

## **GOOD PRACTICES MANUAL OF EUROPA MUNDO VACACIONES**

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## **1. PRESENTATION**

The general objective of this Good Practices Manual is to make all employees of Europa Mundo Vacaciones (EMV), without distinction of the type of contract, hierarchical level and any other condition, aware of the relevance of ethical aspects in the companies day to day activities and to introduce how this Manual can be used for professional improvement and quality in the service and management of our company.

## **2. INTRODUCTION**

In the organisation's day-to-day activities, there are events or situations in which our decision-making capacity as EMV employees comes into play, affecting other people's lives, which requires a responsible and ethical assessment that we should not and cannot renounce.

There are very valuable reasons in terms of our responsibility that we have to take into account since it facilitates our coexistence, avoids conflicts, increases efficiency and increases trust in the organisation and its image in the society.

This Good Practices Manual has been divided for easy reading and development into three different but closely linked aspects, and these are:

- a) Good practices with our interest groups or stakeholders.
- b) Good environmental practices.
- c) Good internal practices in the organisation.

## 2. DESCRIPTION.

### A) MANUAL OF GOOD INTERNAL PRACTICES IN THE ORGANISATION

- a) Introduction.
- b) Equality and non-discrimination.
- c) Relationships.
- d) Respect and responsibility.
- e) Internal communication of the company.
- f) Safety and hygiene.

#### a) Introduction.

In EMV, collaboration, teamwork and the search for synergies among their staff are positively valued.

This will allow better use of capabilities, resources, knowledge, skills and experiences, facilitating individual and collective objective achievement.

As employees of EMV, we will act in a spirit of collaboration, courtesy and education, respecting and recognising the inherent value and the unethical rights of individuals and society.

#### b) Principles of equal opportunities and non-discrimination.

EMV will guarantee non-discrimination based on race, colour, nationality, social origins, sex, marital status, sexual orientation, ideology, political opinions, religion or any other personal, physical or social condition, and equal opportunities between staff.

EMV will promote equal treatment between men and women concerning access to employment and training, working conditions, promotion, and professional development of workers based on the candidates' academic training, personal qualities, and professional merits and the company's needs.

EMV rejects any manifestation of violence, physical, sexual, psychological, moral or other harassment, abuse of authority at work and any other conduct that creates an intimidating or offensive environment for the personal rights of workers.

##### 1.- Right to privacy.

EMV respects workers' right to privacy, in all its manifestations, mainly concerning personal, medical and economic data.

As EMV employees, we are committed to making responsible use of the communication media, computer systems, and any other means available to us to obtain a good performance of the network and safeguard the security of the information.

EMV commits not to disclose the employees' personal data, except with the consent

of the interested parties and in cases of a legal obligation or compliance with judicial or administrative decisions. In this sense, the workers' personal data may never be processed for purposes other than those legally or contractually foreseen.

## **2. Right to reconcile family life with work activity.**

EMV understands the importance of a balance between personal and professional life. For this reason, and as one of its values, it encourages flexible measures that help its employees achieve work-life balance.

## **3. Training.**

EMV is committed to providing the necessary means to contribute to the development and training of its employees and update their knowledge to promote their professional progress.

As EMV employees, they will be able to actively participate in the company's training annually through courses, workshops, etcetera., committing to take advantage of it.

## **4. Harassment and violence.**

EMV is committed to establishing an organisational culture of norms and values against harassment and violence, stating as a fundamental principle the right of employees to receive respectful and dignified treatment. The declaration of intent is included in the EMV Code of Ethics.

### **c) Interpersonal Relationships in EMV.**

EMV understands that the interpersonal relationships of employees must be based on the principles set out in the Code of Ethics: respect, transparency, professionalism, confidentiality and social responsibility.

As EMV employees:

- We act courteously, with availability and attention to all the people we interact with, respecting individual differences.
- We recognise the merits of the work done by other colleagues.
- We do not damage the reputation of any colleague through prejudice, false testimony, unsupported information, or in any other manner.
- We are loyal to the people we work with.
- We will seek solidarity and teamwork.
- We learn from our own mistakes and others, acting on the causes and avoiding repetition.
- We request and provide help to other colleagues when we detect a need to carry out

a task.

- We consider constructive and respectful criticism made in a transparent manner and through the appropriate channels.
- We coexist calmly and respectfully during our workday, considering that our actions affect our co-workers (noises and annoying smells).

#### **d) Respect and responsibility.**

EMV will ensure a pleasant work environment, always based on mutual respect and trust.

EMV employees will promote and practice respectful, professional and courteous treatment to provide a comfortable and safe environment that encourages people to give their best.

Respect begins with the person themselves, so as EMV workers, we must pay attention to:

- Personal hygiene and grooming.
- The cleanliness and order of our workplace.
- The manner in which any information is expressed or requested. Courtesy as well as understanding and politeness.
- The care and proper use of common spaces (kitchen, toilets, file, etcetera.)

Each employee has a personal responsibility in cooperating with others, whether as a team leader or as a partner.

#### **e) Internal communication in the company.**

Communication is the process of transmitting information and understanding between two people; thus, they are related through data, ideas, thoughts and values; this unites people with feelings and knowledge.

Communication within the company aims to convey to the employees what the management thinks, vice versa, and employees to get to know each other.

The management and its management team are responsible for ensuring good communication. EMV will seek permanent communication channels to maintain a team focused on their work, make them feel integrated and motivated in their different projects to grow with the company. To achieve this, it will make use of:

##### **Downward communication.**

It is about formal communication and raises from the management of EMV and Department Heads, and its primary purpose is to inform, give instructions, set objectives or company policies.

EMV selects the most appropriate tools for this type of communication depending on what it wants to transmit and to whom it is addressed. The most commonly used methods in companies are:

**Employee Manual**, *Brochure or welcome e-mail*, *Institutional publication (magazine)*, *Letter to staff*, **Informative meetings**, *Interview*, *Notice board*, **Circulars and group e-mails**, *Training courses and Convention*, *internal procedures in each department*.

### **Upward communication.**

These are the messages created at the base of the organisation and reach the Management and Department Directors. It allows EMV employees to raise ideas and suggestions, facilitating the integration and participation of all staff and promoting quality improvement.

The contributions of each employee are the basis for EVM's information, which is why this type of communication is essential for EMV and its successful business development. The tools most used to encourage this type of communication include:

**Suggestion box**, *Interview*, **Server/Network data**, *Blog*, *Reports to management*, **E-mail**, **Regular meetings**, *Opinion polls or polls*, **the mechanisms for receiving complaints from JTB**.

### **Horizontal Communication.**

It is the one that exists between people or areas of the company that are at the same hierarchical level. Usually, a large part of horizontal communication tends to be informal, through friendship and companionship relationships, fostering collaboration, team spirit, and consensus in decision-making. Therefore, when EMV promotes it, it must encourage that the information and knowledge generated in the company are adequately transmitted among all employees, facilitating the management of activities and promoting the development of people.

The most suitable instruments are:

**Department meetings** or *workgroups*, *information sessions*, **e-mail**, *social networks*, **Meetings with other areas or department**.

### **f) Safety and hygiene.**

For EMV, it is a priority to protect the integrity and health of all its workers. It is committed to providing them with the necessary resources to carry out their duties in a safe and healthy work environment.

To control occupation safety risk factors and prevent them, the first thing to do is assess the conditions of the work environment, considering the space and routine of employees, to identify possible risks. Subsequently, measures must be taken to minimise the risks or neutralise them, drawing up an occupational risk prevention plan, which the company has available online in the HR folder – public reading, in addition to training employees on safety

and prevention.

For this prevention, health surveillance, and the development of the risk prevention plan, EMV hires the company FREMAP, a specialist in regulatory matters in this field, which will help the company be up-to-date with current legislation on the subject of work safety.

EMV offers its staff a free medical check-up every two years through the mutual insurance company.

Employees are responsible for knowing and complying with health and safety regulations at work, both in their work and in their activities that may affect third parties.

They must also make responsible use by following current regulations regarding the Occupational Risk Prevention Law of:

- The equipment they have been assigned.
- The facilities (lights, air conditioning, furniture, electrical connections, etcetera.).

## **CONCLUSIONS**

EMV will seek to have an organisational culture that facilitates transparent internal communication, service leadership, and a supportive and coherent work environment, promoting the organisation in the medium and long term and benefiting the professional and personal development of workers via:

- Guarantee respect and fair treatment.
- Eliminate discrimination based on sex, age, ethnicity or of any other nature.
- Promote clarity, objectivity, impartiality and organisational transparency.
- Take care of the work environment.
- Improve communication systems/channels.
- Promote communication between the different hierarchical levels of the organisation.

## **B) MANUAL OF GOOD ENVIRONMENTAL PRACTICES**

In general, companies and society are increasingly concerned, sensitised and aware of the consumption of natural resources and the waste generated in their activities and the urgent need to preserve our environment, ensuring future human well-being.

Good Environmental Practices are valuable and straightforward measures that both workers and EMV can adopt to reduce the negative environmental impact of our daily activities.

In most cases, simple changes are relatively simple to apply and widely accepted in exchange for zero or low implementation costs.

To guarantee that these practices are successful and achieve a fundamental change, workers must collaborate and get involved since we know first-hand the activities carried out in our

work areas and the company's facilities.

## **RATIONAL ENERGY CONSUMPTION.**

### **1. LIGHTNING**

#### **Users**

- Make the most of natural light.
- ***Turn off the lights in offices, bathrooms and kitchen when not in use.***

#### **Company:**

- Use separate switches to illuminate only needed zones in the same area.
- An attempt will be made to incorporate motion detection systems for the switching of lightning systems (mainly services)
  - Low consumption lights will be used.
  - Annual review through FREMAP of the working environment conditions.

### **2. CLIMATISATION EQUIPMENT**

#### **Users:**

- Use air conditioning only when necessary.
- Regulation of individual air conditioning (fan coil) for each department
- Close the windows to have an optimal air conditioning system.

**Company:** in heating systems with thermostat, control the temperature in winter and summer, although the indications of the Ministry of Industry are followed (21° in winter and 23° in summer).

### **3. POSSIBILITY OF ENERGY SAVINGS IN PC AT ALL USER LEVELS**

#### **Users:**

- ***Equipment shutdown when leaving, weekends and long periods of inactivity.***

#### **Company:**

- Coordination with the maintenance company for effective equipment configuration and equipment review for the renewal of inefficient terminals.

## **REDUCTION OF MATERIAL NEEDS.**

### **1. OFFICE MATERIAL AND VARIOUS CONSUMABLES**



## **Users**

- Optimise and reduce the consumption of office supplies as much as possible.
- Reuse paper as much as possible or print both sides or even two pages per sheet.
- Reduce paper use by dispensing with conventional mail as much as possible, using electronic mail whenever possible or any other technological system. If this is not possible, use recycled materials.

## **Company:**

- Buy material taking into account ecological and efficient criteria.
- Through the Foundation, environmental projects will be carried out to offset CO2 emissions and paper consumption.

## **2. PAPER SAVING**

### **Users**

***Implement processes by managers in the different departments to minimise paper use (maximising intranet and e-mail tools).***

### **Company:**

The correct use of office automation will be facilitated through training so that the guidelines and internal management uses in the different departments are modified as much as possible.

The company implements paper collection systems for its recycling through paper containers arranged in the office.

## **MAINTENANCE AND CLEANING OF THE FACILITIES.**

### **1. MAINTENANCE AND CLEANING**

#### **Users**

Use the recycling containers for each material (packaging, paper, mobiles, toner)

#### **Company**

Require the use of biodegradable products from the contracted cleaning company.

***Inform all members of the company about how to manage waste through explanatory e-mails or workshops.***

## **2. KITCHEN – EATING AREA**

### **Users**

- Care should be taken not to leave the refrigerator doors open to avoid loss of cold.
- Ration the use of paper for drying hands and cutlery
- Use water efficiently and responsibly.

### **Company**

- Periodically check the state of the electrical appliances as well as their cleanliness.
- The necessary containers for recycling the disposable material will be available.

## **MANAGEMENT OF THE WASTE GENERATED.**

### **1. MOBILE PHONES – GUIDES**

#### **Users**

- Our guides are presently aware of the importance of recycling batteries and mobile phones so that no batteries are thrown away but delivered to the office.
- Recycling of phones in containers.

#### **Company:**

- Implement basic recommendations for maintenance, battery conservation in the guide courses and informative e-mails through operational circulars.
- Commitment to recycling mobile phones and batteries.

### **2. RECYCLING OF ELECTRONIC MATERIAL**

#### **Company:**

Commitment to the correct recycling of obsolete and disused equipment to the company that provides computer maintenance services.

The Department of Material – Management is in charge of recycling toners and purchasing more energy-efficient printers.

### **HEALTHY HABITS IN THE OFFICE**

Maintaining healthy habits and creating a healthy environment in the office optimises environmental quality at work, improving its effectiveness and reducing health risks.

## **Users:**

- Daily ventilation of the office building.
- According to occupational risk prevention guidelines, it is recommended to sit correctly and position the screen and keyboard correctly to avoid back pain and promote correct ergonomics.

## **Company:**

- Promotion of sports activities at the company level (e.g. soccer, basketball, Foundation tournaments, yoga).
- Providing alternative means of transport to using private cars to get to work (bicycle parking at the entrance to the ground floor) and locating offices with easy access to public transportation.

## **CO2 EMISSIONS**

### **Company:**

- Our buses use the Euro V and Euro VI engine certification, the highest rating, with a recirculating gas system to avoid the minimum emission of these into the atmosphere.
- For each vehicle purchased, the manufacturing company plants a tree.

## **C) GOOD PRACTICES MANUAL WITH STAKEHOLDERS OR INTEREST GROUPS**

### **a) Introduction.**

By committing to sustainable development, companies accept a series of responsibilities that go far beyond economic results. Therefore, values such as transparency, communication, and dialogue are crucial and essential elements in enhancing the organisation's long-term sustainability.

The complexity of this sustainable and lasting development means that the company cannot elaborate answers independently but instead needs to consult the other agents, the interest groups.

Good internal knowledge and the ability to confront their issues are essential with each stakeholder. It is the first step that allows a company to integrate its sustainable development strategy successfully.

The socially responsible positioning of the company, identifying the expectations and demands of the stakeholders, as well as their integration into the company, must take into account important issues, including:

- Build a climate of mutual trust conducive to dialogue.
- Reconcile the expectations and limitations, obligations and rights of those involved.

- Generate benefits for absolutely everyone.
- Share experiences and practices with stakeholders.

Transparent communication with all stakeholders, with all the intervenient, whether they are closely or distantly linked to the company, is essential.

This exchange favours continuous improvement and strengthens the company's role in the participation and development of the community.

For this reason, Europa Mundo Vacaciones guarantees dialogue and commitment with its stakeholders through this Good Practices Manual.

When you commit to social responsibility and ethics, you involve absolutely all the company's stakeholders, and this has an excellent unifying effect for the common good. As a result, customers, suppliers, institutions, shareholders, employees and all production areas of the company (operations, groups, orientation, recruitment, reservations, customer service, administration, transport, management, marketing, guides and, of course, the Foundation) are aware of the need to achieve a good result.

#### **b) Definition of Stakeholders.**

"Stakeholders are defined as all those groups that are directly or indirectly affected by the development of the business activity. Therefore Stakeholders can also directly or indirectly affect the development of these" (Freeman, 1983) or "a company's stakeholders are the individuals or groups who contribute, voluntarily or involuntarily, to its wealth-creating capacity and activities and who, therefore, are its potential beneficiaries and/or risk bearers" (Post. Preston & Sachs, 2002).

#### **c) Identification of Stakeholders.**

Europa Mundo Vacaciones (EMV), identifying the expectations and influence capacity of each the interest groups, has made a classification of the interest groups that fundamentally interact with the company, such as:

- a) Shareholders.
- b) Employees: Office, guides and coordinators of the leading European cities.
- c) Management.
- d) Customers: Latin American tour operators, travel agents and passengers.
- e) Suppliers.
- f) Direct.
- g) Receptive.
- h) Representatives.
- i) Service Providers.
- j) Civil Society.

#### **d) Principles and values and their description**

##### **a) LIABILITY:**

Europa Mundo Vacaciones (EMV) is a company that promotes Social Responsibility and ethics, and we must set an example and deal transparently with our stakeholders, whether

they are suppliers or partners.

We are committed to offering a value proposition to all our stakeholders that allows us to build long-term relationships of trust and mutual benefit.

The company's responsibility is based on its commitment to meeting the growth and profitability objectives established at all times, which is the way to guarantee the business project's success and satisfy the demands and expectations of all the groups involved in the present and the future.

EMV bears the aforementioned responsibility towards all stakeholders but simultaneously requires that these responsibilities are also assumed by all the groups with which it has dealings. Therefore, it understands that responsibilities must be shared.

**b) COMMITMENT:**

Commitment is the basis of any relationship of trust, and this is how we want to establish relationships with all our stakeholders.

One of the commitments with stakeholders is the actions developed by the company to give the right to be heard and respond to requirements. However, it does not necessarily mean to please but to create a dialogue and mutual understanding so that the needs of all groups are taken into account in the strategic and operational development of the company.

EMV is committed to competing in the markets fairly, promoting free competition for the benefit of customers, always complying with the legal regulations in force.

**c) LEGALITY:**

EMV is committed to carrying out all its activities following the legislation, in all areas of activity and in all countries in which it operates. It also undertakes to respect internationally recognised human rights. Consequently, all stakeholders must support this commitment, carrying out their professional activities with complete respect and guaranteeing human rights and civil liberties.

**d) TRANSPARENCY:**

EMV considers transparency of information to be a fundamental principle that should govern its actions and therefore guarantees that all information is truthful and complete.

We must provide our customers with transparent, well-known and accessible channels so that they can be adequately informed and can submit their claims, complaints or suggestions to the appropriate person.

The information provided by EMV employees to suppliers and service providers shall be truthful and not misleading.

**e) EXCELLENCE:**

Be responsible for providing the service, seeking the highest quality and always ensuring the safety of our customers.

As the primary objective is always the satisfaction of our customers, the company will constantly develop improvement plans aimed at such satisfaction.

Professionalism is diligent; responsible, efficient action focused on excellence, quality and innovation.

**f) TRUST:**

EMV works to establish solid and permanent links with its stakeholders and, in this way, forge a feeling of belonging to an excellent company, of which they feel they are an integral part

and in whose project they are involved. Furthermore, through permanent dialogue, EMV wants to generate trust among all those who participate and interact with it through permanent dialogue.

**g) INTEGRITY:**

EMV professionals may not give or accept gifts or presents in the course of their professional activity, except for those considered to be courtesies or of symbolic value. Nor may they offer, grant, request or accept unjustified advantages or rewards aimed at obtaining a benefit, in the present or future, for the company, for themselves or a third party, in addition to being able to influence decision-making. In addition, EMV will adapt the selection processes for suppliers and service providers to criteria of objectivity and impartiality.

This value also encompasses pluralism, as EMV recognises the rights of all stakeholders and respects cultural diversity.

**h) COOPERATION AND MUTUAL LEARNING:**

EMV is a company involved in and learns from the territories and communities' cultural and social realities.

We must observe local customs and traditions, the social and cultural context of each country visited or country of origin of the passengers, and each group with which we interact. We believe that respecting different cultural and social identities brings experience and professionalism to the company and improves relations with other groups.

Furthermore, working in an environment of cooperation and teamwork will enhance all interacting groups' use of all resources and capabilities.

**i) CONFIDENTIALITY:**

EMV will guarantee the confidentiality of the data of its interest groups, committing itself not to reveal them to third parties, except with the consent of the client or by legal obligation or in compliance with judicial or administrative decisions.

The gathering, use and treatment of customers' data must be done to guarantee the right to privacy and compliance with the legislation on the protection of personal data.

Prices and information submitted by suppliers and service providers in a selection process will be treated confidentially.

**j) COMMUNICATION:**

For EMV, communication with the different stakeholders must be based on empathy and continuous dialogue. Furthermore, paying special attention to internal communication, EMV must promote that the information and knowledge generated in the company are truthful and complete and is adequately transmitted among all employees, facilitating the management of activities and promoting the development of people.

**k) CONTINUOUS IMPROVEMENT:**

EMV wants to continue growing in a responsible and committed manner with all its stakeholders. For this reason, this Manual is practical and flexible so that it can be integrated into daily activities and face possible ethical dilemmas.

**e) Relationship with Stakeholders.**

**Shareholders.**

Europa Mundo Vacaciones belongs to our partners as a private company. Therefore we are

committed to being diligent, putting into practice our Code of Conduct and Good Practices Manual, and transparently transferring all the information they require of us.

Our shareholders are a benchmark of the company and must always receive honest and rigorous information from us.

Values such as trust, commitment, cooperation, responsibility are an essential part of the relationship between EMV and our shareholders.

### **Employees.**

EMV's organisational structure is set up uniquely in terms of its employees. Consequently, the profiles of its employees are very different, be it the employees from the central office in Madrid, the guides managing the tours or the coordinators from important and demanding European cities. Their relationship with the company will be dealt with as indicated in the internal relations section in the Good Practice Manual.

### **Direction.**

The company's management has a unique role in the relationship with the company. It tries to maximise the economic and social benefit of the company with its stakeholders with particular reference to shareholders and employees, safeguarding the health of the company and the balance with them.

Values such as responsibility, commitment, trust, assumption of shared responsibilities, cooperation, mutual learning are part of EMV, management and stakeholders.

### **Customers.**

In the EMV structure, customers have special relevance, with a clear differentiation between Tour Operators (our direct clients and their wholesale travel agencies) and passengers (clients-users of the tours).

Companies promote the advancement of corporate social responsibility by committing themselves to sustainable development through the concerns and expectations of citizens, consumers driven by globalisation and social criteria, the growing concern about the environmental deterioration caused by economic activity, and the transparency of business activities. All of this means that the client, civil society, has an important reference point and trusts companies that follow Social Responsibility criteria and bring together social, environmental and economic aspects under the prism of ethics.

The values of responsibility, commitment, flexibility, openness, trust, mutual learning, information sharing, shared responsibility, consensus decision-making, cooperation, continuous improvement, verifiability are part of EMV and customers, bringing together all values and indicating a complete and diverse relationship.

### **Suppliers**

EMV must base its relationship with its suppliers on mutual benefit and trust. Therefore, a close relationship must be maintained with continuous cooperation and mutual learning, in which the maxim is to achieve excellence and quality of the service or product.

EMV will select suppliers considering social, ethical, and environmental criteria; our suppliers and service providers must have business practices lawfully and ethically, comply with the law, and respect human dignity.

These selection processes will be confidential, as well as any information derived from your business relationship.

EMV will positively value those suppliers who express their commitment to the principles included in this Manual.

Efforts will be made to provide the information collected here to all your current and future suppliers.

### **Service providers**

The service providers with whom EMV relates must respect the protection of Human Rights within their business operations and comply with the regulations in force in their field.

EMV's relationship with these companies will be based on legality, efficiency and transparency.

### **Civil society.**

For EMV, which provides its services in diverse geographical areas of the world, both in developing and developed countries, it is committed to promoting sustainable human development, improving the impact of sustainable and responsible tourism as well as developing projects focused on promoting coexistence between cultures in search of a more tolerant and diverse world.

For this, it works through its Foundation with NGO's, foundations, associations, religious groups, social cooperatives and in general with non-profit entities in the development cooperation, education, health and various sectors of action.

The values of responsibility, commitment, trust, cooperation, communication, integrity contribute to a stable and closely linked relationship between EMV and civil society.

### **Conclusion.**

The present Good Practices Manual of Europa Mundo Vacaciones and its relationship with stakeholders intend to cooperate to achieve a socially, environmentally and economically sustainable world, maintaining the performance of our activities responsibly and respectfully, a more ethical and engaged society.

## **4. COMPLIANCE WITH THE MANUAL**

1 All Europa Mundo Vacaciones staff are advised to know and accept the values, principles and standards of this Manual and to comply with its requirements.

2 Europa Mundo Vacaciones will not apply or allow any sanction or retaliation for any complaint or information made in good faith concerning breaches of this Manual.

3 Internal reporting of possible non-compliance with the Manual or doubts that may arise from the interpretation or application of the Manual shall be directed to the Compliance Committee



of the Good Practices Manual and Code of Ethics, which will receive, study and resolve them. Committee, created for this purpose, will receive, study, and resolve them while maintaining the sender's anonymity.

The Compliance Committee of the Good Practices Manual and Code of Ethics, hereinafter **CC**, will inform the Board of Directors or, where appropriate, the General Management of its composition and functions.

Internal notification of Possible breaches or violations can be done with the help of corresponding Department heads and the Human Resources Department ([rrhh@europamundo.com](mailto:rrhh@europamundo.com)). The General management can also be reached directly through the e-mail ([luisgarciacodron@hotmail.com](mailto:luisgarciacodron@hotmail.com)) or through an appropriate channel that will be created for this sole purpose of the **CC** or confidentially through the mailbox that will be enabled in one of the dependencies of the EMV office in Madrid or through the mechanism for receiving complaints by JTB.

There will also be an external communication channel through the CC for stakeholders to file complaints, notify possible breaches, resolve doubts and, where appropriate, make suggestions.

4. Through its CC and informing the General Management, Europa Mundo Vacaciones will determine the procedure for monitoring and updating the Manual and making improvements or modifications to it.

5. The CC will include in its annual report to the Board of General Directors or General Management an assessment reference of the observance and monitoring of the Manual during the financial year.

## **5. DRAFTING COMMITTEE**

Europa Mundo Vacaciones has organised a committee to create, design and write this guide, or Good Practices Manual, made of 12 of our colleagues from the offices, who have voluntarily worked on its development and to whom we thank for their dedication, these are:

- Raquel Cameo Sánchez
- Carolina del Castillo Tomás
- Alejandro Espinosa
- Beatriz Grande Gómez
- Liliana Lázaro Castro
- Carlos Longas Gómez
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