



Alma Travel

Sustainability Policy

We are committed to growing our business in a sustainable manner. We recognize that the environment, communities and cultures within which we operate are vital to the success of our business.

Responsible travel is one of our company's core values, we aim to maximize the positive effects that tourism can have on individuals and local communities, while minimizing the negative social, environmental and economic impacts.

This policy outlines what we have already managed, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company. We therefore commit to the following objectives:

- Comply with all relevant legislation and embed sustainable development principles into core business practices (ESG Certified)
- Use our position to drive sustainability within our destination(s)

Ci impegniamo a far crescere la nostra attività in modo sostenibile. Riconosciamo che l'ambiente, le comunità e le culture in cui operiamo sono vitali per il successo della nostra attività.

Il viaggio responsabile è uno dei valori fondamentali della nostra azienda, miriamo a massimizzare gli effetti positivi che il turismo può avere sugli individui e sulle comunità locali, riducendo al minimo gli impatti sociali, ambientali ed economici negativi.

Questa politica delinea ciò che abbiamo già gestito, ciò che stiamo facendo attualmente e ciò che speriamo di ottenere in futuro. Definisce le pratiche alla base dello sviluppo dei nostri prodotti, delle operazioni e delle relazioni con i partner esterni. È un lavoro in corso per tutti nella nostra azienda. Ci impegniamo pertanto per i seguenti obiettivi:

- Rispettare tutta la legislazione pertinente e perseguire i principi dello sviluppo sostenibile nelle pratiche aziendali fondamentali (Certificazione ESG)
- Usare la nostra posizione per guidare la sostenibilità all'interno delle nostre destinazioni
- Preservare il nostro ambiente e migliorare continuamente le nostre prestazioni ambientali,



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Cap. sociale: Euro 20.800



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Alma Travel

- Preserve our environment and continually improve our environmental performance,
- Optimize our social impact to enhance local livelihoods and prevent tourism leakages
- Provide information, training and support to colleagues and external partners, to engage them towards sustainability
- Provide sustainable information about our products to encourage our clients to opt for sustainable travel options

In our offices

- We ensure our employees understand our goals and are accountable for the implementation of our sustainable policies
- We monitor, reduce and manage waste in a responsible way.
- We measure our use of natural resources especially energy and look for ways to reduce them
- We purchase local products where we can and limit the use of small packaging
- We respect our employees, their diversity and advance their wellbeing wherever we can.
- We share best practices and raise awareness on sustainability among our teams and partners
- We communicate on our achievements against our sustainable goals, internally and

- Ottimizzare il nostro impatto sociale per migliorare i mezzi di sussistenza locali e prevenire perdite di turismo
- Fornire informazioni, formazione e supporto a colleghi e partner esterni, per coinvolgerli verso la sostenibilità
- Fornire informazioni sostenibili sui nostri prodotti per incoraggiare i nostri clienti a optare per opzioni di viaggio sostenibili

Nei nostri uffici

- Ci assicuriamo che i nostri dipendenti comprendano i nostri obiettivi e siano responsabili dell'attuazione delle nostre politiche sostenibili
- Monitoriamo, riduciamo e gestiamo i rifiuti in modo responsabile.
- Misuriamo il nostro uso delle risorse naturali, in particolare l'energia, e cerchiamo modi per ridurle
- Acquistiamo prodotti locali dove possiamo e limitiamo l'uso di piccoli imballaggi
- Rispettiamo i nostri dipendenti, la loro diversità e promuoviamo il loro benessere ovunque possibile.
- Condividiamo le migliori pratiche e sensibilizziamo i nostri team e partner sulla sostenibilità
- Comuniciamo i nostri risultati rispetto ai nostri obiettivi sostenibili, internamente ed esternamente attraverso rapporti approfonditi almeno una volta all'anno.

Sul campo

- Preferiamo lavorare con aziende di proprietà locale che riflettono le culture



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externally through thorough reporting at least once a year.

On the ground

- We prefer to work with locally owned businesses reflecting local cultures (hotels, lodges, restaurants, handicraft outlets, arts and culture centers)
- We drive positive change within our supply chain, monitor their sustainable practices, share best practices and organize training
- We ensure that travels we organize do not have adverse effects on the environment or society, especially sensitive activities that may bring travellers into contact with animals, children or remote communities.
- We give back to neighboring communities by supporting projects addressing local development challenge, encouraging fair employment opportunities and wellbeing advancement.
- We promote Responsible Tourism in our industry and to stakeholders we engage with in our destination(s).
- We put our clients and guests at the forefront of our business and help them to make informed decisions when travelling.

locali (hotel, alberghi, ristoranti, negozi di artigianato, centri artistici e culturali)

- Promuoviamo un cambiamento positivo all'interno della nostra catena di fornitura, monitoriamo le loro pratiche sostenibili, condividiamo le migliori pratiche e organizziamo la formazione
- Ci assicuriamo che i viaggi che organizziamo non abbiano effetti negativi sull'ambiente o sulla società, in particolare attività sensibili che possono portare i viaggiatori a contatto con animali, bambini o comunità remote.
- Restituiamo alle comunità vicine sostenendo progetti che affrontano le sfide dello sviluppo locale, incoraggiando opportunità di lavoro eque e promozione del benessere.
- Promuoviamo il turismo responsabile nel nostro settore e presso le parti interessate con cui interagiamo nelle nostre destinazioni.
- Mettiamo i nostri clienti e ospiti in prima linea nella nostra attività e li aiutiamo a prendere decisioni informate quando viaggiano.

For questions and remarks related to our sustainability/CSR policies, please contact mailadm@almatravel.it

Per domande ed osservazioni relative alle nostre politiche di sostenibilità/CSR, si prega di contattare mailadm@almatravel.it



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Sustainability policy of ALMA TRAVEL



Purpose

- Why is this policy important to the company, its employees and stakeholders?

At Alma Travel we believe there is a different way of doing business; more sustainable; more respectful of the environment and people; a business that leaves a better world than the one we found.

- What does this policy hope to achieve?

Greater sensitivity in our customers and suppliers.

- What steps will be taken to implement this policy?

ISO 14001 AND ESG CERTIFICATIONS

Scope

- Who will be implementing the policy?

All the staff

- Who is impacted by the policy?

Staff members, customers and suppliers

- Who/what areas of operations does the policy not apply to?

We try to apply policy to all operations

_____ is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

Alma Travel leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years and from website at [Sostenibilità: il nostro impegno per dei viaggi green! - Alma Travel | Agenzia di viaggi a Roma dal 1972](#)

Sustainability management & legal compliance

Alma Travel commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals. Every year Alma Travel submits 2 audit (ISO 14001 and ESG CERTIFICATION) to evaluate the status of sustainability.

Alma Travel follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Riccardo Ricci is responsible for implementing the company's sustainability policy.

Internal management: social policy & human rights

Employees

- We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
 - Legal compliance in all regards
 - A safe, healthy, and welcoming workplace
 - Fair contract conditions including fair compensation
 - Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
 - Participation in the sustainability planning activities
 - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.
- Alma Travel has employees with 30 years of experience and presence in th company

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow [circularity/the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound principles. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law
 - Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
 - Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
 - Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
 - Energy saving measures are in place in all common areas

- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Water saving measures are in place in all common areas and restrooms, including water capture in external areas
- Waste is separated into the following categories: [plastic, organic, paper products, metal, hazardous, glass, e-waste, waste to landfill] and is disposed of properly by [a private company / municipality]
- Noise, light, and air pollution is minimised

Carbon management of office operations

- Alma Travel is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible
 - We are planning in the future to monitoring and measuremeasuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encourageing remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
 - We have implemented procedures such as [e.g. following proper maintenance for vehicle fleet, offering incentives such as bike for the staff].
 - Installing energy efficient equipment and appliances [where appropriate/possible]
 - Consume energy only from renewable sources

Land use

- Alma Travel offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- Alma Travel is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- Alma Travel prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, Alma Travel prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Alma Travel offers incentives for partners that are actively engaged in sustainable operations.

- Alma Travel expects its suppliers to adhere to a Code of Ethics and Sustainability Book, that includes the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of Alma Travel

Our complete supplier Code of Ethics is available here: https://www.almatravel.it/codice_etico/

Our sustainability book is available here:

[Sustainability Book - Alma Travel | Agenzia di viaggi a Roma dal 1972](#)

- Following a zero-tolerance policy, Alma Travel will immediately terminate any relationships with suppliers that violate our Code of Ethics and Sustainability Book, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- Alma Travel raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- Alma Travel actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- Alma Travel maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Transport

- Alma Travel only works with transport providers that adhere to the company's Code of Ethics and Sustainability Book.

- When selecting transport for guests and business related travel, Alma Travel commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- Alma Travel has implemented clear guidelines for reducing GHG emissions from transport and selecting the most environmentally friendly transport options, including the following measures:
 - Preferring ground transport over air transport for short-haul travel destinations
 - Avoiding in-destination flights as much as possible
 - Offering rail-and-fly transport to and from the airport
 - Using public transportation options in the destinations
 - Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
 - Training drivers on eco-driving techniques
 - Show the Co2 emission when you book a flight from the Self Booking Tool

Accommodations

- Alma Travel only works with accommodations that adhere to the company's Code of Ethics and Sustainability Book.
- In the accommodation selection process, Alma Travel considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Alma Travel favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Activities & Excursions

- Alma Travel only works with excursion providers that adhere to the company's Code of Ethics and Sustainability Book.
- All excursions and activities run by or on behalf of Alma Travel respect local customs, traditions, cultural integrity, and natural resources.
- Alma Travel commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Alma Travel gives preference to excursions and activities that benefit local communities, respect animal

welfare and support environmental protection.

- Alma Travel has clear guidelines/Codes of Conduct in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests.
- Alma Travel provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

- Alma Travel commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of Alma Travel.
- Alma Travel understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of Alma Travel are trained regularly and knowledgeable in the sustainability topics of the destination.
- Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.
- Alma Travel provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Destinations

Sustainable destinations

- Alma Travel prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- Alma Travel aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- Alma Travel does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- Alma Travel commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden

souvenirs

- Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
- Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- Alma Travel commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy [Privacy Policy - Alma Travel | Agenzia di viaggi a Roma dal 1972](#) to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- Alma Travel strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations

- Activities and excursions that benefit the local communities and environmental protection
- Responsible shopping and illegal souvenirs

Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
- Alma Travel maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Riccardo Ricci, who can be reached at riccardo@almatravel.it

Definitions

“recycle” is defined as “convert (waste) into reusable material.”

"reduce" = "make smaller or less in amount, degree, or size"

"human rights" = "a right that is believed to belong justifiably to every person"

"sustainable" = "able to be maintained at a certain rate or level."

Effective date

This policy is effective from 0jan 2021.

Revision history

This policy was revised on every year on january

This policy will be revised by Audit company