration with the company and development through our Code of Ethics and Manual of Good Practices.

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

DRIVERS.

This other group, though not an integral part of the payroll but part of companies contracted in the performance of our circuits, enjoys a privileged status, similar in many respects to the EMV payroll, due to its great confidence and integration in the company.

Given this integration in EMV, they are supervised by the Committee of Good Practices and regulated by our Code of Ethics and Manual of Good Practices, as well as by the Work Group of the Conflict Mediation Protocol.

COMMUNITY.



EUROPA MUNDO FOUNDATION: ALLIANCES BETWEEN NGOS AND ENTERPRISE

The Europa Mundo Foundation was created on 29 April 2011 in order to carry out activities of social action and development cooperation in particularly vulnerable areas and sectors of the population both in Spain and in other countries, but mainly in Europe, Africa, Asia and Latin America, and to promote sustainable human development and to take actions that contribute to promoting and improving the impact of sustainable and responsible tourism. It also concentrates on projects focused on promoting coexistence between different cultures for a more tolerant and diverse world.



GOVERNING BODY:

Executive Committee or Board of Trustees: the Board of Trustees is formed by 14 members from 6 countries.

Operative Committee or Valuation Committee: formed by 23 members, 18 employees from the Madrid office and 5 guides, all volunteers, and staff of the parent company, Europa Mundo Vacaciones.

The Europa Mundo Foundation receives a donation from its parent company Europa Mundo Vacaciones (EMV), which is the result of applying approximately two euros for each passenger using the Europa Mundo services. In the 7 years of development of the Foundation, it has received over 1.5 million euros from EMV, representing more than 3% of its annual net profit.

Number of beneficiaries.

In the period 2011 – 2017, 104 projects were performed with a total of 186,849 direct beneficiaries who we supported in different places of the world.

Activity of the Europa Mundo Foundation by geographic area, sectors and population.

The projects of the Europa Mundo Foundation are geographically distributed as follows:

Latin America: 57.70% with 46 projects; Asia: 20.82% with 16 projects; Africa: 8.16% with 19 projects; Europe: 10.99% with 21 projects, and; Near East: 2.33% with 2 projects.

By sectors of action:

Tourism: 34.09% with 19 projects; Social Action: 20.27% with 34 projects; Health: 17.97% with 20 projects; Education: 10.71% with 15 projects; Humanitarian Aid: 3.83% with 5 projects; Productive Sectors: 2.24% with 1 project; Social Capital: 1.95% with 2 projects, and; Company Creation: 1.75% with 1 project; Infrastructures: 7.18% with 7 projects.

By sector of population:

General Population: 56.68% with 43 projects; Youth: 13.71% with 23 projects; Minors: 12.54% with 25 projects; Women: 8.46% with 4 projects; Refugees: 5.65% with 5 projects; Immigrants: 2.68% with 3 projects, and; Homeless: 0.27% with 1 project.

In 2017, 20 projects were carried out with 28,766 beneficiaries from 14 countries.

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

Throughout the year, the Europa Mundo Foundation carried out other social and environmental awareness-raising activities with the staff of Europa Mundo Vacaciones, its collaborators and some of its main Stakeholders.

The Europa Mundo Foundation develops activities in 4 strategic lines:

1. PROJECT FUNDING.



PROJECTS APPROVED AND FINANCED IN 2017 OF THE CALL OF THE EUROPA MUNDO FOUNDATION FUND 2016

GUARANTEEING ACCESS TO WATER IN THE HIGHER DOLPA. Direct beneficiaries: 400 people and Geographic Area: The village of Komang in north-eastern Nepal



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

CREATING BONDS FOREVER. Direct beneficiaries: 214 boys and 216 girls and Geographic Area: Medellín (Antioquia Department) - Colombia

Jardín Salas Cunas Medellín Gota de Leche



www.gotadeleche.blogspot.com
www.gotadelechemedellin.org

HEALTH ASSISTANCE IN INDIGENOUS COMMUNITIES OF THE DEPARTMENT OF BENI. Direct beneficiaries: 18,000 people and Geographic Area: Department of Beni. Bolivia



www.solidaridadmedica.org

ORPHANAGE IN NALA. Direct beneficiaries: 25 boys and girls and Geographic Area: Nala, around 40 km from Kathmandu (Nepal)



www.proyectoamavida.org

I DESERVE AN OPPORTUNITY. Direct beneficiaries: 80 and Geographic Area: Madrid (Spain)



https://www.randstad.es/fundacion_randstad/Pages/FundacionRandstad.aspx

DANCE – THEATRE AND DIVERSITY. Direct beneficiaries: 65 people and Geographic Area: Madrid (Spain)

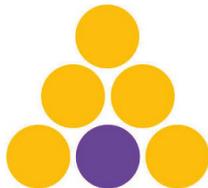


<http://www.danzass.com/>

REFUGEE CAMPS IN KENYA. Direct beneficiaries: 1,250 people and Geographic Area: Kakuma Camp (Kenya).



SPONSORING FAMILIES. Direct beneficiaries: 9 boys and girls and Geographic Area: Community of Madrid



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

MOBILE CLINIC. Direct beneficiaries: 12,740 people (6,370 women, 3,920 children and Geographic Area: Turkana (Kenya)



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

HOME FOR PEOPLE IN A SITUATION OF RISK AND/OR SOCIAL EXCLUSION. Number of direct beneficiaries by sex: 62 Women (26 %) 178 Men (74%)

– Total 240 and Geographic Area: Algeciras (Spain)



HH. FRANCISCANOS DE CRUZ BLANCA

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

ACAHAL CENTRE OF HEALTH ATTENTION AND PROMOTION. Direct beneficiaries: 3,000 women and children and Geographic Area: Acahualinca district in Managua (Nicaragua)



<http://pasoscooperacion.webcindario.com>

HEALTH VOLUNTEERS IN THE MOROCCAN ATLAS. Direct beneficiaries: 800 people and Geographic Area: Tounfite (Morocco)



<http://pasoscooperacion.webcindario.com>

OFFICE FOR SUSTAINABLE TOURISM IN MANABI (Jipijapa Wankavilka Tourism Network). Direct beneficiaries: 108 families and Geographic Area: 9 peasant communities of the Jipijapa and Paján cantons of the province of Manabí in Ecuador.



PROTURISMO

<http://www.proturismo.org>

HOMELESS LIVING IN THE STREETS OF MADRID. Direct beneficiaries: 350 people and Geographic Area: City of Madrid (Spain)



SOL DARIOS

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

RIVENDELL SUPPORTIVE THEATRE Direct beneficiaries: 12 and Geographic Area: City of Madrid (Spain)

BUILDING FOOTPRINTS. Direct beneficiaries: 140 and Geographic Area: Calcutta (Santagrachi is one of the main slums of the Howrah area) - India



LIGHTS OF HOPE

www.lights-of-hope.org

NUTRITION AND FOOD SAFETY. Direct beneficiaries: 105 children and adolescents and Geographic Area: The home of NPH Peru in San Vicente de Cañete.



<https://www.nph-spain.org/>

MOTHER AND CHILD HEALTH CENTRE. Direct beneficiaries: 1,314 (1,012 boys and girls, 20 pregnant women, 282 mothers and women and Geographic Area: San Isidro del Pacaya (Santa Bárbara – Honduras)



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

PREVENTION AND REMEDYING OF CHILD SEXUAL ABUSE IN ECUADOR. Direct beneficiaries: See campaign and Geographic Area: Ecuador



www.ecuadordicenomas.com

DEVELOPMENT OF ECO TOURISM IN THE VILLAGE OF FAOYE, SINE SALOUM DELTA, SENEGAL. Direct beneficiaries: 7 people and their families and the 2,000 people in the village and Geographic Area: Village of Faoye, Sine Saloum Delta (Senegal).



<http://www.campamentos-solidarios.org/>

PROGRAMME OF ACTION, DEFENCE AND REACTION AGAINST GENDER VIOLENCE. Direct beneficiaries: 200 women and Geographic Area: Fuenlabrada and the Community of Madrid (Spain)



<https://asociacionvictoria.wordpress.com/>

2. RELATIONSHIP WITH THE STAKEHOLDERS.

The Europa Mundo Foundation collaborates with different stakeholders such as the staff of Europa Mundo, their clientele, their supplier companies and partners in the funding of projects, and in the volunteering of the same.

3. VOLUNTEERING

INTERNATIONAL VOLUNTEERING.

Through its fund for project financing, in 2017, the Europa Mundo Foundation funded 6 projects in which there is a programme of supportive tourism and which the staff and collaborators of Europa Mundo can approach.



CORPORATE VOLUNTEERING.

One of the awareness-raising activities of the Europa Mundo foundation in which professionals from Europa Mundo take part is that of volunteering with several groups in social exclusion:

- Homeless with the NGO Solidarios para el Desarrollo.



- People with functional diversity (physical, psychic and/or sensorial disability) with the NGO Dan Zass



in French, in which around 100 colleagues from Europa Mundo took part



TRAINING CORPORATE VOLUNTEERING.

The Europa Mundo Foundation is supporting the “I deserve an opportunity” project of the Randstad Foundation in search of employment for the over 45 long-term unemployed.



BLOOD-GIVING.

Each year in Europa Mundo, a blood-giving session is organised with the participation of around 30 people from the Madrid office and guides. The blood is taken by the mobile unit of the Spanish Red Cross.

DONATION OF COMPUTERS.

Through its IT department, Europa Mundo donates the computer equipment and screens that are renewed every 6 years to some NGOs.

4. OTHER SOCIAL AND ENVIRONMENTAL ACTIVITIES.

In 2017, the Foundation carried out various awareness-raising activities amongst the employees of Europa Mundo and certain stakeholders.

THEMATIC TUESDAYS.

From the Europa Mundo Foundation and following Europa Mundo’s commitment with the Sustainable Development Goals (SDG), and as part of the #COMPANIES4SDGs programme being carried out by Volunteering and Strategy and the Spanish Network of the Global Compact, the “thematic Tuesdays” are being organised, which are monthly talks with Social Entities whose goals are the SDG.

PHOTOGRAPH DISPLAY OF THE PROJECTS UNDERTAKEN IN 2017 AT EUROPA MUNDO’S ANNUAL CONVENTION IN BODRUM.

COLLABORATION WITH THE NGO ACTION AGAINST HUNGER.

Every October, Action against Hunger organises a supportive race for companies, the proceeds of which are used to combat malnutrition amongst children under 5.

<http://companies4sdgs.org/>

In 2017, there was a great participation from colleagues of Europa Mundo, in which 45 took part in Madrid and 3 in Bilbao, as well as 3 JTB colleagues of the Madrid company office of the group.

https://www.cloud-europamundo.com/files/2017_09/18rse/OBJETIVOS_DESARROLLO_3.mp4



COLLABORATION WITH OUR DISTRIBUTORS.

- SUPLITUR IN ITS “MAKE A DREAM COME TRUE” CAMPAIGN.

For several years, the Europa Mundo Foundation has collaborated with two of the representatives of Europa Mundo in the Dominican Republic, Suplitur and AGT.

<https://youtu.be/NuD0v58LY6E>

CAMPAIGN FOR THE COLLECTION OF FOOD, WOMEN’S AND BABY’S CLOTHES, TOYS AND BOOKS IN FRENCH.

In December, in the Europa Mundo offices a campaign was organised to collect women’s and baby’s clothes, toys, food and books

However, the work expanded in 2017 to the development of children in need of a library and a dining room for the Divinas Manos children’s home, which Europa Mundo Foundation partially funded.

• **TRADEWINGS IN ITS PROJECT FOR THE YOUNG OF APAD, JOMALIG, PHILIPPINES.**

The Europa Mundo Foundation financed a project to increase access to secondary education amongst 150 youngsters in the area of Jomalig and a community of Barangay Apad.

• **SUPPORT TO CARRUSEL FOR THE FLOODING CAUSED BY EL NIÑO IN PERU.**

The Europa Mundo Foundation carried out a campaign to collect funds in collaboration with Europa Mundo's Peruvian operator, Carrusel Travel, to give economic support to those affected by the serious flooding which mainly affected the north of Peru from January to March, with at least 90 dead and 750,000 displaced.

INUNDACIONES EN PERÚ

Pedimos tu apoyo

HAZ UN DONATIVO

Nº DE CUENTA
ES38 2100 1418 6902 0030 2877

DEDUCCIONES
DECLARACIÓN DE LA RENTA 2017:
MENOS DE 150 €. EL 75%
RESTO 30%
2 años seguidos 35%

FINALIZA EL 15 DE ABRIL

“PERFECT MOMENTS” AWARD FROM GBU, JTB GROUP IN TOKYO.

On 3 July, the Europa Mundo Foundation was awarded the prize in the category of “Perfect Moments” along with Priscilla Tan of JTB Singapore by the chairman of GBU, Satoshi Inoue (Global Business Unit). The award comes for the campaign to collect and distribute funds amongst 15 volunteers from Status Travel and our colleague from Europa Mundo, Valeria León, in the affected area. The prize giving was attended by the Justo Palma Foundation and Valeria León.



HUMAN BANG/SENEGUINE GAMBIA PROJECT.

The Europa Mundo Foundation has been a constant support since the start of the project of some guide colleagues of Europa Mundo who are carrying out an initiative for Innovation and Improvement of Education in Senegal, Guinea-Bissau and Gambia.

CAMPAIGN SUPPORT OF SYRIAN BOYS AND GIRLS IN ATHENS, GREECE.

Just as last year, the Europa Mundo Foundation has been collaborating with our guide colleague Anibal, who is supporting the Syrian refugees in Athens.



ST-EP PROGRAMME (UNWTO).

UNWTO SOBRE EL TERRENO

Mejorar el ecoturismo comunitario en el norte de Camboya

Entrevista con el Sr. Om Sophana Director ejecutivo Mlup Baitong* (ONG camboyana)

La organización no gubernamental Mlup Baitong (cuya traducción literal sería «Tono verde») logró terminar con éxito un proyecto de ecoturismo comunitario en el norte de Camboya, con el apoyo financiero de la entidad española Fundación Europamundo. ¿Podría describir brevemente las principales actividades de este proyecto?

El proyecto aspira a empoderar a los miembros de las comunidades, mejorar su nivel de vida, promover la conservación del medio ambiente, contribuir a la mitigación y a la adaptación al cambio climático y fomentar el desarrollo «verde». El proyecto cuenta con dos emplazamientos de ecoturismo comunitario, uno en Preah Rumkel y otro en Borey Osay. Ambos se encuentran en la provincia de Stung Treng, en Camboya.

Los cinco resultados más importantes del proyecto y sus actividades son: la mejora de los sistemas de gestión y de las capacidades de los miembros del Comité de Gestión del Ecoturismo Comunitario y de los prestadores de servicios turísticos de Preah Rumkel y Borey Osay, la renovación de las instalaciones turísticas en ambas zonas, y la mejora de los mecanismos de publicidad y marketing y de gestión de los recursos naturales, especialmente los bosques y el delta.

¿Puede explicar cómo identificó este proyecto Mlup Baitong y por qué su organización tenía tanto interés en desarrollar el ecoturismo en la zona?

Creemos que el ecoturismo comunitario es una fuente «verde» de ingresos, que proporciona beneficios directos a los miembros de las comunidades. El ecoturismo comunitario crea empleo, contribuye a la protección del medio ambiente y sirve de catalizador para la expansión de otras actividades económicas. El proyecto complementa directamente los objetivos del Gobierno en términos de reducción de la pobreza y desarrollo sostenible. Con respecto al empoderamiento de las comunidades, las que más se benefician son las mujeres. Siendo tradicionalmente las mujeres las que se encuentran

en peor situación económica, ahora pueden gestionar ellas mismas el ecoturismo comunitario y beneficiarse directamente. Los ingresos generados por los servicios turísticos contribuyen de forma clara a mejorar el nivel de vida de las comunidades de Preah Rumkel y Borey Osay.

¿Cómo ha incidido este proyecto y sus actividades en la comunidad y en las actividades ecoturísticas de la zona?

Desde que finalizó el proyecto, los comités de gestión que se crearon durante la fase inicial están gestionando los emplazamientos y aplicando su experiencia práctica, así como los conocimientos adquiridos. Según ha informado uno de los miembros autorizados del equipo, sigue habiendo turistas locales e internacionales interesados en visitar estos lugares. La comunidad continúa generando ingresos a partir del alquiler de embarcaciones y de la oferta de comidas. La gestión general ha mejorado, después de haberse resuelto algunos conflictos de intereses y problemas administrativos iniciales, y los ingresos han aumentado ligeramente.

*Mlup Baitong es una ONG camboyana dinámica y respetada. Se fundó en 1998 para abordar el problema de la deforestación de Camboya, centrándose en la educación del público en general en materia de conservación de las reservas naturales. Mlup Baitong fue elegida por el Ministerio de Turismo de Camboya para que colaborara con la OMT en la convocatoria de propuestas de la Fundación Europamundo. Su propuesta, «Mejorar el ecoturismo comunitario en Thla Baitong» fue seleccionada y Europamundo le concedió financiación para que se llevara a cabo.

Europamundo Fundación

Los miembros de la comunidad se prepararon a la obra en el taller de educación ambiental.

1 Promover el turismo para el desarrollo | Número 5 | Diciembre 2017 | 7

ENVIRONMENT.

GREENHOUSE GAS EMISSIONS AND THEIR COMPENSATION.

Europa Mundo Vacaciones (EMV), in 2017 for the third consecutive year achieved the ZeroCO2 stamp after calculating and compensating the greenhouse effect gas emissions generated by its activity. It also acquired a commitment to reduce and compensate these emissions.

Report on Greenhouse Effect Gas Emissions of Europa Mundo Vacaciones based on 2017.

https://www.cloud-europamundo.com/files/2018_05/INFORME_DE_EMISIONES_DE_GEI_2017.pdf



From the present analysis, it is seen that like last year, the most important contribution to the total GEG emissions for the activity of EMV, accounting for more than 70% of the same, are the emissions derived from the different routes freighted by EMV, followed at a great distance by professional travel by plane (17.05%) and paper consumption (9.33%). The other sources of emissions, with the exception of rail travel, do not exceed 0.16% and are therefore not relevant.

Knowing its impact on the climate derived from its 3,901.19 tons of CO2, Europa Mundo Vacaciones has decided to take action to reduce and minimise GEG emissions with elements such as LED lights, 100% renewable electricity, reduction of paper consumption, and recycling.

Fuentes de Emisión	Emisiones 2016 (tCO2e)	% emisiones 2016	Emisiones 2017 (tCO2e)	% emisiones 2017	Variaciones 2016/2017 (tCO2e)	Variaciones 2016/2017 (%)
Electricidad	34,63	1,09	0,37	0,01	-34,26	-98,94
Consumo papel	345,72	10,83	363,9	9,33	18,18	5,26
Desp. Prof. Avión	507,79	15,91	665,23	16,14	157,44	31,00
Desp. Prof. Tren	4,46	0,14	6,05	0,15	1,59	35,62
Desp. Prof. autobús	0,54	0,02	0,42	0,01	-0,12	-22,21
Consumo de agua	1,12	0,04	1,99	0,05	0,87	77,65
Producción de residuos	1,96	0,06	2,25	0,06	0,29	14,65
Autobuses (Rutas)	2.294,62	71,91	2.861	73,34	566,38	24,68
Total	3.190,84	100,00	3.901,19	100,00	710,35	22,26

Figura 24. Evolución 2016/2017 Emisiones de GEI por fuente.

Europa Mundo has also decided to compensate the emissions, and particularly those derived from travel in freighted buses and the consumption of paper, mainly concerning its leaflets, and which are necessary for the development of its activity through the CeroCO2 platform.

This compensation of emissions is made in the “Community-Tree-Community Reforestation in Nicaragua” project, a community initiative in Nicaragua which gathers small farmers in order to reforest part of their disused lands. The project, which is promoted by the NGO Taking Root, is developed in a basin that directly feeds the Estuario Real, one of the places of Central America that is richest in biodiversity.

http://ceroco2.org/documentos/TR_LCCP_map.html

This project generates high-quality carbon credits, according to the rigorous Plan Vivo standard, which bears in mind the conditions of the area and the wealth of the reforested ecosystems.

https://mer.markit.com/br-reg/public/project.jsp?project_id=100000000000609

This compensation project receives funding from Europa Mundo

Vacaciones, and its foundation, Europa Mundo Foundation, as well as the 39 bus companies that follow, which do the Europa Mundo circuits throughout 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., Autocares Barrera Moya S.L. Autocares Hermanos Cubero, S.A., Autocares Izaskun, S.L., Autobuses Latasa, 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., Autocares Oyarzun Oroz S.L.



ENERGY EFFICIENCY.

The commitment to Sustainability and the SDG no. 7 affordable and non-pollutant energy, no. 13 action for the climate and no. 15 life of land ecosystems has meant that since 2016 we have had 100% clean, green energy from renewable sources through Gesternova, and in the last quarter of 2017 through Ronda Oeste Energía.

<https://gesternova.com/>



<https://www.rondaosteenergia.com/>

This increase in energy efficiency has led us to try out thermal so-

lar sheets on the windows of the office facade, which contribute to reducing electricity consumption, and increase energy savings in the summer months by almost 30%.

SUSTAINABLE MANAGEMENT SYSTEM

The Europa Mundo Sustainable Management System and its improvement in sustainability must be assured by fulfilling all current legislation and by adopting voluntary commitments.

Our environmental dimension is based on:

Integral selective waste collection plan, training on environmental Manuals, raising of the awareness of the employees, reduction of CO2 emissions by using alternative, non-pollutant transport, and projects to compensate the greenhouse effect gases and their equivalents in the CO2 emissions generated in the company activity, energy efficiency through electricity from renewable energies and the replacement of all lighting with LED bulbs.

Europa Mundo Vacaciones in general works in several fields in order to raise awareness and ensure that our footprint is as small as possible in the destinations we visit and, in any case, to ensure that it serves to promote coexistence and understanding between cultures, and to develop sustainable and responsible tourism. The buses that Europa Mundo uses to take its passengers around the circuits they do are the most efficient on the market Euro5 (20%) and Euro6 (80%) in 2017, with the total change to Euro 6 being made in 2018.

Stakeholder Participation

GRI 102-41 Collective bargaining agreements

Europa Mundo Vacaciones gives its employees 100% coverage through Resolution of 3 November 2016 of the Directorate General for Employment through which the state collective covenant for the travel agency sector is registered and published (2016-2018).

GRI 102-43 Enfoque para la participación de los grupos de interés

There is periodic participation with the stakeholders:

- Customers and Operators through the annual meeting, the convention, and the daily operation between the top executives of the companies and their operative departments.
- Customers and passengers through personalised attention 24/365, through our online questionnaire on the perception of all the services done with us at the end of the circuit and through the satisfaction survey halfway through the trip.
- Staff through surveys on the working climate, as well as the Committee or Commissions on specific subjects such as that of Good Practices, the Work Group for Mediation and Work Harassment and the Equality Committee, and the quarterly meeting between the General Management and the office staff.
- The partners through their quarterly meeting of the Board of Directors.
- Community through the Foundation and the direct daily contact of the funded projects and the activities carried out

throughout the year with more than 50 social and environmental entities (NGOs).

- Environment through the two CO2 emission compensation projects, through the training and awareness-raising workshops carried out among the employees and environmental activities.

GRI 102-44 Subjects and key concerns mentioned

As part of the subjects and concerns indicated by the stakeholders, in this case of the customer, the passenger, the conclusions are given with scores resulting from a satisfaction survey.

EMV travellers have a questionnaire in their My Trip web space to allow them to voluntarily score each and every one of the services they have had throughout the trip. The results are sent to our online system to offer statistics in an exhaustive report that is accessible in real-time to our operators in the different countries. Each operator can only access its own report with the data fully updated, so they can control the quality of our services at all times from the viewpoint of the person concerned, the traveller.

Below we offer some average scores given by our travellers in 2017. The scores range from 0 to 5 points.

Passengers doing the survey:	34,042
The opinion of the Circuit in general:	4.40
Value for money:	4.01
The itinerary (route design):	4.32
Hotels used:	4.08
Guides:	4.32
Buses:	4.27
Drivers:	4.70

6.Practices in drawing up reports.

GRI 102-50 Period of the report

Year 2017, from 1 January to 31 December 2017.

GRI 102-51 Date of the last report

June 2017, SUSTAINABILITY REPORT 2016.

GRI 102-52 Report preparation cycle

The report is yearly.

GRI 102-53 Point of contact for questions on the report

Corporate Social Responsibility (CSR) department

jpalma.rse@europamundo.com - Justo Palma Bastos
Director del Departamento de RSE

rse@europamundo.com

GRI 200, 300 y 400: Specific Contents

GRI 200: Economic

Economic effort

GRI 201-1 Direct economic value generated

The economic value generated in Europa Mundo including the components of the operations is described:

I Economic value generated:	158.856 Million €
II Economic value distributed:	
• Operational costs	122.833 Million €
• Payments to capital suppliers:	90.910 €
• Payments to the government:	6.556 Million €
• Salaries:	11.990 Million €
III Economic value retained:	8.583 Million €

202. Presence on the market

GRI 202-1 Ratio of the standard initial category salary by sex against the local minimum salary.

According to the diagnosis of the Equality Plan Report of November 2017, which will be started up in 2018, there is no salary breach between men and women in Europa Mundo Vacaciones, and the salaries, regardless of the categories, are on average between 9% and 14% higher than those established by the Travel Agency Covenant, which is the covenant of our company.

https://www.europamundo.com/rse_igualdad.aspx

Anti-corruption

GRI 205-1 Operations evaluated for risks, related to corruption

No cases of corruption have been detected in the organisation, and there is therefore no assessment in relation to the risks of corruption.

GRI 300: Environmental

Materials

GRI 301-2 Recycled waste

The products recycled in Europa Mundo are reported each year to Ecodes, the entity which draws up the Report on Greenhouse Effect Gas Emissions each year.

The recycled products are the following:

Recycled paper: 1,890 kg, (office), 11,120 kg (store) Yellow container (PACs, tins, plastics): 26,796 litres. Recycled toners: 102 units

Mobiles: 0

Computers and screens: 30

No mobiles were recycled in 2017 because there was a change of mobile terminals among our guide colleagues, as a result of which the annual recycling was put back to 2018.

Energy

GRI 302-1 Energy consumption in the organisation.

Data provided by Gesternova for the months from January to October and by Ronda Oeste Energia from November to December. The two companies are of 100% renewable energy.

The total electricity consumption on the 2 floors of the Europa Mundo offices is 178,471 Kwh, 0.91% down on 2016.

GRI 302-4 Reduction of electrical consumption

The Europa Mundo offices comprise two floors, and in 2016 there were three electricity distributor companies: Fenosa-Gas Natural and Endesa up to July, and after this date, a green renewable energy commercialiser was contracted, Gesternova.

The total consumption in 2016 was 39,006 kwh on the ground floor and 141,116 kwh on the first floor.

In 2017, the consumptions were 41,924 kwh on the ground floor and 136,547 kwh on the first floor, supposing savings of 1,651 kwh, or 0.91%.

GRI 302-5 Reduction of the energy requirements of products and services

With the change of electricity distributor company in the Madrid office, initially to the company Gesternova and later to Ronda Oeste, companies that distribute 100% renewable energy, the reduction in energy consumption was 98.94% passing from 1.09 tons in 2016 to 0.1 tons in 2017.

Water

GRI 303-1 Water extraction by source

To calculate the water flow consumed by Europa Mundo, the water consumed in the two EMV offices (ground and first floor) provided by the metering company ISTA was considered. The consumption of water provided by the Canal de Isabel II was 1,061 m3 throughout the whole of the office.

Emissions

Report on Greenhouse Effect Gas Emissions of Europa Mundo Vacaciones based on 2017, made in May 2018.

https://www.cloud-europamundo.com/files/2018_05/INFORME_DE_EMISIONES_DE_GEI_2017.pdf

In performing this study, the "IPCC Guidelines for National Greenhouse Gas Inventories", drawn up by the Intergovernmental Panel for Climate Change, and "The Greenhouse Gas Protocol, a Corporate Accounting and Reporting Standard" were used as references, as well as additional sources included in the bibliography at the end of this document.

GRI 305-1 Direct emissions of GEG (scope 1)

Direct emissions or Scope 1: This includes emissions of GEG from emission sources that belong to or are controlled by the organisation. In this case, as the offices of the EMV do not have fossil fuel installations or a fleet of vehicles owned by the company, no source of GEG emissions is considered for this scope.

Zero emissions.

GRI 305-2 Indirect emissions of GEG in generating energy (scope 2)

Indirect emissions by energy or Scope 2: This includes indirect GEG emissions produced by the generation of electricity, heat or steam by external sources and consumed by the organisation. In the case of EMV, this section only considers emissions produced by electricity consumption, as there is no consumption of third-party heat or steam.

This Scope included: Consumption of electrical energy.
This Scope excluded: No source of indirect GEG emissions by energy were excluded.

Scope 2 - Indirect emissions (electrical consumption) 0.367 tons 0.01%

A reduction of 34.26 tons, of 98.94% over 2016.

GRI 305-3 Other indirect emissions of GEG (scope 3)

Other indirect emissions or Scope 3: This includes indirect emissions not included in Scope 2, and which, resulting from the activities of the organisation, are originated in GEG sources that belong or are controlled by other organisations. Therefore, in calculating the emissions in this section, the GEG emissions were considered that were derived from the Consumption of paper, Consumption of water, Professional travel by rail, plane, intercity bus and car, Production of waste (paper and toners) and Bus routes freighted by EMV.

This Scope included: Consumption of paper, Consumption of water, Professional travel by rail, plane, intercity bus and car, Production of waste (paper and toners) and Bus routes freighted by EMV.
Scope 3 - Other indirect emissions (professional travel by rail, taxi, plane and bus, consumption of paper, water.

Reduction of waste and freighted buses) 3,900,827 tons

99.99% of the total of the 3 scopes with an annual increase of 23.94%, bearing in mind that sales increased in 2017 by nearly 30%.

Environmental compliance

GRI 307-1 Infringement of environmental legislation and regulations

EMV has identified no infringement of environmental laws or regulations and received no significant funds or non-monetary sanctions due to breach of laws or regulations concerning the environment.

In 2016, the company performed the energy audit in conformity with Royal Decree 56/2016.

GRI 400: Socials

Employment

GRI 401-1: New employee contracting and staff rotation

The rate of new employee contracting in 2017, by age group and sex, is as follows:

ENTRIES	
Women:	Men:
• Under 30: 10	• Under 30: 3
• Between 30 and 50: 21	• Between 30 and 50: 4
• Over 50: 1	• Over 50: 1
LOSSES	
Women:	Men:
• Under 30: 2	• Under 30: 1
• Between 30 and 50: 4	• Between 30 and 50: 4
• Over 50: 1	• Over 50: 0

GRI 401-3: Parental leave

The total number of employees going on parental leave is as follows, by sex:

Women:	Men:
• Under 30: 0	• Under 30: 0
• Between 30 and 50: 9	• Between 30 and 50: 4
• Over 50: 0	• Over 50: 0

Health and Safety at work

GRI 403-1: Representation of the workers on formal committees of workers and company on health and safety

In Europa Mundo there is an Emergency and First Aid team of 9 women and 3 men.

Diversity and equal opportunities

GRI 403-2: Types of accidents and frequency rates of accidents, professional illnesses, days lost, absenteeism and number of deaths by work accident or professional illness

GRI 405-1: Diversity in organs of government and employees

In Europa Mundo there are two kinds of staff, those in the office and the guides doing the circuits designed by the company, whose main workplace is the bus.

The diversity of the company's organs of government requires the addition of assistance to those responsible, the managers and departmental directors, which in Europa Mundo are called "seconds", and in certain departments "heads of area".

The types of accidents, and the rate of days lost due to work accident or professional illness for all employees, broken down by sex and place, is as follows:

Seconds:

Office: Women: 0 Men: 0 Guides: Women: Light, 3, Total days lost 34 Men: 0

Women: Men:
Under 30: 0 Under 30: 0
Between 30 and 50: 7 Between 30 and 50: 4
Over 50: 1 Over 50: 0

These light accidents occur mainly amongst the group of guides.

Area Managers:

Training and teaching

Women: Men:

GRI 404-1: Average hours of training per year and employee

The average hours of training per employee in the year was 19, with a total of 8,352 hours and 448 workers training, which represents around 1.3 courses per employee, with a proportion of women of 67% against that of men of 33%.

Under 30: 0 Under 30: 0
Between 30 and 50: 7 Between 30 and 50: 1
Over 50: 1 Over 50: 0

Although they are not considered, the number of hours of the annual travel and convention training courses should be added to the internal training courses.

GRI 405-2: Ratio of the base salary and remuneration of women against men

GRI 404-2: Programmes to improve employee capacity and transition aid programmes

We seek excellence and continuous improvement in our employees, so EMV agrees to provide all necessary means to contribute to the development and training of its employees and the upgrading of their knowledge in order to propitiate their professional progress.

According to the Diagnostic Report of the Equality Plan of November 2017 of the company, there is equality between the salaries of men and women.

https://www.europamundo.com/rse_igualdad.aspx

The table is attached with the comparison of the salaries by sex and professional categories:

EMV develops its training framework through internal initiatives or procedures and through its Manual of Good Practices and its Code of Ethics, through the Human Resource Department and its Foundation.

CATEGORY	MEN	WOMEN
N02	14	42
N03	6	8
N04	7	36
N05	8	17
N06	3	2
N07	3	6

FORMACION EMV										
CURSO	PROVEEDOR / FORMACION INTERNA	Nº TRABAJADORES	DEPARTAMENTO	DEBARRACION (FECHA)	Nº HORAS	TOTAL HORAS	HOMBRES	MUJERES		
1	INGLES BASICO	10	GENERICO	2303-2303	20,50	205	1	9		
2	INGLES INTERMEDIO 1	14	GENERICO	2401-3003	28,50	399	6	8		
3	INGLES INTERMEDIO 2	10	GENERICO	2401-2403	28,50	285	3	7		
4	INGLES INTERMEDIO AVANZADO	7	GENERICO	2303-2303	28,50	200	2	5		
5	AMARBUS TAREFAS Y EMISION COMPLETO	3	SEFUNDOS EN RUTA	1902-1902	25	75	0	3		
6	LEED COACH	18	RESPONSABLES	FEB-MAR20	20	360	1	11		
7	INGLES BASICO	10	GENERICO	0304-2006	31,50	315	1	9		
8	INGLES INTERMEDIO 1	14	GENERICO	0404-2006	33,00	462	6	8		
9	INGLES INTERMEDIO 2	10	GENERICO	0404-2006	33,00	330	3	7		
10	INGLES INTERMEDIO AVANZADO	7	GENERICO	0304-2006	31,50	221	2	5		
11	INGLES BASICO	7	GENERICO	1803-2011	31,50	221	1	6		
12	INGLES INTERMEDIO 1	18	GENERICO	1803-2011	30,00	540	7	6		
13	INGLES INTERMEDIO AVANZADO	5	GENERICO	1803-2011	31,50	158	1	4		
14	ACCESO IDENTIFICACION Y TRATAMIENTO EN ENTORNO LABORAL	5	GRUPO ALCOLO	20102017	3	15	2	3		
15	CONTABILIDAD AVANZADA	1	CONTABILIDAD	1810-2010/2017	40	40	0	1		
16	PREVENCIÓN RIESGOS LABORALES GRUPO 1	16	GENERICO	2810/2017	2	32	7	3		
17	PREVENCIÓN RIESGOS LABORALES GRUPO 2	16	GENERICO	2810/2017	2	40	10	10		
18	PREVENCIÓN RIESGOS LABORALES GRUPO 3	25	GENERICO	2910/2017	2	50	3	22		
19	EXCEL 2016	13	GENERICO	1910-1912	20	260	4	9		
20	PREVENCIÓN CÁNCER	14	GENERICO	0303/2017	2	28	5	9		
21	COIDAD DE LA ESPALDA	8	GENERICO	0103/2017	2	16	2	6		
22	PREVENCIÓN RIESGOS LABORALES	4	GENERICO	2802 Y 0303	4	16	1	3		
23	TALLERES ALAS	142	GENERICO	1902-2403/2017	2	63	14	28		
24	CURSOS IAS	87	GENERICO	ABRIL	18	1086	31	38		
25	PORTUGUES BASICO	20	GENERICO	FEB-MAR20	40	120	3	19		
26	PORTUGUES INTERMEDIO AVANZADO	13	GENERICO	FEB-MAR20	40	130	12	21		
27	CURSO BENVENIDA OFICINA	33	GENERICO		3	99	6	17		
28	DESPLAZADOR	445	EQUIPO EMERGENCIAS	NITTY 8011	0	0	2	4		
TOTALES							596,50	8232	148	297

FORMACION JTB										
CURSO	PROVEEDOR / FORMACION INTERNA	Nº TRABAJADORES	DEPARTAMENTO	DEBARRACION (FECHA)	Nº HORAS	TOTAL HORAS	HOMBRES	MUJERES		
1	AREA LEADER PROGRAM	3	GENERICO	0410-0812	40	120	2	1		
2										
3										
4										
5										
TOTALES							40	120	2	1
							448	8352		

Non-discrimination

GRI 406-1: Cases of discrimination and corrective actions taken

No cases of discrimination occurred in 2017.

Our Code of Ethics refers to this in its general principles and in the criteria of action in section b), and in our Manual of Good Practices point b) Equality and non-discrimination.

<https://www.cloud-europamundo.com/files/rsc/CODIGO%20ETICO%20DE%20EUROPA%20MUNDO%20VACACIONES.pdf>

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

Freedom of association and collective bargaining

GRI 407-1: Operations and suppliers whose right to freedom of association and collective bargaining could be at risk

Our company is not aware that any of our supplier companies present cases of breaching freedom of association and collective-bargaining, so Europa Mundo does not need to take any measures to contribute to supporting the right to exercising freedom of association and collective bargaining.

Child labour

GRI 408-1: Operaciones y proveedores con riesgo significativo de casos de trabajo infantil

Our company is not aware that any of our supplier companies present cases of child labour or young workers exposed to dangerous work, so Europa Mundo does not need to take measures to contribute to its abolition.

Our Code of Ethics in its criteria of action, point l) includes the exploitation of children:

EMV and the EMV stakeholders must ensure the immediate elimination of illicit activities and/or activities that could jeopardise the safety, health and moral of children according to article 3 of Convention no. 182 of the ILO.

Forced and compulsory labour

GRI 409-1: Operations and suppliers with significant risk of cases of forced and compulsory labour

Our company is not aware that any of our supplier companies present cases of forced or compulsory labour, so Europa Mundo does not need to take measures to contribute to its abolition.

Security practices

GRI 410-1: Security staff trained in human rights policies and procedures

There are no security personnel in the company, and none are contracted externally to receive formal training in specific policies or procedures on human rights in the organisation and their application to security.

According to our Code of Ethics, in criteria of action point a) Respect for legality, human rights and ethical values

Europa Mundo Vacaciones assumes the commitment to act at all times in accordance with current legislation, international rules of ethics and respect for human rights.

The activities of EMV are developed in accordance with the Code of Ethics of the United Nations World Tourism Organisation, the principles of the United Nations Global Compact, the Universal Declaration of Human Rights, the Declaration of the International Labour Organisation and the UNICEF Declaration of Children's Rights and the United Nations Convention on the Rights of Children.

All EMV employees and stakeholders must fulfil the current laws in the countries where they carry out their activity, ensuring ethical behaviour in all of their actions.

Rights of Indigenous Peoples

GRI 411-1: Cases of breach of the rights of indigenous populations

Our company is not aware of identified cases that breach the human rights of indigenous peoples, and therefore there is no need to carry out preparation plans.

According to our Code of Ethics in criteria of action point a) Respect for legality, human rights and ethical values.

Europa Mundo Vacaciones assumes the commitment to act at all times in accordance with current legislation, international rules of ethics and respect for human rights. The activities of EMV are developed in accordance with the Code of Ethics of the United Nations World Tourism Organisation, the principles of the United Nations Global Compact, and the Universal Declaration of Human Rights.

Evaluation of human rights

GRI 412-1: Operations subject to revisions or assessment of impact on human rights

Among our services, which consist of making circuits around the world and fundamentally in Europe, 86% are not subject to reviews or assessments of the impact on Human Rights, although this does not mean that Europa Mundo does not remain aware of any breach and infringement of Human Rights by any of the company Stakeholders and therefore take the most suitable decisions in accordance with the location of new circuits in areas free of abuse of Human Rights

Local communities

GRI 413-1: Operations with participation of the local community, impact assessments

Through its Europa Mundo Foundation, Europa Mundo has made programmes in which it has participated with the local communities, with the inclusion of vulnerable groups and has made an assessment of its impact through the evaluation of the results of each project.

https://www.europamundo.com/fundacion/Informe_Proyectos.aspx

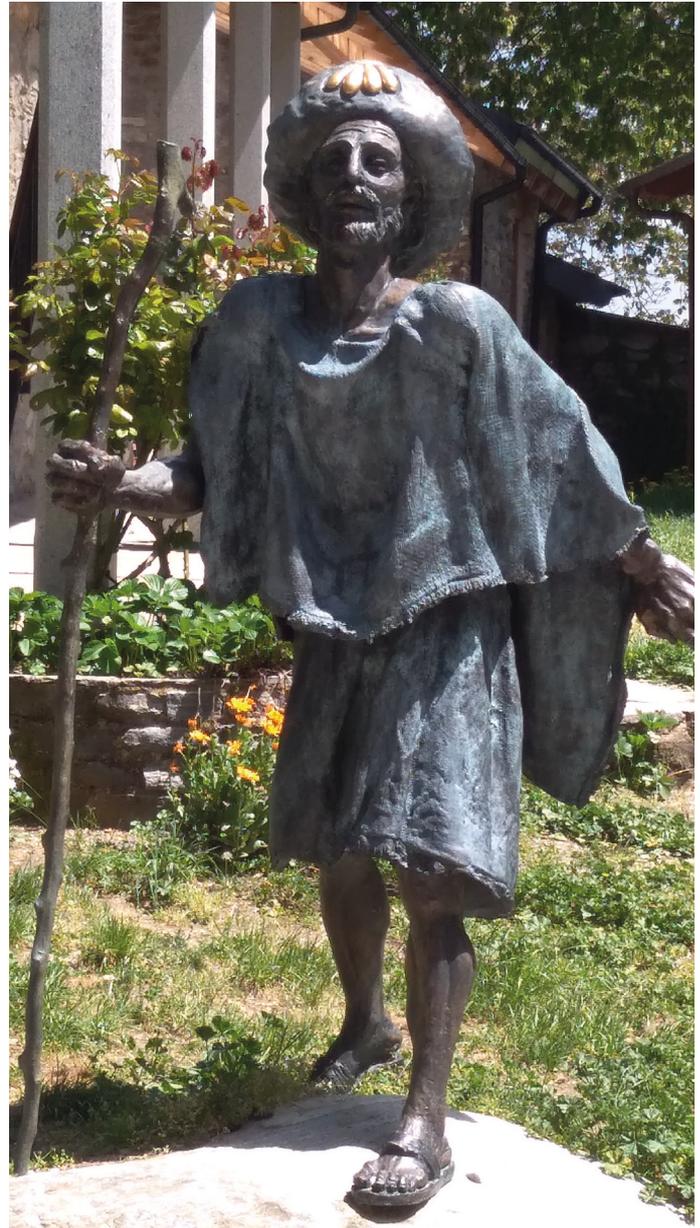
During 2017, 21 projects were made for a total amount of €230,000, directly benefiting 28,776 people in 13 countries, mainly Latin America with 55% and Asia with 20%.

Customer privacy

GRI 418-1: Founded claims relative to breaches of privacy of customers and loss of customer data

Europa Mundo fulfils Spanish legislation by complying with Organic Law 15/1999 of 13 December concerning the protection of personal data (LOPD), the Regulation approved by Royal Decree 1720/2007 of 21 December, and Law 8/2001 of 13 July, regarding the protection of data in the Community of Madrid, which are intended to guarantee and protect everything concerning the treatment of the personal data, public freedoms and fundamental rights of natural persons, and particularly their honour, intimacy and personal and family privacy.

This is also true of the new European Data Protection Law that will be coming out in 2018. The new LOPD 2018 places much more emphasis on aspects of security in the protection and also implies a new sanctioning system in order to show the importance of investing in security systems.





In the period from 2011 to 2017, 104 projects were carried out, and through UNHCR we collaborate in projects of empowerment of refugees from Somalia and South Sudan in the Kenyan Kakuma refugee camp.

Europa Mundo has a programme of international volunteering in several projects in Nepal, India, Bolivia, Honduras, Senegal and Kenya, carrying out supportive activities related to development and the fight against poverty.



Sustainable Development Goals

The introduction in 2015 of the 17 SDGs and their 169 challenges give companies a role by giving an opportunity for them to stop being mere funding agents or donors and to be considered key agents in achieving both international and local development. Furthermore, in sustainable development, companies find new business opportunities that they must identify and of which they must take advantage.

The goals try to situate the person at the centre, by improving their well-being and that of the world, trying to give a solution to the most serious problems of our planet.

In Europa Mundo we are committed to Sustainable Development and to the opportunities and challenges we are given by the development of the 17 SDGs, in many of which we already participate directly.



UNHCR Kakuma refugee camp in Kenya



Campo de refugiados de Kakuma en Kenia de ACNUR

ZERO HUNGER.

To bring an end to hunger, to achieve food security and the improvement of nutrition and to promote sustainable agriculture.

Europa Mundo plays an active role through its Foundation in projects collaborating with NGOs fighting malnutrition and the lack of food, such as the Our Little Brothers and Sisters Foundation in San Vicente de Cañete, Peru, Action against Hunger in its emergency campaigns in Sahel, Mali, the Horn of Africa and Congo, Missionaries of JM and J in Kayenzi (Ruanda), Amavida in Calcutta, Children's Villages in Spain with subsidies for the dining rooms, Jardin Salas Cuna Gota de Leche in Medellin.

Our volunteer force, the staff of Europa Mundo, each year take part in corporate volunteering activities at events such as the supportive race and the intercompany tournament organised by Action against Hunger, the aim of which is to collect funds to combat malnutrition amongst the under 5s. In 2017, 48 employees of Europa Mundo and their families took part, and around €5,000 were donated to Action against Hunger.

The staff of Europa Mundo also take part in the field as volunteers in some of the projects funded by the Europa Mundo Foundation, promoting the participation of our stakeholders and shareholders, customers and suppliers in the project by joint financing the project or ensuring their participation in the supportive actions.

END OF POVERTY.

To bring an end to poverty in all forms throughout the world.

The main challenge of Sustainable Development Goal number 1 from here to 2030 is to eradicate poverty in all of its forms, as well as extreme poverty. In other words to ensure that nobody in the world lives on under 1.25 dollars a day. On the level of each country, this goal means implementing systems of social protection aimed at improving the situation of the most vulnerable.

In Europa Mundo we have worked and continue to work through the Europa Mundo Foundation with 47 Non-Profit Making Entities (NGOs) from 27 countries, and on several programmes with International Bodies, making a commitment to eliminate poverty and social exclusion. The Europa Mundo Foundation has been a partner of the United Nations World Tourism Organisation (WTO) STEP Program since 2012, which aims to eliminate poverty by carrying out projects of sustainable tourism.

<http://step.unwto.org/es/content/la-iniciativa-st-ep-0>



Mother and Child Health Centre in Santa Bárbara, Honduras with the Comparte Foundation

HEALTH AND WELL-BEING.

To guarantee a healthy life and to promote well-being for every-one of all ages.

Throughout its 6 years of existence, the Europa Mundo Foundation has participated actively with collaboration in the 25 projects that have been carried out to improve health and well-being, like in the Moroccan Central Atlas, with a programme of health volunteers with the NGO Pasos Cooperación, in the Bolivian Amazon rainforest with Solidaridad Médica, in the North of Kenya with the Emalaikat Foundation, in Managua with Pasos Cooperación, and in the refugee camps of Beneshangul Humus in Ethiopia with UNHCR or the Comparte Foundation's Mother and Child Health Centre in Honduras. Nearly 24,300 people are benefited by our projects each year.



Our volunteers also participated actively for 3 to 6 weeks in some of these projects.



Education for children at risk of social exclusion in Howrah, Calcutta, with the NGO Lights of Hope

QUALITY EDUCATION

To guarantee an inclusive education and to promote learning opportunities throughout life for one and all.

The Europa Mundo Foundation has worked on 18 projects, teaching more than 1,000 people a year. We participate in achieving equal and complete education for boys and girls and in giving adolescents access to higher education.

It has worked on projects like in Morazan, El Salvador, in a

university school run by the Segundo and Santiago Montes Foundation in Calcutta, in a school with extra classes for 400 children from 3 to 14 years of age with Amavida, in grants for university students in Loreto (Iquitos) through the Santa Rita Parrish, in Calcutta with professional training in tourism for youngsters to give them access to the jobs market through the Lights of Hope Association or in Dolpa (Nepal) with the NGO Ciden, in a Library in Peru belonging to the Children for Tomorrow Association, with the Randstad Foundation for people at risk of social exclusion in Spain and an orphanage in Nala (Nepal) with Amavida.

Our volunteers from Europa Mundo have collaborated in educational activities in different parts of the world through projects of the Foundation, as Europa Mundo development projects or as the company's own projects joint financed by the Foundation.



Personal defence workshop of the Victory against Gender Violence Association in Madrid

GENDER EQUALITY.

To achieve equality between sexes and to empower all women and girls.

Europa Mundo has set gender equality as a target with its Equality Plan, the development of clear policies against discrimination with its Protocol of Work Harassment and its Committee of Good Practices.

The Code of Ethics of Europa Mundo includes clear criteria of action in the promotion of sex equality, points b) Respect for people, and c) Equality of opportunities and professional development, and in its Manual of Good practices in point b) Equality and non-discrimination, clear commitments



Europa Mundo has 59% of women middle managers amongst its staff, and 57% of women in its entire payroll.



Alto Dolpa – Nepal Water sanitation project of the NGO Ciden

CLEAN WATER AND SANITATION

To guarantee the availability of water and its sustainable management and sanitation for one and all.

The Europa Mundo Foundation has promoted a project that has contributed to improving the sanitation and hygiene systems in the Lebanese municipality of Bebnine, where a large number of Syrian refugees live, with the result not only of improved health amongst its 16,709 inhabitants, but also the creation of contexts of peaceful coexistence.

And it has collaborated through the NGO Ciden on a project to give access to water in the rough lands of Komang in the region of Dolpa in the north-west of Nepal, to allow for efficient control of time, better agricultural productivity, better hygiene and, in short, a reduction in the difficulties that are each day faced by 400 people.



DECENT WORK AND ECONOMIC GROWTH.

To promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

In 2017, the International year of Sustainable Tourism, Europa Mundo published a Responsible Travel Guide with the recommendations and criteria of action with respect to local cultures, the cultures of each community and country in which it operates or the countries of origin of the passengers, adopting a committed attitude and trying to contribute to the socio-economic development of these places by generating resources for the local economies and promoting knowledge of their cultures.

In its Manual of Good Practices, it indicates the principle of equality and non-discrimination. "EMV will promote equality between men and women with regard to access to employment, and in training, work conditions, promotion and professional development of workers in line with their academic training, personal qualities and professional merits of the candidates and the needs of the company".

Europa Mundo works through its Foundation on projects with people at risk of social exclusion such as the homeless, immigrants, the unemployed over 45 and women victims of gender violence.



ONGAWA – Engineering without Borders

AFFORDABLE AND NON-POLLUTING ENERGY.

To guarantee access to affordable, safe, sustainable and modern energy for all.

Europa Mundo is strongly aware of Sustainability in our blue planet. The Company has a complete programme of resource optimisation ranging from the reduction of CO2 emissions and their compensation in the efficient management of the waste it generates, in the use of alternative energies in its electricity production or in its energy efficiency through an audit, or the use of LED bulbs.

Each year, it calculates the CO2 emissions generated in its business and compensates them with two reforestation projects in Requena (Spain) and in Limay (Nicaragua), planting a total of 30,000 trees in 2016 and 2017.

And its Sustainable Management Plan in its Madrid office with recycling containers for paper, batteries, toners, mobiles, plastics, glass and electronic equipment.



Autobuses de Europa Mundo Euro VI

INDUSTRY, INNOVATION AND INFRASTRUCTURE.

To build resilient infrastructures, to promote inclusive and sustainable industrialisation and to promote innovation

The innovation in Europa Mundo is a very important factor of the technological development both of its online system, one of the leading systems in its sector, and of its transport system for the travellers on its circuits with the latest models of buses with the best possible level of CO2 emissions, the Euro 6, while throughout its head office in Madrid it uses LED bulbs and replaces fossil energy with energy from renewable sources, clean energy, green energy.



Europa Mundo, being aware of the environment, every year organises an environmental week with workshops and talks on current matters such as Zero CO2, alargascence, zero waste, calculate your waste, etc.

Our online system and its development and use combine several Stakeholders. In addition, it also has an internal development with statistical processes and sensitive data such as prices, trips, routes, supplements, multimedia and everything related to the administration of the company.



Projects of the Europa Mundo Foundation 2017

REDUCTION OF INEQUALITIES.

To reduce inequality and between countries.

Since it was created, and according to its statutes, our Europa Mundo Foundation has carried out activities of social action and development Corporation with areas and sectors of the population that are particularly vulnerable. It is primordial for the Europa Mundo Foundation to reduce inequalities, and since it was created, in the period from 2011 to 2017 it has carried out 104 projects, benefiting 186,849 people in sectors such as education, health, social action, sustainable tourism, infrastructures and company creation.

The volunteers of Europa Mundo and of the Europa Mundo Foundation participate in some of these international cooperation projects and in awareness-raising campaigns such as the collection of clothes, toys, food and books made every year in the month of December, and also in training workshops for the long-term unemployed over 45 years of age, and in campaigns to raise funds for emergency situations caused by environmental phenomena, famines and refugees.



SUSTAINABLE CITIES AND COMMUNITIES.

To make cities and human settlements inclusive, safe, resilient and sustainable.

In Europa Mundo, we try to control the sustainability of our communities by raising the awareness of our professionals in EMV and in its stakeholders. We also do this through our informative bills on matters of environmental interest, through workshops and talks from our Foundation and some of its projects that have the effect of improving the sustainability of the communities we support with the United Nations World Tourism Organisation's STEP programme, of which the Europa Mundo Foundation has been a member since 2012.



RESPONSIBLE PRODUCTION AND CONSUMPTION.

To guarantee sustainable forms of consumption and production.

Europa Mundo has introduced a Sustainable Management System, a comprehensive management system based on sustainability with the aim of improving the environmental effort in the company by recycling all waste produced in the office, such as paper, toner, batteries, plastics, mobiles, electronic equipment; all waste has a certificate of the adequate use of the recycled material.

Every year it makes a report with the measurements of the company's CO2 emissions and their later compensation in two reforestation projects in Limay (Nicaragua) and in Requena (Spain), which up to 2017 had planted 30,000 trees.

The electricity used in the Madrid office comes from renewable energies, and LED bulbs are also used which reduce consumption by 70%.

Our search to reduce our environmental footprint has led us to make an energy audit, which seeks energy efficiency and the reduction of electricity consumption in the Europa Mundo facilities.



MEMORIA DE EMISIONES DE GASES DE EFECTO INVERNADERO (GEI) DE EUROPA MUNDO VACACIONES (EMV) en base al año 2017

Zaragoza, 31 de mayo de 2018

Elaborada para: Fundación Europamundo



ACTION FOR THE CLIMATE.

To take urgent measures to combat climate change and its effects.

The sustainability of our planet and its effects on climate change are very sensitive points for Europa Mundo, so each year in its Madrid office, the company organises an environmental week in which talks and training workshops are given on areas related to action for the climate.

Alternative cycle transport is promoted in Europa Mundo, so there are parking spaces for colleagues who come to work by bicycle.

Every year, Ecodes sends us the Zero CO2 stamp for compensating our CO2 emissions through carbon sink beds.

Europa Mundo is concerned about reducing 70% of the Co2 emissions of its buses by using the most efficient models on the market: the Euro 5 (20%) and Euro 6 (80%), which are the models of lowest emissions in road transport.



UNDERWATER LIFE.

To preserve and sustainably use the oceans, seas and marine resources for sustainable development.

Europa Mundo does not participate in this goal, although it is generally concerned with the environment and sustainability, and therefore one of its policies in the development of Social Responsibility is to draw up policies to reduce the negative effects on the environment and additionally to compensate said negative effects



Taking Root reforestation with small farmers in Nicaragua

LIFE OF LAND ECOSYSTEMS.

To promote the sustainable use of land ecosystems, to fight against desertification, to stop and reverse the degradation and to brake the loss of biological diversity.

Europa Mundo is aware of deforestation and for 3 years has compensated the 3.1 tons of CO2 in 2017 caused by its activity by reforesting in two projects, by planting trees in Limay (Nicaragua) and in Requena (Spain).

In 2017, 1,890 kg of paper from the office were recycled, as well as 11,120 kg paper from the store, 26,796 litres of plastics and cartons, 30 computers and screens and 102 units of toners with a reduction of 29% over the previous year, due to the efficiency of the new printers.

In 2017, the company adhered to the commitment to sign the Declaration of Illegal Trade of Wildlife in 2018, a declaration promoted by the World Travel & Tourism Council (WTTTC).



Programme of Tibetan refugees in Pokhara (Nepal) with the NGO Ciden

PEACE, JUSTICE AND SOLID INSTITUTIONS.

To promote peaceful and inclusive societies for sustainable development, to facilitate access to justice for all and to create effective, responsible and inclusive institutions on all levels.

For Europa Mundo, tourism allows us to know, understand and learn from other cultures. We believe in diversity, we believe that tourism contributes to peace, coexistence, tolerance and respect of the different people on our planet.

Our buses and circuits are places where people from different nations and cultures share experiences, and they are also a vehicle of peace, diversity and coexistence. Our passengers are of 81 different nationalities from the 5 continents, our customers come from 41 countries and our destinations cover 44 countries of the 5 continents.

During 2017, Europa Mundo developed a Responsible Traveller Guide which gives 8 general steps and 35 specific steps on the behaviour of travellers and tourists on its circuits or visits to other areas or countries of the world.

https://www.cloud-europamundo.com/files/2016_11/GUIA_DEL_VIAJERO_RESPONSABLE_DE_EUROPA_MUNDO_VACACIONES.pdf



ALLIANCES TO ACHIEVE OBJECTIVES.



Signing of the Global Code of Ethics of the UNWTO at Fitur by 9 Operators of Europa Mundo

To strengthen the means to carry out and revitalise the Global Alliance for Sustainable Development

In recent years, Europa Mundo Vacaciones has developed an associative fabric with International Bodies and Entities such as the United Nations World Tourism Organisation in its Area of Social Responsibility and Ethics, and its International Cooperation Area, such as the Spanish Network of the Global Compact and the World Travel & Tourism Council, as well as the signing of the Code of Ethics of the UNWTO.

Worth highlighting too are signings such as that of the Charter of Diversity of the Diversity Foundation, the adherence to the European Community Register of Transparency, the adherence to the Randstad value management initiative and the signing of the State Pact for Children of the Spanish Committee of Unicef.

Through its Europa Mundo Foundation, it has signed a collaboration agreement with different non-profit making entities (NGOs) such as Ecodes, Pasos Cooperación and Arboreal. It has also signed collaboration agreements with the UNWTO in its STEP programme.

In 2016 and 2017 through a strategic alliance between the UNWTO, Global Compact and 13 Spanish tourism companies, they developed a joint work giving rise to the "Responsible tourism, commitment from everyone" project.

<http://www.turismoyods.org>

*The rivers do not drink their own water;
the trees do not eat their own fruit.*

*The sun does not shine for itself; and the flowers
do not spread their fragrance for themselves.*

Living for others is a rule of nature...

Pope Francis



Yaks en Mongolia

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 **vacaciones**