

# Sustainability Policy Manual



**Transalpino**

Viagens & Turismo

## Introduction

Transalpino, as a company engaged with various stakeholders in tourism—such as consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions—plays a key role and has influence in the sustainable development of tourism. Therefore, we are committed to promoting sustainability.

We aim to follow, implement, and promote good sustainability practices to maximize positive impacts and minimize negative impacts in tourism arising from our operations, and to influence our clients and partners to do the same.

Our sustainability policy is divided into 10 themes. Each theme consists of a set of principles and practical actions.

This policy applies to all operations, from management to the executive level of our company. Employees, suppliers, and partners are expected to fully support the objectives of this policy whenever possible within existing budgets.

## Transalpino Viagens e Turismo Lda. Commitment

Through its Sustainability Policy, Transalpino is committed to the principles of transparency and socio-environmental responsibility.

Guided by a set of principles aimed at improving the capabilities of individuals and organizations and promoting sustainable tourism, this policy also balances environmental, economic, and social concerns.

### 1. Sustainability Management and Legal Compliance

We are committed to sustainability management through the following actions:

- Appoint a staff member responsible for sustainability coordination tasks;
- Maintain a sustainability mission statement communicated to clients, partners, and suppliers;
- Have an accessible written sustainability policy aimed at reducing negative social, cultural, economic, and environmental impacts, including employee health and safety aspects;
- Actively participate in external forums and working groups supporting sustainable tourism;
- Conduct baseline assessments of company performance in sustainable practices;
- Establish sustainability guidelines and evaluation systems for key suppliers/partners;
- Maintain a sustainability action plan with clear goals, actions, responsibilities, time lines, and associated costs;
- Develop documented procedures to monitor and evaluate implementation;

- Ensure transparency through reports and public communication;
- Ensure all employees are fully aware of and committed to implementing and improving the policy;
- Comply with all national laws, regulations, and codes of practice.

## 2. Internal Management: Social Policy and Human Rights

We are committed to sustainable internal management through a clear and well-communicated social policy, including:

- Freedom of employment and contract termination with prior notice (ideally one month) without penalty;
- Employment conditions aligned with national legislation and job descriptions in contracts;
- Salaries equal to or above the national minimum wage;
- Overtime compensation by agreement;
- Provision of health and liability insurance according to national law;
- Paid annual leave and sick leave;
- Employee health and safety policy compliant with national standards;
- First aid kits and trained personnel available where necessary;
- Compliance with minimum working age laws;
- Procedures for employees to express grievances and expectations;
- Clear disciplinary procedures;
- Regular employee satisfaction measurement;
- Training on roles, rights, and health & safety responsibilities;
- Internship and apprenticeship opportunities;
- Encouragement of employment for people with special needs.

## Human Rights Commitment

- Freedom of association and collective bargaining;
- No discrimination based on gender, race, age, disability, ethnicity, religion/belief, or sexual orientation;
- Equal opportunities and access to development through training

## 3. Internal Management: Environment and Community Relations

We are committed to environmental protection and community relations through:

- Reducing consumption and disposable goods;
- Purchasing sustainable goods and services;
- Buying in bulk to reduce packaging;
- Default double-sided printing;
- Using eco-friendly cleaning products;
- Reducing printed materials (promoting digital use);
- Monitoring and reducing energy consumption;
- Calculating and offsetting CO<sub>2</sub> emissions;
- Using energy-efficient lighting and equipment;
- Reducing water consumption and using sustainable sources;
- Installing water-saving systems and reusing water where possible;
- Complying with waste disposal laws and promoting recycling;
- Reducing plastic bottle use;
- Encouraging sustainable transport and reducing travel emissions;
- Promoting teleworking and virtual meetings;
- Maintaining vehicles to reduce emissions;
- Educating staff on environmental responsibilities;
- Supporting protection of cultural and historical sites.

## 4. Partner Agencies

We aim to improve sustainability among partner agencies by:

- Maintaining a list of partners' sustainability practices;
- Working with organizations that implement sustainable tourism policies;
- Minimizing office ecological footprint;
- Promoting awareness through campaigns and training;
- Informing partners about sustainability standards (e.g., Travelife);
- Regularly evaluating partners' sustainability performance;
- Ensuring partners act in the best interest of communities and the environment;
- Ensuring compliance with labor laws.

## 5. Transport

We aim to reduce pollution levels by:

- Selecting sustainable transport options considering price and comfort;
- Prioritizing environmentally friendly transport for transfers and tours;
- Promoting sustainable travel packages including transport, accommodation, and activities.

## 6. Accommodation

We promote sustainable accommodation by:

- Selecting accommodations meeting sustainability criteria;
- Encouraging certifications (e.g., GSTC, Travelife);
- Preferring locally owned and operated accommodations;
- Supporting local employment;
- Promoting best practices and training;
- Ensuring child protection policies;
- Supporting local culture, architecture, and heritage.

## 7. Excursions and Activities

We aim to protect communities and wildlife by:

- Advising guests on responsible behavior;
- Communicating sustainability standards to suppliers;
- Using qualified guides in sensitive areas;
- Promoting activities that support local communities and traditions.

## 8. Tour Leaders, Representatives, and Local Guides

We commit to:

- Complying with all relevant laws and standards;
- Hiring qualified local staff with fair wages and conditions;
- Providing regular training;
- Ensuring guides promote sustainable behavior;
- Raising awareness about child protection and preventing exploitation.

## 9. Destination

We aim to ensure sustainable destination development by:

- Considering sustainability when selecting destinations;
- Avoiding destinations with significant negative impacts;
- Supporting sustainable transport accessibility;
- Respecting land-use and heritage regulations;
- Supporting local supply chains;
- Promoting responsible shopping and awareness of illegal goods.

## 10. Communication and Customer Protection

### Before Booking

We commit to:

- Providing clear company guidelines;
- Protecting customer privacy;
- Ensuring honest marketing;
- Offering accurate product and sustainability information;
- Promoting sustainable options.

### During Travel

We commit to:

- Informing customers about local culture and environment;
- Providing sustainability guidance;
- Ensuring health and safety information;
- Maintaining emergency contact availability;
- Encouraging use of local businesses;
- Promoting sustainable transport options.

### After Travel

We commit to:

- Measuring customer satisfaction;
- Including sustainability in feedback;
- Handling complaints with clear procedures.

## Contact

All staff of Transalpino - Viagens & Turismo Lda. are responsible for implementing this sustainability policy.

Each department is responsible for promoting and applying this policy.

The coordination of this policy is led by the Sustainability Coordinator, Sofia Santos, who can be contacted at: [sofia.santos@transalpino.pt](mailto:sofia.santos@transalpino.pt)

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