**Emotional salary**

1. **PRESENTATION**

Europa Mundo Vacaciones (EMV) is part of the JTB Group, one of the world's largest travel groups, which was founded in Japan more than 100 years ago, currently has more than 150 companies and more than 900 offices worldwide. Although Europamundo was originally a family-owned company, its average sales growth over the last 10 years has been 13.97% per year, being the leader in Latin America in European tours, also having its own tours in the USA, Canada, Mexico, Costa Rica, India and Japan, with 1,000 different tours, and with 100,000 passengers a year traveling on our circuits from 133 countries on 5 continents, markets in Latin America, Spain, Portugal, and in 2016, countries such as India, Thailand, the Philippines, Malaysia, the United States, Jordan and Australia were added.

EMV has ended 2022 with 181 employees in its office in Madrid and 180 - 200 guides.

The company has 20% females in the management, 82% females at manager level and 68% females at the operational level.

The EMV team is made up of staff from Brazil, Argentina, Mexico, Peru, Venezuela, Chile, Colombia, Ecuador, Paraguay, Romania, Bulgaria, India, Armenia. This gives a diverse and multicultural approach.



**2.** **DESCRIPTION**

The emotional salary has an Emotional Compensation Plan that is articulated around 7 axes of action: work flexibility, workplace, balance of personal-professional life, professional development, integration and feeling of belonging, the promotion of volunteering and socially responsible investment and other benefits, in addition to 11 specific conciliation measures and personal and family assistance through “Europamundo Contigo” looking for the reconciliation of life personal, family and work, although throughout 2021 it has been inoperative.

All these benefits that EMV gives to its office employees, guides or coordinators are free for them, they are an extra and not a legal obligation of the company.

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**3. PROJECT OBJECTIVES**

The success of EMV's philosophy lies in the level of commitment or "engagement" of its employees to achieve the objectives and perform their tasks, working as a team, but using their creativity and extra effort individually as a person and professional, absorbing the values of the company in their day to day.

At this moment the EMV work teams are made up of different generations, and the real challenge is to keep them all committed and motivated.

Generations value things differently. There are fewer and fewer universal incentives and more based, not only on generation, but also on the profile of the employee.

That is why at EMV we consider that the way to achieve this is considering their needs, their realities, whether personal or professional through what we call emotional salary. The emotional salary is a concept associated with the remuneration of an employee in which issues of a non-salary nature are included, and whose function is to reconcile, accept the various values, adapt processes to the different generations and take advantage of diversity.

These compensations, although they do not have a monetary value, they add into the emotional account of the worker.

The more enriching the work environment, the greater the commitment of employees to the company, resulting in four times increase in employee commitment, improving productivity and daily coexistence, and a positive work environment and climate.

**4.** **BENEFICIARIES**

The direct beneficiaries are EMV employees, whether they are employees of the Madrid office, coordinators in the main European cities or tour guides.

Direct beneficiaries:

• 181 Madrid office employees

• 204 guides

• 7 coordinators in the main cities.

• Personnel stationed in 5 countries

Indirect beneficiaries: (365 families)

And consequently the entire company Europa Mundo Vacaciones.

**5.** **TIME FLEXIBILITY**

In line with the work/life balance, time flexibility at work is essential to combine work with family and/or personal, social and environmental projects.

• *Flexibility in arrival and departure times and throughout the day.*

*• Work-Life Balance Plan: Permanent or rotating intensive shifts depending on the department in low season or throughout the year.*

*• I work on-line at home, in certain departments and positions.*

*• Reduced maternity-paternity leave.*

*• Overtime: up to 5 days per year for the employee to compensate for overtime.*

**6. WORKPLACE**

The company provides the means for the comfort of the workers in the work places, as well as in the rest times, within the working day, since it allows the use of the own facilities for this comfort.

*• Relaxation areas, rest room*.

*• 2 Training and social meeting rooms.*

*• Foundation and company library.*

*• Kitchen-dining room with appliances such as refrigerators, microwave, dishes.*

*• Dispensing machines for food, fair trade coffee, tea and snacks.*

*• Space for Yoga Classes.*

*• Ergonomic equipment at workstations: chairs, wrist pads, computer screen platform, footrests.*

*• Bicycle parking*

**7. LIFE/WORK BALANCE**

• *Accompaniment and private medical leave: 14 leaves of up to 4 hours for accompaniment of family members or use of the private physician.*

• *2 days of own business.*

• *Maternity and paternity leave.*

• *Paid leaves and leaves of absence: days for change of address, professional degree exams, ID card and passport processing, etc.*

• *4 hours at the company's expense for visits to the public doctor.*

**8. PROFESSIONAL DEVELOPMENT**

• *Continuous Training:* courses that, due to business needs, remain operational throughout the year, regardless of the high or low season. An example of this is the English courses offered to all personnel, an initiative carried out since 2015.

• *Alas Workshops*: In order to share knowledge and skills, questions and concerns, crafts and arts, practical workshops have been created by people from the EMV team (office, guides, etc). where we build tools to be more capable, happier and thus be in a position to improve in any aspect of our lives.

• *Health and Prevention Week:* activity created to raise awareness and promote a healthy lifestyle through workshops, dynamics and lectures such as "Stop Smoking", "Food in Cancer Prevention", "First Aid".

• *Professional training programs*: Office automation (Excel, Word, Access, Powerpoint), Finance (Accounting, VAT, Personal Income Tax), Skills (Time and stress management, teamwork), Languages (Portuguese, English).

• *On-the-job learning programs:* A multi-skill program in which all employees, office and guides, can learn about all departments of the company.

• *Flexible schedules for training:* Employees who want to take official courses, the company helps them to make their schedules flexible

• *Internal mobility program:* Opportunity to change jobs and departments annually, before the start of the peak season.

• *Opportunity to apply for new positions*.

• *Newly created projects.* The employee may propose to the company the creation of a new department or professional area because new operational needs arise in the company.

• *Free prospecting, training and itinerary review trip of up to 15 days for the employee and a 50% reduction for the accompanying person. On non company trips at cost prices.*

Grupo de personas en un evento

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**9. INTEGRATION AND FEELING OF BELONGING**

The company is making an effort to develop and maintain a good working environment for the employees as well as for the key stakeholders such as distribution network, suppliers and bus drivers. For this reason EMV, through Human

Resources department, Foundation and Good Practices Committee conducts the following activities:

• *"Co- Host" / “Welcome Partner”:* When a new employee joins the company, a partner is assigned as a companion during the first week of adaptation, during lunch, at events or meetings. The purpose is to that the new employee has someone to help with any possible doubt.

• *"Follow-up Partners":* the company, through a group of volunteers, invites new employees to lunch to find out how they have been integrated into their departments and to listen to their ideas and suggestions.

• *Weekend meetings*, picnic, voluntary aperitif, chocolate party, etc*.*

• *Voluntary monthly aperitif* in which anyone can participate as a guest or by contributing something.

• Group and individual contests are held at our *Christmas Lunch*.

Un grupo de personas en un escenario

Descripción generada automáticamente con confianza media

Recognizing, during a board meeting or a corporate event, when someone has done a good job. Not only does it encourage the department or person in question to continue striving daily, but it also increases competitiveness and with it the performance of all the people who collaborate within the organization.

• *Convention.* Professional annual meeting for distribution network (with families) and key staff of EMV. During this meeting distributors are informed and involved in the development of EMV.

• *Post tour:* Following the convention the distributors are invited for a post trip. This trip has the purpose of creating personal relations and commitment between our distributors and EMV key staff.

• *Familiarization trips* for new tours/products for distributors with their families and employees of EMV.

• *Regular meetings* to present results, sales and future prospects conducted by the Managing Director for the entire workforce.

• *Annual meeting* for new employees conducted by the Managing Director.

• *Europamagazine: half-yearly bulletin where office personnel, guides and tour-operators participate voluntarily.*

• *EMV employees’ manual.*

• *Seniority recognition: Although we are benefiting from the TPE Seniority program in which the worker has additional vacation days and an additional economic cost, EMV sends a greeting card to the employee and gives a company pin.*

• *Best Worker Award:* Through voting, the best office worker, guides and drivers are awarded and announced at our annual convention.

• Opportunity to establish working groups for different subjects including employees from all levels.

• Professional conferences with interest groups, such as guides and drivers to inform them about the operative structure of EMV and its particular vision of daily work.

**10. PROMOTE VOLUNTEERING AND CORPORATE SOCIAL**

**RESPONSIBILTY INVESTMENT**

EMV in the development of its Corporate Social Responsibility policy has created its own CSR department, which tries to supervise the set of legal and ethical obligations and commitments that derive from the impact that the company produces in the social, labor, environmental and human rights areas.

CSR is developed through:

• *As a Social Responsible company, EMV has created a Foundation. The foundation involves in the development of social, environmental and Responsible Tourism projects, along with NGOs and the World Tourism Organisation, enabling:*

o Participation in the Foundation’s Project Evaluation Committee composed entirely of EMV employees who manage the day to day business of the Foundation

o Visits to NGO projects which the foundation is funding.

• EMV, in line with its Corporate Social Responsibility Policy, has supervised the creation of a Manual of Good Practices, a Code of Ethics with the consensus of all employees, and the creation of a Supervisory Committee, the Good Practices Committee, allowing all employees to participate.

• EMV has also developed a Conflict Mediation and Workplace Harassment Protocol and throughout 2017 will implement its Equality Plan, "an ordered set of measures adopted after a diagnosis of the situation, aimed at achieving equal treatment and opportunities between men and women in the company and eliminating discrimination based on sex".

• Corporate, training and international volunteering, employee volunteering in various activities such as:

o Participation in visiting the homeless in the city of Madrid.

o In international projects in Bolivia, Honduras, India, Nepal, Kenya and Senegal.

o Training workshops for long-term unemployed people over 45 years of age.

o Christmas collection of non-perishable foodstuffs.

o Collection of toys and clothes for families without resources.

o Permanent campaign to collect bottle tops.

o Solidarity Market.

o Blood Donation

• Social and Environmental Awareness and Sustainable Development Week.

• Inter-company tournaments and charity races.

• Talks by NGOs about their experiences and projects.

• Lecture-discussions with the participation of employees on social issues or topics of current affairs or everyday life.

• Through training workshops, people learn about Responsible Consumption and recycling, the effect of CO2 emissions and how to reduce them. Social talks are also held to learn about the reality of other places and people through the projects that the Europamundo Foundation finances.

**11.** **OTHER BENEFITS.**

• For sick leave, the company covers 100% of the cost for the first 3 days.

• Deferred payment for travel and/or transport (air, train, etc.) of family members on the employee's payroll.

• Greeting card and gift voucher on the employee's birthday.

• Gift for birth of child and wedding of employee.

• Every year in December the company gives away a Christmas lottery, a Christmas hamper and a raffle of gifts for all employees in the Madrid office, including solidarity gifts bought from NGOs.

• Discount on the payment of private health insurance.

• Payroll advances and loans.

• Annual bonus depending on the company's profits.

• Job stability. Review of permanent contracts earlier than required by law, and no reduction of employment, of some jobs, in low season.

• Free fruit service every fortnight.