

1. Document Control

1.1. Document Change History

Version	Revision Date	Author	Description of Change
1	16.06.2023	K. Mifsud	Initial Version

2. Scope / Applicability

This policy will apply to all operations, from management to the executive level of our company.

All staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within established budgets.

This policy applies to all employees, contractors and suppliers and other stakeholder for MH Bland. It will be communicated to our customers, suppliers and people we do business with and wherever possible they will be asked to meet this policy as a minimum or show where they will exceed standards in their relationship with MH Bland.

We acknowledge we have limited influence over third parties. While we cannot control the decisions of these parties, we commit to educate them of our policy and encourage them to align their operating practices with our policy objectives.

3. Purpose of the Policy

This policy is based on our Sustainability Vision and Mission Statement. In this statement we describe what we want to be, what we want to achieve and what we believe in.

MH Bland accepts that it must work to preserve the environmental sustainability of the planet, at all levels of its operations. As a company, we recognise the importance of sustainability and the role we play in shaping a more sustainable future. We understand the importance of implementing sustainable practices in all aspects of our organisation in order to maintain and protect the environment and people in places we do business.

Our commitment to sustainability not only benefits our company but also our stakeholders, the environment, and future generations. Therefore, we will work towards achieving our sustainability goals while continuing to meet the needs of our stakeholders.

We are mindful that climate change and other sustainability issues impact us all and that change is required today. Our responsibility is to engage all colleagues in global efforts to address sustainability challenges. This is reflected in the implementation of our new sustainability measures and initiatives.

4. Policy Statement

4.1. Sustainability Management & Legal Compliance

MH Bland commits to sustainability Management by:

- Having two employees (HSSEQ Manager and a Sustainability & Communications Assistant) who are responsible for sustainability coordinator tasks. These include monitoring, reporting, and implementing the sustainability policy and action plan;

- Having a sustainability mission statement that is communicated to customers, partners and suppliers;
- Having a written sustainability policy that aims for a reduction of negative social, cultural, economic and environmental impacts of the company's activities;
- Ensuring that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it;
- Developing documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets;
- Conducting a baseline assessment of the company's performance on sustainable practices;
- Having a sustainability action plan with clear targets, actions, responsibilities and time planning;
- Ensuring company's transparency in sustainability by public reporting and communicating;
- Involving the staff in our sustainability action plan and ensure that the staff is fully aware of our Sustainability Policy and is committed to implementing and improving it.
- Complying with all national legislation, regulations and codes of practice.

The Travelife platform will be used by MH Bland to track, report, and evaluate our sustainability progress. Every year, a sustainability report will be posted on our corporate website as part of our commitment to publicly sharing our environmental performance.

MH Bland 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.

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

4.2. Internal Management: Social Policy & Human Rights

MH Bland commits to sustainable internal management by having clear written and well-communicated social policy by;

- Granting employees the freedom of employment and contract termination with advance notice (ideally minimum one month) and without penalty;
- Including labour conditions according to national labour law and a job description in the employment contract;
- Mentioning the wage rate in the contract which is equal to or above the national legal wage;
- Granting employees fixed paid yearly holiday and sick leave. MH Bland also grants 26 weeks paid maternity leave plus an additional 26 weeks unpaid for full-time employees;
- Having health and safety policies for employees which complies to national legal standards;
- Having first aid kits and trained staff available at all our premises and within company owned vehicles;
- Obeying to national concerning Minimum Age for Admission to Employment;
- Having documented effective procedures in place for employees to voice out their complaints and expectations;

- Having a clear disciplinary procedure that is effectively communicated to employees;
- Providing periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire drills.
- Creating opportunities for students that participate in traineeship/internship/apprenticeship;

MH Bland commits to practice human rights by;

- Declaring not to hinder trade union membership, collective labour negotiations and representation of members by trade unions;
- Prohibiting discriminations, regarding recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation;
- Committing to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion;
- Ensuring that all employees have an equal chance and access to resources and opportunities for personal development through regular training and education;

Committing to fostering a safe, healthy, and inclusive work culture where all employees are able to perform their duties successfully;

- Committing to a zero-tolerance policy for acts of discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

MH Bland expects this commitment from all partners and suppliers.

4.3. Environmental management

MH Bland is committed to managing their environmental impacts and reducing our carbon footprint as an integral part of our operations by:

- Following all local and national regulations concerning environmental law.
- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.
- Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset some remaining amounts when possible.
- Purchasing office supply - locally, seasonally, fair trade, in bulk, with limited packaging and sustainability certified whenever possible.
- Printing only when absolutely necessary, and when printing, paper used must always be FSC or equivalent certified.
- Setting copy and printing machines by default to double-sided and grayscale printing (printing can only be changed to colour when deemed necessary);
- Having energy saving measures in all common areas.
- Installing energy efficient equipment and appliances where appropriate/possible.
- Using energy-efficient equipment and lighting which are turned off/unplugged/on sleep mode when not in use.

- Switching off lights and equipment when not in use, using automatic switch on/off system with timers or movement sensors and setting equipment by default in the energy saving mode, where feasible
- Having water saving measures in place in most common areas and restrooms and having an active policy to reduce water consumption, implemented and monitored on a yearly basis for benchmark purposes.
- Using cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an ECO label, where possible and if locally available.
- Practising a waste hierarchical approach to always reduce, reuse, repurpose and recycle commodities and products instead of waste, particularly waste to landfill.
- Separating waste into the following categories: [dry recyclable, food/organic, hazardous, e-waste, batteries] and is disposed of properly and complying with the national legislation concerning waste disposal.
- Minimising noise, light, and air pollution.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
- Reducing the amount we travel as much as possible.
- Encouraging employees to limit their carbon footprint by use of eco-modes of transportation.
- Implementing sustainability related procedures such as following proper maintaining and properly checking motorised company vehicles and vessels, to reduce emissions and energy use and make sure they comply with the legal emission standards;
- Providing periodic guidance, training and/or information to all staff members about their roles and responsibilities with respect to internal environmental practices.

4.4. Transport and Drivers

MH Bland tries to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

MH Bland commits to this by;

- Implementing 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
 - ✦ Encouraging employees to use public transportation options where possible
 - ✦ Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available (where possible)
 - ✦ Training drivers on eco-driving techniques
- Only working with transport providers that adhere to the company's Code of Ethics and Code of Conduct.
- Considering and giving preference to more environmentally friendly and sustainable alternatives when selecting transport options (outside of Gibraltar) for staff travelling or for

transfers and excursions, taking into account distance, route, price, comfort, and practical considerations.

- Integrating and/or promoting sustainable tour options including sustainable destination, sustainable transport and offering sustainable activities.

4.5. Activities & Excursions

MH Bland values animal and community welfare extremely high and aims at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment and are strongly against harming wildlife and polluting the environment.

MH Bland – Calypso Tours do this by:

- Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination;
- Only working with suppliers and excursion providers that adhere to the company's Core Values & Code of Ethics and Code of Conduct;
- Ensuring that all excursions and activities run by or on behalf of MH Bland respect local customs, traditions, cultural integrity, and natural resources;
- Committing to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national and international law;
- Giving preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection;
- Having clear guidelines in place for environmentally and culturally sensitive excursions or activities offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides with a main focus on respecting the local culture, nature, and environment;
- Providing providers/suppliers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.
- Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects;
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;
- Communicating our sustainability objectives and requirements to contractors and suppliers by distributing this information via code of conducts, representative agents, social media, email, discussions, and/or meetings.

4.6. Tour leaders, local representatives and guides

MH Bland commits to stand for a fair and safe working environment that supports and respects local communities by:

- Committing to hiring qualified local guides, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers and the associations we work with that are hiring local staff on behalf of MH Bland.

- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it, by newsletters, references or supplements to contracts, emails, or training and information sessions;
- Understanding that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination and conveying the appropriate behaviour to them is vital. Guides hired by or leading tours on behalf of MH Bland must be knowledgeable in the sustainability topics of the destination.
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it, by newsletters, references or supplements to contracts, emails, or training and information sessions;
- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);
- Providing our guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform;
- Training our employed tour leaders and local representatives on the avoidance of sexual exploitation of children. This will include training on how to check the requirements concerning exclusion of child abuse.

4.7. Sustainable Destinations

MH Bland commits to a sustainable destination by:

- Considering sustainability aspects in destinations in the selection of new destinations and in the product development process.
- Providing social and environmental benefits to the communities we visit.
- Understanding the importance of visitor dispersion and of not exceeding the carrying capacity of destinations to prevent over-tourism – MH Bland therefore encourages the promotion of lesser-known areas (with the approval of the local community), to prevent over tourism and its negative impacts.
- Attempting and preferring to work in destinations that have committed to sustainability as an integral part of community and destination development.
- NOT selecting destinations or areas in which tourism leads to structural negative local effects,
- NOT supporting destinations that have a questionable human rights track record.
- NOT promoting souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

MH Bland does NOT allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abides by local and international laws in place to prevent this.

4.8. Accessible Destinations

As noted by UNWTO, "According to the World Health Organization (WHO), 15% of the world's population (1 billion people) lives with some form of disability.

MH Bland understands it is their social and business responsibility to consider accessibility when selecting new destinations. In selecting new destinations the reachability through more sustainable means of transport is also considered.

MH Bland commits to:

- Offering tours, services and facilities without accessibility barriers for those with physical, cognitive, intellectual or sensory needs, where possible.
- Providing clear, detailed and accurate information for travelers with disabilities and sharing the information in a consistent manner.
- Providing training to staff on disability awareness and how to support travelers with disabilities.

4.9. Contribution to local communities / local economic network

MH Bland 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, 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.

4.10. Environmental stewardship in destinations

MH Bland 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.

4.11. Customer communication and protection

Our customer protection is our priority. Therefore, we maintain a Privacy Policy, Data Retention & Destruction Policy and Data Subject Rights Policy to ensure:

- Legal compliance in all regards
- Customers and their data are protected
- Customers know how their information is being used

With regard to communication, we commit to:

- Complying with relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than is delivered;
- Making product and price information clear, complete and accurate, with regards to the company and its products and services, including sustainability claims;
- Providing destination information, including sustainability aspects, which is factually correct, balanced and complete;

- Providing clients and consumers with documented guidelines and/or codes of conduct for sensitive excursions and activities, in order to minimise negative visitor impact and maximise enjoyment.
- Informing clients about the environmental impact of different transport options to reach the destination (in case these are not included in the package), and to offer sustainable alternatives, where available;
- Informing end users on responsible and illegal souvenirs
- Offering and promoting sustainable transport options as the “better” option.
- Offering and promoting activities and excursions that benefit the local communities and environmental protection
- Informing consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution
- Informing customers and consumers about risks and precautions related to health and safety matters in the destination.
- Keeping a contact person and a telephone number permanently available for emergency situations.
- Training personnel and keep guidelines available, on how to deal with emergency situations
- Informing consumers about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination.
- Motivating consumers to use local restaurants and shops (where appropriate).
- Encouraging consumers to donate to local charity and sustainable initiatives.

4.12. Marketing and communication

MH Bland 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.

4.13. 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
 - ✦ Greenhouse Gas emissions and offsetting
 - ✦ Transport
 - ✦ Children in tourism
 - ✦ Satisfaction and complaints

- MH Bland maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

MH Bland commits to:

- Measuring client satisfaction and taking into account the results, for service and product improvements.
- Having clear procedures in case of complaints from clients

Message from the Chairman:

MH Bland leadership supports and is fully committed to the company's sustainability performance and supports its sustainability mission and strategy.

5. Responsibilities

Role	Responsibility
Directors – All Sectors	Responsible for the promotion and implementation of the sustainability policy and responsible for ensuring Managers
Managers – All Sectors	Responsible for the implementation of this sustainability policy within their departments.
Employees – All Sectors	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.
Contractors – All Sectors	Responsible for reading and acknowledging this policy. The contractor must read and confirm they are working towards complying with all aspects of this policy.
Suppliers – All Sectors	Responsible for reading and acknowledging this policy. The supplier must read and confirm they are working towards complying with all aspects of this policy.
Customers – All Sectors	Customer will have access to this sustainability policy via our MHB website.

6. Implementation Procedures

This policy will be provided to all employees, suppliers and contractors for their review and acknowledgement.

7. Enforcement

Sustainability internal and external audits will be conducted yearly. Violations of this policy may result in the loss of our Partner Award status with Travelife.

8. Review and revision

This policy will be reviewed annually by top management and, where deemed necessary, amended and re-issued.

9. Contact Information

Contact	Phone	Email
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10. Related Documents

T1 HR 03 - Core Values & Code of Ethics

T1 Q 04 - (Tourism) Supplier Code of Conduct

T1 Q 05 - Supplier Compliance Statement